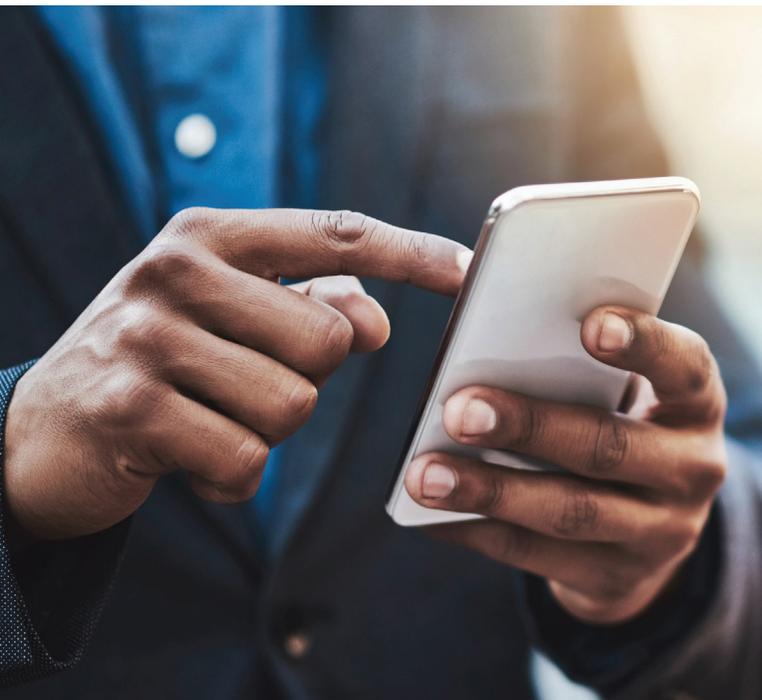


Quick Start User Guide

Save time by sending messages to your care provider and requesting medication renewals through the myUABMedicine patient portal instead of spending time waiting on the phone.

How to send messages

1. Click on “Messaging” located near the top right of the myUABMedicine patient portal website.
2. Select “Send Message”.
3. Enter your provider’s name in the “To” search box or select your health care provider’s name from the drop down list. (If you do not see your provider’s name listed, or do not know which provider to choose, please contact your provider’s office.)
4. Write a subject line and your message, and then click to send.



How to receive responses

You will be alerted by email when you have a message in your myUABMedicine account message inbox. Please allow a minimum of one business day for a response. Please note that secure messaging is intended for routine health-related questions only, not for urgent issues. If you are having a medical emergency, please call 911.

How to request a medication renewal

1. Click on “Medication Renewal Request” in the top navigation.
2. Complete the online form that appears.
3. Select which prescription you would like renewed and how you would like your prescription made available.
4. Include the best way to contact you with questions along with any additional comments.
5. Click “Send” to submit request.

How to check lab results

Some lab results are available in the patient portal. These labs are released to your account in 3 to 7 days depending on the specific test ordered. Click on “Results” in the left navigation menu to view your lab results.

Who to call with questions

For issues or questions about creating or using your myUABMedicine account, please call Patient Portal Support at 1-877-621-8014 between 7 a.m. and 7 p.m. Central Time, Monday through Friday, except holidays.

If you do not receive your email invitation, or have other non-medical questions, call UAB Guest Services at 205-934-CARE (2273).

If you have questions or want to request changes to your medical record, call 205-930-7724.

Where to find more information

For more information and a complete guide to myUABMedicine, visit uabmedicine.org/me.

Who can access the portal

Parents or guardians may create a portal account on behalf of a minor patient. This portal account will be automatically deactivated on the minor patient’s 14th birthday. Parent or guardian access to that minor’s account will be closed. At age 14 the minor patient will be offered the opportunity to create a private portal account.



Secure online access to your personal health information and communication with your UAB health care providers



myUABMedicine allows you to manage your health and stay connected with your UAB health care providers. You can access this convenient and secure health management tool from anywhere that you have access to the Internet.

What is myUABMedicine?

myUABMedicine is a patient portal website that gives you secure access to portions of your medical record and is a convenient way for you to communicate with your UAB health care providers.

What are the features of myUABMedicine?

A myUABMedicine online account allows you do the following:

- Communicate with your health care providers
- Request renewals for currently prescribed medications
- View results of select lab work or other tests
- View and/or download portions of your medical record
- View clinical visit summary
- View your active medication list, allergies, immunizations, and more
- View upcoming appointments
- View educational material
- Complete assigned forms
- Access your health information on the go through the HealthLife App for Apple or Android

Is my information secure?

The security of your health information is critical and of utmost importance to us. myUABMedicine has the highest level of confidentiality and technical security. No one has access to your medical record unless you authorize it.

How do I sign up for myUABMedicine?

At a doctor's appointment or hospitalization, we will verify or obtain the email address you want to use to receive an email invitation with instructions on how to create your account. You can also self-enroll in myUABMedicine by clicking the self-enrollment icon at uabmedicine.org/me. The Sign-Up Guide (right) gives you step-by-step instructions.

Can I connect my health management app to records at UAB Medicine?

UAB Medicine is dedicated to helping improve your overall health care experience by providing convenient, streamlined resources to help you better manage your health. We now offer the ability for you to securely connect health management apps to the UAB Medicine electronic health record. To learn more about this capability, please visit uabmedicine.org/healthapps.



Sign Up Guide

Once your health care provider confirms your email address and initiates the sign-up process, you will receive an email with instructions on how to create your myUABMedicine account. If you do not receive your email invitation, please call UAB Guest Services at 205-934-CARE (2273).

STEP 1

Watch your email inbox for the invitation. You must create your myUABMedicine account within 90 days of receiving the invitation or you will need to request a new invitation. If you do not want to create a myUABMedicine account, just delete the email.

STEP 2

In the email invitation you receive, click on the link provided. The link in the email invitation will take you to a page with quick steps on how to get started.

STEP 3

Next you will be asked to verify your information. You will need to verify your date of birth and answer a security question.

STEP 4

From there you will be taken to the Sign-Up page where you will create a unique username and password. You will need to check the box to accept the Terms of Use and select "Create Account."

STEP 5

Your information will then be placed in the portal and you may begin interacting with your UAB providers.

STEP 6

To access the myUABMedicine Patient Portal in the future, just visit uabmedicine.org/me and click on the login button.

If you have any issues creating your account, please call Patient Portal Support at 1-877-621-8014 between 7 a.m. and 7p.m. Central Time, Monday through Friday, except holidays.