

# Introducing Sentara MyChart

**To enhance your medical care experience, we are pleased to announce that Sentara Infusion Services will be transitioning to an electronic health record system effective December 4, 2024.**

## Keeping you safe

For quality assurance, a barcode scanning system will be used to verify that each medication is selected correctly. Additionally, each prescription will be labeled with a barcode, ensuring that you receive the right medication, reducing the risk of medication errors, and enhancing overall safety.

## Continuity of care

Each provider involved in your care will have access to up-to-date medical information, ensuring a smooth transition from acute care settings to home infusion.

## Enhanced communication

You will have the ability to send and receive messages through MyChart, a part of the new electronic health record system, fostering more efficient and direct interactions between you and our care team.

## Ease of a centralized billing system\*

The billing process will be streamlined within Sentara, offering a single billing system that makes it easier to view, manage, and receive support when you have billing questions.

\*During this transition period, you may receive two separate billing statements for your home infusion care and medications.

## What is Sentara MyChart?

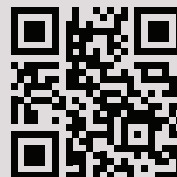
Sentara MyChart is a secure and convenient online tool that allows you to access your health information anytime, anywhere.

## How do I get started?

1. Go to [sentara.com/mychart](https://sentara.com/mychart) or download the Sentara MyChart App.
2. Click "Sign Up".
3. If your Sentara provider gave you an activation code, click "Sign Up with Code", or you can sign up without a code.

## Need help?

- Submit a help request by visiting: **[sentara.com/mychart-help](https://sentara.com/mychart-help) or call us at 1-800-SENTARA (1-800-736-8272) Monday-Friday, 8 a.m. - 6 p.m.**



Scan the code or go to **[sentara.com/mychartnow](https://sentara.com/mychartnow)** to sign up today