



## Cures Act Patient FAQs

### 1. What is the Cures Act?

The Cures Act is a federal mandate that will give you even more access to your medical information and allows easier electronic access to your medical records.

### 2. What changes are being made by the Cures Act?

The Cures Act mandates the system automatically release **ALL** test results (excluding HIV and genetics) as soon as they are available and requires the immediate release of provider notes through your MyChart portal. Wellstar will comply with this mandate starting March 17, 2021.

### 3. Why is Wellstar making these enhancements?

As a federal statute, all health systems are required to comply with the Cures Act by April 5, 2021. Building on our existing commitment to transparency with our patients, our goal is to strengthen our patient/clinician partnerships, enhance your experience and ultimately provide better care.

### 4. Which patients will receive immediate access to their test records?

All patients will have immediate access to test results and providers' notes through the MyChart patient portal, whether you are in the hospital or visit one of our health parks, urgent care centers or provider practices. Only HIV and genetics results are excluded.

### 5. How will I receive my test results and provider notes?

The system will automatically release **ALL** test results (excluding HIV and genetics) and provider notes through your MyChart portal, as soon as they are available.

### 6. What if I don't use MyChart?

The MyChart patient portal is available to all Wellstar patients. If you do not already have a MyChart account, you can easily sign up:

- Go to [mychart.wellstar.org](http://mychart.wellstar.org)
- Click "I Don't Have a Code"
- Fill in your information

Within two days of submitting the information, you will receive a special code via email to complete the signup. You may also contact your Wellstar provider for a code.

### 7. If I'm not in the hospital, how long will it be before my provider's office contacts me about my results?

Our clinical teams are committed to reaching out to you with more information about any abnormal test results as quickly as possible. This will typically happen within two business days after they are released for outpatient appointments, and no later than the next day rounds for inpatient hospital encounters.



**8. If I'm in the hospital, how long will it be before my provider discusses my results with me?**

Your provider will update you on results and answer any questions during their regular daily visit. If you have any questions about something you see in MyChart, please ask the nurse or a member of your care team to write your questions on the board so you can discuss it with your provider. If you receive your results after your provider has already visited for the day, they will discuss them with you on their next visit.

**9. When will my provider receive my test results?**

Except for HIV and genetics testing, you will receive all test results as soon as they are available. This means it is likely that you will be able to see results before your provider, or their team, has an opportunity to review them. We are committed to contacting you about any abnormal test results as quickly as possible, typically within two business days for outpatient appointments, and no later than the next day's visit for patients in the hospital.

**10. Why will it take up to two business days for the office to contact me if I'm not in the hospital?**

We understand it can be concerning to receive results without any additional information. We want to give our teams time to review to review your results before engaging you in a conversation about your care. As always, if you have any questions or concerns, please feel free to contact your provider's office.

**11. Are there any test results that will be delayed?**

Yes. HIV and genetics test results that are done for screening purposes will not be released due to other federal laws and regulations. These results will have to be released or provided by the ordering clinician or by requesting your records from the medical records department.