



MyChart Frequently Asked Questions

How do I sign up for a MyChart account?

If you are interested in obtaining a MyChart account, please contact your doctor's office or ask about MyChart account activation during your next office visit. Current NextGen portal users will not be automatically enrolled into MyChart.

How can I send a message to my doctor using MyChart?

Log into your account and click 'Messaging' on the toolbar at the top of the page.

Not all of the physicians on my care team are listed in MyChart. Why is this?

Patients are able to send messages to their current primary care physician only at this time. If you see other specialists at Scarsdale Medical, those physicians will appear in your MyChart account after you've had an appointment with them. If you need to speak to a physician not listed in your MyChart account, we encourage you to contact our office at (914) 723-8100 and leave them a message.

If a physician initiates a message to you via MyChart, you will be able to respond and communicate with that provider. However, please note that this physician will still not appear as a selection in your physician drop down menu until you have an appointment.

When can I view my health information in MyChart?

For any appointments on or after March 21, you will be able to view your test results as well as review any upcoming appointments, request prescription refills, request an appointment or pay your bill.

Please note: Test results may be released to your MyChart account by your provider within 7 business days.

What if I need to view old health information?

All health information on or before March 20, all information is still available to view in our old patient portal, NextMD. You can still use your old login credentials to access this site.

You can access NextMD by visiting www.nextmd.com.

If some of my health information on MyChart is not correct, what should I do?

We are currently transferring your health information from the old portal, NextMD, to MyChart. Please ask your doctor to correct any inaccurate information at your next visit. Your health information is reviewed and updated in your electronic medical record at each visit.

Where can I update my personal information (i.e. home address, email, password)?

Log into MyChart and from the left menu, go to Preferences, select the appropriate option and follow the prompts.

I forgot my password. What should I do?

Click the 'forgot password' link on the sign-in page to reset your password.

Can I access MyChart on my phone or tablet?

There is a MyChart mobile app available for your smartphone or tablet. First, activate your account. Then visit the Apple App Store (on Apple devices) or Google Play (on Android devices), type the word MyChart into the search box and download and install the app. Open the app and click New York. Scroll down and select Montefiore MyChart. Enter your login information.

Do your pediatricians utilize the patient portal?

While your health information will be posted in MyChart for read only purposes, our pediatricians do not utilize MyChart. Patients are unable to communicate with them, request prescription refills or appointment requests through MyChart. Please contact the office directly at (914) 989-1111.

Am I able to still pay my bill online?

Yes. Please visit our website at www.scarsdalemedical.com/portal for additional details. To pay for services rendered on or before March 20, you are able to make your payment directly on our website.

To make a payment for services rendered on or after March 21, you can pay directly in your MyChart account.

What if I need help?

The MyChart help desk can assist with any technical related questions at (855) 226-3069. Please note the technical support team cannot update clinical information, schedule or change appointments.