



Get connected to your health.

Manage your appointments.

Schedule your next appointment or view details of your past and upcoming appointments.

Visit your doctor online.

See a health care provider without having to go in to the clinic.

Access your test results.

No more waiting for a phone call or letter. View your results and your doctor's comments within days.

MyChart gives you online access to your medical record.

Whether you're at work, on the road, or at home, you can view test results, messages from your doctor, and your key medical information. You can even access your family's records and schedule your next appointment online. So sign up today – and get connected to your health.



Sign-up now using the QR code or visit MyChart.brooklane.org

Communicate with your doctor.

Get answers to medical questions without phone tag or unnecessary appointments.

Pay bills online.

Access and pay your copays and bills from home.

Request prescription refills.

Send a refill request for any of your refillable medications.



Ask about MyChart today!

FAQs

What is MyChart?

MyChart offers patients personalized and secure on-line access to portions of their medical records. It enables you to securely use the Internet to help manage and receive information about your health. With MyChart, you can use the Internet to:

- Request medical appointments
- View your health summary from the MyChart electronic health record
- View test results
- Request prescription refills
- Access trusted health information resources
- Communicate electronically and securely with your medical care team
- Online Bill Pay
- Ability to manage care for a loved one (proxy access)

Is there a fee to use MyChart?

MyChart is a free service offered to our patients.

How do I sign up?

Patients who wish to participate will be issued a MyChart activation code during their visit. This code will enable you to log in and create your own username and password. If you were not issued an activation code, you may call Brook Lane to get one or ask to sign up during your next office visit. Additionally, you have the option to use the self-signup feature at <https://mychart.brooklane.org/signup>

Who do I contact if I have further questions?

You may call the MyChart Patient Support Line at 301-790-9008.

When can I see my test results in MyChart?

Your test results are released to your MyChart account at the discretion of the provider within 3-5 business days.

Why are certain test results not shared electronically via MyChart?

Your provider is able to determine which types of test results are able to be accessed through MyChart. Further, tests of a very sensitive nature are not released to MyChart.

If some of my health information on MyChart is not correct, what should I do?

Your MyChart information comes directly from your electronic medical record at your doctor's office. Ask your doctor to correct any inaccurate information at your next visit. Your health information is reviewed and updated in your electronic medical record each visit. Any questions on clinical information contained in MyChart should be directed to your doctor's office or medical records at 301-733-0331 x1202.

What is your Privacy Policy?

Refer to the Brook Lane Notice of Privacy Practices located on the Brook Lane website at brooklane.org/understanding-your-health-records

I was logged out of MyChart, what happened?

We aim to protect the privacy and security of your information. While logged into MyChart, if your keyboard remains idle for 15 minutes or more, you will be automatically logged out of MyChart. We recommend that you log out of your MyChart session if you need to leave your computer for even a short period of time.

What do I need to use MyChart?

You need access to a computer connected to the Internet and an up-to-date browser (such as Internet Explorer). You may also download the MyChart Mobile app from the Apple App Store and Android Market.

My activation code does not work, what should I do?

For your security, your activation code expires after 30 days and is no longer valid after the first time you use it. If you still have problems call our MyChart Patient Support Line at 301-790-9008.

How do I share my on-line health record with other organizations?

You can access Share My Record or Download My Record under the Health Menu in MyChart. Share My Record allows you to grant temporary access to your personal electronic health record in MyChart to a health care provider in another organization. Download My Record allows you to download your personal electronic health record from MyChart.

How do I pay my bill online?

You can access billing information including paying your bill from the Billing Menu in MyChart. All billing questions should be directed to the billing office by contacting 833-917-8327 or sending a customer service message through the Messaging Menu within MyChart.

If I send a message to my doctor or nurse, when can I expect a reply?

You will generally receive an answer within 1-3 business days. Please note that MyChart should not be used for urgent situations. Please contact your doctor if the situation requires immediate attention or dial 911 if it is an emergency.

Can I view a family member's health record in MyChart?

Yes, you can. This is called Proxy access and allows a parent, guardian, spouse or other individual to log into their personal MyChart account, and then connect to information regarding their family member. Complete a Proxy Consent Form and return it to your doctor's office to request access to this convenient service.

Can my spouse and I share one MyChart account?

No, due to the sensitive nature of medical information, each adult must establish a separate account and agree to the Terms and Conditions set forth in the MyChart Patient Portal.

I forgot my password. What should I do?

You may click the "Forgot password" link on the sign-in page and follow the steps to reset your password online. You may also contact the MyChart Patient Support Line at 301-790-9008 to request a new, secure password.

Can you send me a new activation code as I have lost it, let it expire or did not receive it?

Contact the MyChart Patient Support Line 301-790-9008 and when your information is verified, a new activation code will be sent via U.S. Postal Service or at your request via text or email.

Where can I update my personal information (e.g., home address, e-mail or change my password)?

Log into MyChart and from the menu choose Health, then Demographics to update address, phone, etc. To update your password and Security Questions and Answers go to the Settings Menu and choose Security Settings.

How is MyChart secure?

Great care is taken to ensure your health information is kept private and secure. Access to information is controlled through secure activation codes, personal usernames, and passwords. Each person controls their password, and the account cannot be accessed without that password. Unlike conventional e-mail, all MyChart messaging is done while you are securely logged on.

