

## MyChart Bedside- Frequently Asked Questions for Patients and Families

Below is an overview of MyChart Bedside and questions patients and families have asked us. If you have other questions, please ask a member of the health care team.

### General Questions

- **What is a good way for me to remember my PIN?**
  - The PIN is a 4-10-digit code that only you will know. Choose something that has some meaning for you, such as a family member's birth date or special anniversary. Don't worry if you forget your PIN. It can always be reset.
- **Can my family or child see the information on Bedside?**
  - The Bedside account and PIN will be created for an adult patient or parent/legal guardian. The patient or parent/guardian can then decide whether others are able to view the information on Bedside, by sharing their PIN with them.
- **Where does the information in Bedside go after leaving the hospital? Can it be seen by anyone else?**
  - The clinical information about the hospital stay is stored in the permanent electronic medical record, and any notes you record whether written, audio, or video will be available to you in your MyChart account.

### Home Screen

- **What is the home screen?**
  - The Bedside home screen contains general information about the hospital visit. For example, you will see the last set of vital signs (blood pressure, heart rate, temperature, and breathing rate), a list of problems or diagnoses that are being managed in the hospital, and a current list of the medications being given in the hospital.
- **I have/my child has other problems or diagnoses that I do not see listed here. Why is that?**
  - The list of problems/diagnoses under that section comes from information entered by the care team for the current hospital stay. There may be other health concerns for which you/your child sees a care provider, but which are not being actively managed during this hospital stay.
  - If you do not see a problem/diagnosis listed here that you feel should be addressed during the stay, please discuss this with your care team.
- **I see a diagnosis or problem listed here that I did not know about. Who should I talk to?**
  - It is possible that as the care team enters information into the medical record, a diagnosis/problem may appear in the record before the team has had an opportunity to discuss it with you. If this occurs or if you have questions or concerns about anything you see listed, please discuss this with your care team.
- **What does the *i* mean next to medications?**
  - If you tap this icon, you can read more about that medication.

## Happening Soon

- **What is Happening Soon?**
  - The Happening Soon feature shows the daily schedule, and may include upcoming medications, blood draws, x-rays, therapy services, and visits from other clinicians. You can also add your own events, such as a visit from family members. You can look back on events since your admission date and look ahead through your expected discharge date.
  - Happening Soon does not include all possible events that may occur during the day. Specifically, it will not include the time for meeting with the entire care team each day (rounds), nor will it include special hospital events.
- **What if I don't understand some of the terms in the medication schedule?**
  - Several possible actions may be listed about a particular medication. Some are straightforward, for example, Given, Due, or Omitted. Other actions are directed more to the care team. Medication safety is extremely important to us. If you have ANY questions about the medication schedule, please ask.

## Taking Care of Me

- **What is Taking Care of Me?**
  - The Taking Care of Me feature allows you to become more familiar with current and previous members of the care team for this hospital stay. You can see each care team member's role, photo, and read each care team member's biography by tapping on the pictures to learn more.

## A Few Questions

- **What are A Few Questions?**
  - A Few Questions feature allows you to share more information with your providers. If you run into trouble while filling out a questionnaire, reach out to your care team. After you complete a questionnaire, it will be visible to your care team right away.

## Note to Self

- **What is Note to Self?**
  - The Note to Self-feature lets you write text notes or record audio or video notes for you or your child to refer to later. For example, you might record notes while talking with the rounding doctor or record a video of physical therapy exercises. These notes will then be available to you in your MyChart account after discharge.
- **What do I need to know about using the video and audio features in Bedside?**
  - Please use these features within your room only. To ensure the privacy and confidentiality of all patients, these features are not appropriate where there is risk that other patients could be inadvertently recorded.
  - When you use these features, please obtain permission from the staff member(s) you are recording.
  - Please be aware that any member of the care team may ask you to stop audio/video recording at any time.

## My Health

- **What is My health?**

- The My health feature is a place where you can view up-to-date health information (e.g., recent vital signs and lab results). You can select any item in My health to see more information and trends over the hospital stay.

- **What test results will I see in Bedside?**

- Bedside shows most but not all lab test results. Lab results will be visible in Bedside once they have been finalized.
- It is possible that you may see a result in Bedside before your care team has a chance to review it or discuss it with you. If you have a question about a result, please ask your nurse. If the nurse cannot answer your question, they will either ensure that it's answered during daily care team rounds or will contact your physician to speak with you.

## To Learn

- **What is To Learn?**

- The To Learn feature allows you to review educational materials from your care team on your own as you have time during the stay.
- This feature does not replace in-person review and education with your nurse and other care team members, nor does it replace the opportunity to ask questions and share any concerns you have.

- **Why aren't there more Topics/ "Books" to review?**

- We are still in the progress of creating "books" for all hospital diagnoses. UW Health has educational materials in paper form for many diagnoses and your nurse will provide the ones that are relevant to the hospital stay. Your care team may also direct you to other informational resources outside of Bedside.

## Kids Health

- **What is Kids Health?**

- The Kids Health feature is a link to American Family Children's Hospital's website where you can find health information on many, many topics.
- This activity will appear only for patients who are admitted to a unit at AFCH.

## Let's Eat

- **What is the Let's Eat?**

- The Let's Eat feature allows the placement of meal orders. There are specific times that each meal (Breakfast, Lunch, Dinner) can be placed.

## MyChart Proxy Info

- **Who can view your Bedside Information?**

- For adults, any individual you have granted access to your MyChart Account.
- For minors, any adult who has proxy access to their child's MyChart account.

## **Excellent Extras**

- **What are Excellent Extras?**

- You can recognize staff for excellence, nominate staff for awards, or focus on your wellness and comfort during your stay.

## **Watch Movies (UW Health Wisconsin Only)**

- **What is Watch Movies?**

- A variety of different categories which can provide additional educational resources, entertainment, or soothing sounds. This is a free service for all our patients.
- This service is not available at UW Health SwedishAmerican Hospital.