UPDATE REGARDING YOUR MEDICAL RECORDS

If you are a Temple Health - Chestnut Hill Hospital patient or receive care from a Chestnut Hill provider, your medical records will automatically be transitioned from Tower Health to Temple Health as of September 2, 2023.

If you were previously a MyTowerHealth user and used this portal to access your health information, such as your upcoming appointments, medications, and test results, all of your patient information will be automatically and securely transferred from MyTowerHealth to myTempleHealth.

The username and password you used for MyTowerHealth **will remain the same**, and you can use this information to log into your myTempleHealth portal.

FREQUENTLY ASKED QUESTIONS

What is myTempleHealth?

myTempleHealth is Temple's version of MyChart, an easy-to-use secure website that gives you access to your health information. With myTempleHealth, you can view your medications, test results, health summary, and immunizations, as well as access other services such as requesting prescription renewals and communicating with your care team.

Can I keep my MyTowerHealth account?

Your MyTowerHealth Account will not be deleted. If you still see providers under Tower, you will be able to access MyTowerHealth.

How will I log in to my new myTempleHealth account?

Your myTempleHealth account will be created automatically on September 2nd. Your login username and password remain the same.

Will my patient information carry over?

Yes, your appointments, prior test results, and medical records will automatically be transferred to your myTempleHealth Account.

Will my medications prescribed by a Tower provider appear in myTempleHealth?

After reconciliation by your Temple providers, all medications entered in the Tower instance will also appear in myTempleHealth. This will require you to have an appointment with that provider before updating.

Can I access my past messages?

Yes, patients will see historical messages in their message center going back to January 1, 2021.

Will I use myTempleHealth for Telemedicine appointments?

You will see all Telemedicine appointments in your myTempleHealth app; however, the appointment will take place via Zoom.

How will I join Telemedicine visits?

Your provider's office will share the link to join your ZOOM telemedicine visit when your appointment is scheduled.

Can I schedule appointments directly in myTempleHealth?

In myTempleHealth, you will have the ability to schedule appointments directly at:

- GYN Chestnut Hill
- GYN Blue Bell
- Family Medicine Flourtown

For all other appointments, you can schedule an appointment by calling <u>800-TEMPLE-MED (800-836-7536)</u> between the hours of 8:00 ᴀᴍ and 5:00 ᴘᴍ, Monday through Friday, or by calling your provider's office directly.

If I have individuals designated as proxies in my MyTowerHealth account, how can I make sure they retain access to the MyTowerHealth account?

Patients who currently have Proxies will need to print out their proxy forms to sign and bring to their appointment. These forms can be found within their myTempleHealth account, from the menu, under "*Help Guides and Forms*".

How will bills be handled?

Bills will <u>not</u> be migrated over from Tower to Temple for dates of service or discharges before September 2, 2023. Any bills incurred starting September 2, 2023, at Temple Health-Chestnut Hill Hospital or from a Chestnut Hill provider will be paid at and through myTempleHealth.

Is there a fee to use myTempleHealth?

No, myTempleHealth is a free service offered by Temple Health to patients, as well as their designated myTempleHealth proxy whom they wish to share their information with.

What do I need to use myTempleHealth?

You will need access to the Internet, via either a computer, laptop or a mobile device like a Health or smartphone, as well as an up-to-date browser (such as Chrome, Firefox, or Safari).

Who else can see my information?

Other people will not be able to see your myTempleHealth information unless you give them permission within myChart. Your provider and care team can see your health information through the electronic medical record maintained at the clinic and/or hospital so that they can care for you.

In need of support?

For any additional questions, please contact our myTempleHealth Patient Support Line at 215-707-7008 for quick support.