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PATIENT & CAREGIVER EDUCATION

# Frequently Asked Questions About Viewing Your Notes in MyMSK

You can read visit notes in MyMSK, our patient portal. These are the notes that your healthcare provider writes after your visit. They may include information about your exam, medications, test results, and the next steps in your care. Reading them can help you remember the details of your visit and feel more in control of your health. Visit notes become part of your medical record.

## Which notes can I see?

Starting with visits on August 24, 2021, you can use MyMSK to see the notes your providers write after many kinds of outpatient visits. We do not have notes in MyMSK for visits to some departments, such as counseling, inpatient care, pediatrics, psychiatry, social work, supportive care, sexual medicine, rehabilitation, and most genetics visits. You'll be able to see notes from all Gynecology Surgery and Gynecologic Medical Oncology visits that took place after September 14, 2020. If you're in the Survivorship Program, you can see notes from your visits that

took place after December 1, 2019.

## **When can I see my notes?**

It can take up to a few weeks after the visit for the note to be available in MyMSK. Starting on August 24, 2021, we will have notes for most outpatient visits.

## **How do I sign up for alerts about visit notes?**

If you signed up to get email alerts about new lab results, you'll get one when a new visit note is in MyMSK. If you would like to get emails when you have visit notes and lab results, follow these steps:

1. Select the circle that has your initials in it on the top right of the MyMSK page
2. Select Profile
3. Select Settings
4. Select Notifications
5. Look for Account Activity. On the right, you'll see a + sign
6. Select +
7. Select Send Daily in the column next to "New lab results and visit notes available"

## Where can I find my notes?

You can read visit notes in MyMSK by following these steps:

1. On the blue banner at the top of the MyMSK page, select Medical Info
2. Select Medical Documents
3. You'll see the notes listed as Visit Notes

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?

You and anyone with access to your MyMSK account can see these notes. Family and friends who are an important part of your care can view your MyMSK account if you give them your permission. Remember, when you give someone this proxy access, they can see all of your medical records in MyMSK. This includes your visit notes, as well as records about your treatment, test results, and diagnostic information. They can see your billing information, but they can't see your consent, insurance, and registration forms.

You can view and update who has access to your account by following these steps:

1. Select the circle that has your initials in it on the top right of the MyMSK page
2. Select Profile
3. Select Account Access
4. Follow the directions for viewing or changing account access

## **How can I share my notes?**

You can share your notes and send them to anyone you want to see them. This includes your healthcare providers outside of MSK, your caregiver, and friends and family who support you in your care. Share your notes by downloading them to your computer, or through the MyMSK mobile app.

## **When is it helpful to read my notes?**

- After your visit, to make sure you understood what you and your healthcare provider discussed.
- Between appointments, so you can review your healthcare provider's instructions.
- Before your next visit, to help you remember what happened at the last visit. This also may help you think of new information to share with your healthcare provider, and new questions to ask.

## What if I don't understand my note?

You may not understand everything in your healthcare provider's note. The names of some visit notes may look a bit hard to read and understand because they're from your electronic health record. Also, healthcare providers use medical words to explain your health to other members of your healthcare team, and it's common for patients to not know the meaning of some words. You can find definitions on websites such as the [National Cancer Institute](#) and [WebMD](#). You can also use "Messages" in MyMSK to ask your healthcare provider about the note. Usually you'll get their answer in 2 business days (Monday through Friday).

## What if I see a mistake in my note?

If you think your note is wrong or incomplete, contact the healthcare provider who wrote it by using "Messages" in MyMSK. Your healthcare team will take a look and get back to you. Usually you'll get their answer in 2 business days (Monday through Friday). They may message you if they need more information from you, or more time to review the possible mistake. If there's an error throughout your medical record, you'll need to fill out a form called a Patient Request for Amendment of Records. Your healthcare team will tell you if you need to complete the form and will send it to you.

## **The end of my note has “time spent” and “non face-to-face activities.” What does that mean?**

This is information MSK uses to describe your visit. “Time spent” means the time your healthcare provider spent on this visit. It can include time your provider spent reviewing records before the visit, documentation, and activities after the visit. It does not mean how long your visit lasted, or how long your provider spent with you during your visit. You also may see information about the “visit level.” This describes how complex your visit was. You also may see other information, such as diagnosis codes, and whether this was a telemedicine visit.

## **What if I want to see all my notes?**

Seeing your visit notes in MyMSK is different from seeing all of your medical records. You can ask us for a copy of your medical records by following these steps:

1. On the blue banner at the top of the MyMSK page, select Medical Info.
2. On the bottom right of the page, select Ask for Your Medical Records.
3. Follow the instructions.

If you ask us for your medical records using this method, you will not see them here in MyMSK. If you have questions, please call

our Release of Information Unit at 646-227-2089.

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](http://www.mskcc.org/pe) to search our virtual library.

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