

# Open Notes for Patients

## Frequently Asked Questions

### What is Open Notes?

Open Notes gives you easier access to your medical notes through the *myBeaumontChart*, your electronic health record. When provider notes are readily available, patients are more likely to read them and be more engaged with their health care. With Open Notes, you can also view or print more of your medical record without having to call another office or put in a request for your paper record to be mailed to you.

While *myBeaumontChart* has already been your place to see an after-visit summary, test results, appointment information, request prescription refills, or even send a message to your doctor, with Open Notes, you can review more details from your office visit or inpatient hospital stay.

### Why is reading my notes important?

A lot of information is shared during office visits or during hospital stays. Reading your notes after an office visit or hospital stay may help you remember what you and your health care provider talked about and may help you feel more in control of your care. You may also remember details about your plan of care to help you better manage your health. Reading the notes may not be for everyone. If you are unsure, you may want to start by talking or reviewing a note with your health care provider.

### What may I find in a health care provider's note?

After a visit or discussion with your health care provider, he or she writes a note that reflects the visit and summarizes the most important information. The note becomes a part of your medical record. The note may contain:

- a summary of the information you provided the doctor, which is called history
- physical exam findings such as blood pressure or how your heart and lungs sound
- your doctor's diagnosis and thoughts about your condition or symptoms (this may also be called the assessment or impressions)
- the treatment plan recommended by your doctor and discussed with you
- next steps, including upcoming tests, follow up appointments or referrals

### I can't see any of my notes or a specific note I expected to see. Why not?

Possible reasons include:

- Your health care provider may not use Beaumont's Electronic Health Record system, called Epic.
- The note may have been written before June 4, 2019, when sharing doctor's notes through *myBeaumontchart* started.
- The health care provider may not yet be sharing notes.
- The note may not be ready. Health care providers review their notes for accuracy before they approve them; once approved electronically, the note will become available.
- Certain notes may not be shared.

If you have questions, talk with your provider or call *myBeaumontChart* support: 248-597-2727.

## Who can see my notes?

If you have signed up for *myBeaumontchart* access, you will have access to your notes from office visits or hospital stay as of June 4, 2019. In addition, it is important for you to think about who has full proxy access to your *myBeaumontchart* account: Any person you have given full proxy access to will be able to open and see the health care provider's notes shared through *myBeaumontchart*.

## How do I check to see who has full proxy access to myBeaumontChart account and if they have accessed my information through myBeaumontChart?

To view who has account to your account, select 'Personalize' under the Settings folder. Each user that is able to view your account will be listed under 'Who Can View My Record.'

To view who has accessed any information through your online medical record, choose 'Who's Accessed My Record?' under the Health folder. This feature will include who accessed your medical record through *myBeaumontChart* and when.

## Can I change who has full proxy access to my account?

Yes, you can add or remove those with proxy access to your account. To remove access:

- select 'Personalize' under the Settings folder
- under 'Who Can View My Record?', find the user you would like to remove
- select the user then click 'Revoke Access'.

Who Can View My Record?

If you would like to have someone else view your record, fill out the Authorization for Disclosure of a Patient's Medical Information at the link below. Beaumont Health's Medical Information Service Department will review your request and respond back to you.

[Adult Proxy Access Request](#)

Proxy	Access Until	Account Status
<input type="radio"/> Area A Test		Inactive

REVOKE ACCESS

To grant access:

- select 'Personalize' under the Settings folder
- under 'Who Can View My Record?', select 'Adult Proxy Access Request' and complete the Authorization for Disclosure of Patient Medical Information form.

## How will I have access to my medical notes at Beaumont Health?

As of June 4, 2019, Beaumont will release certain notes to *myBeaumontchart* once the note has been completed. This may be after your office visit or once you have been discharged from the hospital. Only notes related to visits on or after June 4, 2019 will be released automatically through *myBeaumontChart*.

Office visits or hospital stays prior to June 4 will not have notes available electronically through *myBeaumontChart*, though you may still request copies of those notes through our medical records office. Visit Beaumont's website for more information: [beaumont.org/patients-families/medical-records/medical-records](http://beaumont.org/patients-families/medical-records/medical-records)

## Where can I find the notes in *myBeaumontChart*?

### 1. What if I have questions about the information in my note?

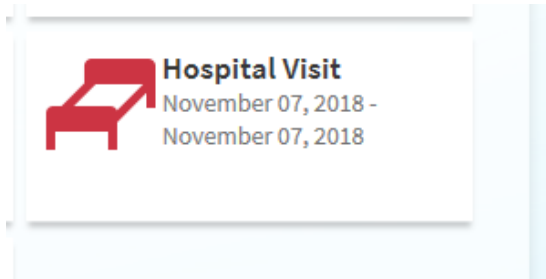
#### For Office Visits:

When you view your After-Visit Summary (AVS) on the Appointment Details page in *myBeaumontChart*, you will notice a Notes tab. The Notes tab displays any notes that were completed and shared by your doctor.

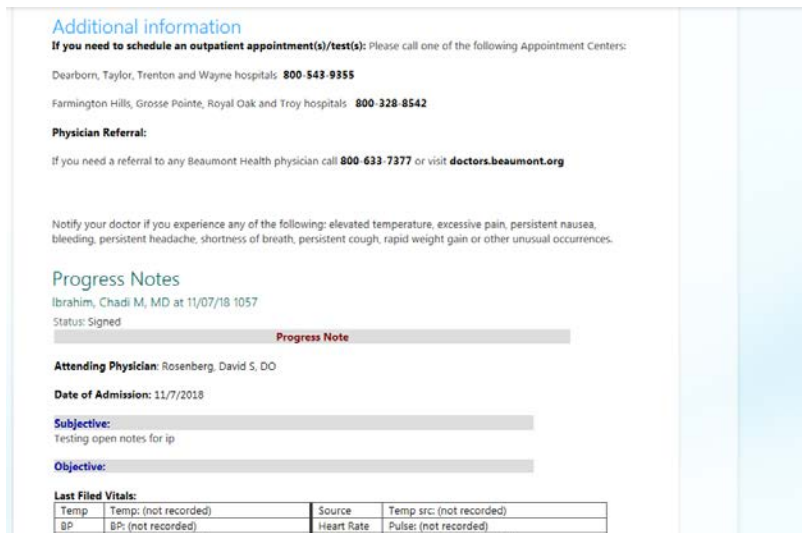


#### For Hospital Stays:

You can Access the **Visits** menu and select **Appointment and Visits**



When you select the hospital visit you will see the “Your Admission” screen which will display the After Visit Summary (AVS) at the top. You can then scroll down to below the Additional information on the AVS to see the shared notes:



Your note may contain medical language, abbreviations, or terminology that are not easy to understand. If you have questions about your note, write them down and share them at your next appointment, with your health care provider. You may wish to print your note and bring it to your next appointment. You can also view the following website for a reference of medical terminology and abbreviations:  
<https://medlineplus.gov/appendixb.html>

## **2. What if I think I may have found an error in my note?**

There are a few ways in which you can address any possible errors in your note:

- You may wish to contact your health care provider's office and discuss the possible error directly with your health care provider at your next office visit.
- You may wish to complete a form to request a change to your notes. Please review the information and the form here: <https://www.beaumont.org/docs/default-source/medical-records/request-to-amend-health-information.pdf>

If you still have questions or concerns, please feel free to contact *myBeaumontChart* support at 248-597-2727.