

Frequently Asked Questions



We Care.

? How do I sign up for MyChart?

- ✓ Simply visit:
<https://mychart.weill.cornell.edu/mychart/>
and select "sign up now" on the bottom right

? Where do I find my test results and/or my communication from my provider within MyChart?

- ✓ Once signed in, select the first icon titled "health" from the top menu, and test results are the first option.

? How long until my test results will be available on MyChart?

- ✓ Within 5 days of the test result having been received by your physician

? If I am hospitalized and have tests run in the hospital, will my results be available in MyChart?

- ✓ Yes

? What should I do if I can't see my test results or if I only see some/a portion of them?

- ✓ Contact your physician's office via telephone or mychart message for more details

? Will I be contacted via phone or email if my test results are abnormal?

- ✓ Either. If the physician deems that action needs to be taken regarding test results, you will be contacted by the office with further details

? How do I contact your office via MyChart?

- ✓ Under the message tab, select "contact your physician's office"

? How do I report unexpected changes in my condition via MyChart?

- ✓ You may update your current health conditions under the health tab, or contact your Doctor directly via a message