

MyChart Bedside on Mobile- Frequently Asked Questions for Patients and Families

Below is an overview of MyChart Bedside on Mobile 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 MyChart Bedside on Mobile?**
 - MyChart Bedside on Mobile enhances the patient experience during their admission. Patients can provide insights to their care team through questionnaires, review education related to their stay in the hospital, order meals at specific times, and much more. All from the convenience of their own personal device or cell phone through their MyChart application.
- **How is MyChart Bedside on Mobile different from MyChart?**
 - MyChart Bedside on Mobile is a module within the MyChart Application which will activate after the following conditions have been met.
 - i. The patient must have an active MyChart account.
 - ii. The patient must be currently admitted to the Emergency Department or an Inpatient Unit.
 - After Discharge, the Bedside on Mobile module will be deactivated, and the application will return to the standard view of MyChart when launched.
- **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.

Home Screen

- **What is the Your Hospital Stay?**
 - The Your Hospital Stay home screen contains general information about the hospital visit. For example, your admission date, a list of problems or diagnoses that are being managed in the hospital, and your estimated discharge date.
- **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.

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 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.

Taking Care of You

- **What is Taking Care of You?**
 - The Taking Care of You 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.

Medications

- **What is the Medications section?**
 - Medications provides information related to medications that are or will be administered during your stay in the hospital, in addition to medications the care team knows about which you currently take at home.
- **What does the *i* mean next to medications?**
 - If you tap this icon, you can read more about that medication.
- **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.

Questionnaires

- **What are Questionnaires?**
 - The Questionnaires 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.

Test Results

- **What are Test Results?**
 - Test Results is where you can see any lab results from labs ordered during your current admission under the *Hospital Results* tab. You can also see all your lab results by switching to the *All results* tab.
- **What test results will I see in Bedside?**
 - Test Results shows most but not all lab test results. Lab results will be visible in Bedside on Mobile 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.

Education

- **What is Education?**

- The Education 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.

What about the rest of the links on the menu?

- The rest of the links towards the bottom of the menu serve a variety of purposes. You can recognize staff for excellence, nominate staff for awards, or focus on your wellness and comfort during your stay.