



PATIENT & CAREGIVER EDUCATION

Your Care Team Notes in MSK MyChart: What Adolescent and Young Adult Patients Need to Know

This information answers questions you may have about seeing the notes your healthcare provider writes in MSK MyChart, our patient portal.

If you are a patient at MSK under age 18, your parent, guardian, or other caregiver manages your care using MSK MyChart. They can make or change your appointments, view your test results, and see other information about your care. When you are age 12 or older, we ask for your permission before giving your caregiver this access.

The notes your healthcare provider writes after your visit are available in MSK MyChart. These notes can include information about your exam, medications, test results, and next steps in your care. Your provider may also take notes about things you discuss during visits.

Who can see my notes?

Anyone with access to your information in MSK MyChart can see your notes. This may include your parent, guardian, or other caregiver if you gave them permission to see your information in MSK MyChart.

Where in MSK MyChart are my notes?

You can read visit notes in MSK MyChart by following these steps:

1. Log into your MSK MyChart account here: MSKMyChart.mskcc.org. If you are not enrolled in MSK MyChart, ask your care team to send you an invitation. You can also go to MSK MyChart and select “Sign up now.”
2. Select “Your Menu” at the top left. In the MSK MyChart mobile app, “Your Menu” appears as 3 lines at the top left.

3. Choose “Visits.”

4. Find the visit you want. Select “View notes” below it. In the MSK MyChart mobile app, it may appear as “View clinical notes” below each visit.

I talked to my care team about something and I don’t want it to be included in my notes. What should I do?

We want to make sure you are comfortable talking with your healthcare providers about anything that’s important to you, especially your health and medical history. Being open and honest with your healthcare providers helps them to work with you to make the best decisions about your care. You can let your care team know if you do not want certain information to be part of your notes.

During your visits, your care team may ask about topics that can be very personal. Some examples are:

- whether you are sexually active
- your gender identity
- your mental and emotional health
- alcohol and drug use
- other topics not listed here that may be sensitive to you

If you want certain information to stay private between you and your care team, please tell them. They will make sure the information does not appear in your visit notes that are available in MSK MyChart.

Until you reach age 18, your parent or guardian can also let your care team know if they do not want some information to appear in your notes.

What if I have questions or want to change who has access to my information in MSK MyChart?

You choose who has access to your information in MSK MyChart. You can change who has access at any time. If you have questions, please call us at 212-639-5564.

If you have questions or concerns, contact your healthcare provider. A member of your care team will answer Monday through Friday from 9 a.m. to 5 p.m. Outside those hours, you can leave a message or talk with another MSK provider. There is always a doctor or nurse on call. If you're not sure how to reach your healthcare provider, call 212-639-2000.

For more resources, visit www.mskcc.org/pe to search our virtual library.

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Your feedback will help us improve the educational information we provide. Your care team cannot see anything you write on this feedback form. Please do not use it to ask about your care. If you have questions about your care, contact your healthcare provider.

While we read all feedback, we cannot answer any questions. Please do not write your name or any personal information on this feedback form.

Was this information easy to understand?

Yes

Somewhat

No

What could we have explained better?

Please do not write your name or any personal information.

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