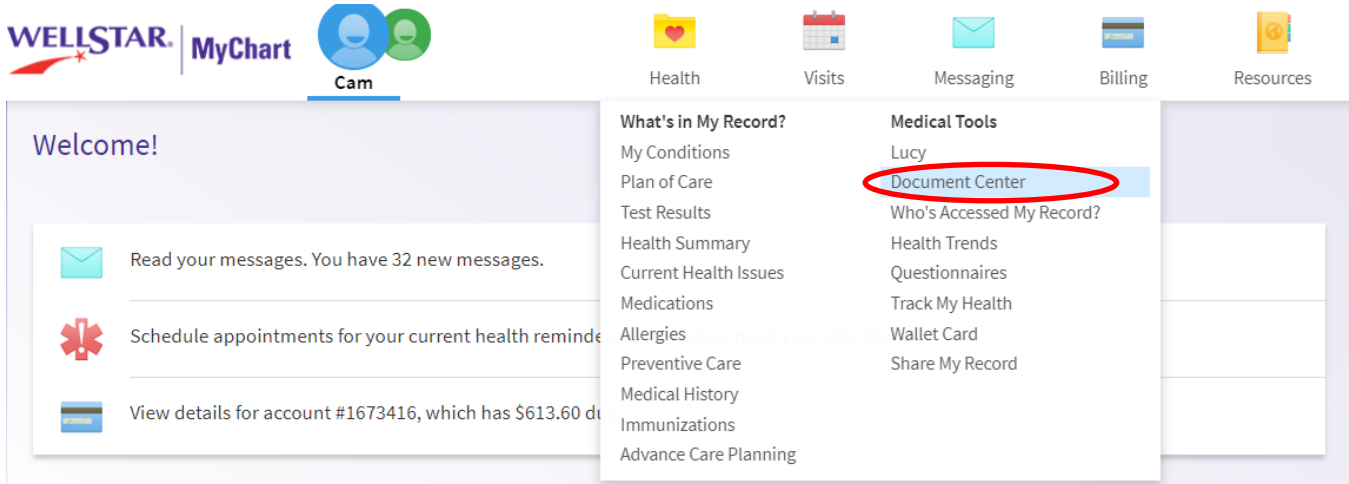


Requesting Your Record in MyChart

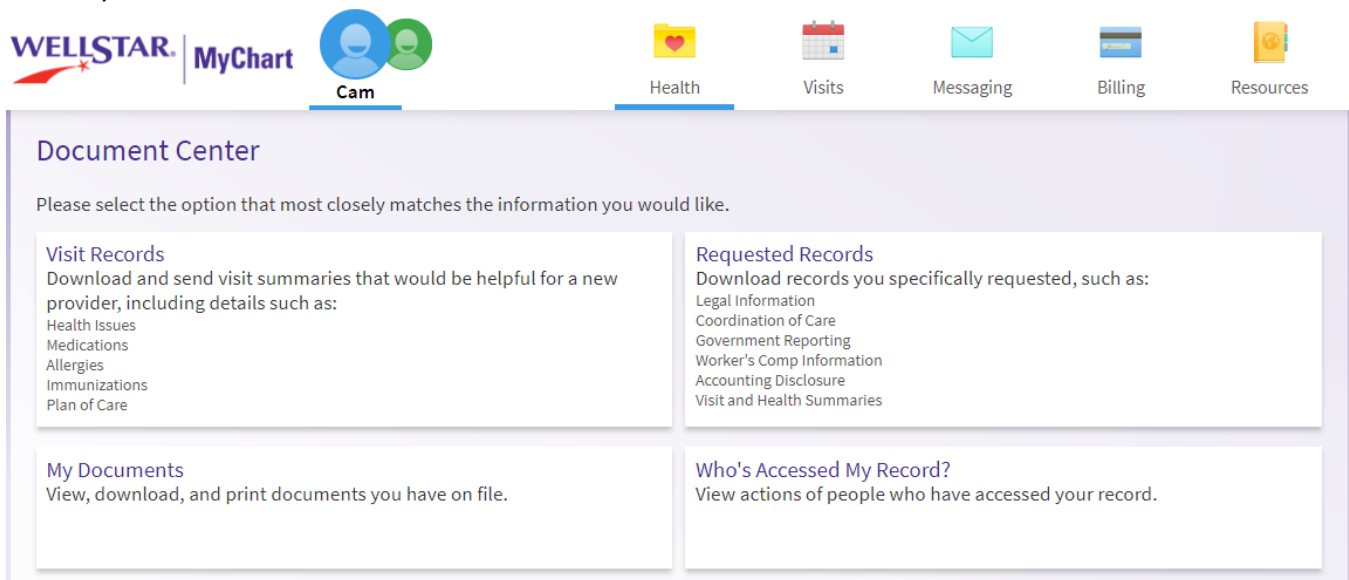
This tip sheet describes how to request your record via MyChart. There are multiple options of records you can download; visit records, requested records or who's accessed your records.

Try It Out

1. Upon logging into your MyChart account, navigate to the **'Document Center'** option under the **'Health'** icon



2. From the Document Center page, there are four options; Visit Records, Requested Records, My Documents and Who's Accessed My Record?



3. Visit Records – allows you to download medical information from your record. This option may be helpful to you if you are transitioning to a new provider or need to provide proof of medical documentation (immunizations etc.) for work or school etc. From the Visit Records page, you can select; single visits, visits within a date range or all visits. You also have the option with Lucy to download a portable copy of your current; allergies, medications, current health issues, procedures, test results and immunizations.

Visit Records

Select the visits you'd like to view, download, or send. You can select a single visit or multiple visits using the options below. Your Lucy Summary is also available.

Single Visit | Date Range | All Visits | Lucy Summary

<input checked="" type="radio"/>	Office Visit with Bryan S Russell, DPM WellStar Foot and Ankle Surgery	Friday August 10, 2018
<input type="radio"/>	Office Visit with Katrina J Joyce, NP WellStar Neurosurgery Cobb	Monday May 07, 2018
<input type="radio"/>	Emergency Department WellStar Douglas Hospital (DH EMERGENCY)	Wednesday March 28, 2018
<input type="radio"/>	Emergency Department WellStar West Georgia Medical Center (WG EMERGENCY)	Thursday March 15, 2018
<input type="radio"/>	Emergency Department WellStar West Georgia Medical Center (WG EMERGENCY)	Thursday March 15, 2018
<input type="radio"/>	Office Visit with Anushka V Arumugasaamy, MD WellStar Colon and Rectal Surgery at Vinings Health Park	Thursday March 15, 2018
<input type="radio"/>	Hospital Visit WellStar Atlanta Medical Center, Inc	February 10, 2018 - February 10, 2018
<input type="radio"/>	Hospital Visit WellStar West Georgia Medical Center	February 2, 2018 - February 7, 2018
<input type="radio"/>	Hospital Visit WellStar Atlanta Medical Center, Inc	January 25, 2018 - February 1, 2018
<input type="radio"/>	Hospital Visit WellStar West Georgia Medical Center	January 10, 2018 - January 18, 2018

1 2 3 4 5 >>

4. Requested Records – allows you to download legal and policy information from your record. For added security of these documents, if it's required for the specific document a password may be required. Please review the allowed dates listed on the page. These records must be specifically requested by sending a customer service request, visiting our Release of Information (ROI) site or via phone at (770)810-8880

Requested Records

This is where your specially requested medical records appear for download. If your record requires a password to open, click Show Password to view it.

Description	Date Requested	Status
You have no requested records to download.		
Past Documents		
This document contains information you recently requested.	2/9/2017	Expired on 3/14/2017
This document contains information you recently requested.	2/8/2017	Expired on 3/11/2017
This document contains information you recently requested.	12/8/2016	Expired on 1/14/2017

If you want to request a record, please [send us a customer service request](#).

With Release To MyChart you can request records from April 1, 2014 forward, for WellStar Kennestone Hospital, WellStar Cobb Hospital, WellStar Douglas Hospital, WellStar Paulding Hospital, and WellStar Windy Hill Hospital. Please note, records prior to April 1, 2014 for the above facilities cannot be requested via Release to MyChart.


To request records prior to April 1, 2014 please do so via our [Release of Information \(ROI\) site](#) or via phone at 770-810-8880.

You can Now request records from February 25, 2018 forward, for WellStar Atlanta Medical Center, WellStar Atlanta Medical Center South, WellStar North Fulton Hospital, WellStar Spalding Regional Hospital, WellStar Sylvan Grove Hospital, and WellStar West Georgia Medical Center, by using Release to MyChart.

Please note, records prior to February 25, 2018 for the above facilities cannot be requested via Release to MyChart.

To request records prior to February 25, 2018 please do so via our [Release of Information \(ROI\) site](#) or via phone at 770-810-8880.

- Who's Accessed My Record? – allows you to view what other patients have accessed in your account. This audit trail provides; access time, username of person accessing your account, their actions while in your account (view, login) and what they viewed

View My MyChart Access 

This page allows you to see who has accessed your medical record.

MyChart Users

Access Time	By	Action	What	Visit Date
8/21/2018 10:54:01 AM EDT	Tdreleven Zzztdrtst	View	Your Record Summary	
8/21/2018 10:38:54 AM EDT	Tdreleven Zzztdrtst	Login	Your Record	
8/21/2018 09:50:40 AM EDT	Tdreleven Zzztdrtst	Login	Your Record	
8/17/2018 11:59:42 AM EDT	Tdreleven Zzztdrtst	Login	Your Record	
8/16/2018 09:37:12 AM EDT	Tdreleven Zzztdrtst	Login	Your Record	
8/6/2018 02:39:52 PM EDT	Tdreleven Zzztdrtst	Login	Your Record	
8/6/2018 02:38:38 PM EDT	Tdreleven Zzztdrtst	Login	Your Record	
8/2/2018 05:30:57 PM EDT	Tdreleven Zzztdrtst	Login	Your Record	
8/2/2018 05:28:28 PM EDT	Tdreleven Zzztdrtst	Login	Your Record	
8/2/2018 12:43:55 PM EDT	Tdreleven Zzztdrtst	Login	Your Record	

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- My Documents – allows you to view any uploads you have made to your MyChart account. Any documents that have been submitted for review will also display the status (accepted/not accepted) here as well. You can also filter on documents that have been declined by clinical staff

My Documents Show Declined Documents

Document Type	Date
Advance Directives and Living Will	Added on 9/26/2019
MyChart Status Codes.pdf Not accepted	Uploaded on 9/26/2019
Patient Entered Attachment	Added on 9/10/2019
Coverage ID Card	Added on 5/31/2019
Coverage ID Card	Added on 5/3/2019
MyChart HIPAA Notice of Privacy	Signed on 1/16/2019

Please Note: If you have any other questions or need further assistance, please contact our service desk. Hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. You can contact the MyChart Service Desk by phone at 470-644-0419, by e-mail at mycharthelp@wellstar.org, or by fax at 770-999-2306. Remember, MyChart is NOT to be used for urgent needs. For medical emergencies, dial 911.