

## **“One Patient, One Record”**

### **UR Medicine Finger Lakes Health Lab Results and Clinic Reports now available in the UR Medicine “MyChart” Patient Portal**

Our relationship with UR Medicine has brought many positive changes, including new signs, services, and more healthcare providers. These changes help us unite our systems. The next step is the creation of a "One Patient, One Record" experience.

**Starting Monday, December 16, 2024**, UR Medicine Finger Lakes Health patients can see their laboratory test results and clinic reports in the UR Medicine “MyChart” patient portal. Examples of the information include blood, urine, and microbiology test results; discharge summaries; ED reports; consult notes; and cardiopulmonary reports.

#### **Frequently Asked Questions:**

- **Will I still be able to see my results in my current patient portal through UR Medicine Finger Lakes Health?**  
Yes, test results will still be available in your existing UR Medicine Finger Lakes Health Patient Portal(s). <https://www.flhealth.org/patients-visitors/patient-portals>
- **I don't have a UR Medicine MyChart account. How can I set one up?**  
Patients who do not have a MyChart account are able to easily create one online at [mychart.urmc.rochester.edu/mychart](https://mychart.urmc.rochester.edu/mychart). Please visit the “Help and Support” section if you need help.
- **I have an existing UR Medicine MyChart account. Will my results show up automatically?**  
Yes, patients who already have a MyChart account will get a notification that lab results and clinic reports can be seen.
- **When will my lab results be available in UR Medicine MyChart?**  
Most lab results are automatically released to UR Medicine MyChart once they are marked as “final” in your patient record.
- **Will my results and clinic reports still be sent to the provider who ordered the test?**  
Yes, your provider who ordered the test will still be sent the test results and clinic reports.
- **Who do I call if I can't get into my UR Medicine MyChart account?**  
MyChart Customer Service Center is available 8 a.m. to 4:30 p.m. weekdays (585) 275-8762, or 1 (888) 661-6162 (choose Option 1). You can also submit a question online at [mychart.urmc.rochester.edu/mychart](https://mychart.urmc.rochester.edu/mychart).