

MyChart® eUpdate – Patient Guide

MyChart is a secure website that connects you to your UVA Health medical information. You can use MyChart to review a wide range of information about your health (such as allergies, current medications, upcoming appointments and immunization histories), review information from past visits (including most lab results), and send messages to your doctors.

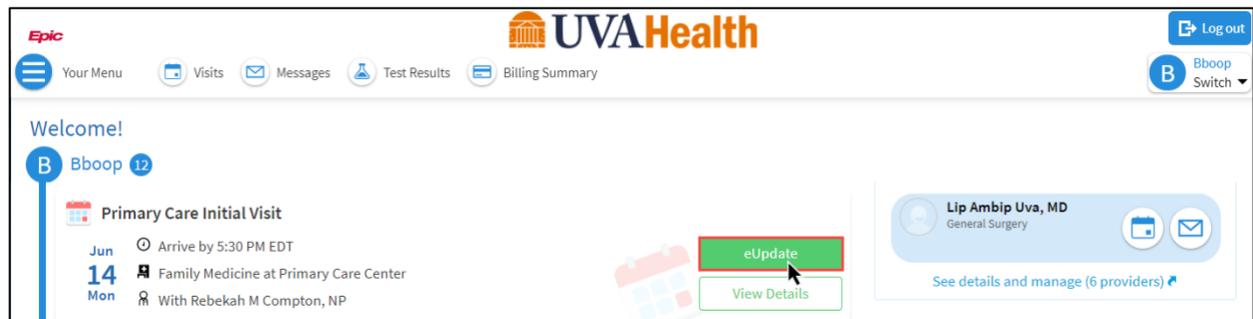
What is MyChart eUpdate?

eUpdate allows you to update information before you arrive for an upcoming in-person or video visit. You can use eUpdate to update your personal and health information, sign documents, update insurance and pay copays up to the time of your appointment.

How do I access eUpdate for my Clinic Appointment?

eUpdate will become available three days before your appointment. If you are set up to receive emails or push notifications, you will receive a message when your appointment is ready for eUpdate.

1. Log into MyChart
2. Select “My Appointments”
3. Click “My Upcoming Appointments”
4. Choose your appointment, then select “eUpdate” to start the process
5. eUpdate will guide you through several sections. Each section will ask you to verify your information.



What happens when I arrive for my appointment?

We ask that you please follow the arrival instructions provided by your clinic to either wait in your car to register by phone or go to the clinic registration area.

Quick Links

[Step-By-Step Instructions](#)

[Frequently Asked Questions](#)

[Contact Us](#)

Step-By-Step Instructions

Questions about completing eUpdate? Detailed step-by-steps are provided here.

For technical questions about eUpdate, or using MyChart on your computer/phone, please contact our MyChart Support Desk by calling 434.243.2500 or emailing mychart@virginia.edu. For health-related questions, please contact your clinic.

Quick Links-Step by Step Instructions

Click on the topics below to jump to specific information, or keep scrolling to view all content:

[Personal Information](#)

[Sign Documents](#)

[Insurance Information](#)

[Payments](#)

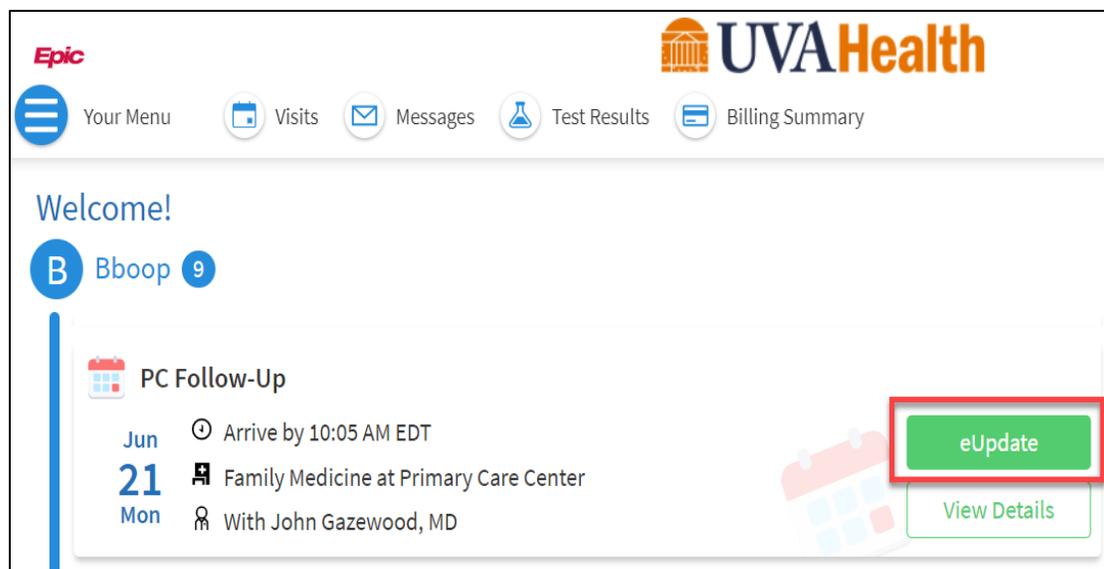
[Allergies](#)

[Health Issues](#)

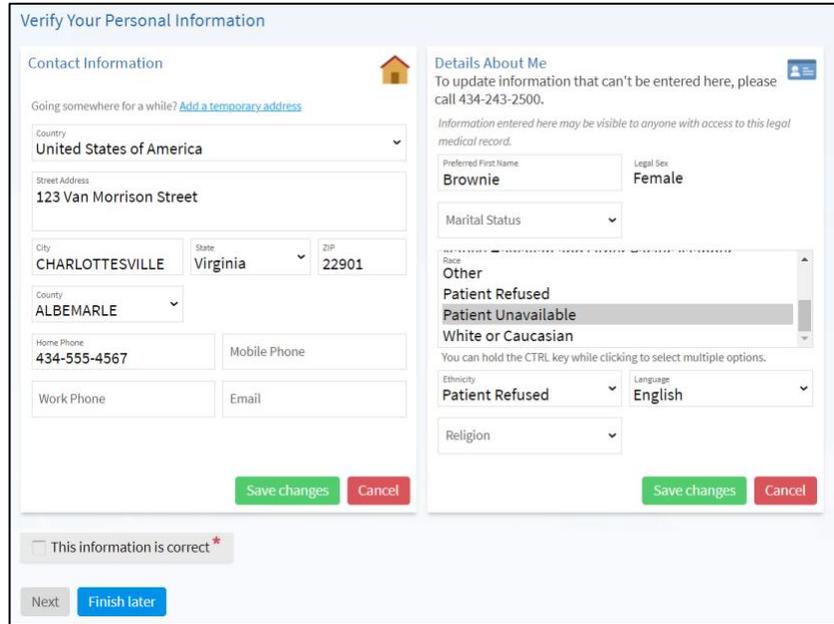
[Travel History & COVID Screening \(Questionnaires\)](#)

Personal Information

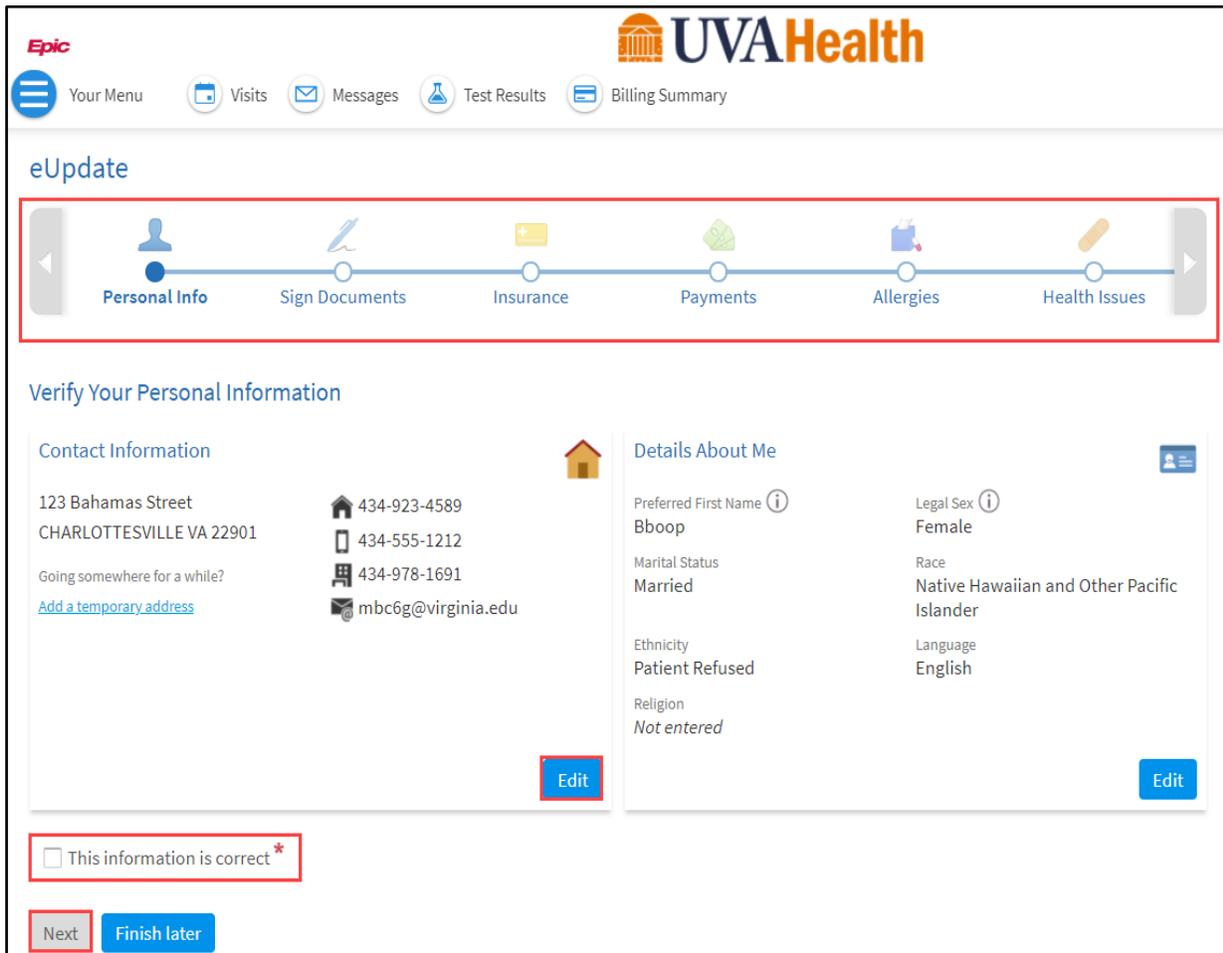
1. Click **eUpdate**. The eUpdate screen will open.



2. Review the **Contact Information** and **Details About Me** sections
3. If your information needs to be updated, click the **Edit** button
4. Make the edits to your information as needed
5. Click **Save Changes**



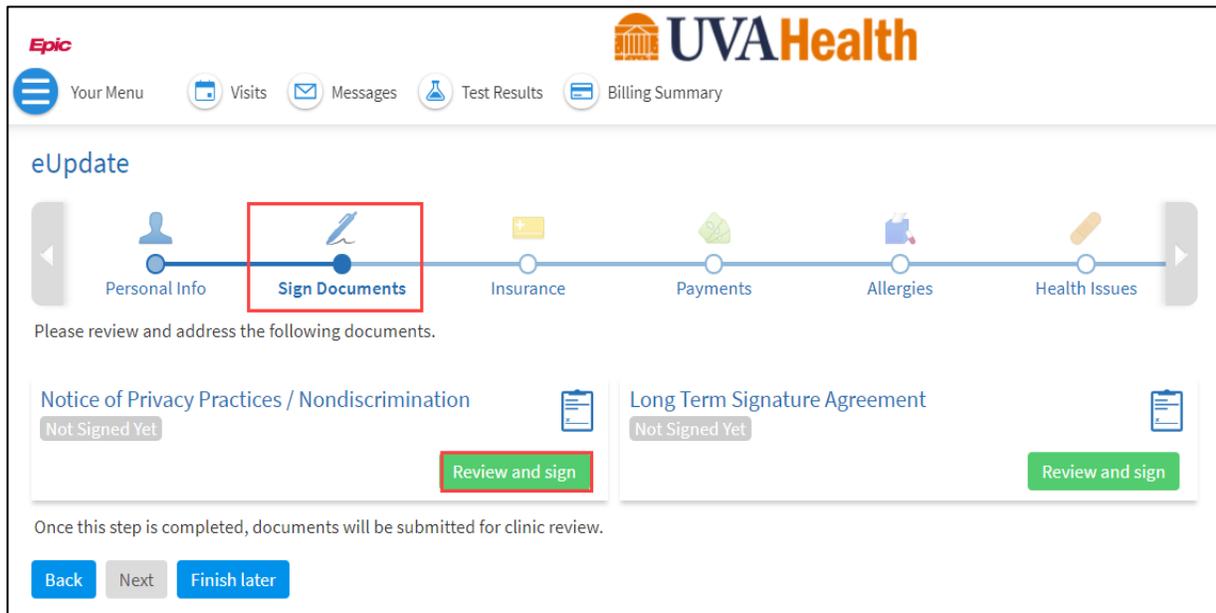
6. If all information is correct, check the **This information is correct** box
7. Click **Next**



Sign Documents

Here you will be able to sign outstanding documents including **Long-Term Signature Agreement** and **Notice of Privacy Practices** if either of these are due upon your visit. You will be able to review, electronically sign, and print these documents as necessary.

1. Choose **Review and Sign** for either document that appears requiring signature.



Epic UVA Health

Your Menu Visits Messages Test Results Billing Summary

eUpdate

Personal Info **Sign Documents** Insurance Payments Allergies Health Issues

Please review and address the following documents.

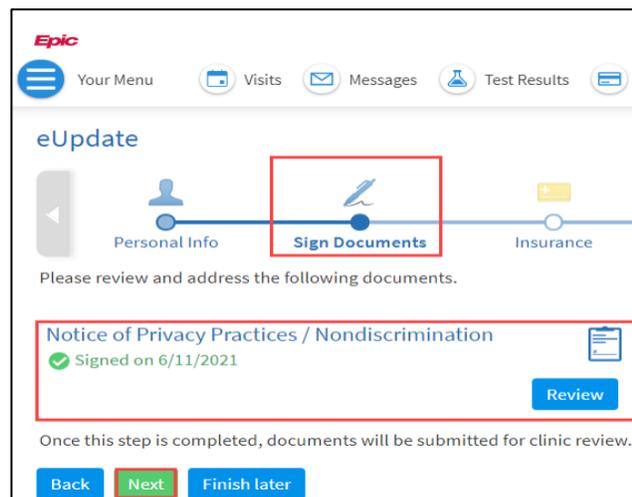
Notice of Privacy Practices / Nondiscrimination
Not Signed Yet **Review and sign**

Long Term Signature Agreement
Not Signed Yet **Review and sign**

Once this step is completed, documents will be submitted for clinic review.

Back Next **Finish later**

2. Review the document and then scroll to the very end to view the **Sign** section.
3. Click in the **Click to Sign** box to capture your signature.



Epic UVA Health

Your Menu Visits Messages Test Results

eUpdate

Personal Info **Sign Documents** Insurance

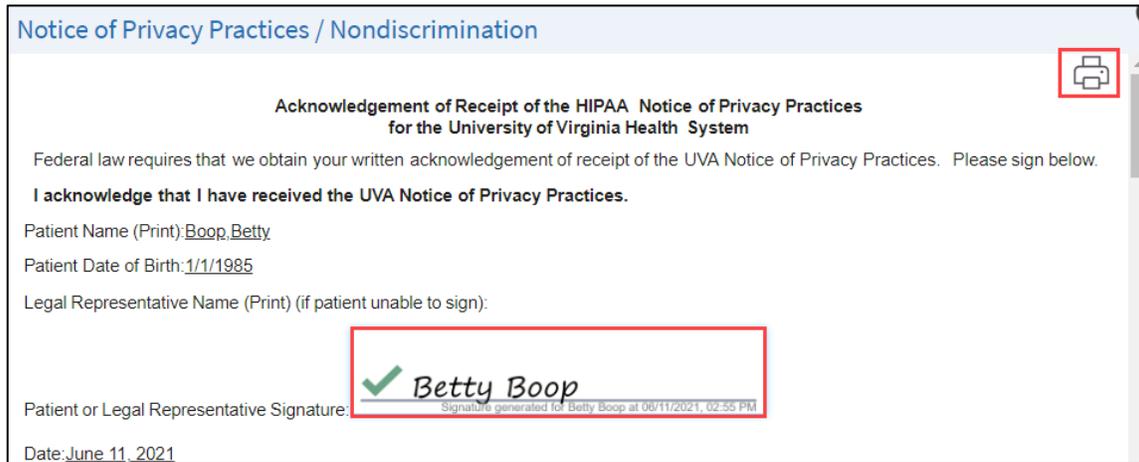
Please review and address the following documents.

Notice of Privacy Practices / Nondiscrimination
Signed on 6/11/2021 **Review**

Once this step is completed, documents will be submitted for clinic review.

Back **Next** **Finish later**

The form will insert your signature. You can print the form if necessary using the print button in the upper right corner of the screen.

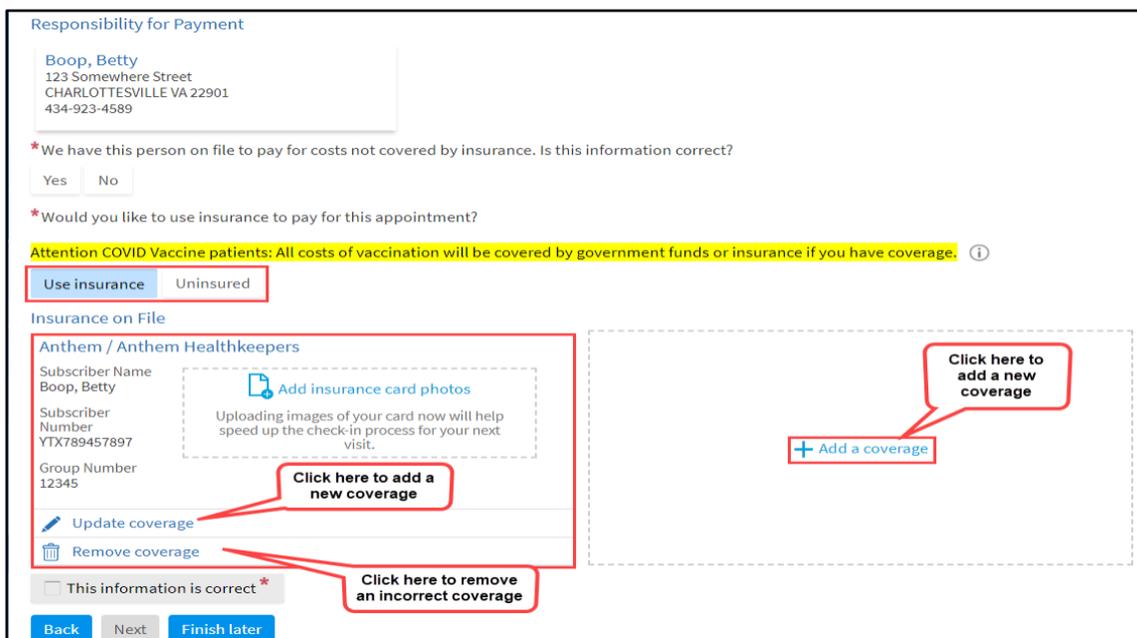


4. Click **Continue** and the screen will return to **Sign Documents** where the forms will be marked as Signed.
5. Click **Next**

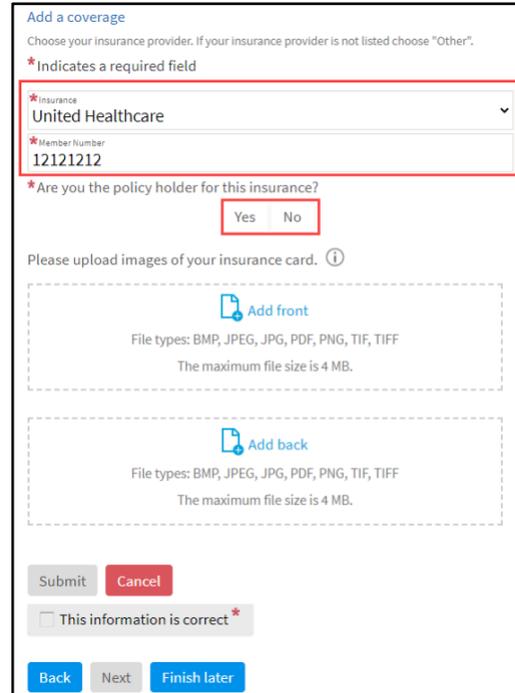
Insurance Information

Here you will be able to verify, update, or choose no insurance for your appointment.

1. Choose **Use Insurance OR No Insurance**
2. If you have insurance in the system already, verify the displayed information is correct. Choose to update or remove coverage as needed .



3. If you need to add new coverage, click **+ Add Coverage**
4. Use the drop down menu to choose the appropriate insurance carrier
5. Fill in the **Member Number**
6. Indicate **Yes** if you are the policy holder. Click **No** if you are not.



Add a coverage
Choose your insurance provider. If your insurance provider is not listed choose "Other".

* Indicates a required field

* Insurance
United Healthcare

* Member Number
12121212

* Are you the policy holder for this insurance?
Yes No

Please upload images of your insurance card. ⓘ

Add front
File types: BMP, JPEG, JPG, PDF, PNG, TIF, TIFF
The maximum file size is 4 MB.

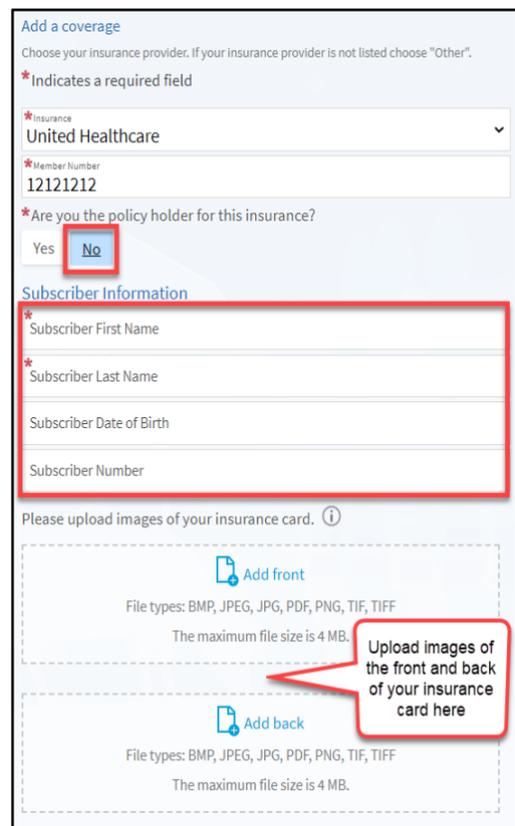
Add back
File types: BMP, JPEG, JPG, PDF, PNG, TIF, TIFF
The maximum file size is 4 MB.

Submit Cancel

This information is correct *

Back Next Finish later

7. If you click No, complete the **Subscriber Information Fields**
8. Click **Add Front** or **Add Back** to upload images of the front and back of your insurance card
9. If you are unable to upload photos, your card can be scanned when you arrive at the check in desk as well. Click **Submit**



Add a coverage
Choose your insurance provider. If your insurance provider is not listed choose "Other".

* Indicates a required field

* Insurance
United Healthcare

* Member Number
12121212

* Are you the policy holder for this insurance?
Yes **No**

Subscriber Information

* Subscriber First Name

* Subscriber Last Name

Subscriber Date of Birth

Subscriber Number

Please upload images of your insurance card. ⓘ

Add front
File types: BMP, JPEG, JPG, PDF, PNG, TIF, TIFF
The maximum file size is 4 MB.

Add back
File types: BMP, JPEG, JPG, PDF, PNG, TIF, TIFF
The maximum file size is 4 MB.

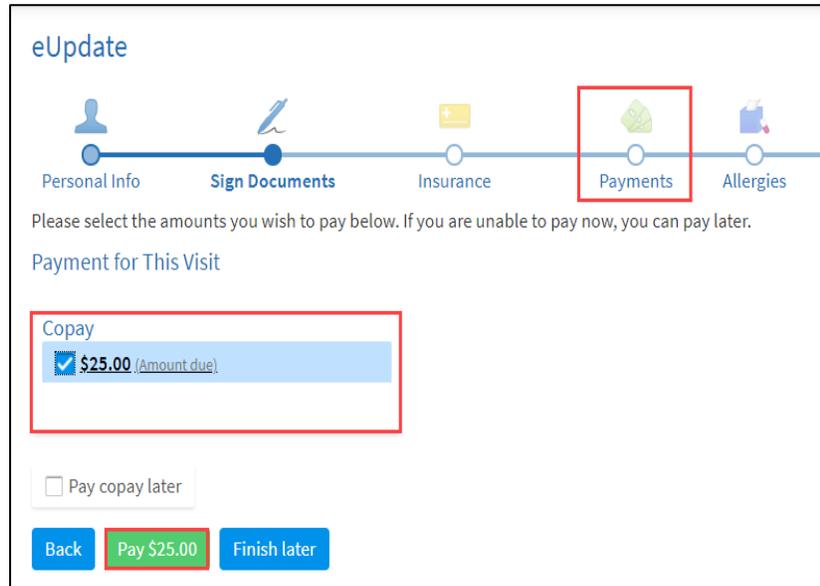
Upload images of the front and back of your insurance card here

Payments

Here you will be able to pay your copay for your upcoming visit. You can enter your checking account or credit card information to automatically process payment. If you cannot pay now, you can choose to pay later.

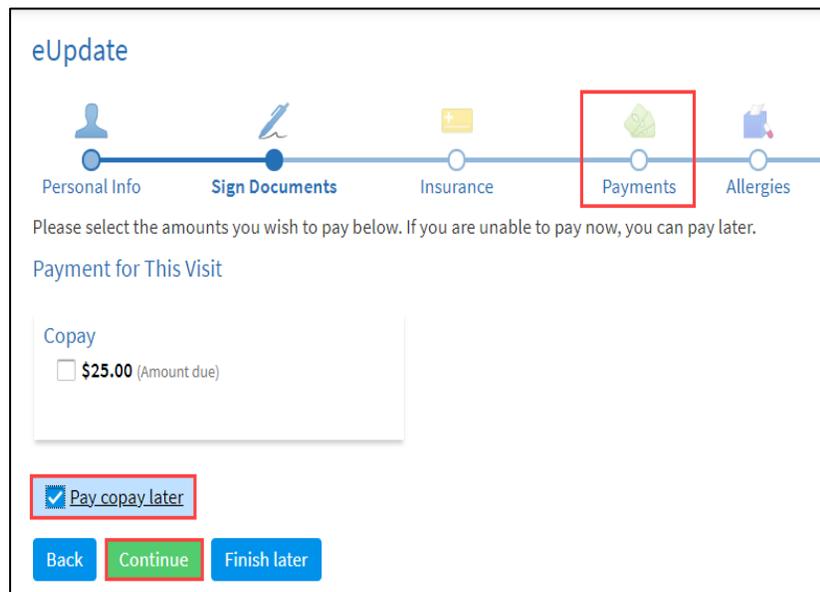
Note*: Payments will not be processed until you check in for your appointment, so you will not be charged prior in case there is a cancellation.

1. Click **Pay Amount Due**
2. Enter details of your payment information



The screenshot shows the 'eUpdate' interface with a progress bar at the top containing five steps: Personal Info, Sign Documents, Insurance, Payments, and Allergies. The 'Payments' step is highlighted with a red box. Below the progress bar, the text reads: 'Please select the amounts you wish to pay below. If you are unable to pay now, you can pay later.' Under the heading 'Payment for This Visit', there is a 'Copay' section with a blue box containing a checked checkbox and the text '\$25.00 (Amount due)'. Below this is an unchecked checkbox labeled 'Pay copay later'. At the bottom, there are three buttons: 'Back' (blue), 'Pay \$25.00' (green, highlighted with a red box), and 'Finish later' (blue).

3. If you need to pay later, check the **pay copay later** checkbox
4. Click **Continue**

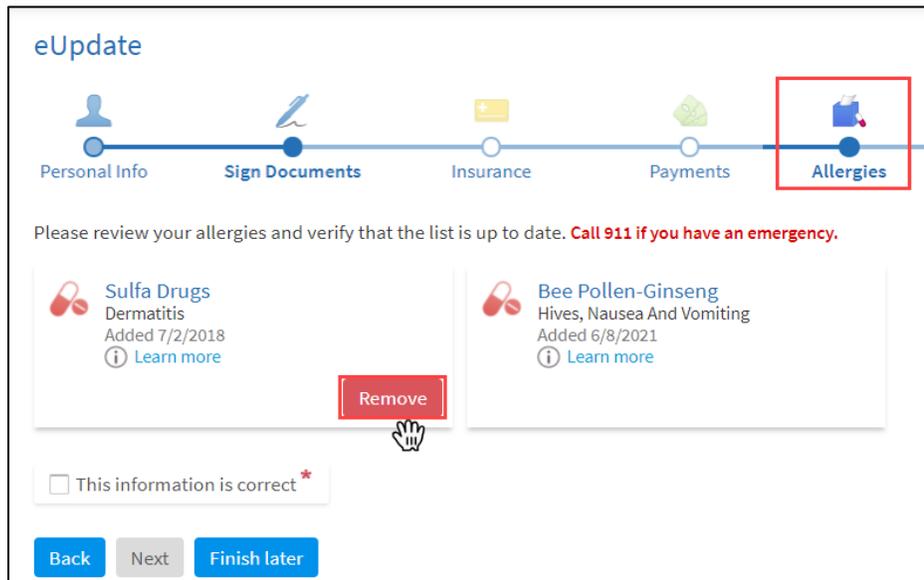


The screenshot shows the 'eUpdate' interface with the same progress bar as the previous screenshot. The 'Payments' step is highlighted with a red box. The text below the progress bar is the same: 'Please select the amounts you wish to pay below. If you are unable to pay now, you can pay later.' Under the heading 'Payment for This Visit', the 'Copay' section now has an unchecked checkbox and the text '\$25.00 (Amount due)'. Below this, the 'Pay copay later' checkbox is now checked and highlighted with a red box. At the bottom, there are three buttons: 'Back' (blue), 'Continue' (green, highlighted with a red box), and 'Finish later' (blue).

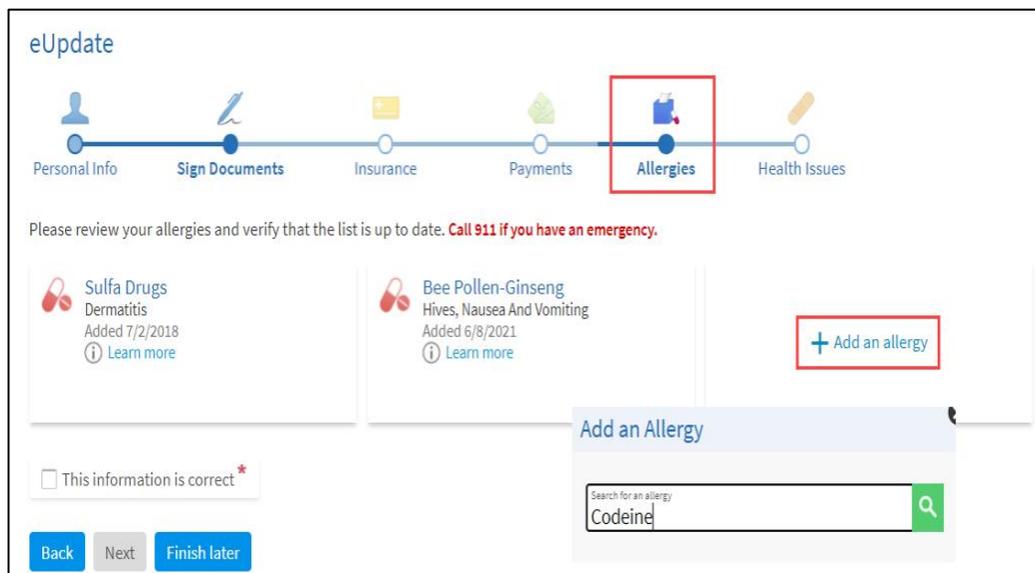
Allergies

Update your allergies in this section. Request addition of new allergies and request removal of resolved allergies.

1. To request removal of an allergy in your record, hover over the allergy and click the **Remove** button

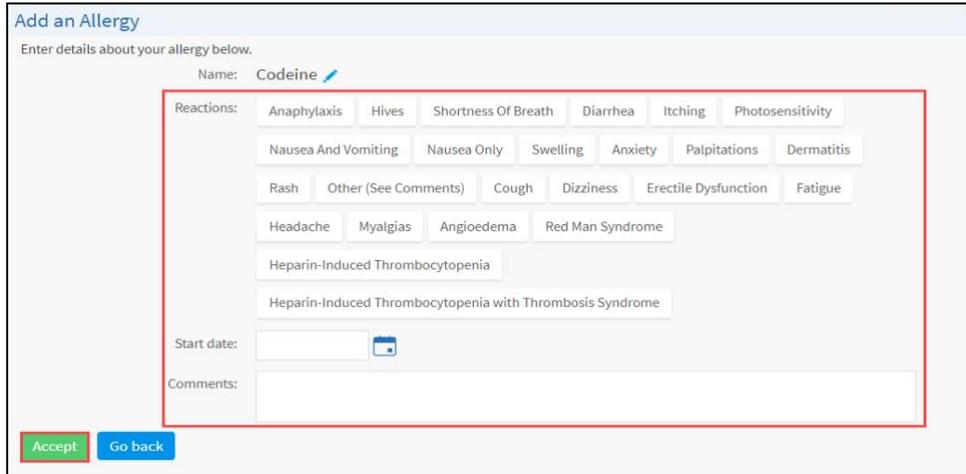


2. To request addition of a new allergy to your medical record, click **+ Add an Allergy**
3. Search for and choose the appropriate allergy



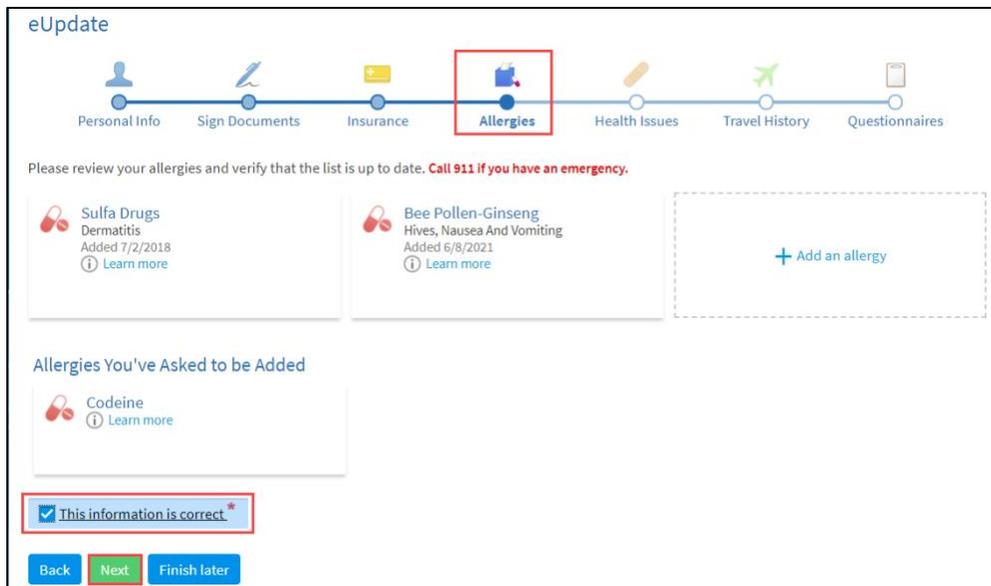
4. Update any details as necessary

5. Click **Accept**



6. Check **This information is correct**

7. Click **Next**



Health Issues

Update your health issues in this section. Request addition of new health issues and request removal of resolved issues.

1. To request removal of an health issue in your record, hover over the health issue and click the **Remove** button



The screenshot shows the 'eUpdate' interface with a navigation bar containing: Personal Info, Sign Documents, Insurance, Allergies, **Health Issues** (highlighted with a red box), Travel History, and Questionnaires. Below the navigation bar, a message reads: "Please review your health issues and verify that the list is up to date. **Call 911 if you have an emergency.**"

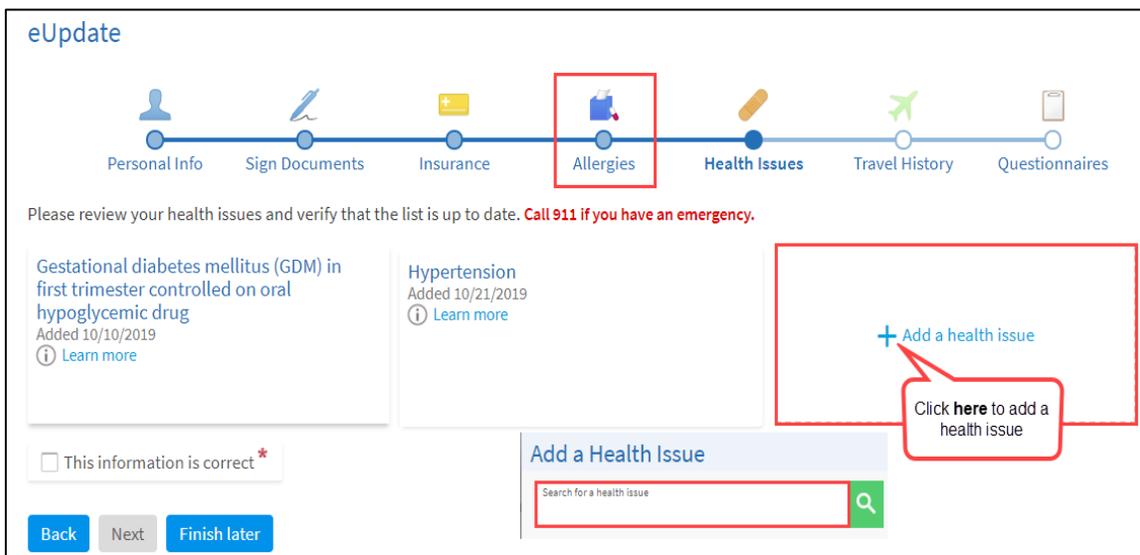
Three health issue cards are displayed:

- Gestational diabetes mellitus (GDM) in first trimester controlled on oral hypoglycemic drug**: Added 10/10/2019. Includes a "Learn more" link.
- Hypertension**: Added 10/21/2019. Includes a "Learn more" link.
- Chronic systolic heart failure**: Added 11/19/2020. Includes a "Learn more" link.

A red "Remove" button is positioned over the bottom right corner of the Hypertension card. A red callout box points to this button with the text: "Click **Remove** to request removal of a resolved health issue".

At the bottom, there is a checkbox labeled "This information is correct" with an asterisk, and three buttons: "Back", "Next", and "Finish later".

2. To request addition of a new health issue to your medical record, click **+ Add a health issue**
3. Search for and choose the appropriate health issue



The screenshot shows the 'eUpdate' interface with a navigation bar containing: Personal Info, Sign Documents, Insurance, **Allergies** (highlighted with a red box), **Health Issues** (highlighted with a red box), Travel History, and Questionnaires.

Below the navigation bar, a message reads: "Please review your health issues and verify that the list is up to date. **Call 911 if you have an emergency.**"

Two health issue cards are displayed:

- Gestational diabetes mellitus (GDM) in first trimester controlled on oral hypoglycemic drug**: Added 10/10/2019. Includes a "Learn more" link.
- Hypertension**: Added 10/21/2019. Includes a "Learn more" link.

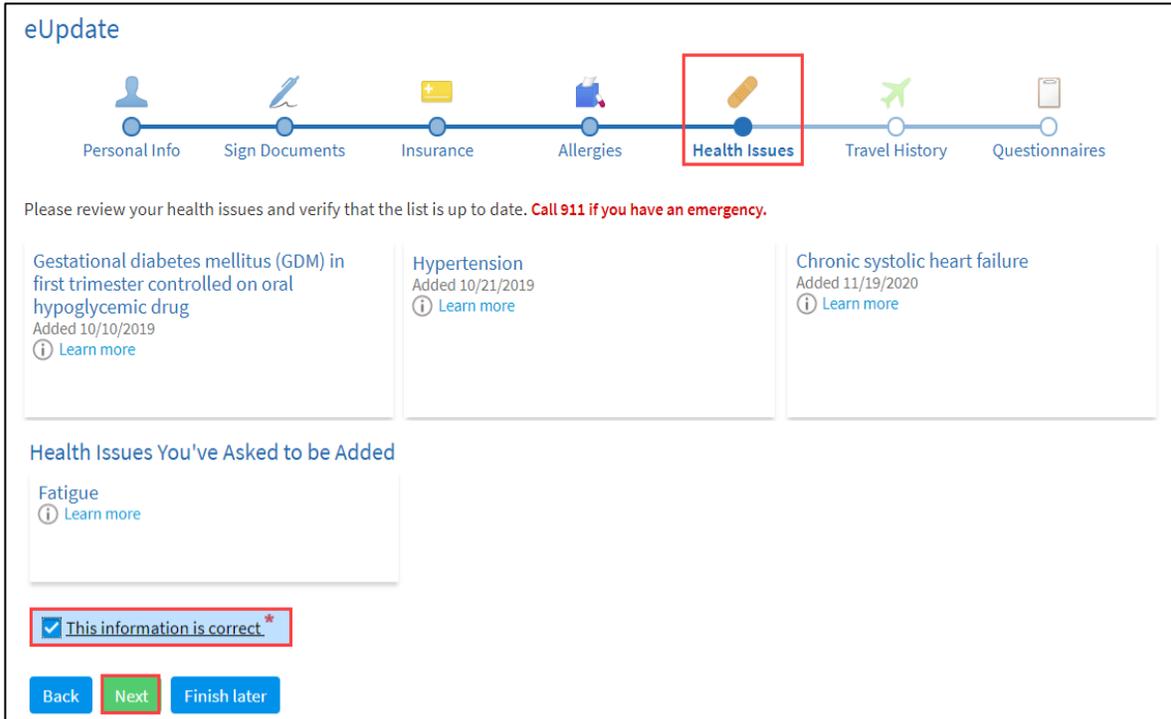
A red callout box points to a blue "+ Add a health issue" button with the text: "Click **here** to add a health issue".

Below the cards, there is a checkbox labeled "This information is correct" with an asterisk, and three buttons: "Back", "Next", and "Finish later".

An "Add a Health Issue" section is visible at the bottom, featuring a search bar with the placeholder text "Search for a health issue" and a magnifying glass icon.

4. Update any details as appropriate

5. Check **This information is correct**
6. Click **Next**



eUpdate

Personal Info Sign Documents Insurance Allergies **Health Issues** Travel History Questionnaires

Please review your health issues and verify that the list is up to date. **Call 911 if you have an emergency.**

Gestational diabetes mellitus (GDM) in first trimester controlled on oral hypoglycemic drug
Added 10/10/2019
[Learn more](#)

Hypertension
Added 10/21/2019
[Learn more](#)

Chronic systolic heart failure
Added 11/19/2020
[Learn more](#)

Health Issues You've Asked to be Added

Fatigue
[Learn more](#)

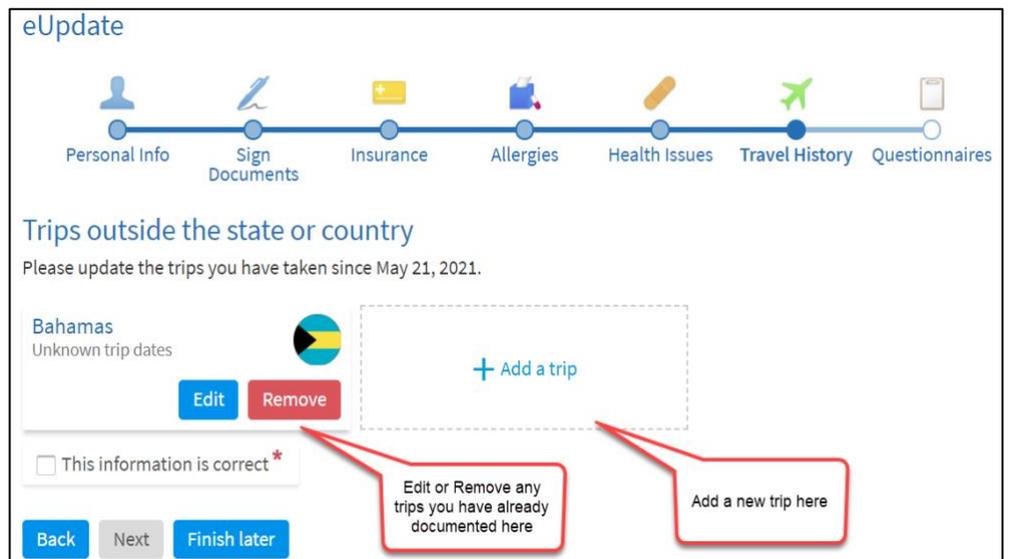
This information is correct*

Back **Next** **Finish later**

Travel History & COVID Screening (Questionnaires)

Note*: If eUpdate is completed on the day of vaccination appointment, you will be able to complete your travel screening and COVID screening prior to appointment arrival.

7. Click **+ Add a trip** to add a new trip or **Edit/Remove** to update a currently logged trip
8. Click the box for **This information is correct** and click **Next**



eUpdate

Personal Info Sign Documents Insurance Allergies **Travel History** Questionnaires

Trips outside the state or country

Please update the trips you have taken since May 21, 2021.

Bahamas
Unknown trip dates
[Edit](#) [Remove](#)

[+ Add a trip](#)

This information is correct*

Back **Next** **Finish later**

Edit or Remove any trips you have already documented here

Add a new trip here

9. Highlight any **new or worsening symptoms** you have
10. Choose **Yes or No/Unsure** if you have been in contact with someone who is confirmed or suspected of having COVID-19
11. Choose **Yes-Positive, Yes-Pending, Yes-Negative, or No** for your viral test within the last 14 days
12. Click **Continue** This will take you to the summary page for screening, where you can edit/review any of your previous screening responses.

Communicable Disease Screening

For an upcoming appointment with John Gazewood, MD on 6/21/2021

* Indicates a required field.

* Do you have any of the following new or worsening symptoms?
Select all that apply.

Abdominal pain Bruising or bleeding Chills Cough Diarrhea Fatigue Fever Joint pain
Loss of smell Loss of taste Muscle pain Rash Red eye Runny nose Severe headache
Shortness of breath Sore throat Vomiting Weakness **None of these**

* In the last month, have you been in contact with someone who was confirmed or suspected to have Coronavirus / COVID-19?
 Yes **No / Unsure**

* Have you had a COVID-19 viral test in the last 14 days?
 Yes - Positive result Yes - Pending result Yes - Negative result **No**

13. Click **Submit**

eUpdate

Personal Info Sign Documents Insurance Allergies Health Issues Travel History Questionnaires

Communicable Disease Screening

For an upcoming appointment with John Gazewood, MD on 6/21/2021

Please review your responses. To finish, click **Submit**. Or, click any question to modify an answer.

Question	Answer	
Do you have any of the following new or worsening symptoms?	None of these	
In the last month, have you been in contact with someone who was confirmed or suspected to have Coronavirus / COVID-19?	No / Unsure	
Have you had a COVID-19 viral test in the last 14 days?	No	

eUpdate is now complete. A confirmation screen will display.

eUpdate Complete

Thanks for using eUpdate!

The information you've given is now on file. For additional information about eUpdate, please review the [eUpdate Frequently Asked Questions](#).

- This has started your registration process, but does not complete it.
- Please follow the instructions to either wait in your car to register by phone or go to the clinic registration area when you arrive for your appointment.
- All patients and visitors will be screened for COVID-19 symptoms upon arrival.
- Adult patients are allowed one adult visitor. Two adult visitors are allowed for pediatric patients.
- Masks are required.
- Please review our [Visitor Guideline](#) policies to learn more.

If this is an **urgent video visit**, you are **checked-in for your visit**. Connect to Your visit using the 'Begin Video Visit' button in the Appointment Details in MyChart.

If this a **video or telephone visit** with your provider, you are **now registered for your visit**. Please follow the instructions provided by the clinic for your visit.

When you arrive, you may need to:

-  Make Payments
-  Verify Allergies
-  Verify Health Issues
-  Verify Travel History
-  Complete Visit Questionnaires
-  Scan Insurance Card
-  Sign Documents
-  Verify Emergency Contacts

[Back to Visit Details](#)

Primary Care Initial Visit with Dawn Bourne, NP

 Tuesday June 22, 2021 Arrive by 1:15 PM EDT Starts at 1:30 PM EDT  Add to calendar	 Family Medicine at Primary Care Center 1221 Lee Street 1st Floor Charlottesville VA 22908-0816 434-924-5348  Get directions
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MyChart eUpdate Frequently Asked Questions

What is MyChart eUpdate?

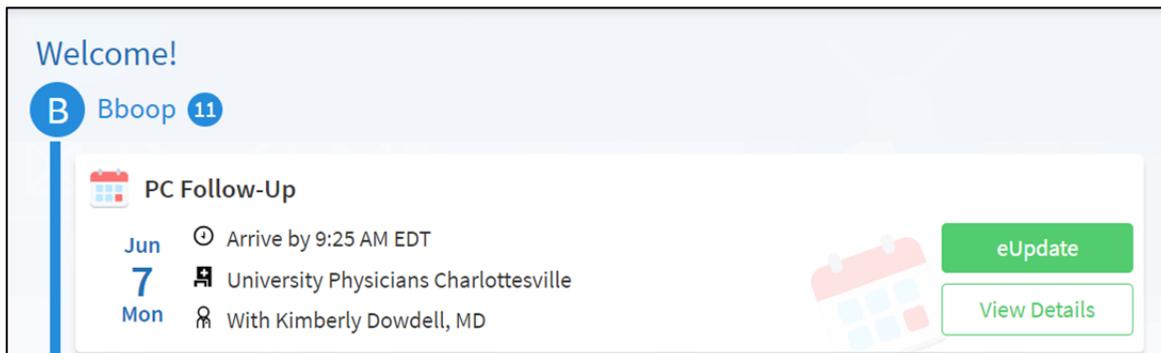
eUpdate allows you to update information before you arrive for an upcoming in-person or virtual appointment. You can use eUpdate to update your personal and health information and insurance information.

Can I complete eUpdate using my iPhone or Android phone?

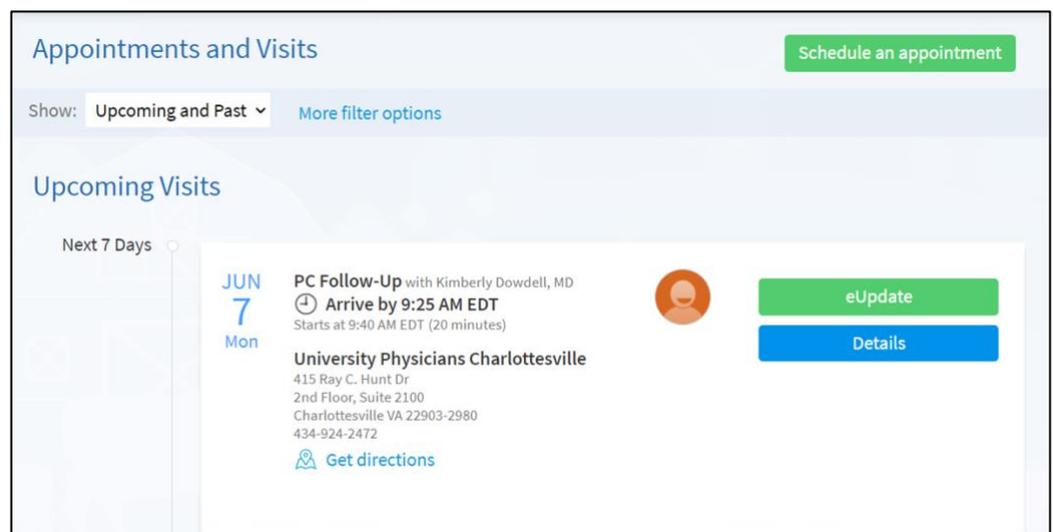
Yes. In addition to being available on the web, MyChart eUpdate is available on both iOS and Android. You can download the latest version of the MyChart app from the Google Play Store or iOS App Store.

How will I know if my appointment is available for eUpdate?

You will get an email notification three days before your appointment letting you know that eUpdate is available. Your Welcome! page and Appointments and Visits page will show that you have an appointment ready for eUpdate.



The screenshot shows the 'Welcome!' page for user 'Bboop'. A notification card for a 'PC Follow-Up' appointment is displayed. The appointment is on 'Jun 7 Mon' at 'University Physicians Charlottesville' with 'Kimberly Dowdell, MD'. The arrival time is '9:25 AM EDT'. A green 'eUpdate' button and a 'View Details' button are visible on the right side of the card.



The screenshot shows the 'Appointments and Visits' page. A filter dropdown is set to 'Upcoming and Past'. Under the 'Upcoming Visits' section, a card for 'PC Follow-Up with Kimberly Dowdell, MD' is shown for 'JUN 7 Mon'. The appointment starts at '9:40 AM EDT (20 minutes)'. The location is 'University Physicians Charlottesville' with the address '415 Ray C. Hunt Dr, 2nd Floor, Suite 2100, Charlottesville VA 22903-2980' and phone number '434-924-2472'. A 'Get directions' link is provided. A green 'eUpdate' button and a blue 'Details' button are on the right.

What can I do with eUpdate?

Depending on the type of appointment, you may be able to sign documents and update personal information, allergies and health issues. If you complete MyChart eUpdate on the day of your appointment, you will receive COVID-19 screening questions.

Can I complete eUpdate on behalf of another patient if I have proxy access to their account?

Yes.

Contact Us

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For health-related questions, please contact your clinic.