

MyChart Change FAQ

1. What is changing?

Starting September 13, 2015 we are switching to MyUnityPoint, a version of MyChart used by our award-winning colleagues throughout UnityPoint Health. The layout of MyUnityPoint may be a little different than what you're used to using, but all the features you enjoy will remain.

Insurance information will no longer be in this portal.

2. When is it changing?

Our system will be moving on September 13, 2015. We apologize for any inconvenience this transition may cause. We plan to bring you exciting, new MyChart features in the future that will make it even easier for you to communicate with your care team and stay healthy.

3. Why is it changing?

In January 2014, Meriter proudly affiliated with UnityPoint Health, an award-winning system of community hospitals and clinics throughout the Midwest. As part of this great organization, we are able to provide you even better care and be good stewards of your health care dollars by working with our new partners.

That includes bringing new technology, like MyUnityPoint, to the Madison area. Associated Physicians partnered with Meriter in 2011 to give you access to Epic's MyChart and Electronic Medical Record. Because of this partnership, we will be moving to the new MyChart with Meriter. We still remain an independent clinic, owned and directed by our physicians.

4. Who is UnityPoint Health?

UnityPoint Health is a nationally recognized health system located throughout the Midwest focused on providing the Best Outcome for Every Patient Every Time. Meriter affiliated with the organization in January 2014 to improve the care we provide the community.

5. What do Meriter and UnityPoint Health have to do with Associated Physicians and Madison Women's Health?

Like many in health care, Associated Physicians, Madison Women's Health and Meriter – UnityPoint Health often work with community partners to improve the care we provide you. One example is a relationship involving our electronic medical record system (Epic). This includes MyChart.

The collaboration around our record systems makes it easier for us to coordinate your care, make helpful upgrades more quickly and be good stewards of your health care dollars by sharing resources.

6. What do I need to do to set up a MyUnityPoint?

If you already have a MyChart account, there is nothing you need to do. Your health records for the last three years, along with existing access to other accounts, like your child, spouse or partner's, will transfer automatically. In almost all cases, your log-in information will also remain the same. If you log-in information does need to be updated, we will contact you directly.

As always, we ask that you bring your insurance card to your next appointment. We will need to scan it back into your medical record as part of this change.

7. How do I access my new MyUnityPoint account?

The same way you use MyChart now. You can continue to go to MyChart.meriter.com or click any of the MyChart links on meriter.com, apmadison.com or madisonwomenshealth.com. On September 13 you will automatically be redirected to a new log-in page. In almost all cases, your log-in information will be the same. If your log-in information does need to be updated, we will contact you directly.

Your mobile app will also still exist, but you will need to select MyUnityPoint as the 'Provider' on the log-in screen the first time you log on after Sept. 13.

8. What happens to Proxy access for the MyChart accounts of my children, spouse or partner?

Proxy access will transfer automatically.

Parents with proxy access will still be able to message the providers of their children under age 12, but will not be able to message the provider of teens 12-18. You will still be able to see things like immunizations, allergies and preventive care, just like today. Teens will be able to send private messages to their own providers starting at age 14.

9. Will I lose any features or functionality?

Most of your favorite features like proxy access to your child's account, messaging your care team, requesting a medication refill or scheduling a Meriter appointment will remain. We hope to bring you even more great features in the near future to improve your care experience.

However, existing messages with your care team will not transfer and there will be some changes to messaging your teen's providers. (Please see above.) There may also be a delay in your ability to immediately view previous health records, including old lab results.

We will be freezing messages and a few other self-service functions for a few weeks leading up to the change to make sure nothing is lost in the transition. These features

will return on Sept. 13. Please call your clinic during this time to have your needs addressed.

- Schedule, request or cancel a Meriter appointment: Aug. 21 – Sept. 13
- Message your care team: Sept. 6 – Sept. 13 (You will still be able to read existing messages at this time.)
- Request a refill: Sept. 6 – Sept. 13

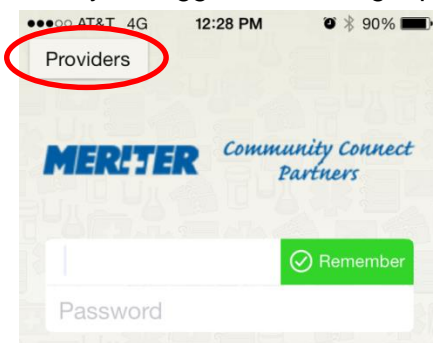
Insurance and billing information will no longer be in this portal.

10. What do I need to do to set up an insurance account for Physicians Plus?

Nothing. You will be able to log into your existing portal to with your current log in information from your insurance provider’s website. They will contact you with details.

11. What happens to the MyChart app on my phone?

The app on your phone will still work. However, you will need to select ‘MyUnityPoint’ as your provider, rather than Meriter, after September 13. You can do this by clicking the ‘Provider’ button on the log-in screen. If you forget to do this, don’t worry. When you first try to use the app after September 13, the app will remind you. After that, you will automatically be logged into the right provider account.



12. Who can help if I’m having trouble logging in to my account?

If you forgot your log-in information or need assistance after September 13, please call the Helpdesk (877) 224-4430. Please be prepared to provide your full name and your birthdate to ensure we’re giving you access to the correct account.

13. I had lab tests done but don’t see my results. Where are they?

We apologize for the inconvenience and understand how important it is for you view your health records. However, there may be a temporary delay in your ability to view all your previous health records, including lab results. We expect all prior records to be converted into the new system within a few months.

The results of any lab or test done after September 13 will populate in MyChart just as they do now.

14. My appointments seem to take a bit longer, is it because of these changes?

We know you have busy lives and being respectful of your time is *very* important to us. As with any new program, it may take us a little bit longer to get used to the new system over the coming weeks. Our highest priority is to make sure your medical information is correct and secure. We are diligently training to get through this transition period quickly and minimize any impact this has on your time. We apologize for any inconvenience.

15. I can usually see my doctor right away, but it seems more difficult right now. Why is that?

We apologize for any scheduling issues you are experiencing. Making sure you have access to the care you need when you need it is very important. We are dedicating some extra time over the next few weeks to train your care team on our new medical records system. Our top priority is to make sure your health information is correct and secure. Access should be back to normal by the end of September, and we will do our absolute best to get you an appointment as soon as possible.

16. Will I get any extra benefits from this change?

Yes! We will be able to bring you new features and upgrades more quickly with this new system while also being good stewards of your health care dollars. We have some exciting new things planned for the Madison area over the next 6-12 months that would not be possible without this transition.

17. What exactly changed? It looks a little different but I don't see any significant differences.

Our goal is to change the technical side of our electronic medical records system with little impact on our valued patients. That's why we worked hard to keep your favorite features and make sure your log in information, proxy access and records transferred automatically. However, you may see some exciting new features and options over the next several years as we will have the ability to upgrade more quickly.