

# MyChart

**SCOTTISH RITE**  
FOR CHILDREN



## See Your Child's Results and Notes Online

**View and manage your child's personal medical records with 24/7 secure online access from any computer, smartphone or tablet.**

Scottish Rite for Children values our patients and families. Many times, clinical notes and/or test results are shared almost immediately.

You may even see notes or test results before your child's medical team has reviewed them.

Please contact your clinic's nurse coordinator if you need to discuss results prior to being contacted by your provider.

### Stay Connected



Secure messaging to your medical care team



Request refill prescriptions



Request new appointments, eCheck-in and complete paperwork for upcoming visits



Virtually connect for telemedicine visits



Appointments and addresses can be synced with your calendar

### View/Request Records



View lab and radiology results



View medical history, notes and summaries



Summary of past and upcoming appointments



Request medical records

### Helpful Tools



Keep your own notes on symptoms, instructions and more



Download MyChart mobile app for access anywhere and gain access to push notifications



Share record with people and connect with other hospitals and providers



View statements, pay bills and apply for financial assistance through Crayon Care

MyChart

SCOTTISH RITE  
FOR CHILDREN

**Enroll today!**



[qrco.de/mychart](https://qrco.de/mychart)



**Need Help? Contact 214-559-5020 or [MyChartSupport@tsrh.org](mailto:MyChartSupport@tsrh.org)**

Additional information, MyChart tips and FAQs can be found at [MyChart.ScottishRiteforChildren.org](https://MyChart.ScottishRiteforChildren.org)

Rev. 09/2021

# FREQUENTLY ASKED QUESTIONS (FAQs)

## What is MyChart?

MyChart is Scottish Rite for Children's secure, online patient portal for managing and receiving your child's health information.

## Who can request access MyChart?

1. Parents
2. Legal Guardians
3. With Parental/Guardian consent, patients that are 14-17 years old
4. Patients 18 years or older
5. Other authorized individuals

## What can I see in MyChart?

1. Clinical Notes
2. Lab and Radiology Results
3. Upcoming and Past Appointments
4. Health Issues
5. After Visit Summaries

## How do I locate notes and results in MyChart?

1. Clinical notes can be found in the menu under **My Record | Visits**.
2. Lab and Radiology Results in the menu under **My Record | Test Results**.
3. After Visit Summaries (AFS) are attached to each visit and can be found in the menu under **Visits**.

## When can I review visit information in MyChart?

1. Visit information will begin to be available after your child's visit is complete.
  - **Clinical Notes** will be available as soon as the provider has completed their assessment and notes.
  - **Lab and Radiology Results** will be available as soon as results are final. Keep in mind, sometimes you may have access to the results BEFORE your provider has seen them.
2. When you review your child's Clinical Notes and Lab and Radiology Results, please remember:
  - Your medical care team will be the best resource to explain any results as each patient is unique.
  - If a lab or radiology result requires urgent attention, your provider will contact you.
  - Common medical terms can be referenced by searching **Medical Library** located in the menu under **Resources**.
  - Although friends or family members may offer to explain results, or you may choose to search on the Internet for more information, Scottish Rite for Children does not recommend you rely on either of these sources of information. Instead, you should follow up with your provider with any questions or concerns you may have.

## Why can't I see medical records in MyChart?

1. Only Clinical Notes completed after November 30, 2020 are available on MyChart. Clinical Notes completed before this date can be requested using the **Medical Record Request** form under **My Record** menu.
2. Only Lab and Radiology Results finalized after October 1, 2016 are available on MyChart. Lab and Radiology Results finalized prior to this date can be requested using the **Medical Record Request** form under **My Record** menu.
3. Some categories of Clinical Notes and Lab and Radiology Results are not available on MyChart due to restrictions set by state and federal law. These include notes and results that contain information related to research, psychotherapy, genetic testing or counseling, communicable disease information including Human Immunodeficiency Virus (HIV) and Acquired Immune Deficiency Syndrome (AIDS), sexual or physical abuse, drug or alcohol or substance abuse and treatment, and developmental disabilities.

## Questions or Concerns?

1. MyChart enrollment or access questions - 214-559-5020 or email MyChartsupport@tsrh.org
2. HIM team or medical record amendment requests - 214-559-7455 or email us at HIM@tsrh.org