MyChartCentral and Lucy for Patients

All of Your Health Information in One Place

When you receive care at organizations other than Kettering Health Network, it can be difficult to keep track of all your medical information. MyChartCentral provides you with a central access point for all your MyChart accounts where you can access all accounts using a single username and password. MyChartCentral also provides you with Lucy, a personal health record that gives you a permanent home to organize all your medical information, regardless of where it came from. If you change insurance or move away and need to leave your current healthcare organization, Lucy will follow you.

Q & A

What's the difference between MyChartCentral and Lucy?

- MyChartCentral is a hub from which you can access your MyChart with Kettering health Network, other MyChart accounts from the Greater Dayton-Cincinnati area or nationwide, and Lucy. MyChartCentral allows you to easily access any MyChart account without needing to remember different usernames and passwords.

- Lucy is a personal health record that gives you a permanent home to organize all your medical information. You can request an updated copy of your medical record at any time and store it in Lucy. You can also add personal information about your health and choose to share it with Kettering Health Network and other organizations where you receive care.

Why isn't my health information the same at all of my healthcare organizations?

- The information that each of your healthcare organizations knows about you might be different, depending on the type of care they give you and when you were last seen. You can help keep everyone up to date by organizing your records in Lucy and sharing your information among all the different places where you receive care.

What if I don't have multiple MyChart accounts?

- Even if you have only one MyChart account, you can still use Lucy as your personal health record. MyChartCentral can provide access to your one MyChart account and Lucy with a single username and password.

Q & A (continued)

Is my health information in MyChartCentral and Lucy secure?

- Yes. Like your MyChart account, MyChartCentral and Lucy are password-protected and delivered via an encrypted connection to keep your health information safe from unauthorized users.

What should I do if the information I see in MyChart or Lucy is wrong?

- If information in your Kettering Health Network MyChart account or Lucy is wrong, please submit an Ammendment Request Form so we can correct it. (This form can be found under My Medical Record in MyChart.) If information from another healthcare organization is wrong, contact that organization to make sure your information is corrected. After the information looks right in MyChart, you can get an updated copy in Lucy by requesting your chart again.

How do I sign up for MyChartCentral and Lucy?

- Log in to your Kettering Health Network MyChart account and locate My Linked Records in the menu on the left. Click Learn More and follow the instructions to sign up.

How do I access MyChartCentral and Lucy?

- After signing up, you can access MyChartCentral and Lucy by going to www.mychartcentral.com You can also access MyChartCentral by selecting My Linked Records from the menu in any of your MyChart accounts.

How can I get help if I have a question about MyChartCentral or Lucy?

- While you are in MyChartCentral or Lucy or from the MyChartCentral log in page, click the Request Help hyperlink at the bottom of the screen. After you submit the form, you will receive a response via e-mail within two business days.

Where can I find more information about MyChartCentral or Lucy?

- While you are in MyChartCentral or Lucy or from the MyChartCentral log in page, click the FAQ hyperlink at the bottom of the screen for more Frequently Asked Questions.