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MyChart
Cleveland Clinic, UH & Summa

Your patient portal at Northeast Ohio's
three big health systems, in plain English

A plain-English guide for patients and the families who help them

Take your time — you can't break it

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For Cleveland Clinic, University Hospitals & Summa Health · facts current November 2026

What's Inside

This is your MyChart guide for Cleveland Clinic, University Hospitals and Summa Health. Read it in any order. Every web address, help desk number and family-access rule comes from each health system's own website. Screens change now and then, so if a button looks a little different on yours, the idea is still the same. This guide never interprets medical results; your care team does that. In an emergency, call 911.

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PART 1

Getting Started with MyChart

What MyChart is, why Cleveland Clinic, University Hospitals and Summa Health all use it, and the few things to have ready before you sign up. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you live anywhere near Portage County, chances are good that your doctors belong to Cleveland Clinic, University Hospitals or Summa Health. Maybe all three. And every one of them now asks you the same question at the front desk: **“Are you on MyChart?”**

I'm Bill. I've spent more than 30 years helping people with technology, and I wrote this guide the way I'd explain things sitting next to you at the kitchen table. Plain English. Slow steps. No rushing. By the end you'll be able to sign up, read your results calmly, send a message to your doctor's office, join a video visit, pay a bill and help a parent with their care.

Why this guide is about three health systems

There's already a general guide to patient portals in this series. This one goes deeper and stays local. All three of our big health systems use the same MyChart software, made by a company called Epic. But each one runs its own MyChart, with its own web address, its own help desk, its own rules for family access and even its own app. Those differences are exactly where people get stuck, so I've laid them side by side.

WHAT THIS DOES FOR YOU

Your health, on your schedule

MyChart lets you see test results, read your doctor's notes, ask a question at midnight, change an appointment without waiting on hold, and pay a bill from your chair. For a family helping an older parent, it can be the difference between guessing and knowing.

One promise before we start

This guide will never tell you what a test result means. That's your care team's job, and they're good at it. What I can do is show you where everything is, so you can ask them good questions. And if anything ever feels like an emergency, put the phone or tablet down and **call 911**. MyChart is for everyday care, not for emergencies.

FROM BILL

There are no silly questions here

Many people tell me they feel behind on this stuff. You're not behind. These systems change every year, and even the front-desk staff sometimes aren't sure which button does what. Take it one chapter at a time. If you get stuck, each health system has a MyChart help desk, and I'm a phone call away at **(330) 200-8042**.

Let's get you connected.

— Bill

CHAPTER 2

What MyChart Is, in Plain English

MyChart is a secure website and phone app that shows you parts of your own medical record. Your health system keeps the record. MyChart is the window you look through.

Who makes it, and who runs it

- **Epic** is the company that makes the MyChart software. Its public website is **mychart.org**.
- **Your health system** runs its own copy. Cleveland Clinic, University Hospitals (UH) and Summa Health each have their own MyChart, with their own address and help desk.
- **Your information stays with your health system.** Epic says it does not have access to your data and cannot reset your password. For help with your account, you always call your health system, not Epic.

What you can do in MyChart

- See most **test results**, often as soon as they're ready.
- Send a secure **message** to your doctor's office about a non-urgent question.
- Request **prescription refills**.
- **Schedule, change or cancel** some appointments, and check in ahead of time.
- Join a **video visit** from home.
- **Pay bills**, set up a payment plan and see your statements.
- **Help a family member** with their care, with their permission (called proxy access).

GOOD TO KNOW

MyChart is free

All three health systems say there's no fee to use MyChart. Some *services* you reach through it can cost money, like an on-demand video visit or, at Cleveland Clinic, certain message replies. Those are explained in their own chapters, so you're never surprised.

What MyChart is not

- It's **not an emergency line**. Messages may not be read until the next business day.
- It's **not a diagnosis tool**. Cleveland Clinic says plainly that its messaging can't be used to receive a diagnosis. A new health problem needs an appointment.

- It's **not always complete**. Older records, or records from outside offices, may not all appear.

CHAPTER 3

Your Three MyCharts at a Glance

Here's the table I wish every patient got on day one. Each health system's own website was the source for every address and phone number below.

	Cleveland Clinic	University Hospitals	Summa Health
Its name for it	Cleveland Clinic MyChart	UH MyChart	Summa Health MyChart
Phone app	MyClevelandClinic app or the MyChart app	UH MyChart app	MyChart app (choose Summa Health)
MyChart help desk	866.915.3383	216-286-8960 (24/7)	234.475.6789 (24/7)
Texts come from	27182	65348 (and a few others)	39213

The web addresses to type yourself

System	Addresses
Cleveland Clinic	MyChart: **mychart.clevelandclinic.org** · Info: my.clevelandclinic.org (Online Services > MyChart)
University Hospitals	MyChart: **mychart.uhhospitals.org** · Info: uhhospitals.org/mychart
Summa Health	MyChart: **mychart.summahealth.org** · Info: summahealth.org/mychart

TIP

Save these three numbers in your phone today

Add each help desk to your contacts with a clear name, like **“Cleveland Clinic MyChart Help”**. Then, when a text or call claims to be from MyChart, you'll have the real number to call back. Summa also lists an email for login trouble: **summamychartsupport@summahealth.org**.

Other numbers worth knowing

For	Call
Cleveland Clinic billing	866.621.6385 (customer service, including payment plans)
Cleveland Clinic main line	800.223.2273
UH bill pay by phone	1-800-859-5906
UH appointments	1-866-UH4-CARE (1-866-844-2273)
Summa billing help	330.278.0160

For	Call
Summa general help	330.375.3000

HEADS UP

A look-alike to avoid

There's a different “University Health” in Texas with its own MyChart and its own phone numbers. When you search online for “UH MyChart,” make sure the address ends in **uhhospitals.org**. That's ours.

CHAPTER 4

What You Need Before You Start

Signing up goes smoothly when a few things are within reach. Gather these first and you'll save yourself a second try.

Your checklist

- **A phone, tablet or computer** with internet. Any up-to-date browser works on a computer, like Edge, Chrome, Firefox or Safari.
- **An email address you check**, or a cell phone that gets texts. Codes and notices go there. Summa says you need an email address to use its MyChart.
- **Your date of birth** and the **address and phone number your doctor has on file**. Self sign-up matches what you type to your medical record, so use the details they have.
- **An activation code**, if you were given one. Look at the bottom of your After Visit Summary or on a billing statement. Don't worry if you don't have one.
- **Pen and paper** to write down your new username and where you keep it safe at home.

TIP

Use the contact details your doctor already has

The most common sign-up snag I see is a mismatch. If the clinic has your old landline or an old email, self sign-up may not find you. Update your details at your next visit, or call that system's MyChart help desk and they can fix it.

One account per person

Each adult needs their own MyChart. UH and Summa both say a husband and wife can't share one account, because medical information is private. If you help your spouse or a parent, you'll use **proxy access** instead. That's covered in *What Proxy Access Is* (Chapter 26).

GOOD TO KNOW

A separate account at each health system

If you see doctors at two or three of these systems, you'll usually sign up once at each. Later you can link them so you see more in one place. That's *Linking Your Accounts (Happy Together)* (Chapter 25).

PART 2

Signing Up and Signing In

Activation codes, signing up without one, two-step codes, Face ID and fingerprints, and what to do when MyChart won't let you in.

CHAPTER 5

Signing Up With an Activation Code

An **activation code** is a one-time code that connects a brand-new MyChart account to *your* medical record. You use it once, on the day you sign up, and never again.

Where codes come from

- Printed at the bottom of your **After Visit Summary**, the papers you get at the end of a visit.
- On a **billing statement**.
- In a **text or email** sent when you visit, schedule or leave the hospital.
- From the **front desk**, who may sign you up right there.

Using a code, step by step

1. Type your health system's MyChart address yourself (from *Your Three MyCharts at a Glance* (Chapter 3)), or open its app.
2. Choose **Sign Up** (sometimes **Sign Up Now**), below the login boxes.
3. Type the **activation code** exactly as printed, then your **date of birth**.
4. Enter your email address when asked, then tap **Next**.
5. Make up a **username** and **password**. Your activation code is *not* your username.
6. Choose whether two-step codes come by text or email, and follow the prompts.
7. Write your username down and keep it somewhere safe at home.

If your code came as a link

Cleveland Clinic often sends a **welcome email with an instant activation link**. Tap it and you'll be asked for a username (it fills in your email, but you can change it), a password and your birth date. That instant link works for **30 minutes**. After that, it still opens the regular sign-up steps above.

Cleveland Clinic's passwords must be at least **eight characters** with at least one **number** and one **capital letter**. The other systems set their own rules, which appear on screen as you type.

HEADS UP

Codes expire

All three systems say activation codes don't last forever. If yours is old or doesn't work, don't keep retrying. Use self sign-up in the next chapter, or call the help desk for a fresh one. UH's line can send an activation link to the phone or email it has on file, and Summa's help desk can give you a new code.

CHAPTER 6

Signing Up Without a Code

No code? No problem. All three systems offer **self sign-up**. You type in your details, MyChart checks them against your medical record, and then it sends a code to your phone or email to prove it's really you.

The usual steps

1. Go to your health system's MyChart website or app and choose **Sign Up**.
2. Pick the option to sign up **with your information** (not with a code).
3. Enter your name, date of birth, address, phone and email the way your doctor's office has them.
4. Choose how to receive your verification code, by text or email. Enter the code when it arrives.
5. Create your username and password.
6. Set up two-step verification when asked. More on that in the next chapter.

How each system words it

System	What they say
Cleveland Clinic	Choose “Sign up with your information.” You need an existing patient record. You can also create an account in the MyClevelandClinic app.
University Hospitals	Self sign-up matches your information to your medical record. After you enter it, you choose how to get your two-factor code, then make your username and password.
Summa Health	You must be a Summa patient with an email address. If you've never been seen at Summa (for example, you only want proxy access for a parent), self sign-up uses a quick third-party identity check to create a record for you.

GOOD TO KNOW

What “identity verification” means

Self sign-up needs to be sure you're you, without anyone seeing you in person. So MyChart compares what you type with what's on file, and may ask a few questions only you would know, or send a code. It's the same idea as your bank's checks. It protects your record from strangers.

TIP

If self sign-up can't find you

Don't try ten times. Small differences trip it up: a middle initial, an old address, a nickname. Call that system's MyChart help desk. They can look you up and send an activation link. You'll be done in minutes.

Cleveland Clinic's no-account check-in link

Cleveland Clinic sends PreCheck-In reminder emails to established patients who have an email on file, even those without MyChart. The secure link gives you **temporary access** to check in, after you confirm a few details about yourself. When you finish, you're offered the chance to create a full account.

CHAPTER 7

Passwords, Two-Step Codes and Face ID

MyChart guards something very private, so it asks for more than a password. Here's what to expect, and how to make signing in quicker on your own phone.

Two-step verification

Two-step verification (also called two-factor) means that after your password, MyChart sends a short code to your phone or email. You type it in to finish signing in.

- **Cleveland Clinic:** every account is enrolled, and it can't be turned off. Text codes come from **27182**.
- **University Hospitals:** you can turn it on so that even someone with your password can't get in. Codes come by text or email.
- **Summa Health:** follow the prompts in your account. If codes don't arrive, call the help desk at 234.475.6789.

“Trust this device”

When you sign in at Cleveland Clinic, a **Trust this Device** switch is on unless you turn it off. On your own phone or computer, leave it on. You won't need a code every time for a year. On a library or borrowed computer, turn it off.

Sign in with your face or fingerprint (app)

In the MyChart app you can set up a **4-digit passcode**, or **fingerprint or face** login, so you don't type your password each time.

1. Open the MyChart app and sign in once the normal way.
2. Open the **Menu** (or tap your picture) and go to **Account Settings**.
3. Turn on the passcode, fingerprint or face option you see. On an iPhone this uses Face ID or Touch ID. On Android it uses the fingerprint or face unlock you set up on the phone.

Passkeys at Cleveland Clinic (website)

Cleveland Clinic's MyChart website also supports **passkeys**, a password-free sign-in using your fingerprint, face or device PIN. To set one up, sign in on a web browser, go to **Account Settings**, choose **Manage passkeys** and select **Add new passkey**. Passkeys aren't used inside the app; there you use face, fingerprint or PIN instead. Your password stays as a backup.

STAY SAFE

Your code is for your eyes only

Epic says neither MyChart nor Epic will ever ask for your password or sign-in code by text, email or phone. Your doctor's office won't either. If anyone asks you to read a code back to them, hang up. That's a scam, every time.

CHAPTER 8

When MyChart Won't Let You In

Everyone gets locked out sooner or later. It's fixable, usually in a few minutes. Try these in order.

First, the easy fixes

- **Check the autofill.** Your browser or phone may be filling in an old password.
- **Check your internet.** Can you open another website?
- **Try the other way in.** If the app won't work, try the website, or the other way around.
- **Try another device**, if you have one.

Forgot your username or password

1. On the MyChart sign-in screen, tap **Forgot username?** or **Forgot password?** (Epic calls this **Forgot login information?** on some screens.)
2. Enter the details it asks for, such as your username or date of birth.
3. Choose to get a code by text or email, and type it in.
4. You'll see your username, or a place to make a new password.

Locked out after too many tries

MyChart locks an account after several wrong passwords. Epic says it unlocks by itself after a while. If you can't wait, call your help desk. UH's 24/7 line can re-activate a locked account.

Codes not arriving

- Look in your email's **spam or junk** folder.
- Switch from email to text, or text to email, and resend.
- Make sure the short code isn't blocked on your phone (Cleveland Clinic texts from **27182**).
- If you have more than one email address, check the others.
- Still nothing? The system may have an old phone or email on file. Call the help desk to update it.

Who to call

System	Help desk
Cleveland Clinic	MyChart Customer Support, 866.915.3383. Also for a lost or stolen phone that gets your codes.
University Hospitals	MyChart Patient Support Line, 216-286-8960, 24 hours a day.
Summa Health	MyChart Help Desk, 234.475.6789, 24/7, or summamychartsupport@summahealth.org.

GOOD TO KNOW

Logged out while you were reading?

That's on purpose. If you sit idle, MyChart signs you out to protect your privacy. UH says this happens after **10 minutes** of no activity. Just sign back in.

PART 3

The App and the Right Organization

Which app to put on your phone for each health system, how to pick the right organization the first time, and how to find your way around once you're in.

CHAPTER 9

Which App to Download

This is where Northeast Ohio gets a little confusing, because our three systems don't all use the same app. All of the apps below are free.

System	App to look for	Notes
Cleveland Clinic	MyClevelandClinic (or the plain MyChart app)	MyClevelandClinic is MyChart plus extras like Express Care virtual visits. Same username and password.
University Hospitals	UH MyChart	UH's own branded app. UH says some features may be missing if you use a different MyChart app instead.
Summa Health	MyChart (by Epic Systems)	After opening it, choose Summa Health from the list.

Getting an app on an iPhone

1. Open the **App Store** (the blue icon with a white “A”).
2. Tap **Search** at the bottom, and type the app name from the table above.
3. Check the maker's name under the app: **Epic Systems Corporation** for MyChart, **Cleveland Clinic** for MyClevelandClinic, or **University Hospitals** for UH MyChart.
4. Tap **Get**, then confirm with Face ID, Touch ID or your Apple Account password.

Getting an app on Android

1. Open the **Play Store** (the colorful triangle).
2. Tap the search bar and type the app name.
3. Check the maker's name under the app, just as above.
4. Tap **Install**.

GOOD TO KNOW

Epic's own advice

Epic's help page says to search for MyChart in the App Store or Google Play, but if your organization has a branded app, search for that by name instead. That's exactly the case with UH and Cleveland Clinic.

TIP

Do you need the app at all?

No. Every feature in this guide can be reached from a web browser on a computer or tablet, and a bigger screen is easier on the eyes. Summa notes that its app doesn't include every feature of the website. Many folks use the computer for reading results and the phone for quick check-ins and reminders.

CHAPTER 10

Choosing the Right Organization

The first time you open the plain **MyChart** app, it asks you to choose your healthcare organization. Hundreds of organizations use MyChart, so it's easy to tap the wrong one. Here's how to get it right.

1. Open the MyChart app. It shows a search box for organizations.
2. Type the name: **Cleveland Clinic**, **University Hospitals** or **Summa Health**.
3. Read the list carefully. Pick the one in **Ohio**.
4. Sign in with the username and password for *that* system.
5. To add another system later, look for the option to add or switch organizations on the sign-in screen.

HEADS UP

Pick the Ohio one

Cleveland Clinic has MyCharts for other places too, including London and Canada, and there's a University Health in Texas. If you sign in and the app says your username is wrong, first make sure you chose the right organization.

On a computer, skip the guessing

On a web browser, type the address yourself. Don't search for it. Then bookmark it.

- Cleveland Clinic: **mychart.clevelandclinic.org**
- University Hospitals: **mychart.uhhospitals.org**
- Summa Health: **mychart.summahealth.org**

If you're ever unsure of an address, Epic's site **mychart.org** has a **Find your MyChart** search. Epic says MyChart is only available at organizations that use Epic software, so if a doctor's office isn't listed, ask them how they share records.

SCAM ALERT

Search results can be traps

Scammers buy ads and build fake sign-in pages that look just like MyChart. A typed-in address or a bookmark you made yourself can't be faked. Summa reminds patients that its real address is **https://mychart.summahealth.org**.

CHAPTER 11

Finding Your Way Around

Once you're in, MyChart looks a bit like a dashboard. The words differ a little between systems and between the app and the website, but the shape is the same everywhere.

The landmarks

Look for	What it's for
Menu	The list of everything. On the website it's at the top left. In the app, tap Menu or your picture.
Search box in the Menu	The fastest way to find anything. Type “results,” “bill” or “proxy.”
Messages	Your secure inbox with the care team.
Test Results	Labs and other results, newest first.
Visits or Appointments	Upcoming and past visits, eCheck-In and video visits.
Billing	Statements, balances, payments and payment plans.
Sharing or Sharing Hub	Proxy access for family and linking other accounts.
Account Settings	Password, two-step codes, notifications and contact details.

TIP

When in doubt, search the menu

Every system moves buttons around now and then. Summa's own instructions often say “type it in the search bar.” That habit will outlast any screen layout.

Set your notifications

MyChart can send you a heads-up by email, text, app notification or phone call when something new arrives. These notices never contain your medical details; they just tell you to sign in.

1. Open the Menu and find **Communication Preferences** (under Account Settings).
2. Choose how you want to hear about new messages, results, appointments and bills.
3. Save. You can change this any time.

Texts: opting in and out

System	Texting
Cleveland Clinic	Text START to 27182. Text STOP to that same number to stop.
University Hospitals	Text START to 65348. Text STOP to stop, HELP for help.
Summa Health	Text START to 39213. Text STOP to 39213 to stop.

Message and data rates may apply, the systems note.

GOOD TO KNOW

Hospital stays: MyChart Bedside

At Cleveland Clinic, if you're admitted or in the emergency department, the MyChart app can show “Your Hospital Stay” or “Your Emergency Visit” with your schedule, care team and updates. It's only in the app, not on the website.

PART 4

Your Test Results

Where to find results, why they can show up before your doctor calls, and how to look at notes, images and visit summaries without worrying yourself sick.

CHAPTER 12

Seeing Your Test Results

For most people, this is the reason they signed up. Lab work, and many other test results, show up in MyChart, along with the usual (standard) range and any comments your provider adds.

Finding a result

1. Sign in and open **Test Results** (from the Menu, or the home screen in the app).
2. You'll see a list, usually newest at the top. Tap a result to open it.
3. Inside, you'll see each item, your value and the standard range. Some systems add a short explanation for common tests.
4. Look for a **comment from your provider**. If they've reviewed it, their note may appear here.

Get told when a result arrives

In **Communication Preferences** you can ask for an email or text when a new result posts. The notice itself won't say anything private. You sign in to see it.

WHAT THIS DOES FOR YOU

Fewer phone calls, less waiting

Instead of waiting by the phone for a call that may come in three days, you can see your own numbers and have your questions ready for the doctor. Many people find that calming, as long as they let the care team do the explaining.

STAY SAFE

This guide never interprets results

A number marked high or low is just outside a typical range. It is not a diagnosis, and only your care team knows what it means for you. Please don't compare your numbers with internet charts or a friend's results. Ask your care team instead. If you feel unwell, call your doctor's office. If it's an emergency, call 911.

CHAPTER 13

Why Results Can Arrive Before the Doctor Calls

This surprises a lot of people, so I want you to know it ahead of time. In MyChart, you'll often see a result **before your doctor has had a chance to look at it**.

What each system says

System	In their words
Cleveland Clinic	Most test results are released as soon as they're available. Certain types, such as biopsies, are released after a short delay. Results and notes could include sensitive news, and you can choose to wait and hear it from your provider first.
University Hospitals	You'll likely see results before your provider has reviewed them. After review, you may see comments and interpretation added in MyChart.
Summa Health	Your provider gets results at the same time you do, so you may see them first. Expect your provider to reach out to you directly if there are any concerns.

How to handle an early result calmly

1. **Take a breath.** Seeing a result first doesn't mean something is wrong. It just means the computer was faster than the doctor.
2. **Give it time.** Your care team reviews results in the normal course of their day.
3. **Write your questions down** while they're fresh.
4. **Ask, don't guess.** If you're worried, send a non-urgent message or call the office during business hours.
5. **Feel sick? Don't wait on MyChart.** Call your doctor, and for an emergency call 911.

> FROM BILL
>
> **It's fine to wait to look**
>
> If you're expecting news that could be hard, you're allowed to leave a result unopened until your appointment or phone call. Cleveland Clinic says so in plain words. Hearing it with your doctor, and maybe a family member beside you, can be much kinder than reading it alone late at night.

SCAM ALERT

Real critical results don't come as pop-ups

A current scam sends a “your results are ready” email that leads to a fake site showing frightening results and pushing you to “fix” something. Epic says real critical results come from your care team, not a website pop-up. Open MyChart only through your own app or bookmark.

CHAPTER 14

Notes, Images and Visit Summaries

Results are only part of your record. MyChart also holds your **after visit summaries**, many of your **doctors' notes**, and at Cleveland Clinic, even many of your **X-ray and scan images**.

After visit summaries and notes

1. Open **Visits** or **Appointments**, then **Past Visits**.
2. Tap the visit you want.
3. Look for the **After Visit Summary** and any **clinical notes** attached to it.

Notes are written for other health professionals, so they use medical shorthand. Cleveland Clinic offers a list of common medical terms and abbreviations to help, and says some notes aren't shown in MyChart, such as inpatient behavioral health notes and notes for teens aged 13 to 17.

Seeing your own images at Cleveland Clinic

For Cleveland Clinic radiology tests done on or after **April 14, 2026**, the result report includes a link to a secure image viewer, so you can see the pictures themselves. A few things to know:

- Your browser must **allow pop-ups** for the viewer to open.
- It can take **up to a week** for imaging results and images to appear.
- Some kinds are left out, including most cardiology imaging (cardiac CT and MRI are included), OB/GYN ultrasounds, most endoscopy images, sensitive photos, outside images and anything before April 14, 2026.

Downloading or sending a visit summary

At Cleveland Clinic, open the **Health** menu, choose **My Document Center**, then **Visit Records**. You can download one or several summaries and send them to a provider outside Cleveland Clinic. For your complete record, contact Cleveland Clinic's Health Information Management department.

How far back does UH MyChart go?

UH moved to its current system in stages, so older history varies by type. For example, UH lists lab results from **2018** on, imaging reports from **2012** on, and notes for the past **5 years**.

UH says your doctor still has access to all your medical information, even if not all of it shows in MyChart.

TIP

Something looks wrong in your record?

All three systems say the same thing: ask your provider to correct it at your next visit. You can update your own address, phone and email in **Personal Information**. Summa and Cleveland Clinic also have a formal amendment request for record corrections.

PART 5

Messages and Refills

How to send a good message to your care team, when you should pick up the phone instead, whether a message can ever cost money, and how to ask for a refill.

CHAPTER 15

Messaging Your Care Team

MyChart messages are like email, but private and kept inside MyChart. You can write any time of day, and a member of your care team writes back, usually within a few business days.

Sending a message

1. Sign in and open **Messages**.
2. Choose **Send a message** (Cleveland Clinic calls it **Message My Doctor's Office**).
3. Pick the kind of question if asked, such as a medical question or a scheduling question.
4. Choose the provider or office. You'll only see providers who accept messages.
5. Type a short subject and your message, then tap **Send**.

Who you can message

- Each organization chooses which providers accept messages. Usually it's providers you've **seen recently** or have an **upcoming visit** with.
- At Cleveland Clinic, that's an **established provider**, meaning one you've seen in the last three years.
- MyChart allows **one recipient per message**, so write separately to each office.

Writing a message that gets a good answer

- Keep it to **one topic**.
- Say what's going on, since when, and what you'd like: advice, an appointment, a form.
- Name the medication or test you're asking about.
- Read it once before sending. Short and clear beats long.

How long replies take

System	Reply time
Cleveland Clinic	A member of your team responds within three business days. Providers don't answer on nights, weekends or holidays.
University Hospitals	Generally within 1 to 3 business days.
Summa Health	Not a set time on its page. Use messages for non-urgent questions only.

WHAT THIS DOES FOR YOU

An answer you can read again

A written reply doesn't slip your mind the way a phone call can. You can re-read the nurse's instructions, show them to a family member, and find them again next month.

HEADS UP

Helping someone else? Switch to their record first

Summa says you can't ask about a family member from your own account, because the message would be filed in *your* medical record. Use proxy access, switch to their name, then write. More in *What Proxy Access Is* (Chapter 26).

CHAPTER 16

When NOT to Use MyChart Messages

This is the most important chapter in this part. Please read it even if you skip everything else.

STAY SAFE

Emergencies: call 911

MyChart messages are **not watched around the clock**. All three systems say not to use them for urgent problems. UH names serious symptoms such as **chest pain, difficulty breathing or uncontrolled bleeding**. For anything like that, or signs of a stroke, a bad fall or a sudden change, **call 911** or go to the nearest emergency room.

Call the office instead when

- **It's urgent but not an emergency**, like a new symptom today. Summa says, “For urgent medical matters, call your doctor's office.”
- **It's evening, a weekend or a holiday** and you need an answer soon. Messages may sit until the next business day.
- **It's a brand-new health problem.** Cleveland Clinic says messaging can't be used to get a diagnosis; schedule an appointment.
- **You're out of a critical medicine today.** Call the office or your pharmacy.

Good uses for messages

- A follow-up question about something your doctor already told you.
- Asking for a form, a referral or an appointment.
- Letting the office know a medicine is working, or not.
- Sending home readings your provider asked for, such as blood pressure.

FROM BILL

A simple rule for the fridge

Can it wait until the next business day? Then MyChart is fine. If the answer is no, pick up the phone. And if it's scary, call 911 first and worry about MyChart never.

Need someone right now, but it's minor?

For things like a cold, a rash or pink eye, each system offers on-demand virtual care. That's explained in *On-Demand Care: When You Need Help Today* (Chapter 22).

CHAPTER 17

Can a Message Cost Money?

Many people have heard that some health systems now bill for messages. Here's what each of our three systems says on its own website, and only that.

Cleveland Clinic: some replies are billed to insurance

Since **November 17, 2022**, Cleveland Clinic bills some MyChart message replies to insurance. These are replies that take your provider **5 minutes or more** of medical time and expertise. Most messages are free.

Type	Examples Cleveland Clinic gives
Usually free	Scheduling an appointment; prescription refills; a question that leads to an appointment; a question about something you saw your provider for in the last seven days; follow-up check-ins after a procedure; a quick update.
May be billed	Changes to your medications; new symptoms; changes to a long-term condition; check-ups on long-term condition care; requests to complete medical forms.
Never billed	Replies from nurses, social workers or resident physicians; care coordination messages; messages your provider starts; sending requested readings or questionnaires.

What it might cost

- The most you could owe is **$50**.
- **With Medicare:** no out-of-pocket cost for most people. Some may pay a small fee of $3.00 to $8.00. With Medicare plus secondary insurance, you'd owe nothing.
- **With private insurance:** most cover it at little or no cost. With a deductible, or if it isn't a covered benefit, you could owe $33 to $50.
- Cleveland Clinic suggests calling your insurance, or using the **MyChart Estimates** feature.

Summa Health: free

Summa's MyChart FAQ answers this directly: there's **no cost** to message your providers through MyChart with questions about your care.

University Hospitals: check with UH

UH's MyChart pages don't say whether any message replies are billed. If it matters to you, ask the UH MyChart Patient Support Line at **216-286-8960** or your doctor's office. (UH's

separate **E-Visit** service does have a price. It's covered in *On-Demand Care: When You Need Help Today* (Chapter 22).)

FROM BILL

Don't let cost stop an important question

If you're worried about a charge, it's fine to phone the office instead, or to save the question for your next visit. What I'd hate is for anyone to sit on a worrying symptom to save a few dollars. Call and ask.

CHAPTER 18

Prescription Refills

Asking for a refill in MyChart takes a minute and saves a phone call. Here's the general idea, then the details each system gives.

1. Sign in and open **Medications**.
2. Find the medicine you need.
3. Tap **Refill** (or **Request refill** or **Renew**).
4. Confirm your pharmacy and any details it asks for, then submit.

What to expect

- **Cleveland Clinic** tries to process renewals within **48 hours** during normal business hours. Weekend or holiday requests are received the next business day. Refills for prescriptions at a Cleveland Clinic outpatient pharmacy go straight to that pharmacy; mail-order refills can't be requested in MyChart.
- **UH** asks you to give your provider as much notice as possible, and notes that some closely regulated medicines have stricter rules and require regular visits.
- **Your medication list** shows current prescriptions. At Cleveland Clinic, medicines from outside doctors only appear if your Cleveland Clinic provider has recorded them.

TIP

Ask a week ahead

Put a note on your calendar about a week before a bottle runs out. That leaves time for the office, the pharmacy and any weekend in between.

STAY SAFE

Running out today?

If you're out of a medicine you can't safely skip, don't wait on a MyChart request. Call your doctor's office or pharmacy now.

PART 6

Appointments, Check-In and Video Visits

Booking and changing appointments, checking in from home, seeing your own doctor by video, and getting same-day care for minor problems.

CHAPTER 19

Scheduling, Changing and Canceling

MyChart can book some appointments for you on the spot. For others it sends a request and someone calls or messages you back. Either way, it beats waiting on hold.

Booking or requesting an appointment

1. Sign in and look for **Schedule an Appointment**. Epic places it under **Find Care**; Summa lists it under **Appointments**.
2. Choose the reason for the visit, or the provider.
3. If open times appear, pick one and confirm.
4. If you see a request form instead, choose your preferred days and times and send it. Someone will contact you.

Cleveland Clinic's two ways

- **Schedule My Appointment** lets you see an established provider's open times and book instantly. It's available for internal medicine, family medicine, pediatrics and select specialties.
- **Request an Appointment** works for all departments with your established providers. A scheduler books it and sends you a secure message with the details.
- “Established” means a provider you've seen in the last three years.

Changing or canceling

1. Open **Visits** or **Appointments** and find the upcoming visit.
2. Tap it to open the details.
3. Choose **Cancel** or **Reschedule** if it's offered.
4. If you don't see those choices, call the office. Some visit types can only be changed by phone.

> TIP
>
> **Phone numbers for booking**
>
> UH appointments: **1-866-UH4-CARE**. Cleveland Clinic main line: **800.223.2273**. For Summa, call your doctor's practice directly.

HEADS UP

Reminder texts and calls

UH says the first person to answer a reminder text, the patient or a proxy, confirms, cancels or reschedules the visit. If you and a family member both get reminders, agree on who answers.

CHAPTER 20

eCheck-In: Checking In From Home

Most of what you'd do at the front desk can be done the day before from your chair: confirm your address and insurance, review medicines and allergies, answer questions, sign forms, even pay your copay.

At University Hospitals: eCheck-in

1. Up to **7 days** before your visit, sign in to UH MyChart.
2. Under **Visits**, select **Visits and Appointments**. Your upcoming visit appears.
3. Click **eCheck-in** and check your information.
4. Click **Next** to finish, or **Finish Later** to save and come back.

At Cleveland Clinic: PreCheck-In, then Mobile Check-In

Cleveland Clinic calls it **PreCheck-In**. It opens as early as a week ahead, and Cleveland Clinic suggests finishing at least one day before. It's **required for scheduled video visits** and optional for in-person visits. If you skip it, you check in at the desk or a kiosk as usual.

- You can update contact details, medicines, allergies and insurance, and upload a picture of your card.
- You can pay your copay. The card is preauthorized but not charged until the visit is over.
- If an estimate was made for a test or procedure, you can prepay it, or choose to pay on arrival.

Skipping the line with Mobile Check-In

1. Finish PreCheck-In first, in the MyClevelandClinic or MyChart app.
2. Turn on **Appointment Arrival** (it asks to use your location) and **Notifications** in the app.
3. When you're actually in the lobby or waiting area, tap **I'm Here** on the pop-up, or on your appointment on the home screen. It's available up to 15 minutes before your visit.
4. Tap **OK** and head in. Some departments may ask to see your confirmation.

Cleveland Clinic notes that Nevada locations and select departments don't offer Mobile Check-In.

At Summa Health

Summa's pages didn't spell out its check-in steps when this guide was written. Open your upcoming visit in Summa MyChart and look for an eCheck-In button. If you don't see one,

check with the Summa MyChart Help Desk at **234.475.6789**.

WHAT THIS DOES FOR YOU

A calmer arrival

Checking in at home means fewer clipboards in the waiting room, no fumbling for your insurance card, and more of your visit spent with the doctor. Have your pill bottles nearby while you do it.

CHAPTER 21

Video Visits With Your Own Doctor

A **scheduled video visit** is a real appointment with your own provider, just on a screen. It's handy for follow-ups, medicine reviews and talking over results. The way you join is a little different at each system.

Cleveland Clinic: uses Zoom

1. At least a day ahead, make sure your MyChart account is active and install the MyClevelandClinic or MyChart app on your phone, if you'll use a phone.
2. Complete **PreCheck-In**. It's required for video visits.
3. Install the free **Zoom** app on the device you'll use. Cleveland Clinic's video visits need it.
4. If you're on a computer, make sure your browser's pop-up blocker isn't blocking Zoom.
5. Fill in any questionnaires. To share a photo with your provider, use the document or photo questionnaire.
6. Test your camera, microphone and speakers.

Technical trouble before or during a Cleveland Clinic virtual visit: **1.866.915.3383**.

University Hospitals

1. Use your smartphone if you can; UH calls it the easiest option. Install the **UH MyChart** app.
2. On an iPhone, keep **Safari** as your default browser. On Android, keep **Chrome** as default.
3. Complete **eCheck-In**, at least 15 minutes before. It opens 7 days ahead.
4. About an hour before, you'll get a text or email with a secure MyChart link.
5. Select **Join Video Visit**. It appears 120 minutes before the start time.
6. Allow camera and microphone access, run the quick test, and select **Join Call**.

Technical trouble: UH MyChart Support, **216-286-8960**.

Summa Health

Summa offers **MyChart video visits** with Summa Health Medical Group providers for existing patients. Sign in, go to **Appointments**, and choose **Schedule an appointment**; if your provider offers video visits, open times appear. You can also call your practice, or **1.888.448.5749**, to ask whether your provider does video visits. Check with your insurance about cost and copays.

Bringing a family member along

All three systems welcome a helper. Cleveland Clinic says a family member, caregiver or translator can join. UH suggests having a family member nearby and says you may be able to invite them once in the session. Epic notes you can invite a guest from the appointment details page.

TIP

Set the stage

Sit with a lamp or window in front of you, not behind. Have your pill bottles, a list of questions, your glasses and a pen ready. Charge the device. Join 10 to 15 minutes early. For more on cameras and sound, see this series' guide to video calling.

GOOD TO KNOW

Insurance and video visits

Cleveland Clinic says video visits aren't covered by every plan, and suggests asking your insurance company before your visit. UH says a charge goes to your insurance as usual.

CHAPTER 22

On-Demand Care: When You Need Help Today

Sometimes you need care today for something minor: a sinus infection, a rash, pink eye. Each system offers a no-appointment option. They differ a lot in how they work and what they cost, so here they are side by side.

	Cleveland Clinic	University Hospitals	Summa Health
Name	Express Care virtual visit	UH On Demand Virtual Care (video) and UH E-Visit (questionnaire)	On-Demand Virtual Visits
How	Video, through MyClevelandClinic app or MyChart website	Video in MyChart; E-Visit is an online questionnaire	Online questionnaire; no video needed
Hours	6 a.m. to 10 p.m. ET daily (shorter on holidays)	Video 7 a.m. to 11 p.m. daily; E-Visit replies within 24 hours	Providers 7 a.m. to 8 p.m., 7 days a week
Ages	2 and up; under 18 need an adult	Video 1 and up; E-Visit 2 and up	18 and up
Cost	Billed to insurance; copays vary	Video $65 self-pay; E-Visit $40; or bill insurance	Primary care $29; dermatology $59

Things to know before you start

- **You must be in Ohio** at the time of the visit for UH and Summa's on-demand care, because of licensing rules. Cleveland Clinic asks where you'll be, and offers Express Care in Ohio and Florida.
- **Medicare and Summa:** Summa says Medicare patients are welcome to use its on-demand Virtual Care, but the visit is **not currently reimbursable** by Medicare. Expect to pay the listed price yourself.
- **Summa's on-demand service is separate from MyChart.** You start it from summahealth.org's Virtual Visit page, and the record is saved to your Summa chart.
- **Thanksgiving and Christmas Day:** Cleveland Clinic's Express Care is closed.

Starting one

System	Where to begin
Cleveland Clinic	Open the MyClevelandClinic app, or sign in to the MyChart website, and select Express Care virtual visits.

System	Where to begin
University Hospitals	Sign in to UH MyChart and choose On Demand Virtual Care, or start an E-Visit from UH's E-Visit page.
Summa Health	Go to summahealth.org, choose Start a Virtual Visit, and follow the steps.

STAY SAFE

On-demand care is not for emergencies

These services are for minor problems. UH reminds patients that E-Visits are not for emergencies, and names chest pain, difficulty breathing or uncontrolled bleeding as reasons to **call 911** or go to an emergency room.

PART 7

Bills, Payments and Linking Your Accounts

Paying a bill safely in MyChart, paperless statements and payment plans, and pulling your records from more than one health system into one view with Link My Accounts.

CHAPTER 23

Paying Your Bill in MyChart

All three systems let you see statements and pay inside MyChart, any time of day. It's the safest way to pay, because you go to the real site yourself.

Paying, step by step

1. Sign in to MyChart and open **Billing** (Cleveland Clinic and Summa also call it the **Billing Summary** or **Account Summary**).
2. Look over the balance and tap a statement to see what it's for.
3. Choose **Pay**. Pay the full balance or part of it.
4. Use a credit card or bank account. You can save it securely for next time if you like.
5. Confirm, and note the confirmation number.

Each system's billing details

System	What to know
Cleveland Clinic	Pay in MyChart, or as a guest from the MyChart sign-in page without an account. Billing customer service: 866.621.6385. Some outside services, such as certain radiology, anesthesiology and lab bills, may still come on paper from those providers.
University Hospitals	Pay in the billing section of UH MyChart or on UH's Bill Pay page. By phone: 1-800-859-5906. Questions? Click “Get help from Emmie,” UH's virtual billing helper, on any UH billing account, 24/7.
Summa Health	Pay in MyChart any day of the year. Billing help: 330.278.0160, Monday to Thursday 8 a.m. to 8 p.m., Friday 8 a.m. to 5 p.m., Saturday 9 a.m. to 1 p.m.

SCAM ALERT

Pay only inside MyChart, or by a number you looked up

Summa says you'll only be asked for credit card, insurance or Medicare information after signing in to MyChart, or when you're speaking with a Summa employee by phone. If a text, email or caller says you owe money and offers a link or asks for your card, don't use it. Sign in yourself or call the billing number on your statement.

Can't afford a bill?

Say so early. All three systems offer financial assistance, and Epic notes you may be able to apply right in MyChart under **Billing > Financial Assistance**, if your system has it turned on.

A financial counselor follows up.

CHAPTER 24

Paperless Statements and Payment Plans

Paperless is the default at two systems

At **Cleveland Clinic** and **Summa Health**, MyChart users responsible for a bill get statements in MyChart instead of by mail, with an email notice when a statement is ready. If you'd rather have paper, you can switch back.

1. Open the **Menu** and choose **Account Summary**.
2. At the bottom of the Billing Summary page, select **Cancel Paperless Billing**.
3. Confirm that you want paper statements.

Both systems say that if a payment is **60 days past due**, a paper copy is mailed. For help switching back: Cleveland Clinic 866.621.6385; Summa 330.278.0160.

HEADS UP

Paperless only works if you read the email

If you don't check email often, a bill can sit unseen. Either set a monthly reminder to look in MyChart's Billing, or switch back to paper. There's no wrong answer, only the one you'll actually notice.

Payment plans

A payment plan spreads a balance over months, charged automatically on the same date each month.

- **Cleveland Clinic:** once a statement is available, create a plan from your **Account Summary**. You choose the amount and date, above a required minimum. New balances may be added to the plan, which makes it last longer but doesn't raise the monthly amount; large new balances aren't added automatically.
- **Summa:** MyChart lets you set up a payment plan and apply for financial assistance.
- **UH:** people with authorized billing access can set up and manage payment plans, which tells us plans are available in UH MyChart billing.

WHAT THIS DOES FOR YOU

No more lost envelopes

Every statement and payment stays in one place, with dates. If a question comes up months later, it's all there to show the billing office.

CHAPTER 25

Linking Your Accounts (Happy Together)

Plenty of people in our area see a Cleveland Clinic specialist, a UH heart doctor and a Summa family doctor. Epic's **Link My Accounts** feature, which Epic calls **Happy Together**, lets you see information from the others inside one MyChart.

What you can see once linked

UH lists allergies, care team, health issues, medications, messages, test results and visits from other organizations. Cleveland Clinic says you'll see medications, allergies and health issues from other participating organizations, and if you also have a MyChart account there, test results, messages and appointments too.

How to link

Summa Health (their own steps)

1. Sign in to Summa Health MyChart and click **Menu**.
2. Type **Link my Accounts** in the search bar.
3. Click **Link my Accounts** under Sharing.
4. On the **Discover** tab, find the other organization and click **Link account**.

Cleveland Clinic

You may be asked to link when you sign in. If you said no, open **Manage My Accounts** in the Profile menu. You'll see a list of organizations that have your information. Click **Link** next to one. You can unlink there too.

University Hospitals

UH points patients to a short Epic video on linking accounts from its MyChart FAQ. In UH MyChart, search the menu for **Link My Accounts**, which is where Epic says to start.

GOOD TO KNOW

Why something might not show up

Not every organization takes part. Cleveland Clinic also notes you may not see everything unless you have a MyChart account at the other organization, and you have to agree to link when asked. Keep each system's username and password anyway; you may still need them.

TIP

Linking is not the same as proxy

Linking joins *your own* records from different systems. Helping a parent with *their* records is proxy access, and it's set up separately at each health system. That's the next part of this guide.

HEADS UP

UH's note about other MyChart apps

UH says you can add University Hospitals to an existing MyChart account from another hospital, but some features may be missing unless you use the UH MyChart app.

PART 8

Helping a Parent: Proxy Access, and Staying Safe

How to get proper, permitted access to a parent's or spouse's MyChart at each health system, what changes for teenagers, and how to spot the fake MyChart messages going around.

CHAPTER 26

What Proxy Access Is

Proxy access is the official way for one person to see and help manage another person's MyChart, from their own account. It's how an adult daughter keeps track of Mom's appointments, or a husband reads his wife's after visit summary, with permission.

What a proxy can usually do

- View health information, including test results and after visit summaries.
- Request prescription refills.
- Schedule and manage appointments.
- Send messages to the patient's care team.
- At Summa, view and pay the patient's bills.

The patient chooses the level. UH, for example, offers three for adults: full clinical access; read-only access; or scheduling and messaging only.

The ground rules everywhere

- **The helper needs their own MyChart account** at that health system. At Cleveland Clinic you don't have to be a patient yourself; Summa's self sign-up can create a record for a helper who's never been seen there.
- **Permission matters.** An adult patient grants access, or a legal representative provides paperwork.
- **Each health system is separate.** Proxy access at UH doesn't carry over to Summa or Cleveland Clinic.
- **The patient can remove access** at any time.
- **Proxy access doesn't make you responsible for the bill.** Both UH and Summa say the guarantor, the person named on the statement, is responsible.

Switching between records

Once approved, your loved one's name appears in your MyChart. Tap it to switch into their record. Always glance at the name at the top before you read or send anything.

FROM BILL

Have the conversation first

Proxy access works best when your parent is part of it from the start. Sit together, explain what you'll be able to see, and agree on what you'll do with it. It's their health and their privacy. Most parents are relieved, as long as they still feel in charge.

GOOD TO KNOW

Each system has its own rules

Epic says plainly that each organization sets its own proxy rules, including the ages when a child's record becomes limited. The next three chapters give each system's process as its own website describes it.

CHAPTER 27

Proxy Access at Cleveland Clinic

Cleveland Clinic calls a proxy a **MyChart Caregiver**. You don't have to be a Cleveland Clinic patient to get access to a loved one's information.

If your parent can do it online

1. Your parent signs in to their own Cleveland Clinic MyChart.
2. They open the **Health** menu and choose **Share My Record**.
3. They grant access and send you an invitation.
4. You accept from the email and sign in with your own MyChart account (or create one).

If you use the paper forms

Cleveland Clinic has forms on its MyChart FAQ page, under **Adding Your Loved Ones**:

- **Caregiver of an adult patient** who is authorizing access. Your parent signs this one.
- **Court-appointed guardian of an adult patient**, for a guardian of a dependent adult.
- **Form A** (MyChart Caregiver Request Form) is also needed if you, the caregiver, don't already have a Cleveland Clinic medical record number.

Send the forms to Health Information Management by **fax at (216) 636-0991**, by mail, or in person at 9500 Euclid Ave., Cleveland, OH 44195. Office phone: **(216) 444-4638**. Allow about **seven business days**. The signed authorization must be activated within one year.

For a child

Parents or court-appointed guardians of children 17 and younger can select **Request Family Access** in the Messaging menu, ask at the pediatrician's office, or use the pediatric form. Access is removed automatically at 18. After approval, Cleveland Clinic asks you to confirm you were given access to the correct patient.

HEADS UP

If your parent can no longer sign

Cleveland Clinic's adult forms cover a consenting patient or a **court-appointed guardian**. If your situation is different, for example you hold a health care power of attorney, call Cleveland Clinic Health Information Management at (216) 444-4638 or MyChart Support at 866.915.3383 and ask what they accept.

CHAPTER 28

Proxy Access at University Hospitals

At UH, **both people must have a UH MyChart account**. For adults, the patient sends the invitation from inside MyChart.

Your parent invites you

1. Your parent signs in to UH MyChart and selects the **Sharing Hub**.
2. They select **Family member, close friend or caretaker**.
3. They select **Manage ongoing access to your MyChart account**.
4. They click **Invite friends and family** and fill in your details.
5. They choose the **level of access**: Clinical Information, View Clinical Information (read-only), or Scheduling and Messaging only.
6. They agree to the terms and click **Send Invite**.
7. You get an email. Sign in to your own UH MyChart and accept the invitation.

Removing access

1. Under **Sharing**, select **Sharing Hub**.
2. Select **Manage friend and family access**, then **Who Can See My Record**.
3. Click **Revoke** next to the person's name.

For a child

For children under 12, a parent or legal guardian signs in, opens the Menu, and under Account Settings selects **Request access to a minor's account**. Allow up to **7 business days**. You can also ask at your child's doctor's office. UH says access may be limited when a child turns 13 and ends on the 18th birthday.

HEADS UP

If your parent can't send the invitation

UH's pages describe adult proxy access only by the patient's own invitation. If your parent can't use MyChart, or you're a guardian or hold a power of attorney, check with the UH MyChart Patient Support Line at **216-286-8960** (24/7) about UH's process.

GOOD TO KNOW

Proxy notifications

As a proxy, you can set your own notification choices for your parent's record. Open their profile after you sign in, then Account Settings, then Communication Preferences.

CHAPTER 29

Proxy Access at Summa Health

Summa calls the helper the **Representative**. Both the Representative and the patient need a Summa Health MyChart account. Summa offers an online invitation and paper forms, depending on the situation.

Your parent invites you online

1. Your parent signs in at **mychart.summahealth.org** or in the MyChart app.
2. On a computer: click their name at the top right and choose **Share My Record**, or go to **Menu > Sharing > Friends and Family Access**. In the app: tap the menu and choose **Sharing Hub**.
3. Click **Invite Someone** and enter your name and email address.
4. Choose the access level, full or limited, and click **Send Invite**.
5. You get an email. Sign in (or create an account) and accept.

Using the form

- **A consenting adult**, such as a spouse: the patient provides the **MyChart Proxy Access Authorization Form**, which includes their consent.
- **An adult child or legal guardian requesting access**: bring the MyChart Proxy Access Authorization Form with proper identification and any required legal documents, such as a court order or a durable power of attorney for health care.
- **Either way**, you can also ask at the patient's doctor's office or front desk, with the patient's consent.

The forms are linked from **summahealth.org/mychart/proxy**. You should get an email within **7 business days**. If not, call Summa Health Information Management at **330.375.4941**, Monday to Friday, 8 a.m. to 5 p.m.

Removing a proxy

Go to **Share My Record > Friends and Family Access**, find the person and select **Revoke Access**.

WHAT THIS DOES FOR YOU

Bills, too

As a Summa proxy, you can open the **Billing** tab, select the patient you represent, and view statements and estimates, make payments and set up payment plans.

CHAPTER 30

Teens, Turning 18, and Privacy

Grandparents raising grandchildren, and parents of teenagers, often notice that MyChart shows less as a child gets older. That's by design. State and federal privacy rules give teens more privacy, and each system draws the lines a little differently.

	Cleveland Clinic	University Hospitals	Summa Health
Young child	Parent access through age 17	Request online for children under 12	Full access ages 0 to 11
Teen years	Notes for ages 13 to 17 aren't released to MyChart	Access may be limited at 13	Limited access from age 12; the teen can change the parent's level
At 18	Access removed automatically	Access ends on the 18th birthday	All parental access ends

After 18

At all three, a young adult can choose to give a parent access again, using the same adult steps in the chapters above. Summa notes it can also be arranged at the front desk or with the care provider, if the young adult consents.

TIP

Talk about it before the birthday

If your grandchild or child has ongoing care, talk before they turn 18 about whether they'd like you to keep helping. Then set it up together the week of the birthday, so appointments don't fall through the cracks.

CHAPTER 31

Spotting Fake MyChart Messages

Because so many people trust MyChart, scammers copy its name and logo. In 2026 the warnings have come from all over the country, including Summa Health, which wrote that more than 40 health systems had warned patients.

The two scams going around

SCAM ALERT

The free “Medicare Kit”

An email or text offers a free “Medicare Kit,” “Senior Health Package” or wellness gift from MyChart, often with a countdown clock. You “win,” but have to pay shipping, then type in your card. No kit ever ships. Epic says MyChart does not hold giveaways. A prize you have to pay for is not a prize.

SCAM ALERT

The “urgent lab results” email

An email says results are ready, with a sign-in button. It leads to a fake MyChart page, then shows frightening made-up results, then tells you to press keys like **Windows+R, then Ctrl+V, then Enter** to “prove you're human,” or to download a program. That installs malware. No real website will ever ask you to do this.

How to tell the real thing

- **Never sign in from a link.** Open the app, or type the address, or use your own bookmark.
- **Check the address.** The real ones are mychart.clevelandclinic.org, mychart.uhhospitals.org and mychart.summahealth.org.
- **Know the real senders.** UH lists texts from 65348, emails from UHMyChart@notify.uhhospitals.org, and a few automated call numbers on its MyChart page. Epic says real MyChart notices may come from mchrt.org or mchrt.io addresses. When unsure, call the help desk.
- **No one legitimate asks for your password or code.** Not Epic, not MyChart, not your doctor's office.

If you already clicked

If you…	Do this
Clicked but typed nothing	Close the page. Mark the email as junk or phishing.
Typed your MyChart password	Reset your password, then check that the email and phone in MyChart are yours.
Typed a credit card	Call your bank or card company, report fraud, and ask for a new card.
Ran a program or pressed keys it told you to	Disconnect from the internet. Have the computer checked before you use it again.

FROM BILL

Call me before you do anything else

If you think you've been tricked, call quickly and without embarrassment. These fakes are good enough to fool careful people. Call your health system's help desk, and call me at **(330) 200-8042** if your computer needs checking.

PART 9

When to Call Bill & Your Cheat-Sheet

An honest word about getting a hand with MyChart, and a one-page cheat-sheet of addresses, help desks and safety rules to keep by the computer.

CHAPTER 32

When to Call Bill

This guide should carry you a long way. But some MyChart jobs are just easier with someone sitting next to you the first time. Here's who to call for what.

Call your health system's MyChart help desk for

- Activation codes, locked accounts, and wrong phone or email on file.
- Questions about their rules: proxy forms, teen access, what's billed.
- Anything about your medical record itself.

Call your doctor's office for

- Anything about what a result means, a symptom or a medicine.
- Urgent questions that can't wait for a message reply.

> STAY SAFE
> **And for an emergency**
> Call **911**. Not MyChart, not the help desk, not me.

Call me when

- **You'd like it set up with you**: the right app on your phone, sign-in, Face ID, notifications and bookmarks for each system you use.
- **You're helping a parent** and want proxy access, linked accounts and reminders sorted out across Cleveland Clinic, UH and Summa.
- **Video visits** won't connect, or the camera, sound or Zoom won't cooperate.
- **You clicked something suspicious**, or your computer is acting strangely after a “MyChart” email.
- **The screen is hard to read** and you'd like bigger text or an easier setup.

FROM BILL

How I like to help

I'm Bill, and I've spent more than 30 years helping people with technology. I serve Portage County, Ohio. I don't rush, I don't talk down, and I never ask for your medical details; you stay in charge of your own record. My help is **$49 remote · $99 in your home**. Call **(330) 200-8042** or book at **billshometech.com/book**. If I'm with another client, Sophie, my AI receptionist, will answer and get you on the schedule.

Thank you for reading. You now know more about MyChart than most people who use it every day. Take it slowly, keep your help desk numbers handy, and let your care team do the explaining.

— Bill

CHAPTER 33

Your MyChart Cheat-Sheet

Keep this page by the computer or print it for the fridge.

Your three MyCharts

System	Type this address	App	Help desk
Cleveland Clinic	mychart.clevelandclinic.org	MyClevelandClinic or MyChart	866.915.3383
University Hospitals	mychart.uhhospitals.org	UH MyChart	216-286-8960 (24/7)
Summa Health	mychart.summahealth.org	MyChart (choose Summa Health)	234.475.6789 (24/7)

The rules that keep you safe

- **Emergency? Call 911.** MyChart messages aren't watched around the clock.
- **Urgent but not an emergency?** Call your doctor's office.
- **Never sign in from a link** in an email or text. Use the app or your own bookmark.
- **Never share your password or sign-in code** with anyone who contacts you.
- **"Free Medicare Kit" from MyChart?** Always a scam.
- **Pressing Windows+R or downloading a program to see results?** Always a scam.

Good habits

- Results may arrive **before your doctor calls**. Wait for your care team's explanation.
- Message replies usually come within **3 business days**. Ask a week ahead for refills.
- At Cleveland Clinic, some detailed message replies **may be billed** to insurance.
- Check in from home **up to 7 days ahead** (eCheck-In or PreCheck-In).
- Helping a parent? Set up **proxy access** at *each* health system they use.
- Link your own accounts with **Link My Accounts** to see more in one place.

Bill's Home Tech

(330) 200-8042 · **billshometech.com/book** · $49 remote · $99 in your home · Portage County, Ohio

WHAT THIS DOES FOR YOU

You've got this

You can sign in, read results calmly, write a good message, check in from home, join a video visit, pay a bill and help someone you love. That's the whole of MyChart. Everything else is just practice.