How do we refer to my.UCLAhealth.org when talking to patients?

- UCLA Health is implementing an electronic health record (EHR) that brings together in one place all patient health information currently stored in different systems and on paper charts.
- The patient portal is called my.UCLAhealth.org.

What are the benefits of my.UCLAhealth.org for patients?

- my.UCLAhealth.org offers patients personalized and secure access to portions of their health information, making it easy for them to take charge of their own health and healthcare.
- my.UCLAhealth.org connects patients directly to their care providers, enabling them to manage their appointments, ask non-urgent medical questions, and request prescription refills through a secure, encrypted system.

What my.UCLAhealth.org functions will be available to patients at first?

- Users can request, cancel and keep track of future and past appointments.
- Users can see select test results online at their convenience. Normal results will be released within 24 hours; abnormal results will be available within three business days.
- Users may review their medical histories, immunization records, allergies, medications and after-visit summaries online.
- Users can message their providers concerning non-urgent medical matters. If users think they have a medical or psychiatric emergency, they should immediately call 9-1-1 or go to the nearest hospital.
- Whether they’re at work, on the road or at home, users can view test results, messages from their care providers, and key medical information 24/7.

Why is my.UCLAhealth.org not available for the entire health system yet?

- UCLA Health is rolling out my.UCLAhealth.org along with the new electronic health record in “waves” through early 2014. my.UCLAhealth.org is only offered at practices that have gone live with the new system.
- Patients who have a my.UCLAhealth.org account will only be able to send/receive messages and request appointments with practices that are fully functional on the new EHR.

What’s been done to protect patients’ medical information in my.UCLAhealth.org?

- Patient health information is safe from unauthorized access because my.UCLAhealth.org is password-protected and delivered via an encrypted connection.
- The same laws that protect privacy with paper charts and other electronic systems apply to the EHR.

How is proxy access to my.UCLAhealth.org handled?

- Parents will be able to access my.UCLAhealth.org for their children until age 12. After age 12, that access will be terminated due to privacy laws.
- Patients ages 12 to 17 will not have access to my.UCLAhealth.org at our initial go-live on June 6, 2013. Work continues on developing a policy to allow access to this age group and their parents.
- Access will be granted for consenting adults or when one holds a power of attorney.

If patients have questions, who should they contact?

- Patients can go to the FAQ section of my.UCLAhealth.org or can e-mail myuclahealth@mednet.ucla.edu.
- Help with setting up the account is available to patients 24/7 by calling (855) 364-7052.