

MYCHART FAQ

Our local Epic host site is through UI Health Care. UI Health Care shares its electronic medical record with several organizations in the surrounding area, including:

- Audubon County Memorial Hospital & Clinics
- Cass Health
- Iowa Specialty Hospitals & Clinics
- Jefferson County Health Center
- Myrtue Medical Center
- Van Buren County Hospital
- Washington County Hospital and Clinics
- WinnMed

Although these organizations are not considered affiliates of UI Health Care, they are still part of the UI Health Care network and share a single electronic medical record system with UI Health Care. If you currently receive care or have ever received care at two or more of the above organizations, you are considered a shared care patient within our electronic medical record system.

1. I am a patient at two or more of the above organizations. Will the same MyChart username and password work to log into both sites?

You will still use the same MyChart account but you will have another location (WCHC) to choose from your profile to access your medical information or perform other messaging functions. WCHC's MyChart patient portal will be available starting 11/11/23.

2. I have a MyChart account at an organization in Iowa, but it is not an organization listed above. Can I use that username and password to log into one of the organizations above?

No. MyChart accounts with organizations not listed above are considered external from UI Health Care.

3. I am a patient at two or more of the above organizations, but the emails I receive only come from one organization – why is that?

You may receive an email from an organization where the event did not take place or that does not match what you were expecting to see. The branding in MyChart emails (i.e., the "from" address and the logo) is controlled by your MyChart profile. You can only have one MyChart profile and it is assigned automatically based on where you first established care. If you wish to have your MyChart profile changed to better reflect where you receive your primary care, please call request that it be updated.

4. How come I have access to certain features in one portal, but not the other?

Not all organizations use the same MyChart functionality. It is possible that you may be able to perform an action or have access to certain functionality in one site but not another.

5. I have a MyChart account at UI Health Care. Can I see my Washington County Hospital and Clinics information in it, or do I need to create a new MyChart?

You can use your UI Health Care MyChart account to see your WCHC information, and vice versa. You can also use your existing MyChart username and password to log into any of the organizations listed above.

6. I have a MyChart account at an organization in Iowa, but it is not one of the organizations listed above. Can I see my Washington County Hospital and Clinics information in MyChart?

You can link external accounts in MyChart to see all your information in one place. From your menu, under the Sharing section, click Link My Accounts and follow the instructions so you can view information from other organizations where you receive care.

7. I need to send a message to my provider. Does it matter what portal I am logged into?

Yes. Please make sure you are logged into the portal that your provider is associated with when sending a message from MyChart

8. If I am a patient at multiple organizations listed above, can I see all my billing information in one portal?

No. You will only be able to see billing information for the site you are logged into. For example, if you are logged into the Washington County Hospital and Clinics portal, you will not see any billing information from any other organization where you may have received care.

9. Will UI Health Care have access to WCHC records?

Clinical records between UI Health Care and WCHC are shared for continuity of care. All staff are bound by HIPAA Compliance rules when searching and accessing patient charts.