

## How to upload documents in MyChart

Follow these directions to upload your documents to MyChart. These directions will work on the MyChart app and the MyChart website.

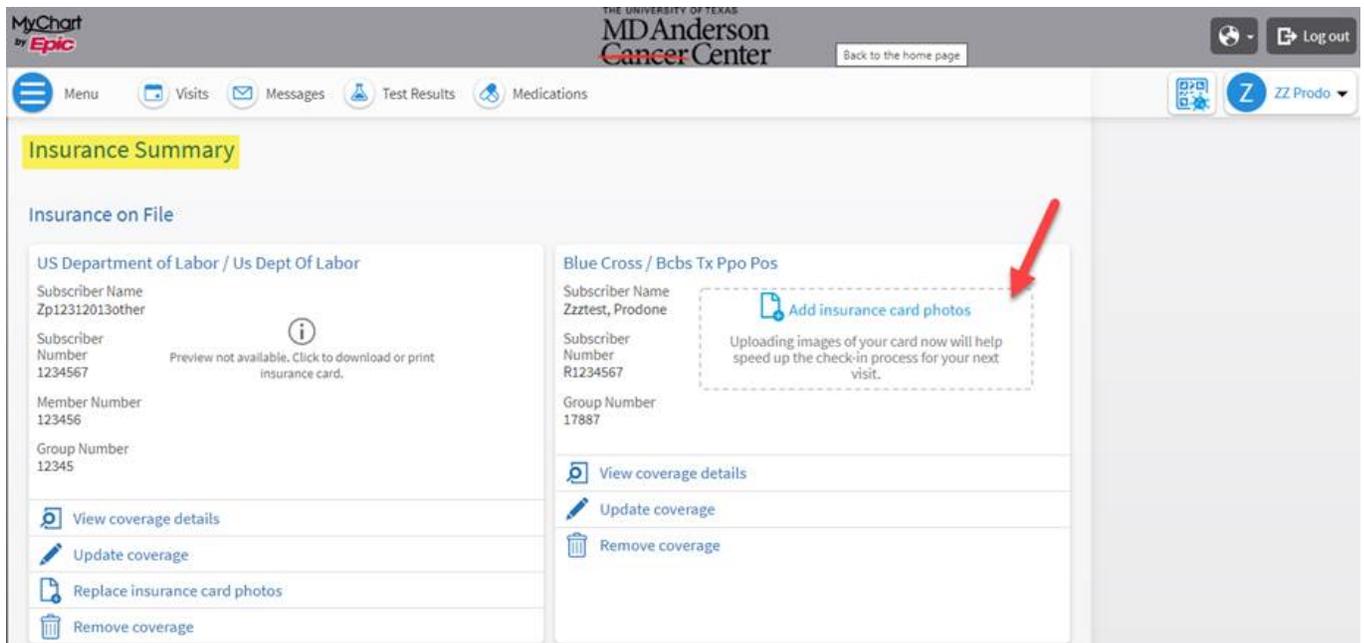
### Insurance Cards

To upload your insurance card into MyChart, follow the steps listed below.

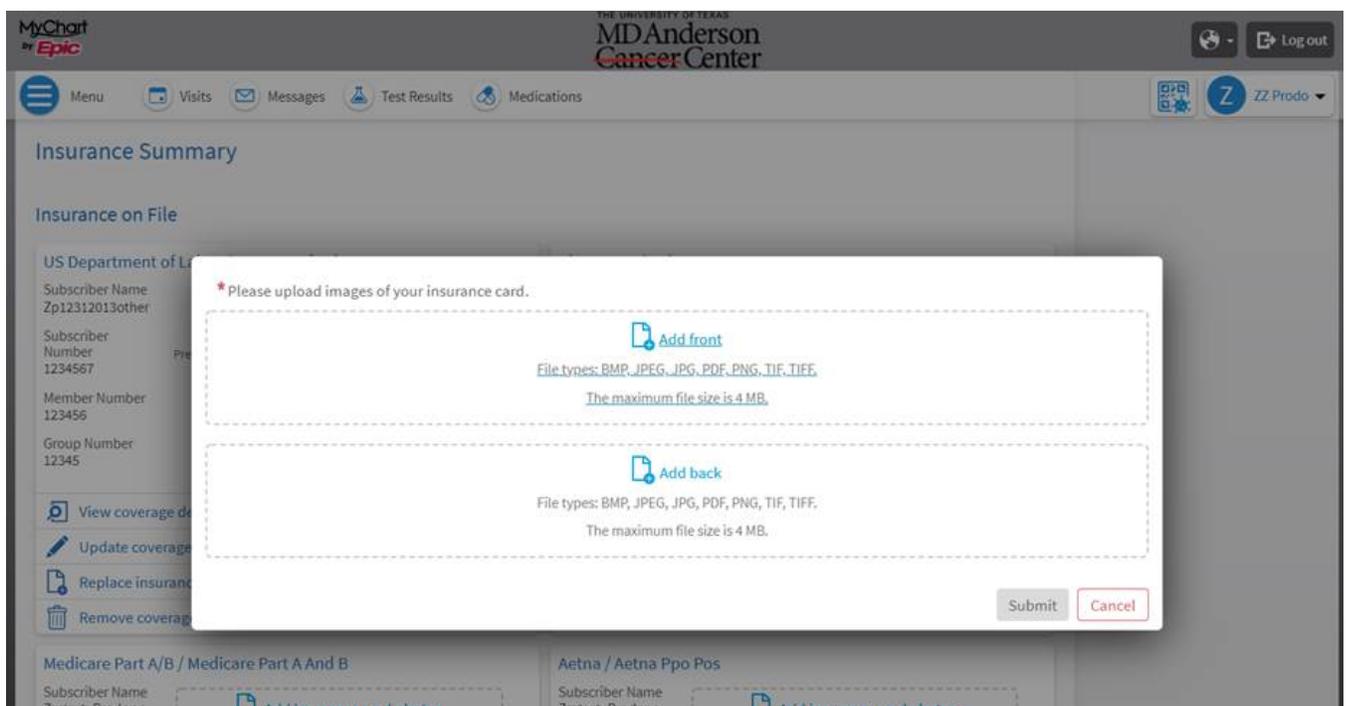
1. Find the **Menu** button. Scroll down and select **Insurance Summary** within the menu.



2. From the **Insurance Summary**, click **Add insurance card photos**.



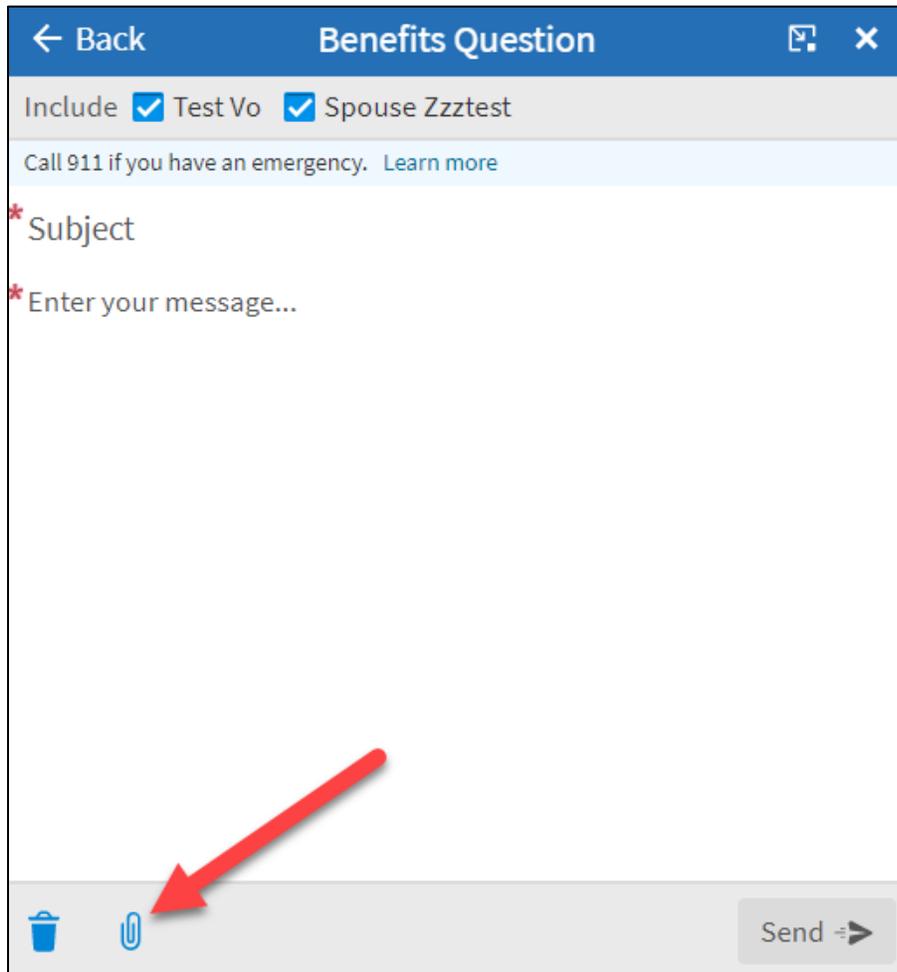
3. You will see the option to upload a picture of the front and back of your insurance card. This is like depositing a check for online banking.
- Take a photo of the front and back of your insurance card.
  - Even ready, click **Add front** to upload the picture of the front of your card. Select **Add back** to add a photo of the back of the card.
  - When both photos have been uploaded, click **Submit**. Your insurance card photos are now added to your MyChart account.



## Medical Records or Lab Results

Follow these steps to upload your medical records or test results. Sharing records helps your provider prepare for your appointment. Save your documents as a file on a device where you can upload them to MyChart.

1. During the new patient intake process, patient access staff will send you a **Release of Information** message in MyChart.
2. Reply to the MyChart message and attach your records by clicking the paper clip image at the bottom of the message. Choose the files you would like to upload.



The screenshot shows a mobile application interface for a 'Benefits Question'. At the top, there is a blue header with a back arrow, the title 'Benefits Question', and a close button. Below the header, there are two checked checkboxes: 'Include Test Vo' and 'Spouse Zzztest'. A light blue banner contains the text 'Call 911 if you have an emergency. Learn more'. The main content area has two red asterisks followed by the labels '\* Subject' and '\* Enter your message...'. At the bottom, there is a grey bar with a trash can icon, a paperclip icon (highlighted by a red arrow), and a 'Send =>' button.

3. Click **Send** once the files have been uploaded.
4. If you do not have a MyChart account, patient access staff will give you directions on how to share files before your appointment.

## Medical Imaging Records

Read [directions on how to send diagnostic images securely](#), such as MRI or CT scans. If you need help, contact the MD Anderson Image Library at 713-792-6210, Monday through Friday, 24 hours a day. Or email [ImageLibraryOperations@mdanderson.org](mailto:ImageLibraryOperations@mdanderson.org).

## **Upload your photo to your medical record**

**Using MyChart.mdanderson.org:** Go to **Profile > Personalize**. Then select **Edit**. Use the pencil icon to upload a photo of yourself.

**Using the MyChart mobile app:** Go to the three vertical dots in the top right corner and click **Personalize**. Then click **Edit**. Select a photo from your phone album or take a new photo. Then **Save**.

Here are tips for a taking your MyChart photo:

- Your face should be visible and centered. Your full head and upper shoulders should appear in the photo.
- Do not have other objects or people in the background. The photo must be clear, sharp and in focus.
- The photo must be an original (i.e., not a screenshot or cropped from another photo).
- Eyes should be open and clearly visible. Photos with red eye cannot be used.
- Do not take the photo with windows in the background as it will distort the image.

After you upload the photo, your patient access staff member will review to make sure it can be used for your medical record and approve it. If you do not upload your own photo, you will have your photo taken by MD Anderson at your first in-person appointment.