



# Improvements to Your NM MyChart Account

Northwestern Medicine is working to improve your experience with your health information via NM MyChart.

We are upgrading the online portal with enhanced features that will make it more comprehensive and interactive. You will be asked to **upgrade your NM MyChart account after March 3**. The process takes less than five minutes and securely transfers all of your medical information from your original account to your upgraded account.

## What you need to do:

- 1 On or after March 3, go to [mychart.nm.org](http://mychart.nm.org)
- 2 You will be prompted to log in to your account
- 3 If you don't remember your login information for your current account, go to this page to have it sent to you:  
[mychart.nm.org/mychart/recoverlogin.asp](http://mychart.nm.org/mychart/recoverlogin.asp)
- 4 Once you log in, your information will be securely transferred to your upgraded account, and you will be prompted that your account has successfully upgraded.
- 5 If your account doesn't upgrade automatically, you may be asked to create a new username and password. Your historical information will be linked and your new account will be updated with all of your information.

## Once you have upgraded your account, you will be able to:

- Complete the **Pre Check-In process** from home, saving you time when you arrive for your appointment. Verify insurance, add credit card information to preauthorize co-pays and update your medical history.
- Receive **reminders** to schedule appointments for routine **preventive care**, such as colon cancer screening, breast cancer screening, bone density testing, pap smears and seasonal flu vaccines.
- Update your **medications and allergies** at any time.
- View orders and tests placed by your physician.
- **Request records** and view copies of information released from the Medical Records Department.
- Request **full access** to an adolescent NM MyChart account with the patient's consent (adult proxies for patients 12 to 17 years old).
- Continue to **schedule appointments** with select outpatient specialties.
- **Pre-register for labor and delivery** to save time when arriving at the hospital (pregnant patients).

## Improvements to Your NM MyChart Account (continued)

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All of your medical records and visit information will be moved into your upgraded NM MyChart account, but after March 3, a few situations may arise that would require your special attention:

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Billing information prior to March 3, 2018, **will not be viewable** in NM MyChart. To see or make a payment for a bill generated before March 3, please go to [nm.org](http://nm.org) and click "Pay a Bill."

Adjustments to existing autopayment plans will need to be made by contacting Billing Customer Service at 844.669.2455.

Proxies will need to **re-establish proxy relationships**. Please contact the NM MyChart Help Desk at 1.855.HLP.MYNM for more information.

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If you have any questions regarding your new NM MyChart account or these new features, please call the NM MyChart Help Desk at 1.855.HLP.MYNM (1.855.457.6966).