Shared Notes and Results in myLoyola

Frequently Asked Questions (FAQs)

Why am I seeing my notes?

To make sure you don't miss valuable information, sharing the provider notes gives you the opportunity to review the details of your visit at any time.

Patients who read their notes:

- Can recall their care plan better
- Do a better job at taking medications as prescribed
- Feel more in control of their care
- Improve their understanding of their health and medical conditions

Which notes can I see?

Starting March 23, 2021, Loyola patients can see notes from all visits where you see a provider, with the exception of Psychotherapy visits and Employee Health.
Be aware that the proxy of teenagers (patient's aged 12-17) will not be able to see the patient notes, due to complex teen privacy laws. Notes from visits before March 23, 2021 will not be seen in myLoyola.

Is it possible for me to see notes prior to March 2021 or my entire medical record?

All patients have a right to request their full medical record, including providers' notes from the Loyola Medicine Department of Health Information. This can be done electronically by logging into myLoyola and selecting **Medical Records Requests** option from your quick links, or by calling the department. For records related to care at Loyola University Medical Center, please call 708-216-5004, for Gottlieb Memorial Hospital- call 708-538-4162, and for MacNeal Hospital- call 708-783-3310

When can I see a note from my visit?

You will be able to find your notes in MyLoyola when your provider signs a clinic visit or you are discharged from the hospital or emergency setting

How do I find my notes?

1. In MyLoyola (in your web browser), click on the My Medical Record tab and select **Visit Notes** and **Summaries**
2. Select your visit
3. Click on "**Notes**" in the toolbar

Can I see notes in the myLoyola mobile phone app?

No, currently you can only see notes when using myLoyola from a web browser.

What if I don't understand something written in the note?

Your provider uses these to manage your care and communicate with others involved in your healthcare team. As a result, it is not always written in lay-person language. If you find the note difficult to understand because there are unfamiliar terms or abbreviations, this [Medical Dictionary – Common Abbreviations](#) may help.

What if I have a question about my lab result?

We are committed to providing timely access to your health information and want you to be able to view your results as soon as they are available.

This means that you may receive your results before your health care provider has reviewed them. Your preference may be to look at your results immediately. Others may prefer to wait until their provider's office contacts them. Please allow your doctor 1-3 business days to discuss further.

I'm worried about privacy. Who else has access to this information?

Your medical information can only be viewed by people who are legitimately involved in your care. Clinicians and other staff operate under strict confidentiality rules. To maintain your privacy, it is very important to keep your myLoyola login and password information private. When you finish looking at myLoyola, log out to avoid others looking at your medical information.

What if I see an error? How can I request a change to my note or record?

You can contact Loyola Medicine Department of Health Information Management by calling 708-216-1603.