

MyChartCentral and Lucy Instructions

To sign up for MyChartCentral and Lucy, complete the following steps:

Step 1

• Log in to your MyChart account.

Step 2

- On the top menu bar, click **Health**, then click **MyChart Central / Lucy**.
- Click the checkboxes to give the MyChartCentral and Lucy applications permission to securely access your My**Chart** information.
- Click Link Me Up with Lucy and MyChartCentral.

Step 3

• On the MyChartCentral page, click Create a New Account.

Step 4

• Review and accept the Terms and Conditions.

Step 5

• Review and edit your information if necessary.

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Lucy is	a personal health record to	iol that combines and or	rganizes your medical information from all of	your individual MyChart
accour	ts into one space. This uniq	ue tool also enables you	u to upload medical documents and add new	health data for your
Using	single username and pass-	word, MyChartCentral a	allows easy access to all of your individual, ac	tive MyChart accounts
and yo	r Lucy personal health reco	ord tool.		
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You	should review the privacy p	olicy of MyChartCentral	and Lucy to learn how your data will be prote	acted.
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MyChartCentral and Lucy Instructions

To sign up for MyChartCentral and Lucy, complete the following steps:

Step 6

• Create a username, password and security phrase.

Step 7

• Select three security questions and enter the answers.

Step 8

• Review and confirm your information.

Step 9

• You will receive an activation email to complete the sign-up process. Click on the link to activate your account.

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This link is only active for one day. If you do not activate your account by then, your temporary account will be deleted and you will need to sign up again.
Thank you, MyCharCentral

Step 10

• Enter your new username and password to log in.

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MyChartCentral and Lucy Instructions

Using MyChartCentral

After you've signed up, you can access MyChartCentral by going to <u>mychartcentral.com</u> or by logging in to your Cleveland Clinic My**Chart** account and clicking **MyChart Central / Lucy** located within the Health section of the top menu bar.

Step 1

• In MyChartCentral, click any of the organization logos to access your My**Chart** account at that organization.

Step 2

- To add a healthcare organization to MyChartCentral:
 - Click Add a New Healthcare Organization.
 - Select from those available in the drop-down list.

- Enter your My**Chart** username and password for your account at that organization.
- Click Link This Chart.



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MyChartCentral and Lucy Instructions

Using Lucy – My Personal Health Record

Step 1

 To access Lucy, located within the top menu bar, click Health, then click MyChart Central / Lucy.



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You have 2 new letters	

Step 2

• Review all of your My**Chart** medical information from all of your healthcare organizations.

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MyChartCentral and Lucy Instructions

Using Lucy – My Personal Health Record

Step 3

- To add new health information for your personal use, click **Edit My Personal Health Record**.
 - Click the button for the area you wish to edit (for example, **Add a New Medication**).
 - Complete the details as required.

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- Click Save.

This information will become available to your healthcare team at Cleveland Clinic within your electronic medical record.

Your healthcare team will then be able to discuss these changes with you and make updates, if necessary, to your electronic medical record at your next appointment.

Please note that this tool is intended for communicating new information to your health care team. To formally request a correction or "amendment" of your medical record, please complete the Request for Amendment of Health Information form, which can be downloaded <u>here</u>.

If you <u>do not</u> want to share this information with Cleveland Clinic, click the link that says, "Who can my healthcare providers see?" and click the **Don't Share** button.

Vitamin D	
Approximately when did you begin this medication?	
What form do you take it in?	•
What strength do you take?	
How much do you take? (1 pill, 2 tablets, etc)	
How often do you take it?	•
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MyChartCentral and Lucy Instructions

Using Lucy – My Medical Documents

Step 1

- To download a copy of your MyChart medical information, click Get a Copy of My Chart for the selected organization.
 - Click the **Patient Health Summary** link to view the document.

Step 2

- To add a medical document from your computer, click Add a Document from My Computer.
 - Click Choose Files to access your computer files.
 - Select the document and click **Open**.
 - Click Next.
 - Click Save, then Next.
 - Click Save These Documents!
 - Click on the document link to view the file.

Need Help?

For more information review our Frequently Asked Questions.

For assistance with MyChartCentral and Lucy, click here <u>https://www.mychartcentral.com/RequestHelp.aspx</u>.

For assistance with Cleveland Clinic MyChart, call Customer Support at 866.915.3383 or submit an online WebMail form.

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