

Manage your care online with MyChart

MyChart is a secure website and mobile app that helps you manage your care at MD Anderson. This overview explains how to use MyChart to access your health information, send messages, view education, reschedule or request appointments, and see test results.

On the MyChart homepage, use the menu at the top to access frequently used features.

If you have questions, please call askMDAnderson at 1-877-632-6789, Option 3.

Activate your account

If you do not already have a patient account, you will need to create one. Call askMDAnderson to ask for an activation link and for help creating an account. You will need an email address to create your MyChart account. You will receive the link with instructions for how to create an account on MyChart.MDAnderson.org.

Keeping your account secure

To better protect the security of your online health information, MD Anderson is making two-factor authentication the default setting. Your password will not change.

Access to MyChart in Spanish

You can view MyChart in Spanish. Before you log in using the web version of MyChart, select Ver en Español in the top right corner of the login screen. Then log in. To use the mobile app in Spanish, update your device settings to Spanish. Then open the MyChart app.

Manage your care

You want to:	On the website, go to	Using the MyChart mobile app, go to
Request an appointment	<p>Visits > Schedule an Appointment > Request an Appointment Select a Provider at the top or Reason for Coming at the bottom</p> <p>You can only request an appointment with a physician you have seen previously.</p>	<p>Menu > Schedule an Appointment > Select a Provider at the top or Reason for coming at the bottom</p> <p>Appointments > Schedule an appointment > Select either Schedule with a provider you've seen before or Tell us why you're coming in > Choose either New Problem Visit, Problem Follow-Up Visit, Annual Screening Mammogram or Annual Follow-Up > Send Request</p>
Request to reschedule or cancel an appointment	<p>Visits > Reschedule/cancel appointment</p> <p>Select the appointment(s) you want to request to reschedule or cancel and click Continue. After that, a message box will appear where you can type comments regarding your request. A staff member will contact you to reschedule or cancel your appointment(s). Some appointment reschedule or cancellation requests cannot be made online. You may be directed to call your primary center.</p>	<p>Visits > Cancel appointment</p>

You want to:	On the website, go to	Using the MyChart mobile app, go to
See test results	<p>Test Results Test results are available after the results are in final status. Lab results are released immediately after finalized. Pathology and imaging are released 2 business days after finalized. Your provider may send you a message if they want to share their comments about test results with you. Your care team will let you know next steps. If you have questions, send your care team a MyChart message.</p> <p><i>Note: not all test results are viewable in MyChart.</i></p>	<p>Test Results > Click on the test result you want to view. Some test results may not be viewable with the mobile app.</p>
View visit notes from past appointments	<p>Visits Select Past Only in the drop-down menu. Click on an appointment to see details. Signed notes are released to MyChart automatically. You are able to view notes after a clinic visit. Also, you can view notes after being admitted to the hospital and after being discharged. Look for Hospital Visit. Hospital notes are sorted by admission date.</p>	<p>Appointments > Click on the visit you want to see. Then click on the View Notes.</p>
Send a message to your care team	<p>Messages > Send a Message > New Medical Question > Next > Select Type of Medical Question > Select Provider Select the provider team that you want to send a message to from the drop-down menu. Each message goes to the entire physician nursing team to ensure your message is read in a timely manner. If you need to add a provider to your list, please ask your care team or center staff to do so.</p> <p>You also can send a message to other services such as Social Work, Case Management, Rehabilitation Services, and Spiritual Care.</p>	<p>Messages > Send a Message > Medical Advice > Select the provider team you would like to send a message to.</p>
Send a message not related to medical care (i.e. service, billing, insurance)	<p>Messages > Send a message > Customer Service Question > Select the Type of Customer Service Question or Select a Topic</p>	<p>Messages > Send a Message > Customer Service > Select a topic.</p>
Request medication refill	<p>Medications > Request Refill Select the medication from the Prescription box. Then click Continue and select the pharmacy where you would like to pick up the prescription. NOTE: Only prescriptions filled at a MD Anderson pharmacy will be eligible to request a refill within MyChart. All other refill requests must go through the pharmacy that filled the original prescription. If you need a prescription for a pharmacy not located at MD Anderson, message your care team.</p>	<p>Medications > Select the medication you would like refilled and send request.</p>
Find where an appointment is located	<p>Visits Look at your upcoming appointments. Click on the visit you want to learn about.</p>	<p>Appointments > Click on the upcoming appointment to view details including location.</p>

You want to:	On the website, go to	Using the MyChart mobile app, go to
Find patient education resources from your care team	You can find your patient education resources in your MyChart account. Go to Menu, under Resources select My Education. From there, you can open all education documents and videos sent to you by your care team. The newest shared education will appear at the top of the list.	Menu > Resources > My Education
View upcoming appointments	Visits Select Upcoming Only in the drop-down menu. Click on an appointment to see details. If the appointment is more than 7 days in the future, click on the appointment to see full details.	Appointments > Select an upcoming visit to view the details.
View or pay your bill	Search for Billing in the Menu Search Billing in the Menu and select Billing Summary.	Billing > View past statements, amount due and pay your bill
View or update your insurance information	Search for Insurance in the Menu Search Insurance in the Menu and select Insurance Summary.	Menu > Insurance > Insurance Summary
Change notification preferences	Search for Communication Preferences in the Menu This is where you can opt in or out to receive message notifications.	<i>This feature is not yet available on the mobile app.</i>
Give your family member or friend access to your MyChart account	Search for Proxy in the Menu and select Grant Adult Proxy Access You can give a family member or friend access via a proxy MyChart account. This means they have the same access as you do. Or, they can have a limited proxy account, which only has access to billing and appointment schedules. You can request more than one proxy account. You can also remove accounts or set other limits at any time from within your MyChart account under the Personalize section . The person you choose as a proxy must be at least 18 years old. You will need to provide their name, date of birth and email address.	Select the Grant Proxy Access icon > Fill out contact information for your proxy > Submit request Patients under 13 do not have access to MyChart. Their parents or guardians may access their child's medical record using proxy access. Only the biological parents and legal guardians appointed by court final order may have access to a minor child's or teen's account. Ask your clinic or call askMDAnderson.
Access Patient Education resources	You can search the full database of MD Anderson patient education resources in MyChart. Search Education in the Menu and select documents or videos. You can send a message to library staff. Go to Messages. Select Customer Service question and choose Ask the Library to reach The Learning Center with questions about cancer and health information.	Menu > Resources > Education Document Library and Education Video Library
Print a prescription from MyChart	Go to Medications. Click the printer icon at the top right.	
Print a lab order from MyChart	Go to Letters. Select the lab order. Look for the print icon at the top of the section. Select print.	

Update information before you arrive to make check-in faster: Use eUpdate to complete questionnaires and verify your personal details and insurance information.

On the website, go to	Using the MyChart mobile app, go to
<p>Visits Select Upcoming Only in the drop-down menu. Click on an appointment to view details. Click on Update Information. You will be able to verify your personal details and insurance information and fill out required questionnaires.</p> <p>New Patients: Select Upcoming Only in the drop-down menu. Click on the Upcoming New Patient Visit Appointment with your provider. This will take you to a new page with more details about this appointment and two questionnaires.</p> <p>Scroll down to view the two questionnaires you should fill out:</p> <ul style="list-style-type: none">• Patient History (You receive it 30 days before your new patient appointment)• Review of Systems (You receive it 48 hours before your new patient appointment) <p>Please note: Pediatric new patients receive four questionnaires:</p> <ul style="list-style-type: none">• Patient History• Pediatric Patient History• Review of Systems• Child and Adolescent Survey	<p>Appointments > Select an upcoming visit to view the details. Click on Update Information to verify your personal details.</p>



MD Anderson Directions: access personalized, turn-by-turn navigation

You can access the free MD Anderson Directions app on your mobile phone or tablet. To download, search for "MD Anderson Directions" in the Apple App Store or Google Play Store.

Free wireless internet access

Free wireless internet access is available in most public places of MD Anderson on the MDAGuest network (SSID). No password is required.

Need more help?

Visit either location at our Texas Medical Center Campus for more information. Email AskTLCstaff@MDAnderson.org or send a message to Ask the Library in MyChart. You can also call askMDAnderson at 1-877-632-6789, Option 3.