



FREQUENTLY ASKED QUESTIONS

What is My DMU Chart?

Our patient portal, My DMU Chart, is a safe, secure web site that allows you to access certain information from your medical records, request appointments, receive forms and securely communicate with staff and providers.

How does My DMU Chart benefit me?

You have quick, easy access to important information from your medical records. You can see, print and download this information at your convenience, without having to call the office. You can keep track of important information such as lab results, medications, vitals (blood pressure, weight, etc.) and diagnoses. You can securely contact staff and providers and electronically request an appointment.

Is there a cost to access My DMU Chart?

No, you can create an account for free. Once you're fully registered, you can access your medical record information as often as you like for free as long as you are an active patient at Des Moines University Clinic.

Is the portal safe?

Absolutely. We've invested in a secure web domain (denoted by the "s" in the "https://" portion of My DMU Chart's URL) and partnered with Medfusion, a leader in patient portal technology, to ensure the safety and confidentiality of your medical information.

Can I use the portal to schedule appointments?

Yes, you may request appointments through My DMU Chart. You can select a preference for provider, day and time, and prioritize which is most important for you. We will do our best to accommodate your preferences and contact you with available appointment times.

Can I access immunization records?

Yes, you can request an immunization history for you or your child through a secure message from the patient's account.

Can I use the portal to request prescription refills?

No, this feature is not available at this time. Please make prescription refill requests through your pharmacy.

Is My DMU Chart meant to replace an office visit?

Not at all. The portal is a communication tool between you and our office.

How do I sign up for My DMU Chart?

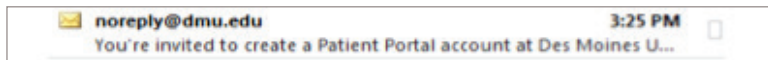
If you have not already done so, please provide your email address to our front desk staff. We will send you an invitation to join the patient portal. Once you receive the invitation, you can follow the link to sign up for My DMU Chart!

Once signed up, you can access the patient portal either through the My DMU Chart icon on our website, www.dmuclinic.org, or through a link provided in one of our communications to you.



HOW TO SIGN UP

1. Provide your email address to the front desk, who will send you an invitation to sign up for My DMU Chart (*Be sure to check your junk folder. If you don't receive the email, please call 271-1718 for assistance*).



2. Follow the instructions listed in the email. You may be prompted for an activation code.
3. Enter your Date of Birth and Zip Code and click **Continue**.

To interact with our practice online, please fill in the information below and create a new account.

Patient First Name: Sally
Last Name: Dmatest
Date of Birth: * Month [v] Day [v] Year [v]
Zip Code: * [v]
E-mail Address: Patient@patient.com

Continue

This site uses HEALTHKEY

4. Confirm your email address.
5. Choose a User ID which you will use to login to My DMU Chart in the future.
6. Create and confirm your password.
7. Choose your main clinic area.
8. Select a security question and provide an answer to help you retrieve your password if you forget it in the future.
9. Review the Patient Privacy Information and MedFusion Terms of Service and check the boxes to acknowledge your receipt of these materials.

Email * Patient@patient.com
Confirm Email * Patient@patient.com
User ID * [v]
Examples: john123, sara@example.com
Password * [v] Password Strength [v]
Confirm Password * [v]
Preferred Location * Choose One [v]
Please choose a secret question and provide the answer. Your answer will be needed if you forget your password in the future.
Secret Question * Choose One [v]
Answer * [v]

Patient Privacy Information
[Click here to read our privacy information](#)
 I acknowledge receipt of the Patient Privacy Information.

Medfusion Terms of Service
[Click here to read complete Medfusion Terms of Service and Privacy Policy](#)
 I acknowledge receiving the Medfusion Terms of Service and Privacy Policy

Create Account

10. Click **Create Account**.
11. After creating your account, you will be asked to confirm your information. Records in our clinic systems **will not** be updated with the information you provide. You may choose to skip this step by clicking any of the links in the lefthand navigation.

You will receive a confirmation email notifying you that your account has been established. You may use the link in the email to direct you to My DMU Chart. Des Moines University Clinic will have the ability to send information securely through the portal. When DMU Clinic sends you a message, you will receive an email notifying you of a secure message. Open the email and click on the link provided in the email to read the communication.