

# Epic MyChart

A secure, patient-facing portal and mobile application that provides patients with 24/7 access to their medical records, test results, appointment scheduling, and secure communication with their healthcare providers.

<https://example.com/1762583716455>

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## Overview

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Epic MyChart is the industry-leading patient portal and mobile application developed by Epic Systems, the largest provider of Electronic Health Record (EHR) software. It serves as the digital front door for patients at major hospitals and health systems, empowering them to actively manage their healthcare journey. MyChart is not a standalone product but a core module integrated directly into the Epic EHR system, ensuring a single, comprehensive medical record for each patient.

### Key Features and Capabilities:

**Health Record Access:** Patients can view their complete medical history, including test results, medications, immunizations, allergies, after-visit summaries, and clinical notes.

**Appointment Management:** Allows patients to schedule, reschedule, or cancel appointments, complete e-check-in forms from home, and receive appointment reminders.

**Secure Communication:** Provides a secure messaging platform for patients to communicate directly with their care team and ask medical questions.

**Billing & Payments:** Enables patients to view itemized medical bills, pay bills online, manage insurance information, and set up payment plans.

**Telehealth & Virtual Visits:** Supports video visits and online diagnoses/treatment from a doctor.

**Interoperability:** Features like MyChart Central allow patients to link multiple MyChart accounts from different healthcare organizations for a unified view of their health information. It also supports sharing medical records securely with external providers.

**Proxy Access:** Allows a patient to manage the care and records of family members (e.g., children or elderly parents) from a single account.

### Target Users and Use Cases:

**Target Users (Client):** Large Hospitals, Integrated Health Systems, Academic Medical Centers, and Enterprise-level Healthcare Organizations that use the Epic EHR.

**Target Users (End-User):** Patients of the healthcare organizations, their families, and caregivers.

**Use Cases:** Improving patient engagement, reducing administrative burden on front-desk staff, streamlining billing and collections, enhancing care coordination, and meeting regulatory requirements

for patient data access (e.g., HIPAA, Meaningful Use).

## Key Features

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- Medical Record Access (Test Results, Notes)
- Online Appointment Scheduling & E-Check-in
- Secure Provider Messaging (Asynchronous)
- Online Bill Pay & Financial Management
- Telehealth and Video Visits
- Medication Refill Requests
- Proxy Access (Family/Caregiver Management)
- MyChart Central (Unified Login for Multiple Accounts)

## Pricing

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**Model:** enterprise

MyChart is a core module of the Epic EHR system. Pricing is highly customized for enterprise-level healthcare organizations, based on the size of the organization, number of users/beds, and modules deployed. Initial Epic EHR implementation costs range from \$10 million to over \$100 million for large systems, with MyChart included or added as a licensed component.

**Target Company Size:** enterprise

## Integrations

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Epic App Orchard (Marketplace for 3rd-party apps), SMART on FHIR API, HL7 FHIR API, InstaMed (Payment Processing), Ada Health (AI Symptom Assessment), Apple Health

## Compliance & Certifications

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HIPAA, PCI DSS

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