

# MYchart: Requesting a copy of your child's medical record

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**Six simple steps**



# Step 1: Select child

After logging into your MYchart account, select the child you wish to request the medical record.



The screenshot shows the MYchart interface. At the top, there is a navigation bar with the MYchart logo, the name 'Shane', and icons for Health, Visits, Billing, and Profile. Below this is a 'Personalize' section with the heading 'Whose Records Can I View?'. A table lists five accounts with columns for Photo, Account Name, Nickname, and Access Until. A red arrow points to the 'PreferredShane Mycharttest' account.

Photo	Account Name	Nickname	Access Until
	Shane Dad	Shane	This is your own MYChart account.
	Ava Mychart	Ava	2/17/2029
	Mychart Statustest	Mychart	1/31/2033
	PreferredShane Mycharttest	PreferredShane	2/6/2028
	Shane DONOTUSE	Shane	2/6/2026

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# Step 2: Ask a question

In the top navigation bar, click “Messaging” and select “Ask a Question” from the drop-down menu.

The screenshot displays the MYchart patient portal interface. The top navigation bar includes the MYchart logo, PreferredShane logo, and icons for Health, Visits, Messaging, Billing, and Profile. The 'Messaging' icon is highlighted with a red box, and its dropdown menu is open, showing 'Message Center', 'Ask a Question' (highlighted with a red box), 'Letters', and 'Request Rx Refill'. The main content area shows a 'Welcome! (PreferredShane)' message, a notification about 6 new messages, and a 'To Do' section with a calendar for June 2020. The calendar shows several overdue health reminders for vaccines: Hepatitis B Vaccine, IPV Vaccine, Hepatitis A Vaccine, MMR Vaccine, Varicella Vaccine, Ppd, and DTaP/Tdap/Td Vaccines. The 'Influenza Vaccine' is not due until October 1, 2020, and the 'HPV Vaccine' is due on February 7, 2021. The right sidebar contains 'Quick Links' such as 'View test results', 'Ask a question', 'Schedule an appointment', 'Refill medications', 'Review health summary', 'View billing summary', 'Answer Questionnaires', and 'Share your record'. The 'Care Team' section lists Vivian S. Lennon, MD, Primary Care Provider Pediatrics.

»MYchart  
For the patients of Children's Healthcare of Atlanta and our MYchart participating practices

PreferredShane

Health Visits Messaging Billing Profile

Shane Dad  
Log Out

Welcome! (PreferredShane)

Read your messages. You have 6 new messages.

To Do

Overdue health reminders

	June 2020						
	S	M	T	W	T	F	S
Hepatitis B Vaccine Overdue			1	2	3	4	5
IPV Vaccine Overdue							6
Hepatitis A Vaccine Overdue	7	8	9	10	11	12	13
MMR Vaccine Overdue	14	15	16	17	18	19	20
Varicella Vaccine Overdue	21	22	23	24	25	26	27
Ppd Overdue	28	29	30				
DTaP/Tdap/Td Vaccines Overdue							

Influenza Vaccine  
Not due until October 1, 2020

HPV Vaccine  
Due on February 7, 2021

Quick Links

- View test results
- Ask a question
- Schedule an appointment
- Refill medications
- Review health summary
- View billing summary
- Answer Questionnaires
- Share your record

Care Team

Vivian S. Lennon, MD  
Primary Care Provider  
Pediatrics

# Step 3: Customer service question

The screenshot shows the MYchart website interface. At the top left is the MYchart logo with the tagline "For the patients of Children's Healthcare of Atlanta and our MYchart participating practices". To the right are navigation icons for PreferredShane, Health, Visits, Messaging (which is underlined), Billing, and Profile. The user name "Shane Dad" and a "Log Out" link are in the top right corner.

The main content area is titled "Ask a Question (PreferredShane)" and includes the instruction: "Please select the option that most closely matches your question. Please call 911 if you have an emergency or urgent medical question." Below this are three question categories:

- New Medical Question**: You have a simple medical question that doesn't require an immediate response.
- Request a Medication Refill**: You would like to request a refill or renewal of a current medication.
- Customer Service Question**: You have a question related to a bill, your insurance, or another non-medical concern. This option is highlighted with a red rectangular box.

On the right side, there is a sidebar titled "New Medical Question" with a list of questions: "Do I need an appointment?", "Can I take a different medication instead?", "Do you have flu shots available?", "What immunizations do I need for my overseas travel?", and "...etc.".

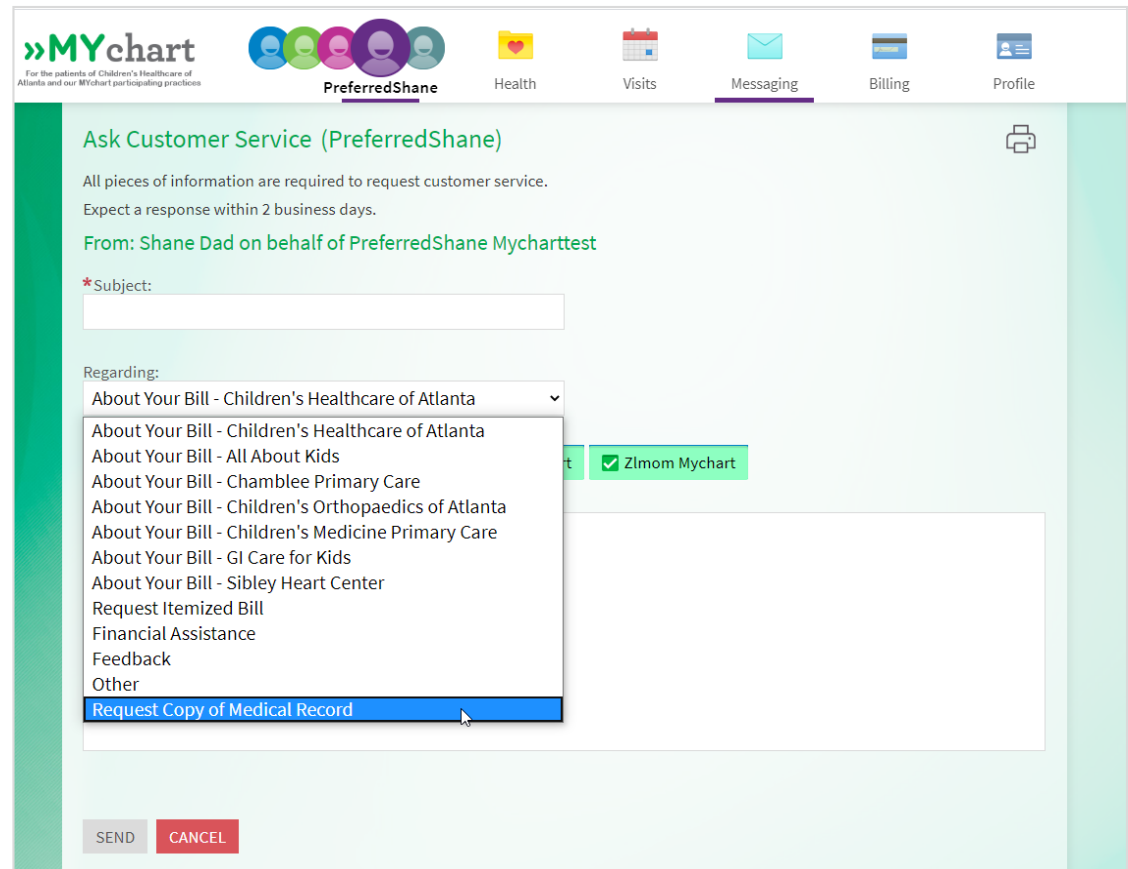
At the bottom center, there is a button labeled "BACK TO THE HOME PAGE".

Click on "Customer Service Question."

# Step 4: Request medical record

Type “request medical record” in the subject field and choose “Request Copy of Medical Record” from the drop-down menu.

Click “Send.” This will send a message to our health information services department. They will upload a PDF of your child’s medical record to your MYchart account within one to two business days at no cost to you.



The screenshot displays the MYchart messaging interface. At the top, the MYchart logo is visible with the tagline "For the patients of Children's Healthcare of Atlanta and our MyChart participating practices". The user is logged in as "PreferredShane". The navigation bar includes icons for Health, Visits, Messaging (which is active), Billing, and Profile. The main content area is titled "Ask Customer Service (PreferredShane)" and includes a printer icon. Below the title, there is a message body with the text: "All pieces of information are required to request customer service. Expect a response within 2 business days." and "From: Shane Dad on behalf of PreferredShane Mycharttest". The form fields include a subject line with an asterisk and a text input box. Below the subject line is a "Regarding:" dropdown menu. The dropdown menu is open, showing a list of options: "About Your Bill - Children's Healthcare of Atlanta", "About Your Bill - All About Kids", "About Your Bill - Chamblee Primary Care", "About Your Bill - Children's Orthopaedics of Atlanta", "About Your Bill - Children's Medicine Primary Care", "About Your Bill - GI Care for Kids", "About Your Bill - Sibley Heart Center", "Request Itemized Bill", "Financial Assistance", "Feedback", "Other", and "Request Copy of Medical Record". The "Request Copy of Medical Record" option is highlighted in blue. To the right of the dropdown menu, there is a green button with a checkmark and the text "Zlmom Mychart". At the bottom of the form, there are two buttons: "SEND" and "CANCEL".

# Step 5: Document center

You will receive a message through MYchart when a PDF of your child's medical record has been uploaded. To download or view the of the PDF medical record, click "Medical Tools" and select "Document Center" from the drop-down menu.

The screenshot displays the MYchart patient portal interface. At the top left is the MYchart logo with the tagline "For the patients of Children's Healthcare of Atlanta and our MYchart participating practices". To the right of the logo are five circular icons representing different user roles. Below these icons is the name "PreferredShane". The top navigation bar includes icons for Health, Visits, Messaging, Billing, and Profile, with the user name "Shane Dad" and a "Log Out" link on the far right. The main content area is divided into several sections. On the left, there is a "Document Center (PreferredShane)" section with a sub-section for "Visit Records" listing "Health Issues", "Medications", "Allergies", "Immunizations", and "Plan of Care". In the center, there is a "What's in My Record?" section listing "Plan of Care", "Test Results", "Health Summary", "Current Health Issues", "Medications", "Allergies", "Preventive Care", "Medical History", and "Immunizations". To the right of this is a "Medical Tools" dropdown menu, which is currently open and has a red border around it. The "Document Center" option is highlighted in purple. Other options in the menu include "Who's Accessed My Record?", "Health Trends", "Growth Charts", "Questionnaires", "Track My Health", "Research Studies", and "Share My Record". Below the "Medical Tools" menu are two white boxes: "My Documents" (View, download, and print documents you have on file.) and "Who's Accessed My Record?" (View actions of people who have accessed your record.). At the bottom center, there is a green button labeled "BACK TO THE HOME PAGE".

# Step 6: Requested records

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For the patients of Children's Healthcare of Atlanta and our MYchart participating practices

**PreferredShane** Health Visits Messaging Billing Profile

## Document Center (PreferredShane)

Please select the option that most closely matches the information you would like.

- Visit Records**  
Download and send visit summaries that would be helpful for a new provider, including details such as:
  - Health Issues
  - Medications
  - Allergies
  - Immunizations
  - Plan of Care
- Requested Records**  
Download records you specifically requested, such as:
  - Legal Information
  - Coordination of Care
  - Government Reporting
  - Worker's Comp Information
  - Accounting Disclosure
  - Visit and Health Summaries
- My Documents**  
View, download, and print documents you have on file.
- Who's Accessed My Record?**  
View actions of people who have accessed your record.

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Click on “Requested Records” and download your child’s medical record. This document will be available for 90 days.