



PATIENT & CAREGIVER EDUCATION

Frequently Asked Questions About Viewing Your Notes in MyMSK

After you visit a healthcare provider, they write a note to summarize the most important information from the visit. These notes become part of your medical record. Now you can see some of those notes in your patient portal, MyMSK.

Which notes can I see?

At this time only notes written by your Survivorship provider will be available in MyMSK. Other notes written by healthcare providers, even if you saw a provider on the same day, will not appear in MyMSK.

When can I see my notes?

It usually takes 4 to 7 days after the visit for the note to become available. As with other new information in MyMSK, you will receive an email telling you the note is available.

Where can I find my notes?

Your notes will be available in MyMSK by clicking “Medical Info,” then “Medical Documents.” Notes are listed as “assessments” on the “Medical Documents” page. If you have trouble finding your notes, please call the MyMSK Help Desk toll free at 800-248-0593 or at 646-227-2593, Monday through Friday between 9:00 AM and 5:00 PM Eastern Time.

Who can see my notes?

Once your notes are in MyMSK, anyone with access to your MyMSK account will be able to read your notes. You can view and update who has access to your account by clicking “Profile,” then “Caregiver Access Management” in MyMSK.

How can I share my notes?

You can share your notes by downloading them to your computer and sending them to anyone you want to see them, such as healthcare providers outside of MSK and friends and family who support you in your care.

When might it be helpful to read my notes?

- After your visit to make sure you understood what you and your healthcare provider discussed.
- In between appointments as a review of your healthcare provider’s instructions.
- Before your next visit to help you remember what happened at the last visit. Reading them before your next appointment may also help you think of new information to share with your healthcare provider and any questions you may want to ask.

What if I don’t understand my note?

You may not understand everything in your healthcare provider’s note. Healthcare providers use medical words to explain your health to other members of your healthcare team, and it’s common for patients not to know what some words mean. You can find definitions on websites such as the [National Cancer Institute](#) and [WebMD](#), and you can always ask your healthcare provider to explain them to you.

What if I see a mistake in my note?

If you believe that your note is incorrect or incomplete, you may contact the provider who wrote it.

What if I want to see all my notes?

If you would like to request a copy of your medical record, call 646-227-2089 from Monday through Friday between 9:00 AM and 5:00 PM.

If you have any questions, contact a member of your healthcare team directly. If you're a patient at MSK and you need to reach a provider after 5:00 PM, during the weekend, or on a holiday, call 212-639-2000.

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

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