Your Patient Portal (Electronic Medical Record)

## What to Know About the Change from MyUnityPoint to MyCarle

There are some changes happening with your patient portal (what's been known as MyUnityPoint). Here's what you need to know.

- In April 2023, UnityPoint Health – Central Illinois became part of the Carle Health system. By the end of December 2023, our IT systems will be fully merged. At that point, MyCarle – and not MyUnityPoint – will be the only way to access your Electronic Medical Record (EMR).
- If you have a MyUnityPoint account, **do not** deactivate or delete it.
- Any information that was/is uploaded to your EMR before December 2023 will always be available on MyUnityPoint. However, any new information uploaded after December 2023 will only be available through MyCarle, which is why linking your accounts is so important.
- Once the accounts have merged, after December 2023, all you'll need to do is use your same MyUnityPoint credentials to log into your MyCarle account. From there, link to your MyUnityPoint account and your data will show up in MyCarle. Any new medical information will then be added to your MyCarle account.
- Please be aware that we'll attempt to match MyUnityPoint data in MyCarle, but some data in MyUnityPoint might not match what you see in your future MyCarle account.
- Your MyCarle portal is very similar to your MyUnityPoint portal. You can use your MyCarle portal to:
  - Request medical appointments.
  - Access your health summary from the electronic health record.
  - See test results.
  - Request prescription renewals.
 - Send messages electronically and securely with your medical care team.

WHAT ARE MY NEXT STEPS?

Both MyUnityPoint and MyCarle are powered by MyChart, so a seamless transition is possible in just a few steps. If you already have both MyCarle and MyUnityPoint accounts, you'll just need to log into MyCarle and link your two accounts. Here's how:

1. Sign into your MyCarle account using your MyUnityPoint username and password.
2. Click "profile," then "link my accounts."
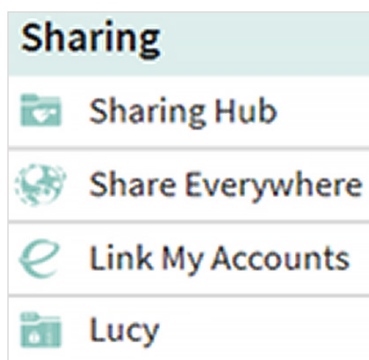
3. Click the "Discover" tab and search for "UnityPoint Health."
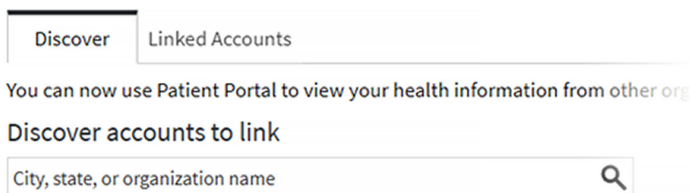
If you have any questions, please contact the following: For questions about your MyUnityPoint account, call MyUnityPoint Support: (877) 224-4430, 8 a.m. – 5 p.m., Monday to Friday. For all questions about MyCarle, including help linking your account, call the MyCarle support line 24 hours a day at (217) 326-4001.

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