

Results Release and Open Notes Patient Speaking Points

Starting Tuesday, March 30, patients will get test results sooner and see provider clinical notes in the MyNM patient portal and MyNM® app. Below are speaking points to use to answer patient questions.

Results Release

Q: When will I see the results from tests my clinician ordered?

A: Recently, Northwestern Medicine made some test results available to patients in a timelier manner. While it will still take time to process test results, you may see the results before your clinician contacts you.

Q: How will I find out when the test results are ready?

A: You will receive an email or mobile notification from your MyNM account when results are ready. Access the results by logging into MyNM at myc.nm.org or the MyNM® app.

Q: What if I receive a result before my clinician contacts me?

A: Before you have a lab or imaging test, talk with your clinician about possible results and what they may mean. If you have questions about your results, contact your clinician's office.

Q: When will I receive test results from a hospital stay or emergency department visit?

A: Results will be available to you after discharge, as they are now.

Q: What if I do not want to receive my results before my clinician reviews them?

A: Share your concerns with your clinician. You may ask to delay your test results from being released to MyNM. Some results (such as pathology) are not released without clinician review.

Clinical Notes

Q: What notes will I see in my chart?

A: If your appointment is on March 30, 2021, or later, you will see notes from your physician or advanced practice provider (nurse practitioner or physician assistant) in your MyNM account. You can view the notes for each visit by selecting **Appointments** and then **Past Visits**. You will not see notes for visits before March 30 in MyNM.

Q: Will I see notes from my physical therapist, nurse or dietitian?

A: No. Only notes from a physician or advanced practice provider will be available on MyNM. You may request additional notes from the Health Information Management Department at 877.973.2623 (877.9.RECORD). TTY: 711.

Q: When will the notes be available? Will I receive a notification?

A: Your notes will be available after your clinician finalizes the visit. Your notes from hospital stays or emergency department visits will be available after you are discharged. You will not receive a notification that notes are available.

Q: If I have a proxy on my MyNM account, will they be able to view the notes?

A: Yes. Your proxy sees what you see in your record.

- For adults or adolescents who have signed a document to allow full proxy access, the proxy will see all information in their MyNM account.
- A proxy who has limited access to an adolescent account (ages 12 to 17) will only see some data, such as appointments, billing information, immunizations and allergies. They will not see notes.
- A proxy (parent or legal guardian) for a minor under age 12 will automatically see all information about the patient in MyNM. You do not need to take any action to see this information.

Q: How can I revoke full proxy access, whether for an adult or an adolescent ages 12 to 17?

A: You can revoke access in the MyNM patient portal or, call the MyNM Help Desk at 844.HLP.MYNM (855.457.6966).

Q: What if I believe a clinical note is inaccurate or missing information and want to have it reviewed?

A: If you believe information is wrong or incomplete, you may request a correction to your medical record. Fill out the [Patient Request for Amendment of Protected Health Information](#) form. You can download this form from the Medical Records section of nm.org. Then, submit the form to the Health Information Management Department.

Your clinician will review the request and approve or deny it. If your request is denied, we will give you information about how to submit a Statement of Disagreement to be added to your record.