



AMERICAN
UNIVERSITY OF BEIRUT
MEDICAL CENTER
المركز الطبي في الجامعة الأمريكية في بيروت

Your Guide to **MyAUBHealth** *MyChart*



Your Medical Record at Your Fingertips

MyAUBHealth is a patient portal which allows you to access your Medical Record electronically. Through MyAUBHealth, you will be able to:

- Check details about your future appointments.
- Confirm and cancel appointments and enter details about reasons for the visit.
- Complete most of the check-in process from home, like verifying allergies and medications.
- View and download "Visit and Admission Summaries".
- Move appointments to an earlier date after being notified that a slot is available.
- Get in touch electronically with our healthcare providers who will make sure to answer your concerns within 72 hours.
- Grant your parents and spouses permission to view your "MyAUBHealth" account.
- Receive access to your children's medical records.
- Search for a healthcare provider within AUBMC based on criteria such as specialty and gender.

The mobile app is optimized to provide secure and convenient access to many MyAUBHealth features on your mobile device, but it is not a replacement for the web-based application. We encourage you to use both for optimizing your healthcare.

How Can I Get MyAUBHealth?

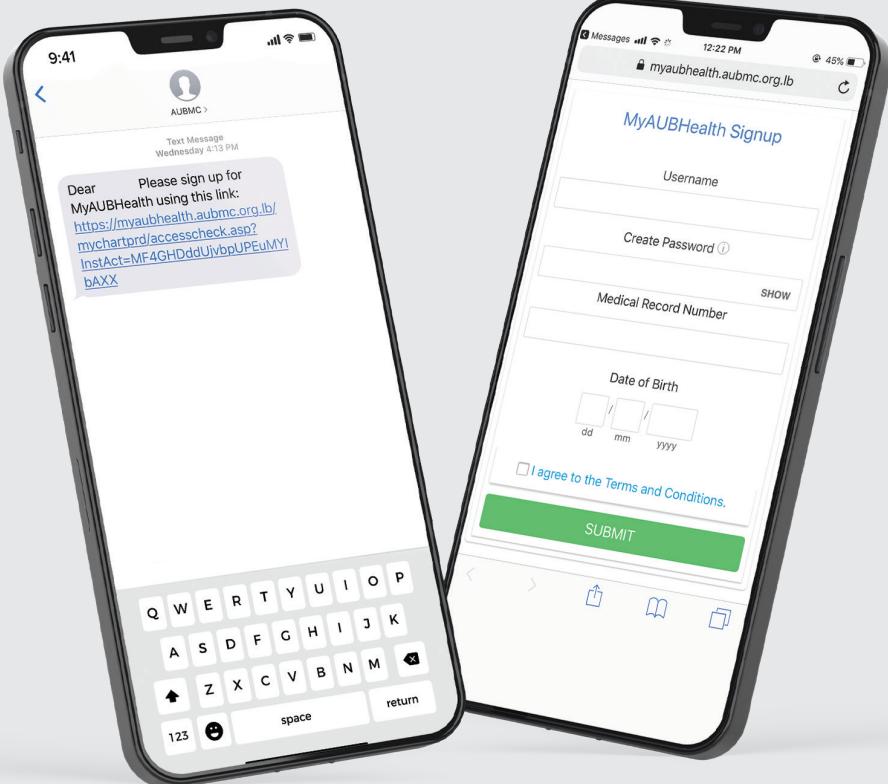
You can get MyAUBHealth application by calling 01-350000 Ext. 7463 or visiting the clinic. We will send you an SMS or email that contains an activation link valid for 24 hours.

Once you click the link, you will be asked to:

- Choose a username (Minimum 6 characters)
- Choose a password (Minimum 8 characters containing Uppercase, Lowercase, Number)
- Provide your Medical Record Number
- Provide your Date of Birth

Next time you log in, you will be using your Username and Password.

The link to MyAUBHealth is myaubhealth.aubmc.org.lb



How can I access MyAUBHealth?

MyAUBHealth is available through the website link: myaubhealth.aubmc.org.lb and through the Mobile App MyChart on the Apple App Store and Google Play Store.



The app name on the mobile is 'MyChart'.

A screenshot of the MyChart app page on the App Store. The icon is a red folder with a white heart. The title is 'MyChart' and it is powered by 'Epic'. It is ranked #1 in Medical and is free. Below the store page are three screenshots of the app's interface: 'Track My Health' showing a line graph of blood pressure, weight, and steps; 'Medications' showing a list of medications with refill buttons; and 'Appointments' showing a list of upcoming appointments with Stan Winston, D.C. and Marty Seeger, M.D.

FAQs



When can I see my test results in MyAUBHealth?

Your test results are released to your MyAUBHealth account once the result is finalized. Some tests may be reviewed by your provider before being released to MyAUBHealth.

If I send a message to my doctor or nurse, when can I expect a reply?

You will generally receive an answer within 1-3 business days. Please note that MyAUBHealth should not be used for urgent situations.

Can I view a family member's health record in MyAUBHealth?

Yes, you can. This is called Proxy access, and it allows a parent (or guardian) to log into their personal MyAUBHealth account, and then connect to information regarding their family member. Contact your care team to request a proxy access.

I forgot my password. What should I do?

You may contact our MyAUBHealth Patient Support Line at 01 35 00 00 Ext. 7463 to request a new, secure password. You may also click the "Forgot password" link on the sign-in page to reset your password online.

My activation code does not work. What should I do?

For your security, the activation link you receive by email or SMS expires after 24 hours and is no longer valid after the first time you use it. If you still have problems, you can call our MyAUBHealth Patient Support Line at 01 35 00 00 Ext. 7463 so we can assist you in activating your MyAUBHealth account.