



MyChart Patient Contact Information Verification

Epic

The Contact Verification features in MyChart help ensure a patient's secure contact information (email and mobile phone) is on file. This adds an additional layer of security for preventing an unauthorized user from trying to access your MyChart account.

Patient's will see one of the following messages on their MyChart Homepage or in an area in MyChart where they can verify demographic information such as eCheck-In or the Personal Information page. The patient will receive a message once initially and then anytime there's an update to the email, mobile phone or MyChart password.

If the patient doesn't have an email or mobile phone in Epic, they will only get the Update Contact Info option.

Welcome!

You currently do not have verified contact information on file. Update your email address or mobile phone number. [Update contact info](#)

Your email address has been changed to mymail@mail.com. We need to verify that we can reach you at this email address by sending a one-time code to mymail@mail.com. [Send code to verify](#)
[Update contact info](#)

Contact Information

Verification Needed

We need to verify that we can reach you at your email address and mobile number.

[Verify](#)

Temporary Address (8/31/2020 - 5/14/2021)
1979 Milky Way
Verona WI 53593

Permanent Address
Address not entered

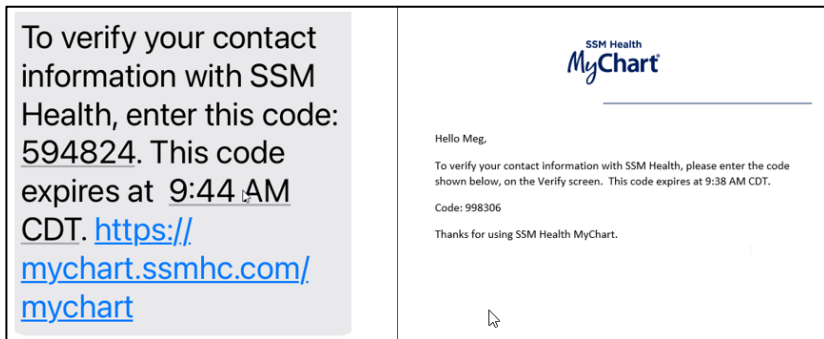
608-555-5555
608-555-5555
Work phone not entered
mymail@mail.com

[Edit](#)

Example of where these alerts will display in the patient's MyChart home page:

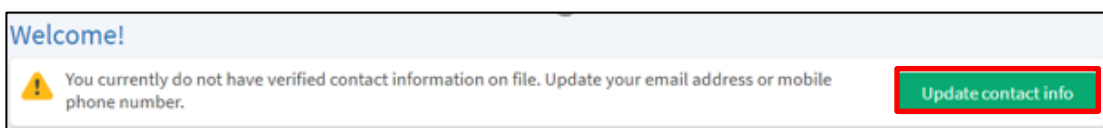
The screenshot shows the MyChart home page for a patient named Ross. At the top, there are navigation tabs for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. Below the navigation, there is a 'Welcome!' section with the patient's name and initials. The main content area contains several alerts: a 'MyChart Updates: Saturday, 9/11/2021' alert with a 'Dismiss' button; an 'Upcoming Appointment Reminder' for Judith Farkas, MD on August 10, with a 'View Message' button and a 'View All (27)' link; a 'Share Everywhere' alert with 'Learn More' and 'Dismiss' buttons; and a contact verification alert at the bottom stating 'Your mobile phone number has not been verified. We need to verify that we can reach you at this mobile number by sending a one-time code to 314-581-0777.' This alert includes 'Send code to verify' and 'Update contact info' buttons.

Example of text and email messages containing codes that the patient will receive:

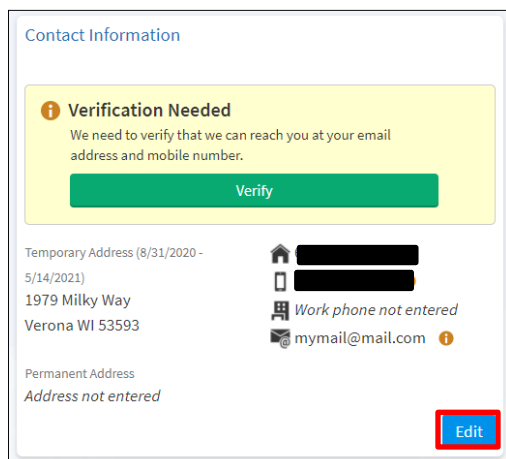


Update Contact Information Instructions

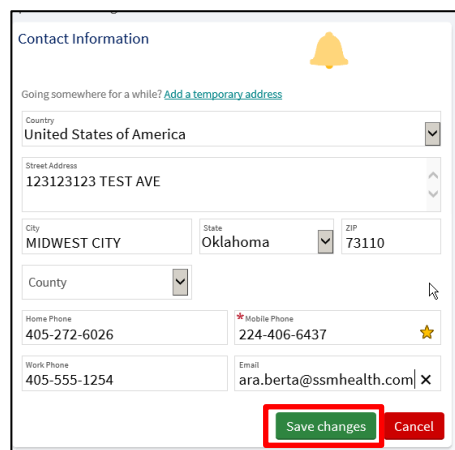
1. Click **Update Contact Info**.



2. Click **Edit**.



3. Update contact information.
4. Click **Save Changes**.



5. Click **Verify New Email** to complete verification of updated information.

Verify Your Contact Information

Previous Email
Not entered
Restore previous email

New Email
[Redacted]@ssmhealth.com
Verify new email
A code will be sent to your email to verify.

Previous Phone Number
Not entered
Restore previous phone

New Phone Number
[Redacted]
Verify new phone
A code will be sent to your phone to verify.

6. Check your email to find code.

7. Enter the code in the *Enter Code* field.

Verify Your Contact Information

We've sent a code to your email on file.
[Learn more](#)

Enter your code below to continue.

Enter Code

Verify

Didn't receive the code?
[Resend code](#)

[Back](#)

8. Click **Verify**.

9. Patient will receive one of these screens.

If this screen appears, continue to the next step.

Verify Your Contact Information

New Email
[Redacted]@ssmhealth.com
Success! Your email address is now up-to-date.

Previous Phone Number
Not entered
Restore previous phone

New Phone Number
[Redacted]
Verify new phone
A code will be sent to your phone to verify.

If this screen appears, the verification process is complete.

Personal Information

Please enter contact and personal information here, and click **Save Changes** to send a message to the clinic. Allow 24 hours for the information to be updated in the legal medical record.

Success!
Your contact information is now verified. You can update this information at any time.

Contact Information

1 Elford Lane
Verona WI 53592
Going somewhere for a while?
[Add a temporary address](#)

Details About Me

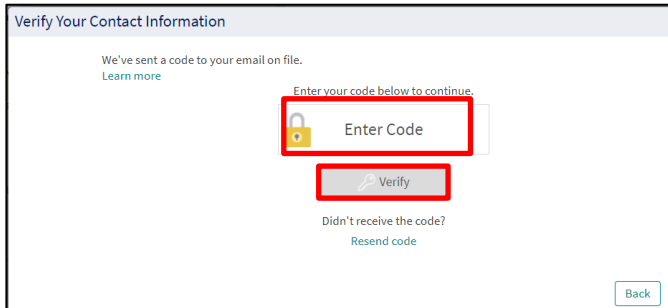
Preferred First Name	Legal Sex	
Stan	Male	
Gender Identity	Sex Assigned at Birth	
Not entered	Not entered	
Sexual Orientation	Marital Status	
Not entered	Single	
Race	Ethnicity	
Asian	Not Hispanic or Latino Origin	
Ethnic Background	Language	
Not entered	English	
Natigun	Not entered	Edit

Family & Friends
These people may be contacted in the event of an emergency.
[+ Add relationship](#)

10. Click **Verify New Phone**.

11. Check your mobile phone to find code.

12. Enter the code in the *Enter Code* field.

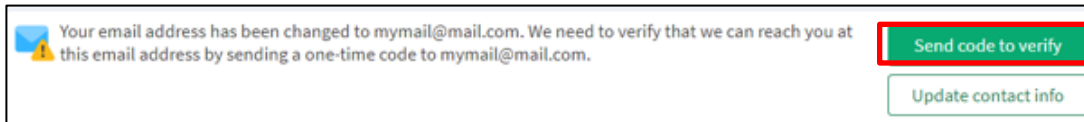


13. Click **Verify**.

14. Success! message appears.

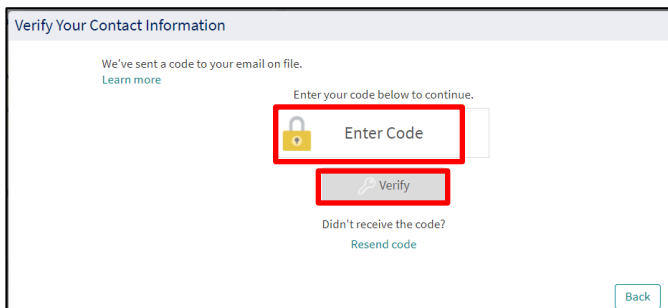
Send code to verify instructions

1. Click **Send Code to Verify**.



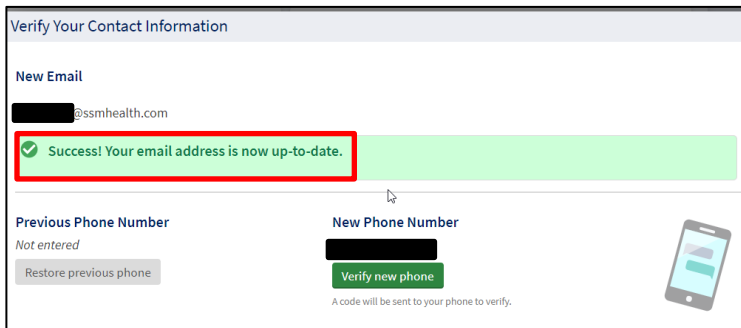
2. Check your email to find code.

3. Enter the code in the *Enter Code* field.



4. Click **Verify**.

5. Success! message will appear.



6. If there's no mobile phone on file, the Personal Information/Success page will appear, and you are finished!

Personal Information

Please enter contact and personal information here, and click **Save Changes** to send a message to the clinic. Allow 24 hours for the information to be updated in the legal medical record.

Contact Information

Success!
Your contact information is now verified. You can update this information at any time.

1 Elated Lane
Verona WI 66392

314-555-2626 (preferred)
314-581-0777

Work phone not entered
cara.bera@ssmhealth.c...

[Add a temporary address](#)

[Edit](#)

Details About Me

Preferred First Name Stan	Legal Sex Male
Gender Identity Not entered	Sex Assigned at Birth Not entered
Sexual Orientation Not entered	Marital Status Single
Race Asian	Ethnicity Not Hispanic or Latino Origin
Ethnic Background Not entered	Language English
Religion Not entered	

[Edit](#)

7. If there's a mobile phone number, the patient can then verify.
8. Click **Verify new phone**.
9. Check your mobile phone to find code.
10. Enter the code in the *Enter Code* field.

Verify Your Contact Information

We've sent a code to your email on file.
[Learn more](#)

Enter your code below to continue.

Enter Code

Verify

Didn't receive the code?
[Resend code](#)

[Back](#)

11. Click **Verify**.
12. Success! message will appear.

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