

myUABMEDICINE FREQUENTLY ASKED QUESTIONS

WHAT IS myUABMEDICINE?

myUABMedicine is a free on-line patient portal that offers you personalized and secure access to portions of your electronic medical record. It enables you to securely use the Internet to help manage and receive information about your health. With myUABMedicine, you can use the portal to:

- Correspond with your providers' practices
- Request a prescription refill
- Check select test & lab results
- View portions of your healthcare record
- View upcoming appointments

HOW OLD DO YOU HAVE TO BE TO PARTICIPATE IN THE PORTAL?

You must be at least 14 years old to participate in the myUABMedicine Patient Portal. Legal guardians can have a proxy account on behalf of minors who are under the age of 14.

WHY USE myUABMEDICINE RATHER THAN OTHER TYPES OF ELECTRONIC COMMUNICATION?

myUABMedicine is the only approved and completely secure messaging system for UAB Medicine providers. In order to ensure privacy and comply with HIPAA regulations, UAB Medicine providers will use the portal to communicate electronically with their patients.

WHAT IS HIPAA?

The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Title II) requires the Department of Health and Human Services (HHS) to establish national standards for electronic health care transactions and national identifiers for providers, health plans, and employers. It also addresses the security and privacy of health data. For more information please visit www.cms.hhs.gov/hipaageninfo/.

HOW DO I SIGN UP FOR THE myUABMEDICINE PATIENT PORTAL?

- At a doctor's appointment or hospitalization, we will verify or obtain the email address you want to use to receive an email invitation if you wish to participate. An invitation will then be sent to the email address you designate
- Once you receive your email invitation, click the link in the email and follow the directions to create your patient portal account
- If you do not receive your email invitation, call UAB Guest Services at 205-934-CARE (2273)
- In addition to the method above, you can utilize the self-enrollment feature at uabmedicine.org/me to create a portal account.

HOW CAN I ACCESS THE PORTAL ONCE I HAVE COMPLETED THE INVITATION/ACCOUNT SET-UP PROCESS?

Once you have completed the setup process, you can link to the login page via the “myUABMedicine” sign-in button found on uabmedicine.org/me.

What is included in the myUABMedicine patient portal medical record?

- Medications
- Allergies
- Immunizations
- Problem list/Health issues
- Select test and lab results
- Visit and discharge summaries
- Upcoming appointments
- Educational information

WHEN CAN I SEE MY LAB RESULTS IN myUABMEDICINE?

Select lab results are released to your account in 3 to 7 days depending on the specific test ordered.

WHY ARE CERTAIN TEST RESULTS NOT SHARED ELECTRONICALLY IN myUABMEDICINE?

Initially, only select lab results will be shared. Over time, we will broaden the list of test results made available to you through the portal.

HOW DO I SEND A MESSAGE TO A PROVIDER?

- Click on “Messaging” located near the top right of the myUABMedicine patient portal website and then select “Send a Message”
- Enter your provider’s name in the “To” search box or select your health care provider’s name from the drop down list. (If you do not see your provider’s name listed, or do not know which provider to choose, please contact your provider’s office.)
- Type in your subject line and your message and then click to send

HOW WILL I KNOW WHEN I HAVE A NEW MESSAGE?

When a new message arrives in your myUABMedicine account message inbox, an email alert will be sent to the email address you provided when you set up your account. Please note that secure messaging is intended for routine health-related questions only, not for urgent issues. If you are having a medical emergency, please call 911.

HOW DO I CHECK MY MESSAGES?

When you log in to the myUABMedicine Patient Portal, you begin at the home page. Select “Messaging” and then click on “Inbox”. This will take you to your received messages. Click on the message you would like to view.

WHEN SHOULD I EXPECT A REPLY?

Please allow a minimum of one business day for a response.

HOW DO I REQUEST A MEDICATION RENEWAL?

Through the *myUABMedicine* Patient Portal, you can request a medication renewal from your medication list. Your provider's office will notify you regarding your request via secure message or phone call. Please allow at least one business day for a response.

- Click on "Medication Renewal Request" in the top navigation
- Complete the online form that appears
- Select which prescription you would like renewed and how you would like your prescription made available
- Include the best way to contact you with questions along with any additional comments
- Click "Send" to submit request

For now, new medication requests will continue to follow the process in place prior to availability of the Patient Portal.

CAN I ENTER MY OWN INFORMATION INTO MY ELECTRONIC RECORD ON *myUABMEDICINE*?

At this time, *myUABMedicine* is for viewing only. You are welcome to send a message from the portal to your provider with any updates or changes that need to be made to your medical information.

I DON'T SEE ALL OF MY PROVIDERS LISTED IN THE PORTAL? WHY?

While most providers are participating in the portal, there are a few entities of UAB Medicine that are not. Examples are: Callahan Eye Hospital and their affiliated physician practices. Please call their offices with any questions.

WHAT IS 'API'?

Application Programming Interface – A set of programming protocols established for multiple purposes. APIs may be enabled by hospitals to provide patients with access to their health information through a third-party application with more flexibility than is often found in many "patient portals." Currently, patients who wish to use Apple Health to access the health information found on their *UABMedicine* Patient Portal are able to do so through an API connection. Additional apps may be allowed to connect in the future.

CAN ALL APPS CONNECT TO *myUABMEDICINE*?

No, not all health management apps currently meet the security requirements to connect to the UAB Medicine electronic health record. For more information, visit UABMedicine.org/Healthapps

HOW CAN I VIEW MY HEALTH INFORMATION ON THE APPLE HEALTH APP?

UAB Medicine Patient Portal users can now view their available medical information through the Health Records feature on iPhone, located in the Health app. [Click here to learn how.](#)

WHY CAN'T I SEE ALL THE INFORMATION IN MY RECORDS?

Only certain medical information is available for display on the Patient Portal. As more data becomes available, we will add it to your access.

WHAT IF I WANT COPIES OF RECORDS THAT ARE NOT AVAILABLE ONLINE?

At this time, some results are not visible through the Patient Portal. UAB Medicine's Medical Records department (205-930-7724) can provide paper copies of records upon your request.

SOME OF MY INFORMATION IS WRONG. HOW DO I CORRECT THIS?

If you notice an error in your personal information or medical history, please contact UAB Medicine Compliance at 205.975.0585 for amendments.

WHO DO I CALL IF I HAVE QUESTIONS?

For issues or questions creating or using your *myUABMedicine* account, call Patient Portal Support at 1-877-621-8014 available 24 hours a day, 7 days a week, including holidays and weekends.

If you do not receive your email invitation, or have other non-medical questions, call UAB Guest Services at 205-934-CARE (2273).

WHERE CAN I FIND MORE INFORMATION?

For more information, visit uabmedicine.org/me.