

Bronson MyChart FAQ Updates:

What is Bronson MyChart?

Bronson MyChart is a secure tool that gives you access to parts of your medical record. You may use your computer or mobile device to access MyChart. Using the internet or the mobile app allows you to securely manage your health information.

With MyChart you can:

- View or share your medical information
- Stay in touch with your healthcare providers
- Manage your appointments
 - Review past appointments
 - Schedule an upcoming appointment
 - In person visits
 - Video visits
 - eVisits
 - OnDemand visits
- Pay your medical bills
- View / manage your loved ones MyChart with proxy access

For more information about MyChart, check out <https://www.mychart.com/features>.

Is there a fee to use MyChart?

MyChart is a free service available to Bronson patients.

What do I need to use MyChart?

You can access MyChart from a computer by going to Bronsonhealth.com or from a mobile device by downloading the app. From the app store you will search Bronson MyChart.

How is MyChart secure?

We take great care to ensure your health information is kept private and secure. Access to your information is controlled through secure activation codes, personal usernames and passwords. MyChart recently added an additional level of security by using 2-Factor Authentication. For more information, check out our helpful [video on 2-Factor Authentication](#). When this feature is turned on, you must enter a code that is sent to you by email or text message before being logged into MyChart.

When using your mobile device, your account may also be accessed by using face ID or fingerprint login. You may change your security settings when logged into your MyChart.

Enrollment Questions

How do I sign up?

There are a few options or ways for a patient to sign up to use MyChart.

- Office staff can sign you up directly while you're at the front desk or in the exam room.
- You can receive a MyChart activation code on your After Visit Summary or on a billing statement.
- You can receive a text message or email with an activation code when you come in for a visit.
- You can use self-signup online to create a MyChart account by matching your information against what is on file in your medical record or with third-party identity verification. Click [here](#) to sign yourself up.

Who do I contact if I have questions?

For medical and appointment questions please contact your doctor's office. For technical questions, call Bronson HealthAnswers at (269)341-7723 or (800)451-6310, 8am to 5pm, Monday through Friday. Or email us 24/7 at answers@bronsonhg.org; you will receive a reply the next business day. This information is also located on the Bronson MyChart homepage.

When can I see my tests results in MyChart?

Your test results will be viewable in MyChart as soon the result is noted in your medical chart. You will receive a notification by email or through your mobile app about a new result.

Can I see all my test results in MyChart?

You will be able to view most test results as soon as they are resultated. Please know that you will likely see these results before your provider has had a chance to review them. After your provider reviews your results, you may see additional comments and interpretations in MyChart.

If some of my health information in MyChart is not correct, what should I do?

Your MyChart information comes directly from your electronic health record at your doctor's office. If you will to update your medications, allergies or current health issues you may submit the change directly through MyChart. Your provider will receive your change request and confirm the update. Other changes may be discussed at your next appointment or by contacting your doctor's office. Your health information will also be reviewed and updated at each visit.

If I send a message to my healthcare provider, when can I expect a reply?

You will generally receive an answer within 1-3 business days. Please note that MyChart messaging should not be used for urgent situations. Please call your doctor's office if the situation requires immediate attention or dial 911 if it is an emergency. If your doctor's office is closed Bronson Care Advisors are available 24/7 by calling them at (269)341-7788.

Can I view a family member's health record in MyChart?

Yes, you can. This is called proxy access and allows a parent, guardian, spouse, family member, friend, significant other to log into their personal MyChart account and then connect to information of the proxied patient. Proxy access will only be granted if you have permission from the patient. If the patient is under the age of 12 years old the parent or legal guardian will be granted by the child's doctor's office. Once a patient turns 12 years old proxy access will be turned off and the patient will need to give permission for the parent or legal guardian to continue to have proxy access. Complete a Proxy Consent Form and return it to your doctor's office to request access. The state of Michigan has Confidentiality Rules in place for minors that allows them to keep certain medical records private.

Can I ask questions regarding a family member from my MyChart account?

If you have proxy access to another Bronson patient, please send messages regarding that patient from their account rather than your own. For patient safety and continuity of care, it is important that you do not submit questions regarding other people from your account.

Can my spouse and I share one MyChart account?

No, each adult must establish their own MyChart account. You may obtain proxy access to each other's MyChart account with their written permission by filling out a Proxy Consent Form. You must be at least 18 years old to have proxy access to another person's medical record.

To give someone proxy access to your MyChart you can invite that person through the Friends and Family Access page in MyChart. You can watch a video on how to grant access through MyChart, click here for more information.

I forgot my password. What should I do?

Click "Forgot password" link on the sign-in page to reset your password online.

Can you send me a new activation code as I have lost it, let it expire or did not receive it?

If your activation code expired, you can use our self signup option or you can obtain a new one by calling Bronson HealthAnswers at (269) 341-7723 or (800) 451-6310 , 8 a.m. to 5 p.m., Monday through Friday. Or, e-mail us 24/7 at answers@bronsonhg.org; you will receive a reply the next business day.

Once an activation code is issued it needs to be used within 60 days, it will expire on day 61. You will only use it once when setting up your MyChart account. If you allowed your activation code to expire before using it, you can use our [self signup option](#).

Is my activation code my user ID?

No, your activation code is not your MyChart ID or password. This is a one-time code used to log into MyChart for the first time. The activation code will expire once you use it or after 60 days. When you log into MyChart for the first time you will be asked to create your own unique ID and password. You will use this ID and password each time you log into MyChart.

Where can I update my personal information such as home address, email or password?

Log into your MyChart account. From the menu button go to the Account Settings section and select personal information. You may update any of your information or someone that is proxied to your account. You can also add a personal photo to the accounts.

What is your Privacy Policy?

MyChart is fully compliant with federal and state laws pertaining to your privacy. Your name and email address will be treated with the same care and privacy given your health records and will never be sold or leased by Bronson.

I was logged out of MyChart, what happened?

We are committed to protecting the privacy and security of our patients and their health information. While logged into MyChart, if your keyboard or mouse is not used for 15 minutes or more, you will be automatically logged out of MyChart. We recommend that you log out of your MyChart session if you need to leave your computer for even a short period of time.

I went to another healthcare organization that uses Epic and MyChart, can I link my accounts?

Yes, your information from Bronson along with the other healthcare organizations will display together. From the Menu in MyChart scroll down to Link my Accounts. From there you will be able to search for other healthcare organizations that you have visited and link your MyChart accounts.

To view this information, you must link your account. Check out our [video tutorial on how to do this](#).

What do I need to use MyChart?

You will need access to a computer connected to the internet and an up-to-date browser, such as Internet Explorer, Firefox, Google, Chrome, ect. or a smart mobile device to download the MyChart app. You must also have a personal email address.