

# MyChart

Your child's hospital health record  
in your hands



Ask your healthcare team to  
create a free account today

[www.kch.nhs.uk/mychart](http://www.kch.nhs.uk/mychart)



# Welcome to MyChart

MyChart is a free, safe app that helps you follow your child's care with our hospitals and community services.

MyChart brings everything together in one place, so you spend less time chasing information and more time focusing on your child. With MyChart, you can:

- see appointments, letters and test results in one place
- see direct messages from your child's healthcare team
- get a notification when something new is ready to view
- update details before appointments to save time on the day
- join video appointments when offered by your service
- view, book and change some appointments
- share information with your child's GP

If you're worried about symptoms or need urgent advice, always speak with your child's healthcare team or use NHS services.



## Getting started

When you first log in, things may look a little quiet. This is normal. MyChart launched in October 2023, so you will not see information about your child's care with us from before then.

## Test results

When results are ready and released by your child's healthcare team, you can see them securely in the app and get a notification, rather than waiting for a letter or phone call.

# Creating a MyChart account

The easiest way to get started is to speak to the receptionist when you arrive for your child's appointment, or a member of your healthcare team. They can set up an account and explain what is available for your family.

## If your child is 12 or under

You'll have your own MyChart login to view and manage your child's account. We sometimes call this 'proxy access'. Children aged 12 or under cannot have their own MyChart login.

## If your child is 13 to 15

You can manage your child's account using your own MyChart login. We'll always let young people aged 13 or over know who has access to their MyChart account.

Some 13- to 15-year-olds may be able to have their own MyChart login, if they want one. A trained member of staff will talk to your child and decide whether this is appropriate, based on their ability to understand their health information and make informed choices. If your child has their own login, you can still have access to support them with their care, but your child must agree to this.

## If your child is 16 to 17

Young people aged 16 and 17 can create their own MyChart account. They control who has access to their account and can make changes by asking a member of staff or their healthcare team.

Decisions about access are always made by trained staff, with your child's wellbeing and rights in mind. You can talk to your healthcare team if you have questions.



When your child turns 18, your access will usually be removed automatically, and your child can choose who to share their information with. In some cases, access may continue if your child needs extra support.

## Using MyChart

MyChart shows information about your child's care at hospitals and community services that are part of King's College Hospital NHS Foundation Trust. We also share a system with Guy's and St Thomas' NHS Foundation Trust. You will not see information from your child's GP or dentist (unless you share it with us).

You'll be able to view most of your child's health record, but some sensitive information will not appear.

If something does not look right, or you are not sure what you are seeing, your healthcare team can help.

For more details and answers to common questions, visit [www.kch.nhs.uk](http://www.kch.nhs.uk) and search "MyChart" or ask your healthcare team next time you are in clinic.

