Open@Epic
CONFERENCE

Connecting with MyChart

Presenters



Mike Espe

Patient Experience

Software Developer



John Darnell

Patient Experience

Technical Services

Learning Objectives

1. Understand best practices to build products that work well with MyChart.

2. List the ways you can exchange data with Epic and embed your products within MyChart.

Agenda

01 About MyChart

02 MyChart Extensibility

03 App Developer Guidelines

04 Data Sharing Tools

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The most used

Patient & Consumer Engagement Platform

MyChart

>195M
active users



7.35B
logins

118M
appointments scheduled

$28.3B
collected electronically

412M
appointments checked in

#1 medical app
in the App Store

123M+
remote patient monitoring readings

4.6 rating on iOS • **4.5** rating on Android

Data for last 12 months

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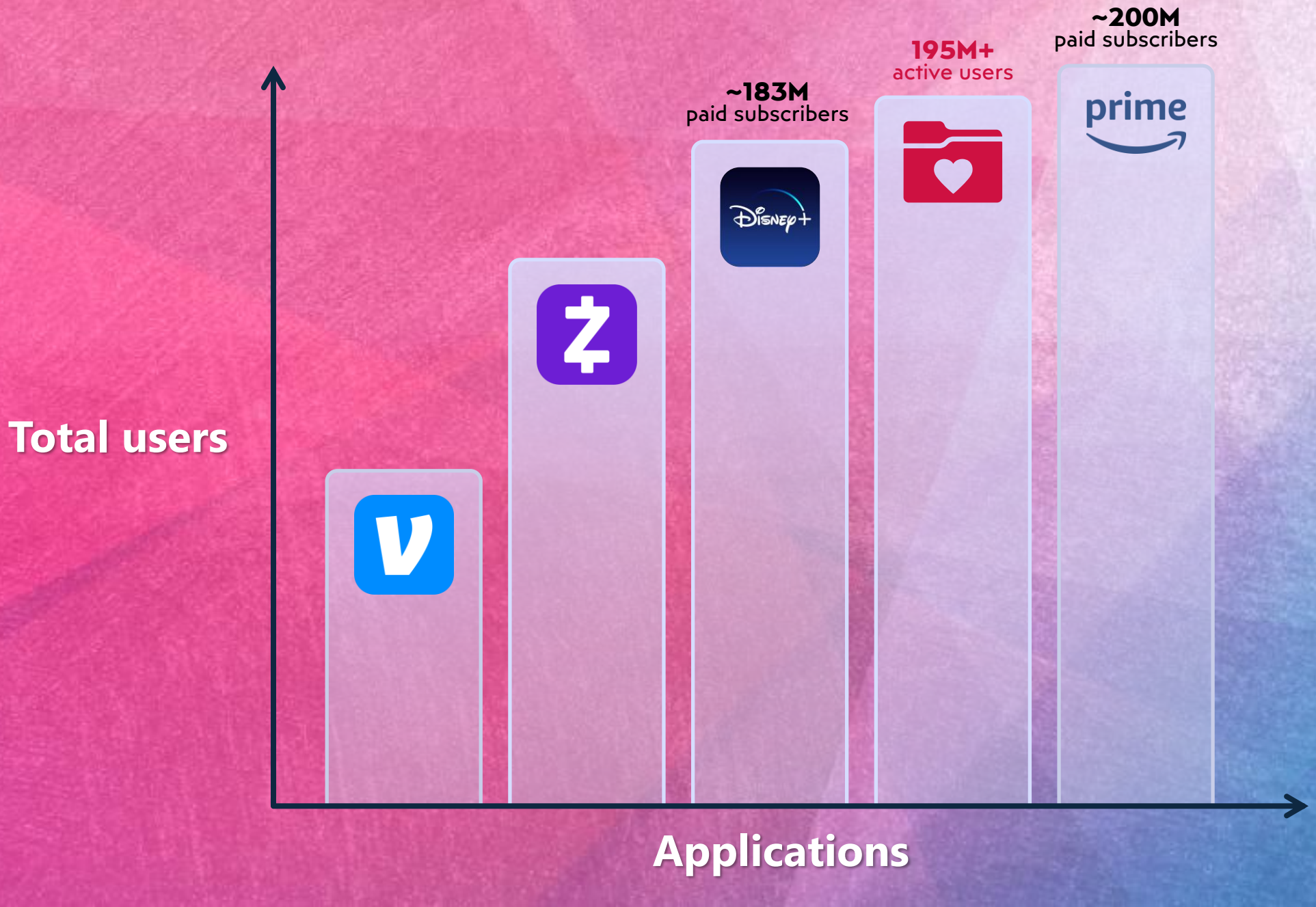
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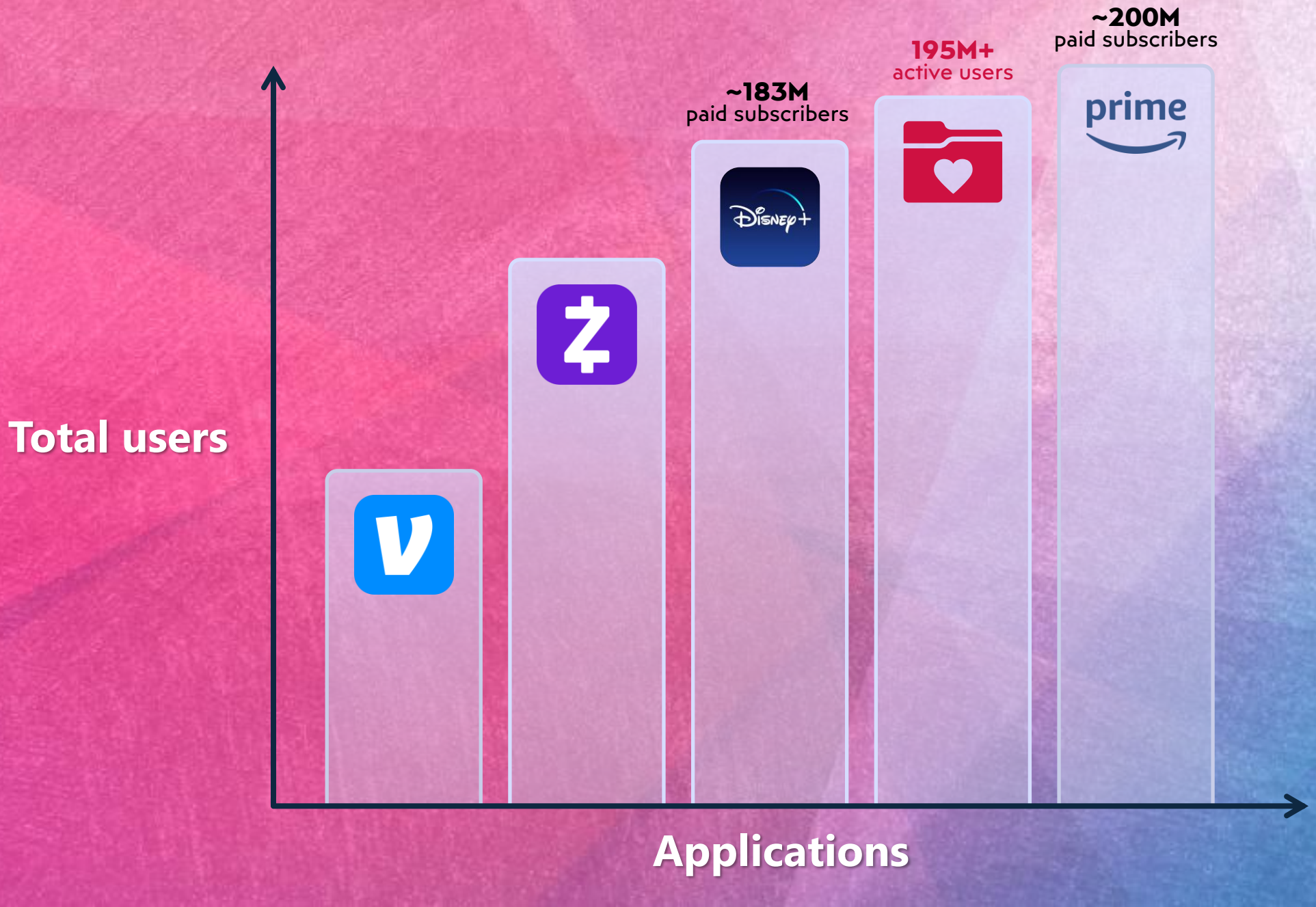
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prime
Total users
Applications


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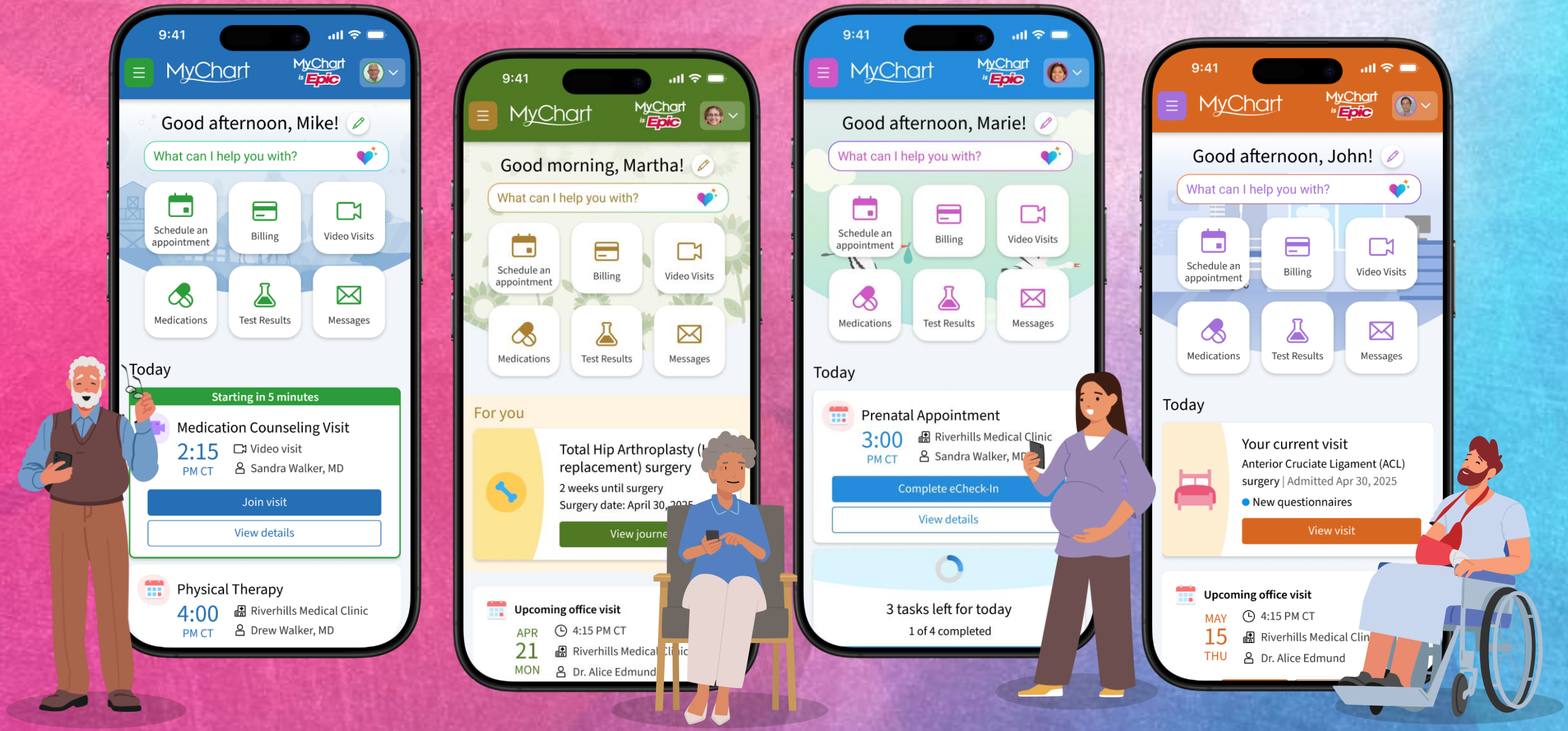
Built on a **Strong Foundation**

- **Responsive Web**
- **Native iOS & Android**
- **Security & Privacy**
- **Interoperability**
- **Regulatory**
- **Multi-lingual** (13 languages)
- **Accessibility** (WCAG 2.1 AA)
- **Photosensitivity**
- **User-centered Design**
- **Health & Tech Literacy**

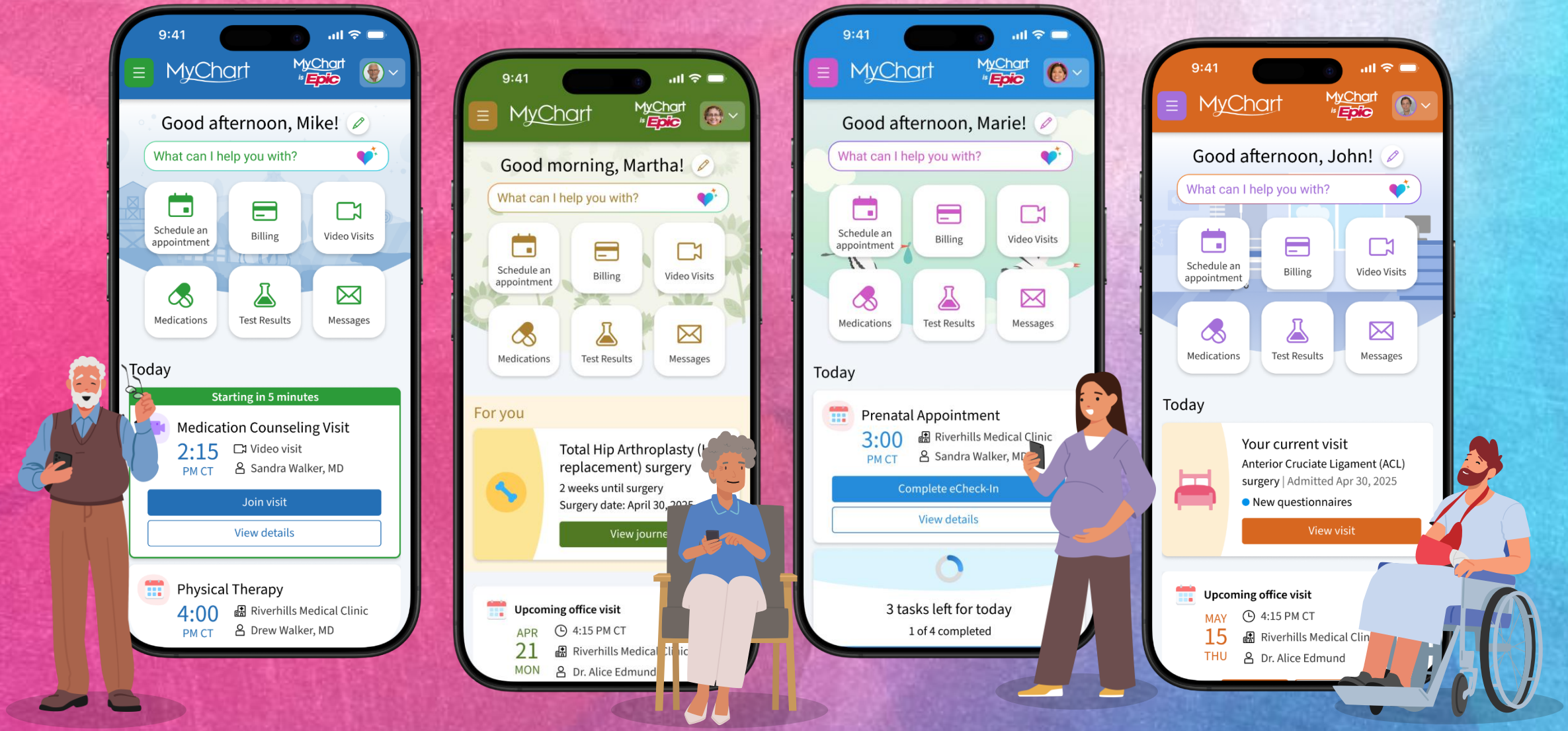
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Targeted & Personalized Content



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An Extensible Experience

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- Included with MyChart - feature must be web-based
- Respects MyChart security and proxy access

An Extensible Experience

Embed your unique features within MyChart

- Included with MyChart - feature must be web-based
- Respects MyChart security and proxy access
- Target specific users and populations with rules and filters
- Single-sign-on (SSO) and context sharing through industry standards

Extensibility Opportunities

MyChart

- Menu or Shortcut *(visual coming)*
- Health Feed (Announcement)
- New Message
- Scheduling
- Pre-login
- Upcoming Visit
- Visit Arrival with Hello Patient

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MyChart bedside

- Menu

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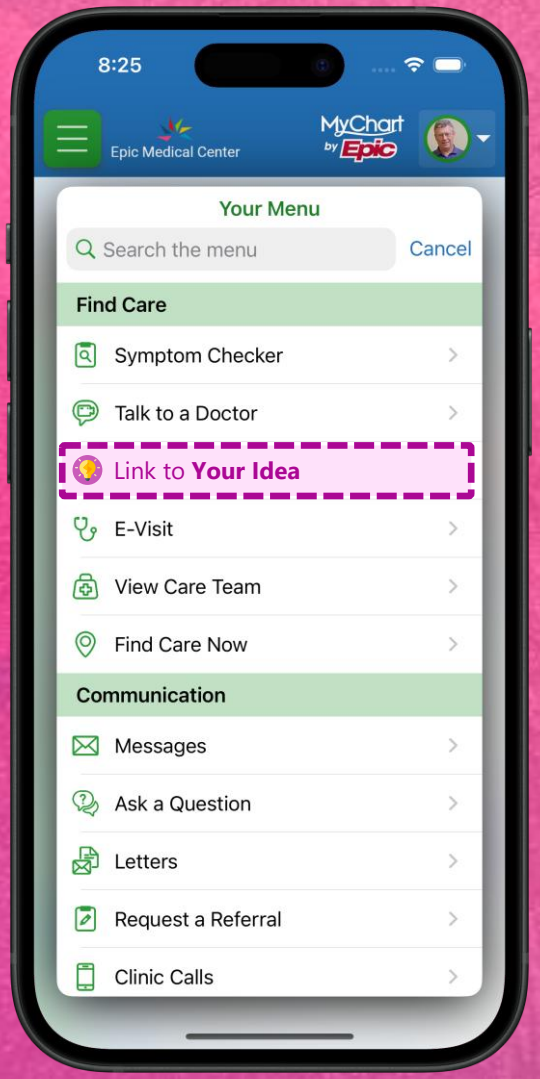
MyChart Care Companion

- “Link” Tasks

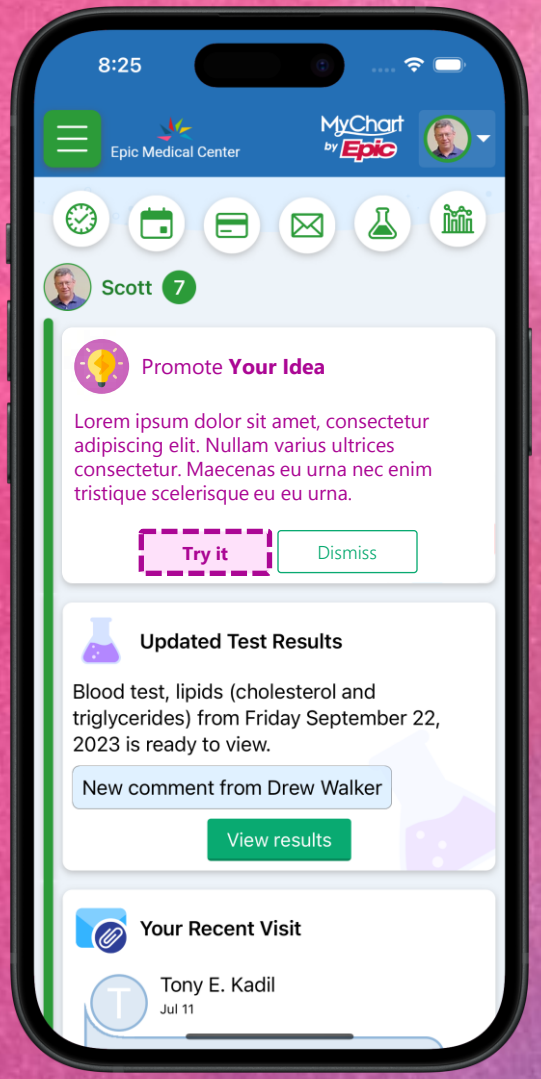
Extensibility

Extensibility Opportunities

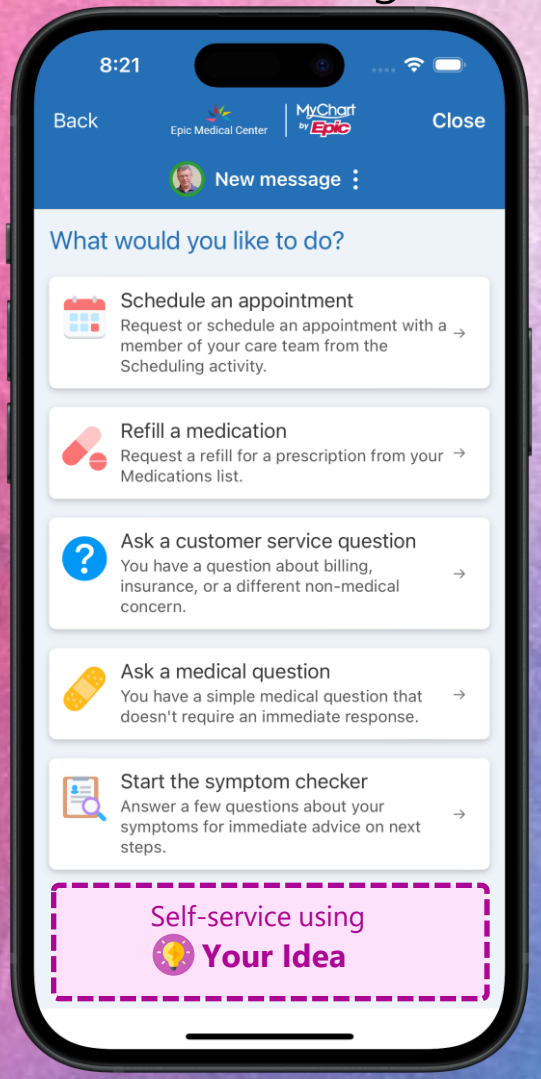
Menu



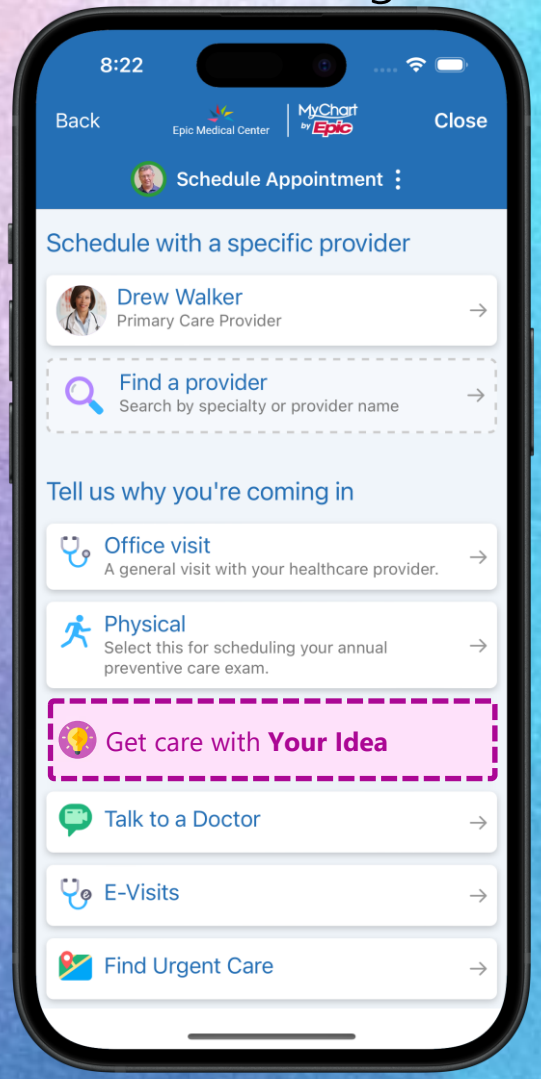
Health Feed



New Message



Scheduling

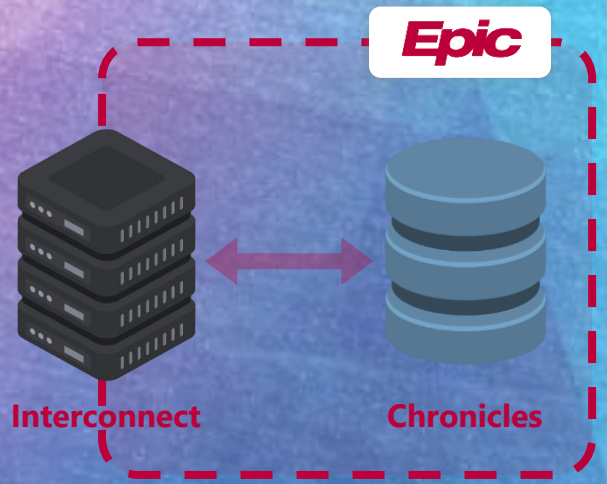


Extensibility

Context-Aware *with* Epic on FHIR



1. Add a custom menu option launch to **Your Idea**
2. **Your Idea** is launched using Smart-on-FHIR

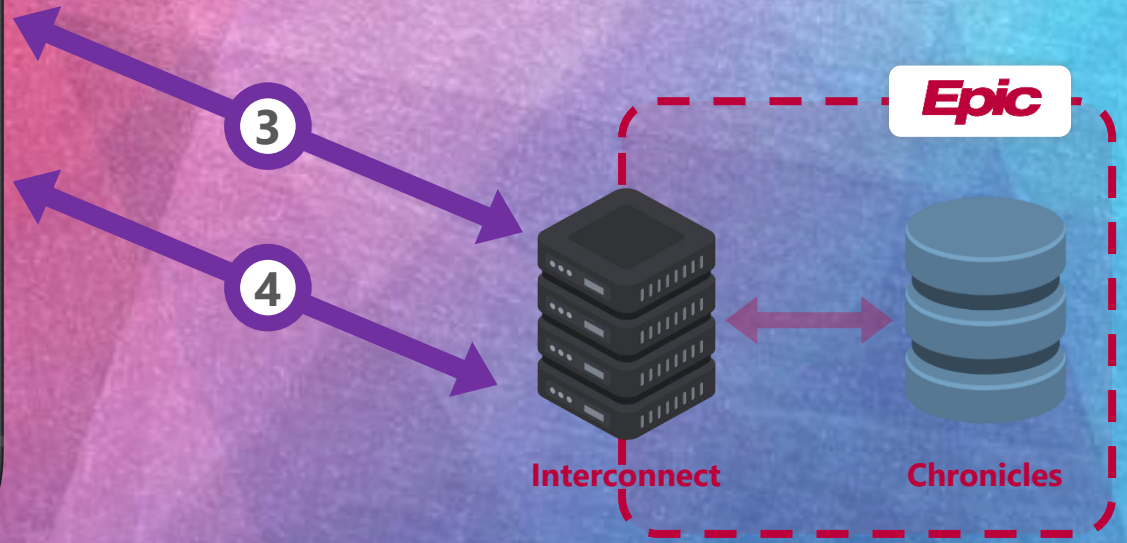


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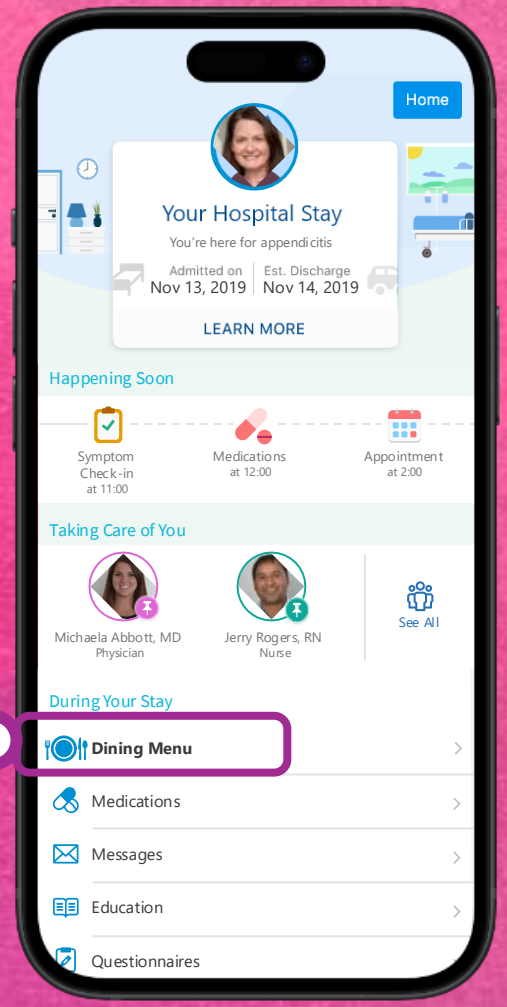


1. Add a custom menu option launch to **Your Idea**
2. **Your Idea** is launched using Smart-on-FHIR
3. **Your Idea** establishes user and patient identity
4. **Your Idea** uses FHIR APIs to get additional data



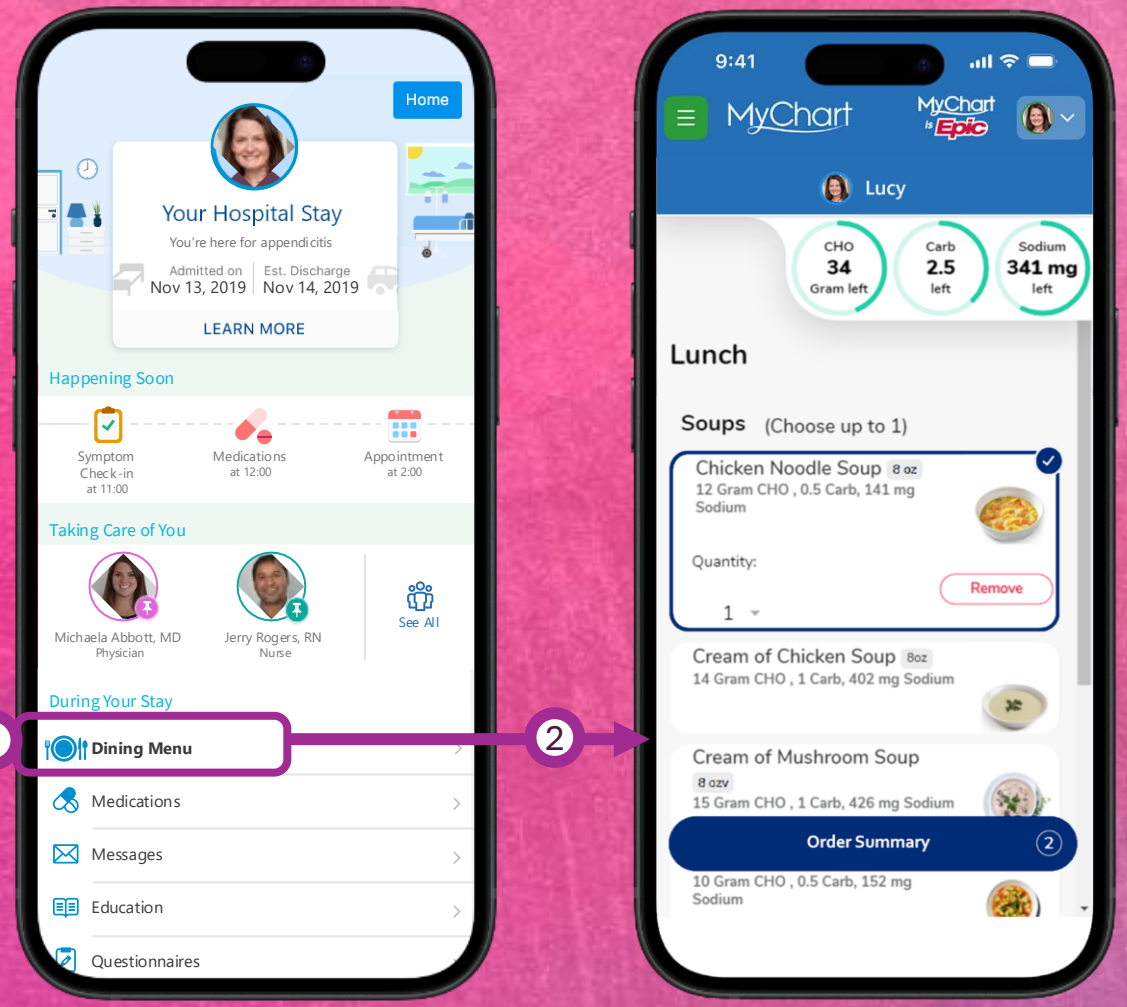
Extensibility

Extensibility in Action



1. The CBORD dining menu is added to menu using Extensibility. It's also set as a default shortcut to make it prominent.

Extensibility in Action

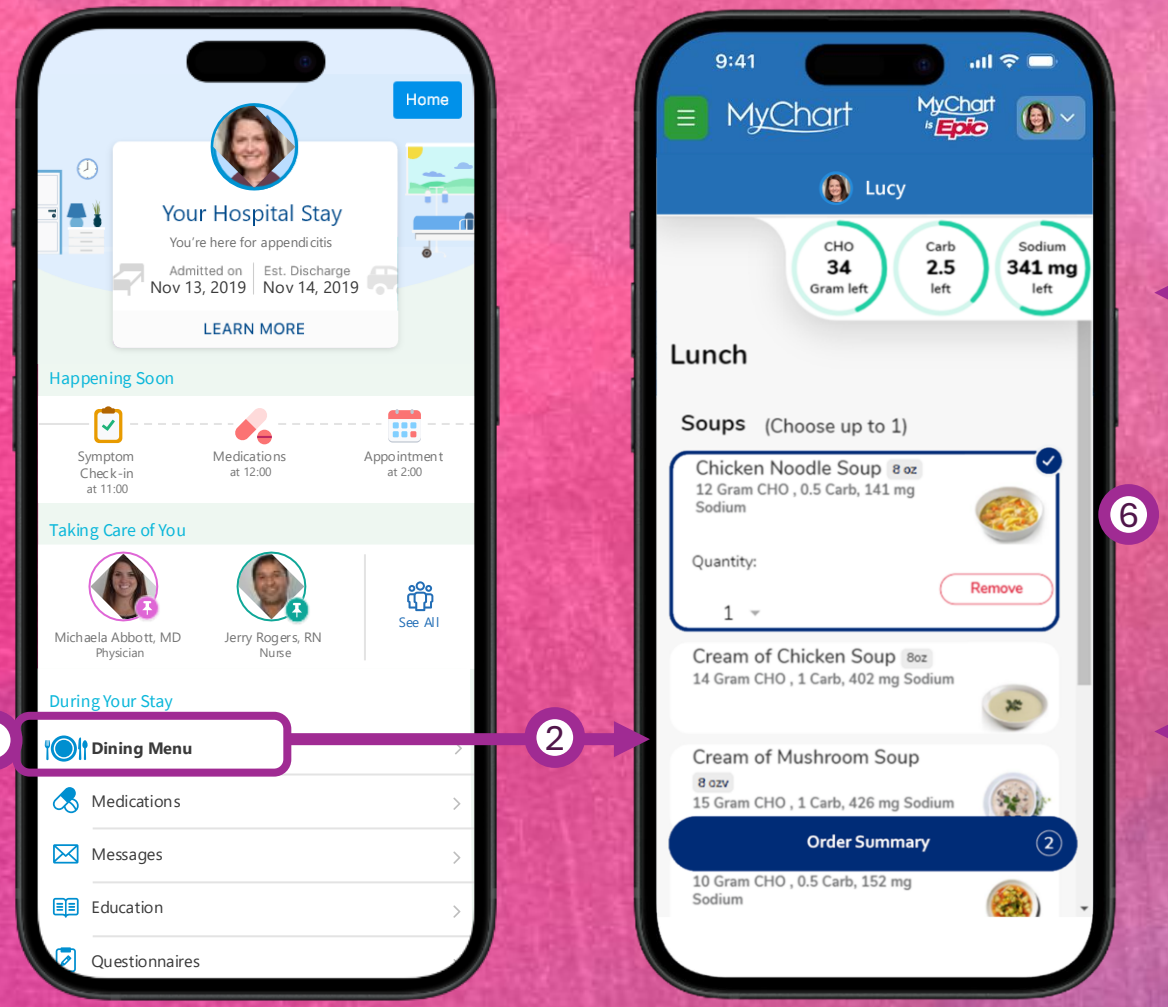


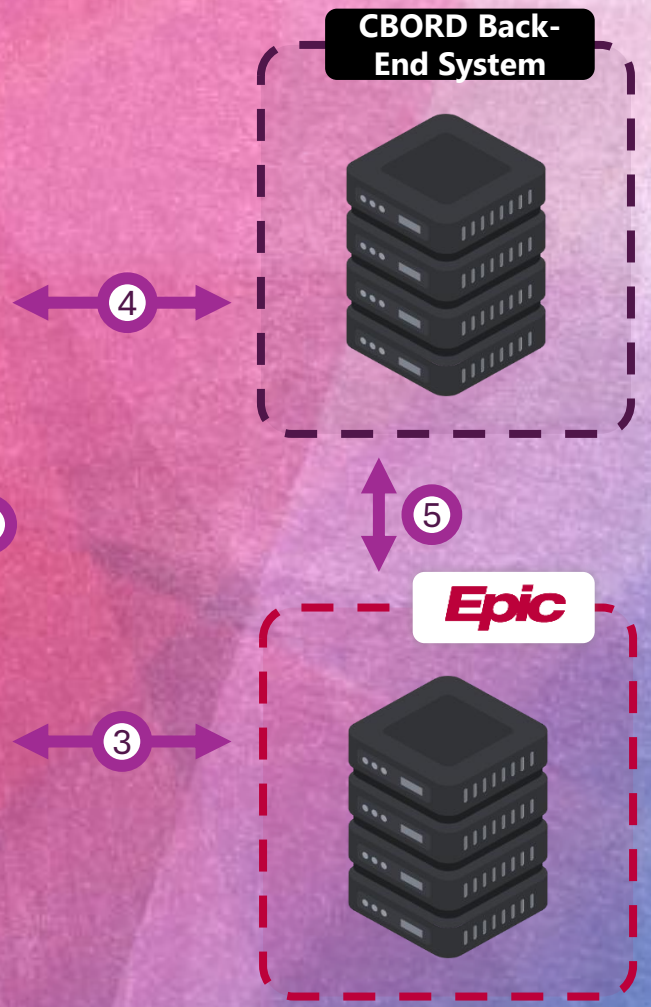


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2. CBORD's web app is launched within MyChart via Smart-on-FHIR (EHR Launch).
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Extensibility

Extensibility in Action





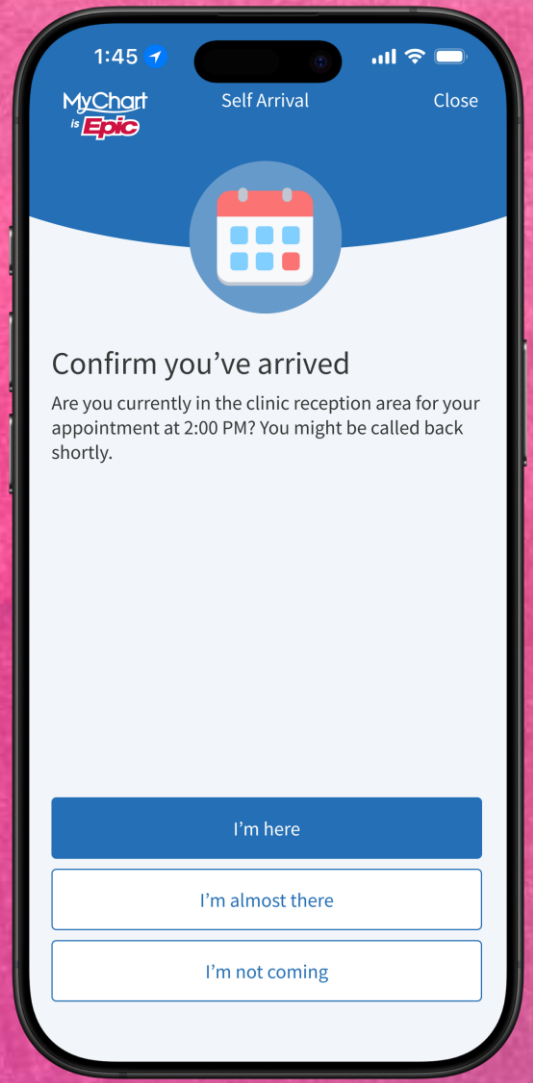
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4. CBORD's web app also uses Smart-on-FHIR launch to load the available menu items.
5. If necessary, the other system can also negotiate the identity of user/patient with Epic via a system-to-system call.
6. Finally, the CBORD web app fully renders, using data from Epic and from other system(s).

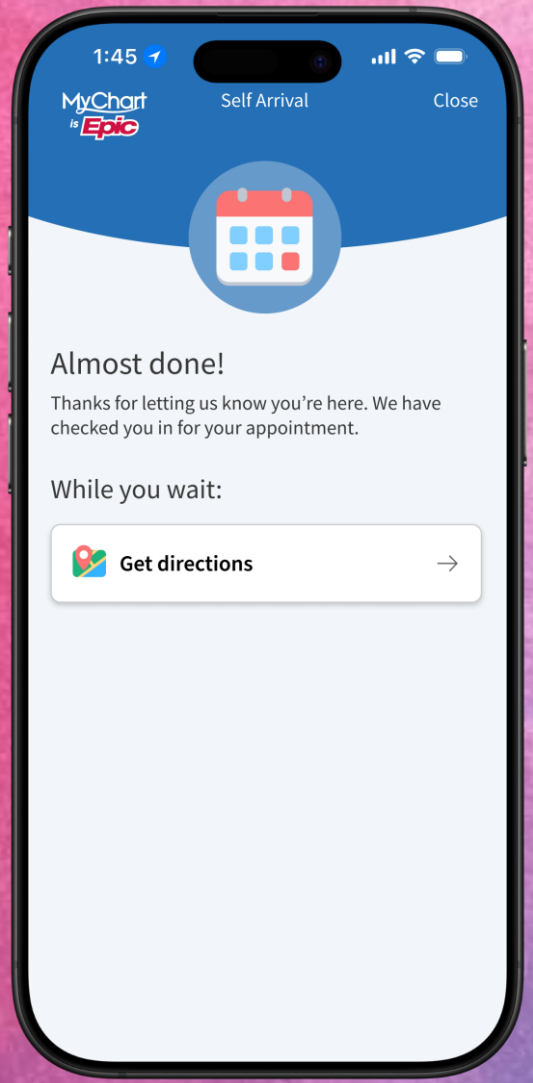
Wayfinding *with* Extensibility

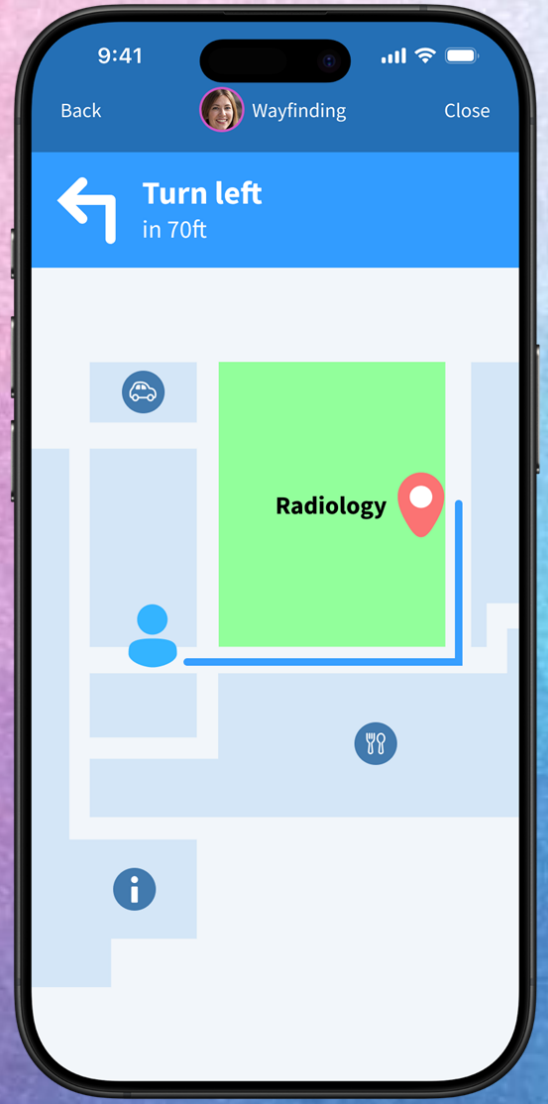
- **How in the world do I get to this radiology department in this big hospital?**
- Wouldn’t it be great if we could use turn-by-turn wayfinding to help Clara get to where she needs to go?



Wayfinding *with* Extensibility







Extensibility

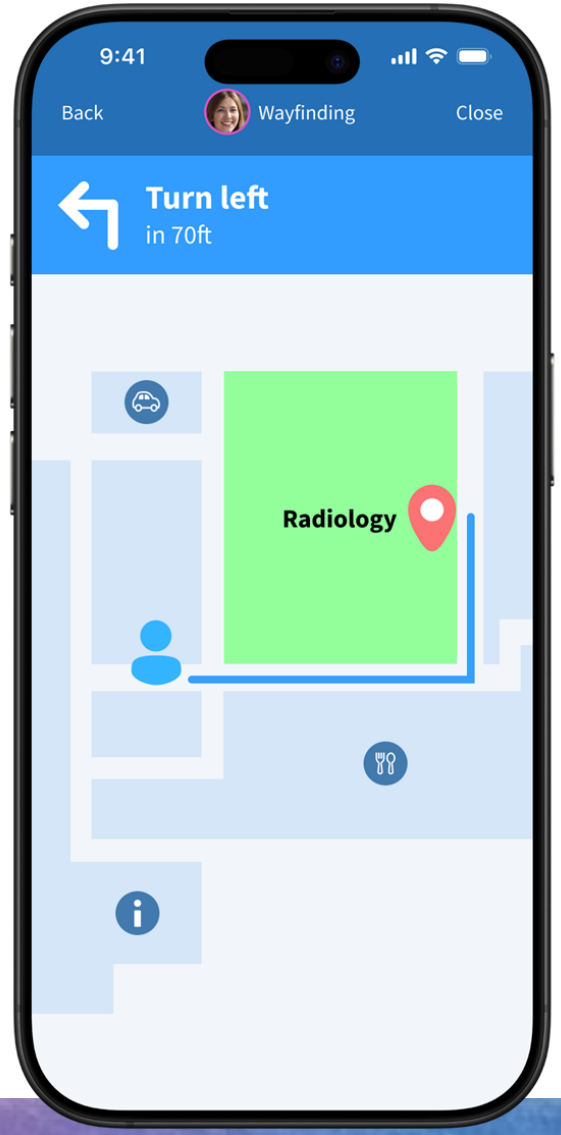
Wayfinding *with* Extensibility

- **Embed web-based wayfinding** in:
  - MyChart Menu
  - Upcoming Visits
  - Visit Arrival with Hello Patient
- Scans **nearby Bluetooth devices**, read **device sensor data,** and use **geolocation** to provide real-time, turn-by-turn directions.
- **Toolbox** current participants:

cartogram

GOZIO Health

Pointr





Unique to you

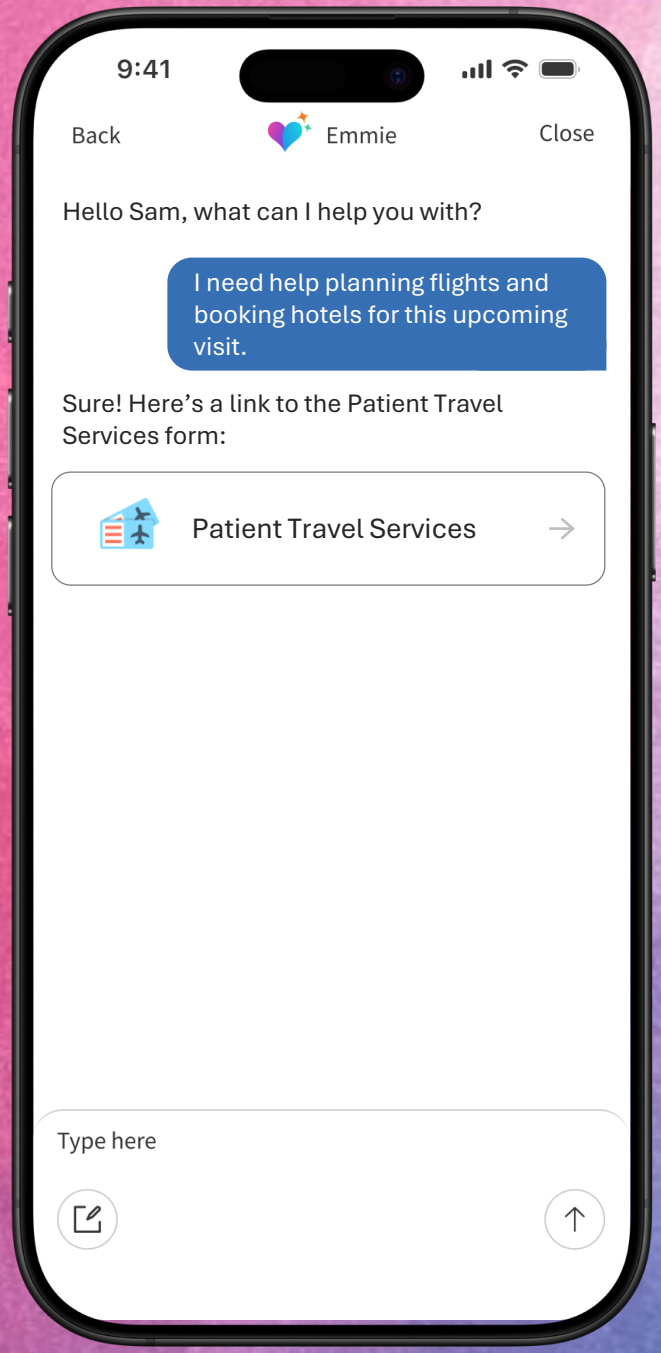
Extensibility & Custom Agents

Embedded Demographics

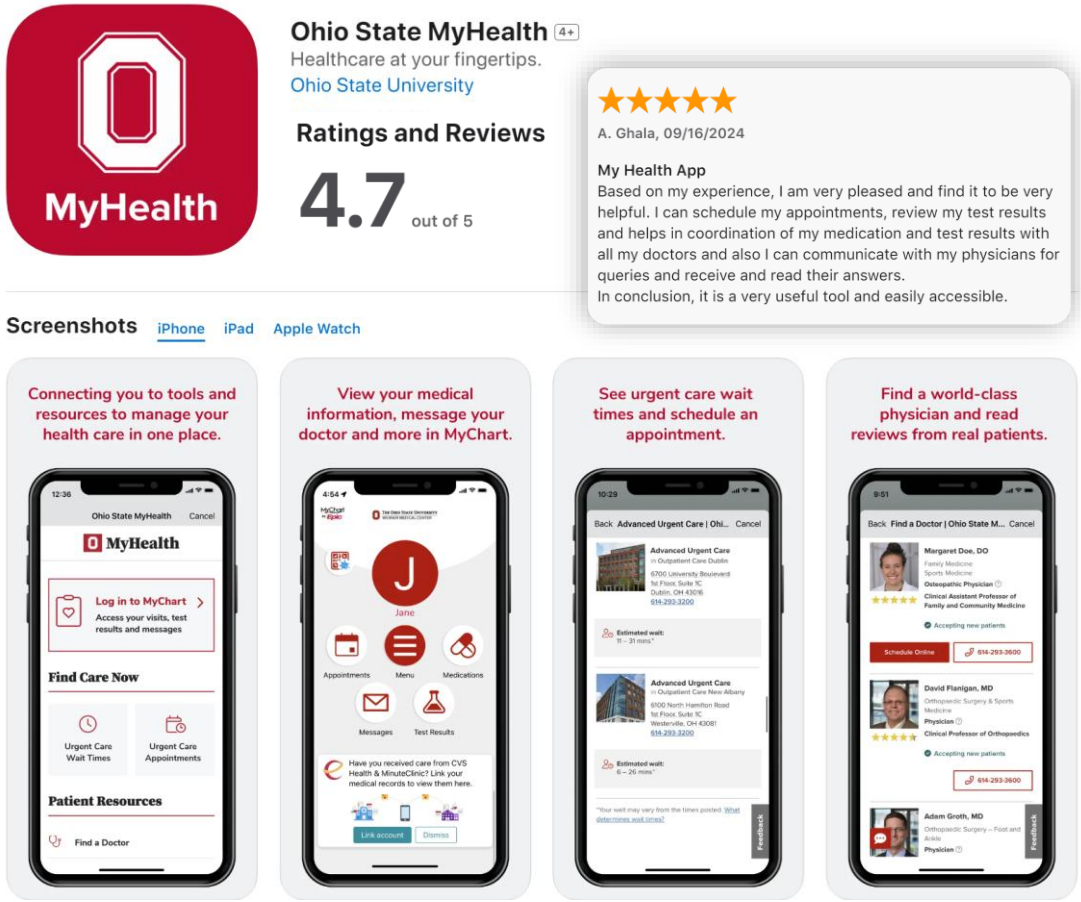
Contextual Awareness of Upcoming Visits

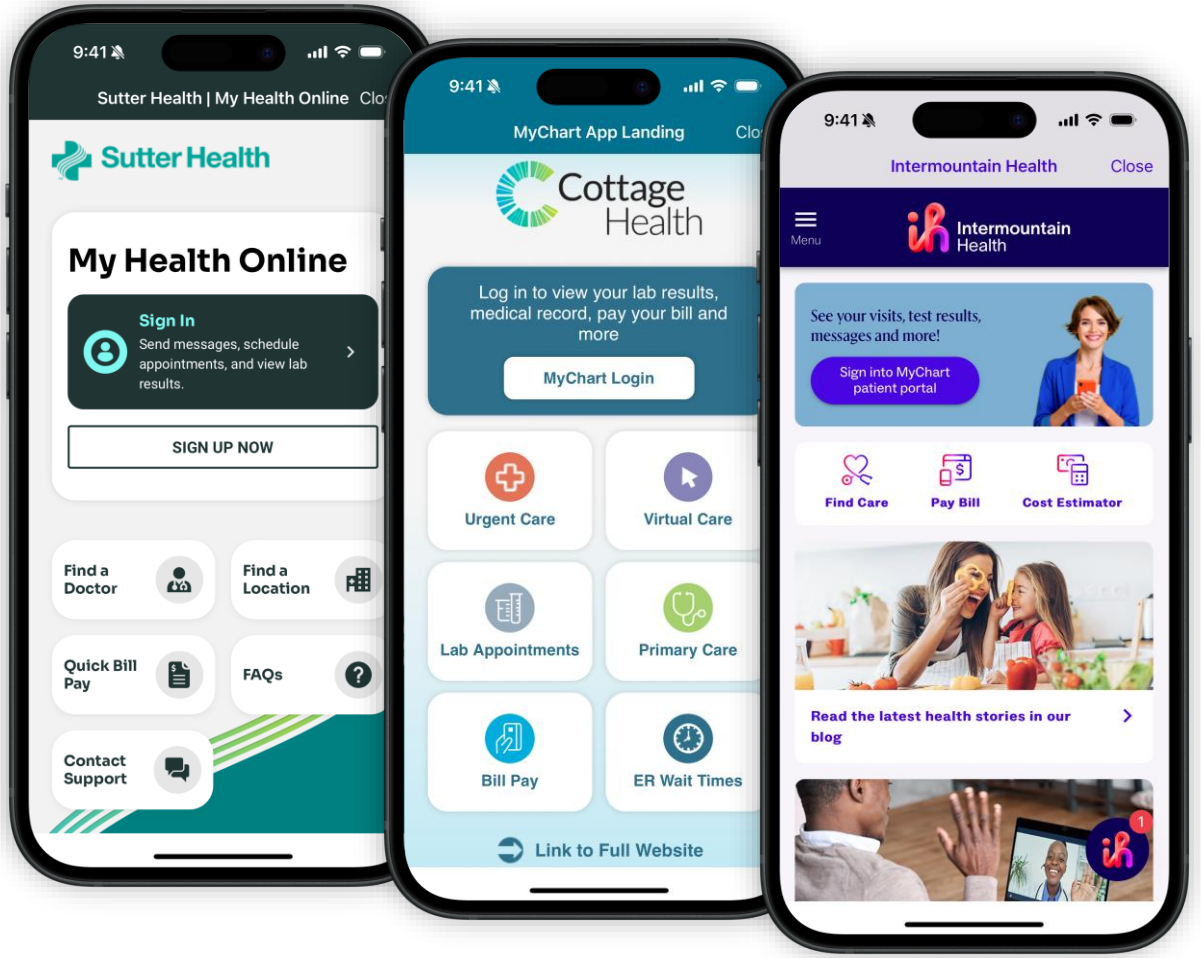
Promote Your Unique Features





Epic-Submitted

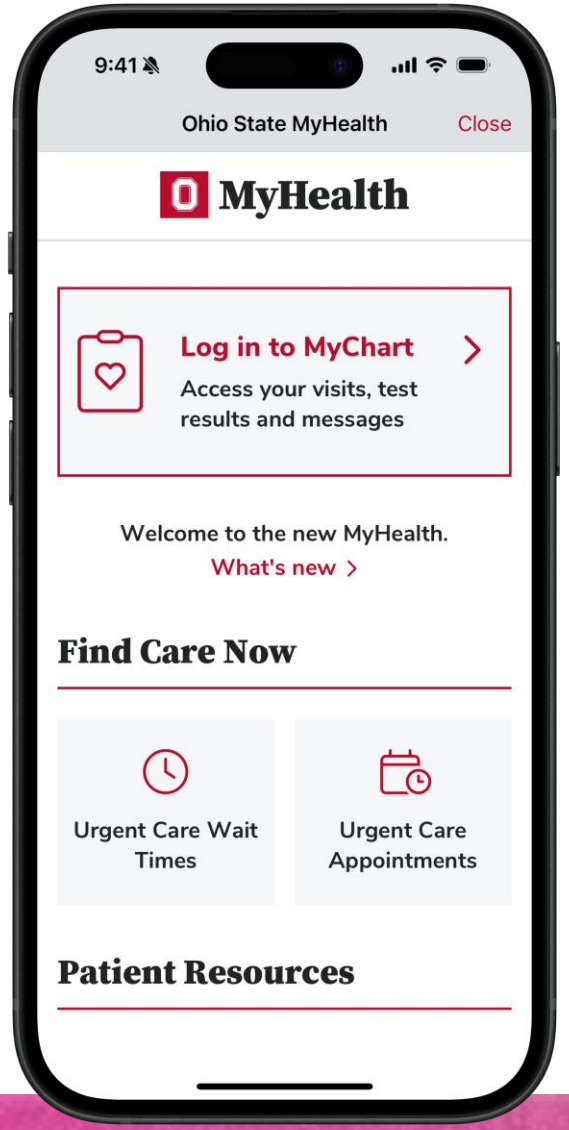


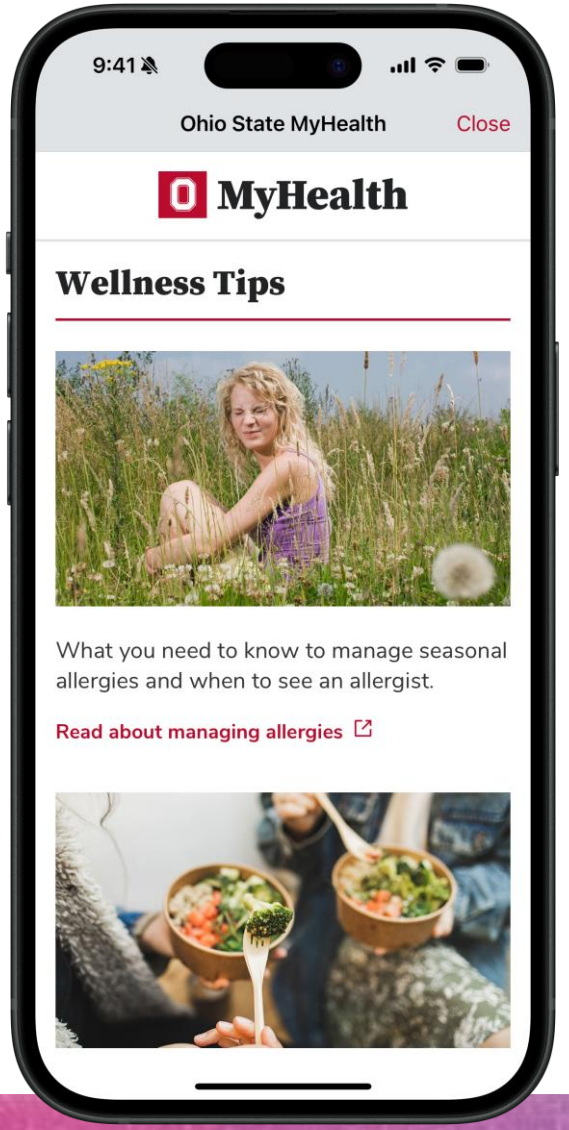


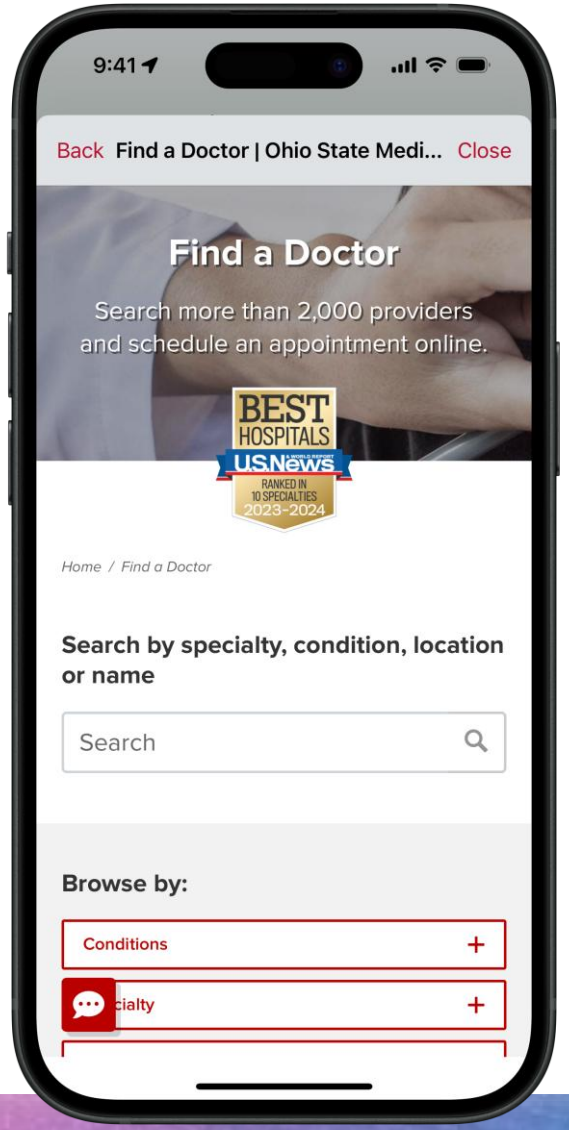
Your Unique Digital Presence – Made Easy

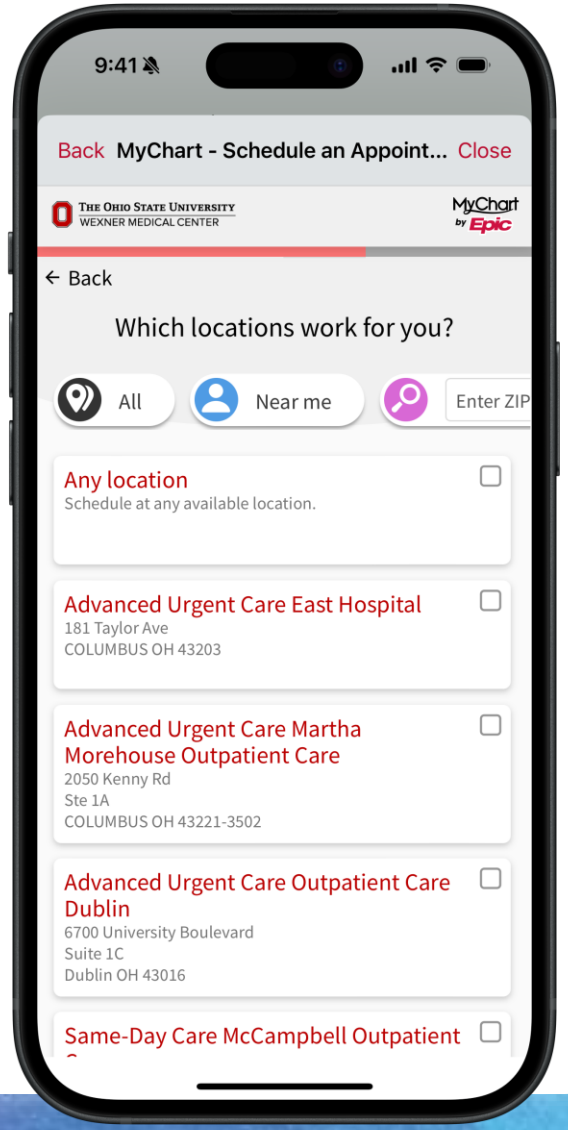
Epic-Submitted

Pre-login Landing Page









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02 MyChart Extensibility

03 App Developer Guidelines

04 Data Sharing Tools

The Basics



Safety

Never put patients or anyone else at risk of harm

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Security

Don’t create vulnerabilities, cause breaches, or add risk to users’ or healthcare organizations’ systems

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Privacy & Data Use

Respect the privacy of patients, their families, and every other user

Fill Unmet Needs

Where we've seen groups have the most success with our customers

Wayfinding



Help patients find their way around their healthcare organization

Bedside Dining



Let patients order meals from their hospital bed

Education



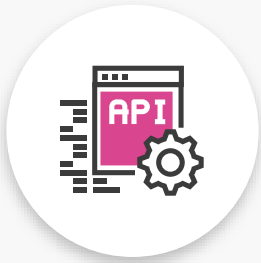
Help patients understand their conditions and care

Health Blogs



Share health news, tips, and stories

Build Once, Reach Every Patient



Build once

One web-based SMART on FHIR app



~⅓ Web on desktop

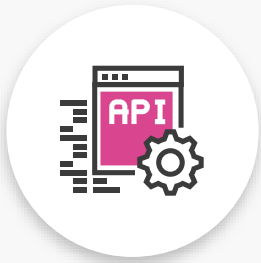


~⅓ Mobile app



~⅓ Web on mobile

Build Once, Reach Every Patient



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~⅓ Mobile app



~⅓ Web on mobile

Create a Seamless Experience

Patients should not feel like they've left MyChart



Branding

Use each organization's colors and logo when applicable so your feature looks like part of their MyChart.

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Coming soon: Dark Mode in MyChart. Start supporting dark mode today for your custom features.

Develop Accessible Software

1 in 4

U.S. adults has a disability

Across MyChart's ~200 million active patients, that could be more than 50 million people.

Source: CDC, 2024 (28.7% of U.S. adults have a disability). MyChart estimate assumes a similar rate across patients.

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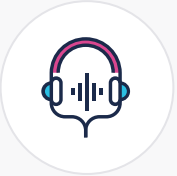
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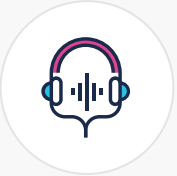
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Design for more than vision

Cognitive and mobility disabilities are the most common, so keep workflows simple.

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fhir.epic.com



WCAG 2.1

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Let Patients Connect With MyChart

Patients use their MyChart login to share their data with your app

1.



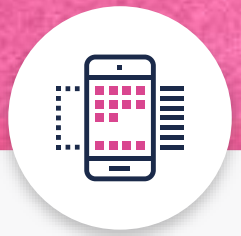
Your app asks for access

The patient chooses to connect your app to their MyChart.

Let Patients Connect With MyChart

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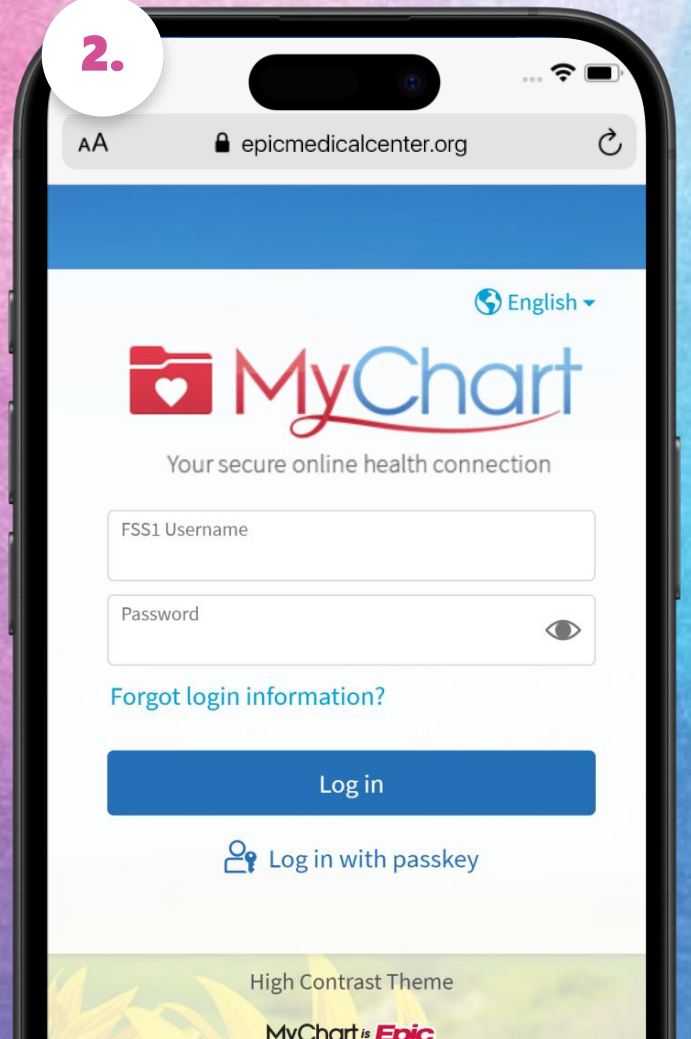
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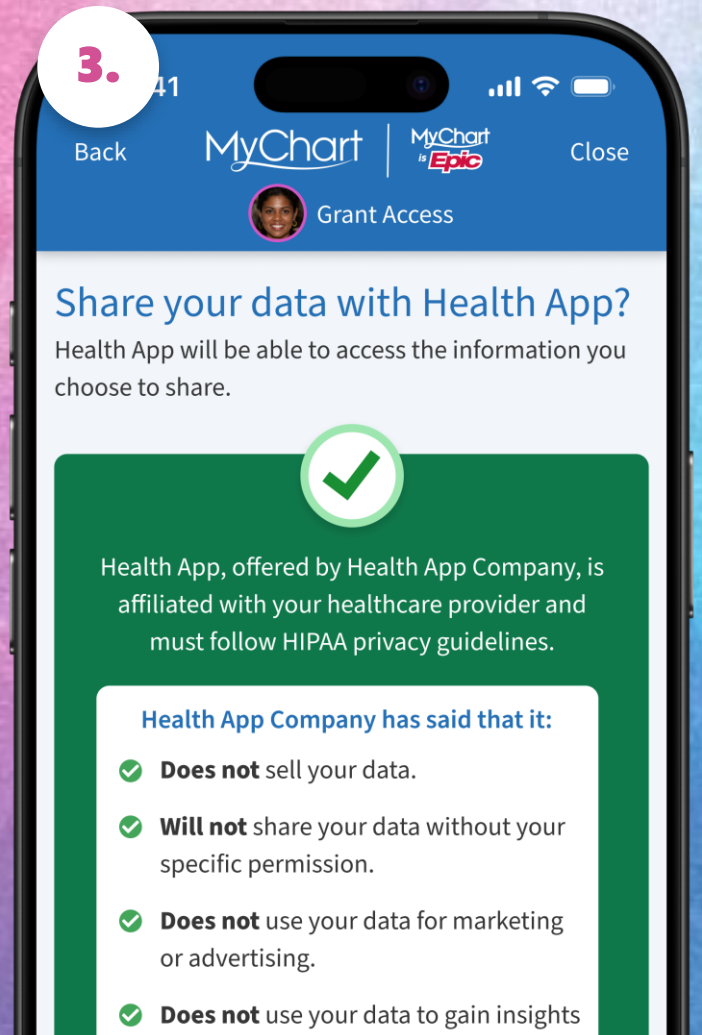
2.



Let Patients Connect With MyChart

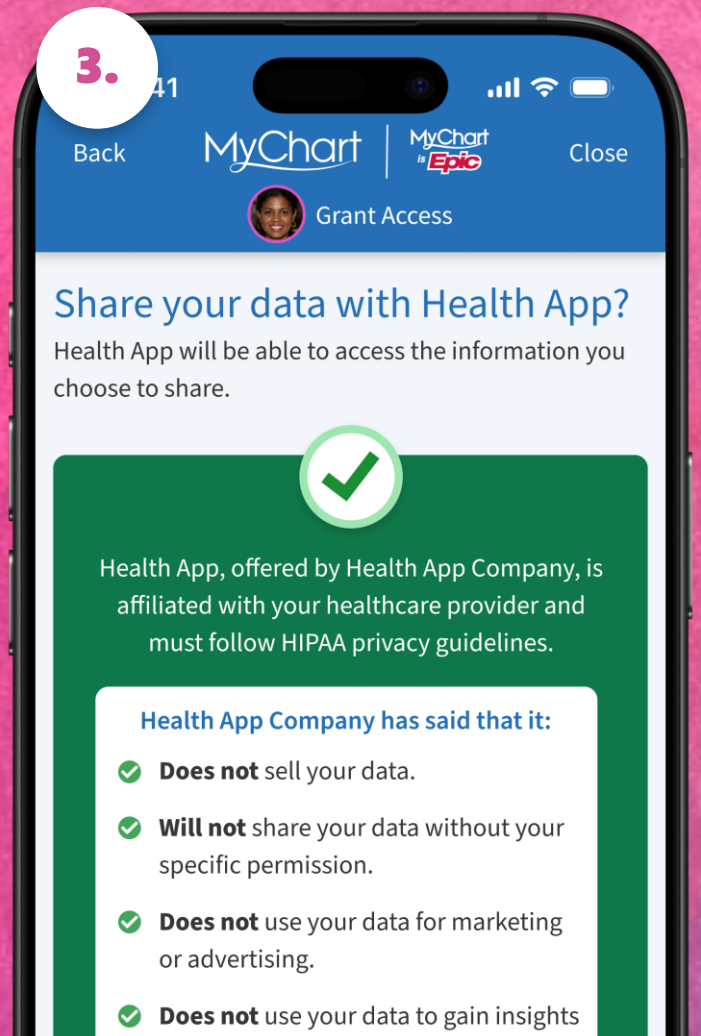
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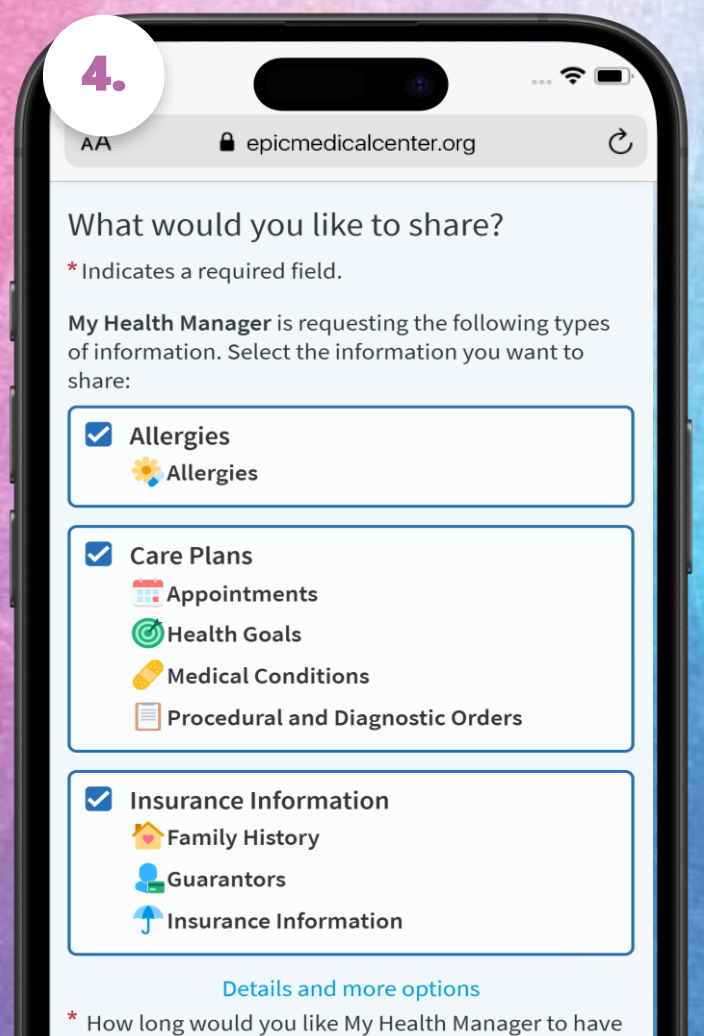




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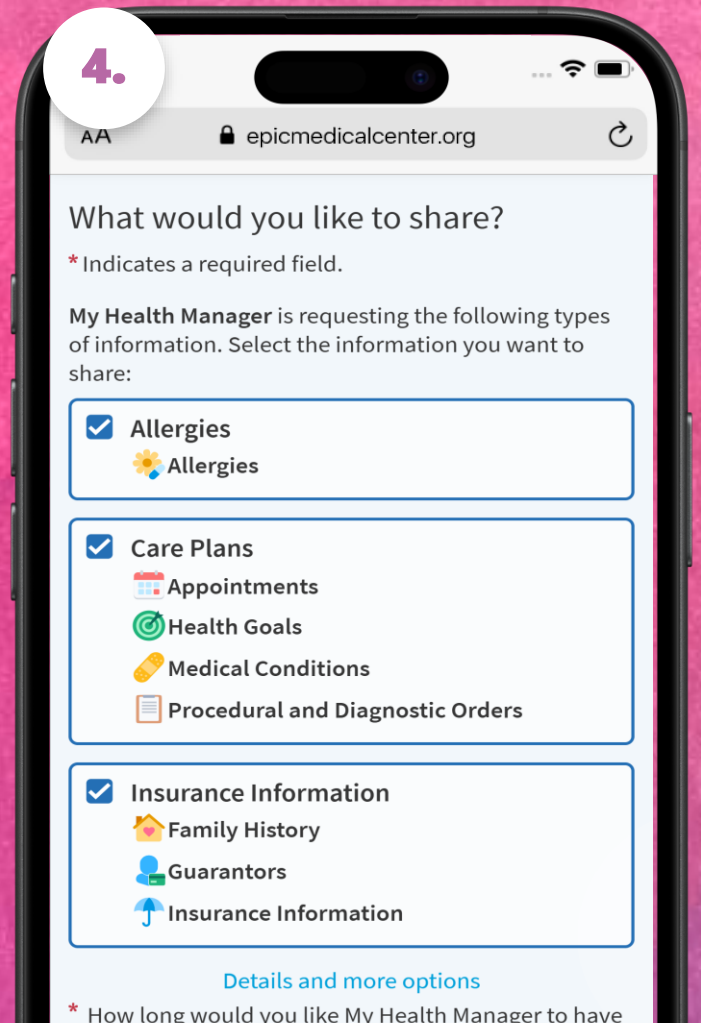




Let Patients Connect With MyChart

Patients use their MyChart login to share their data with your app

4.



5.



Your app gets the data

You receive an access token and call FHIR APIs.

Get Your App to Organizations Automatically

Qualifying patient-facing apps are sent to Epic organizations automatically



Automatically distributed

Your client ID reaches eligible Epic organizations without each one having to request it.

Need to write data or use other APIs? Each organization reviews your app individually.

Full criteria: fhir.epic.com → Documentation → Patient-Facing Apps → Automatic Client Record Distribution

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Your app qualifies if it:

- ✓ **Is patient-facing and read-only**

Full criteria: fhir.epic.com → Documentation → Patient-Facing Apps → Automatic Client Record Distribution

Get Your App to Organizations Automatically

Qualifying patient-facing apps are sent to Epic organizations automatically



Automatically distributed

Your client ID reaches eligible Epic organizations without each one having to request it.

Need to write data or use other APIs? Each organization reviews your app individually.



Your app qualifies if it:

- ✓ **Is patient-facing and read-only**
- ✓ **Uses only USCDI FHIR APIs**

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- ✓ **Doesn't use refresh tokens**

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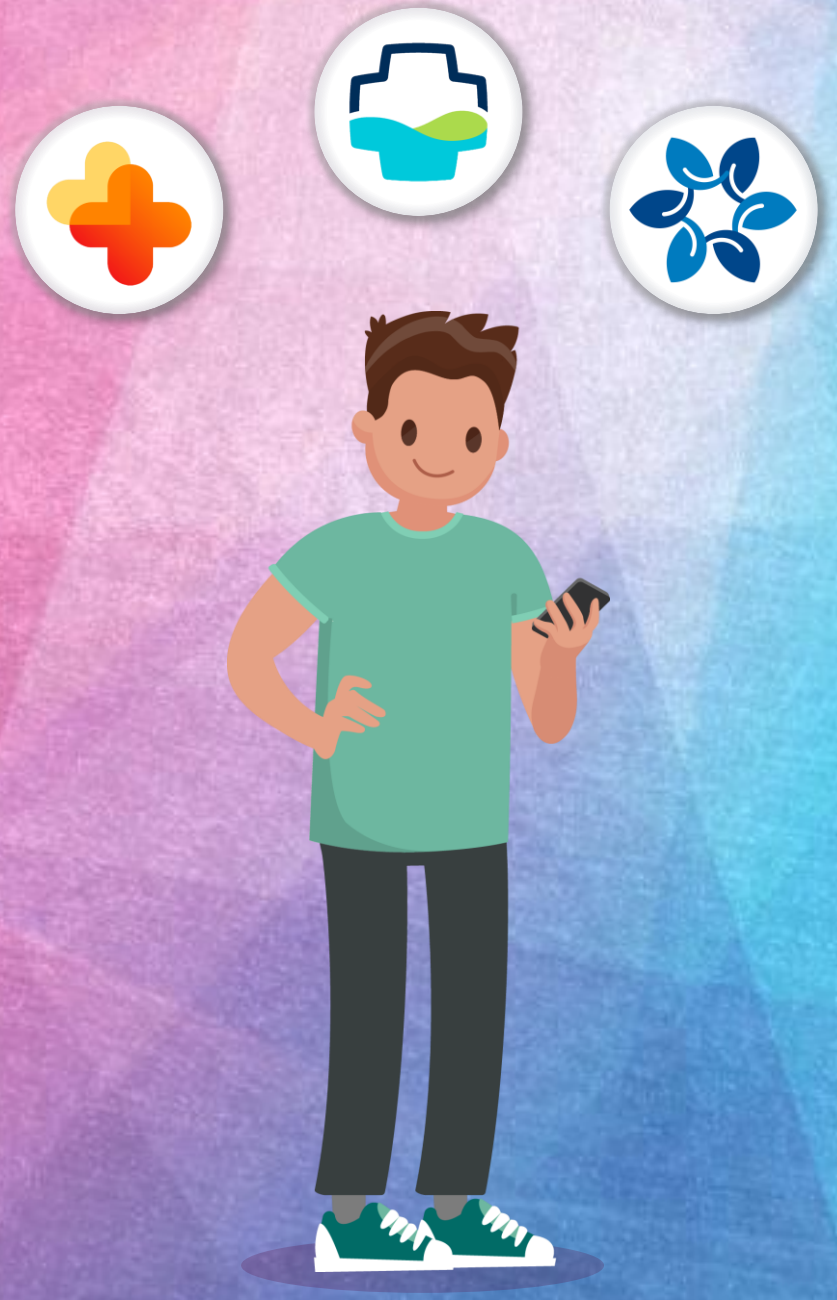


Your app qualifies if it:

- ✓ **Is patient-facing and read-only**
- ✓ **Uses only USCDI FHIR APIs**
- ✓ **Doesn't use refresh tokens**
- ✓ **Is marked ready for production**

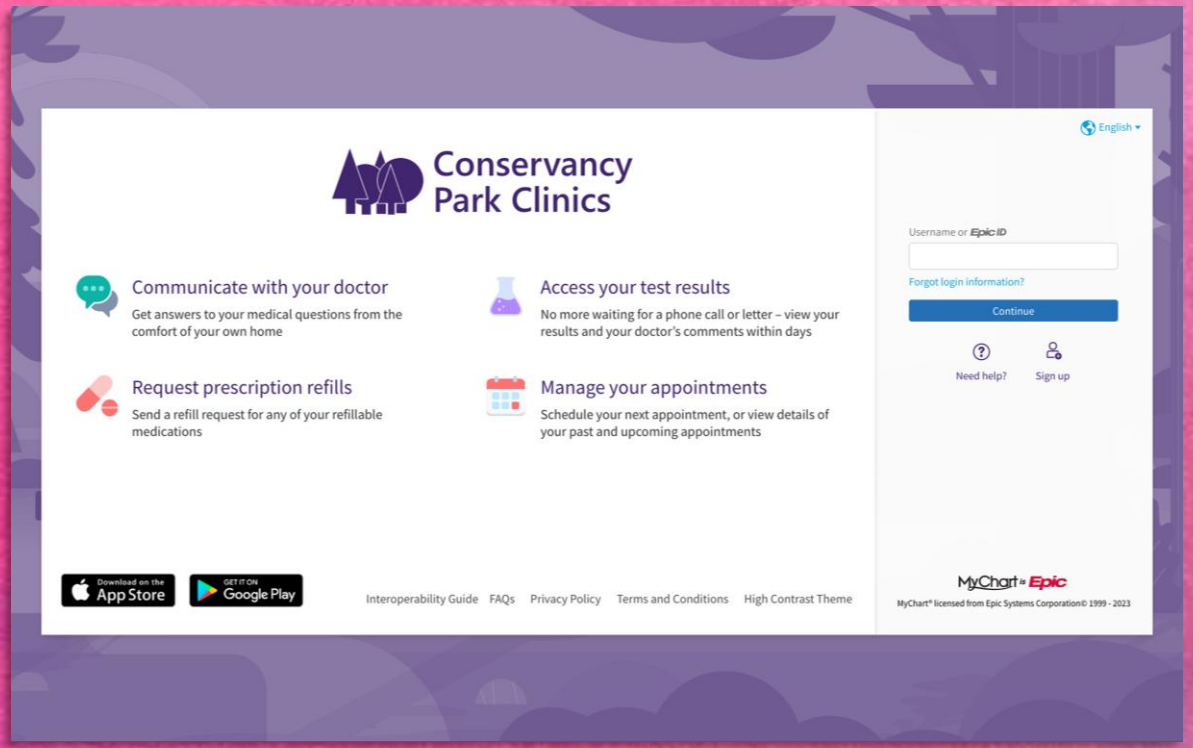
Full criteria: fhir.epic.com → Documentation → Patient-Facing Apps → Automatic Client Record Distribution

An average patient is seen at **3-5 different health organizations**

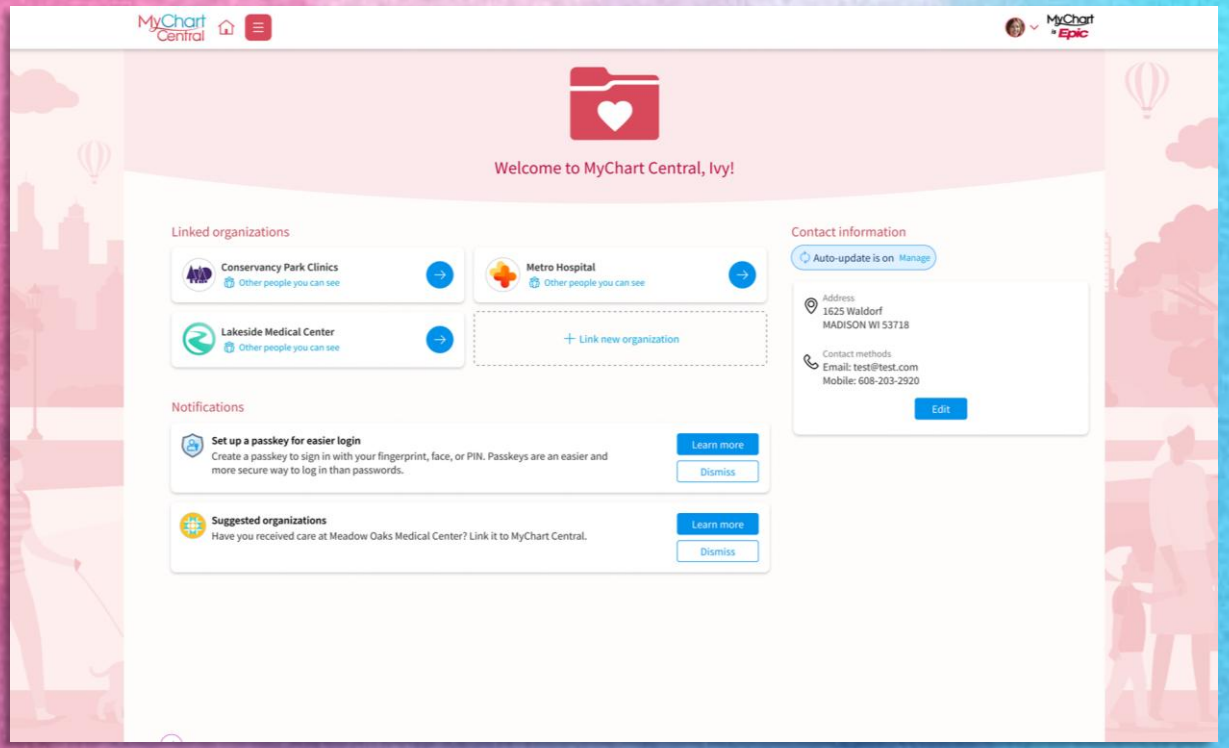



MyChart
Central

MyChart Central

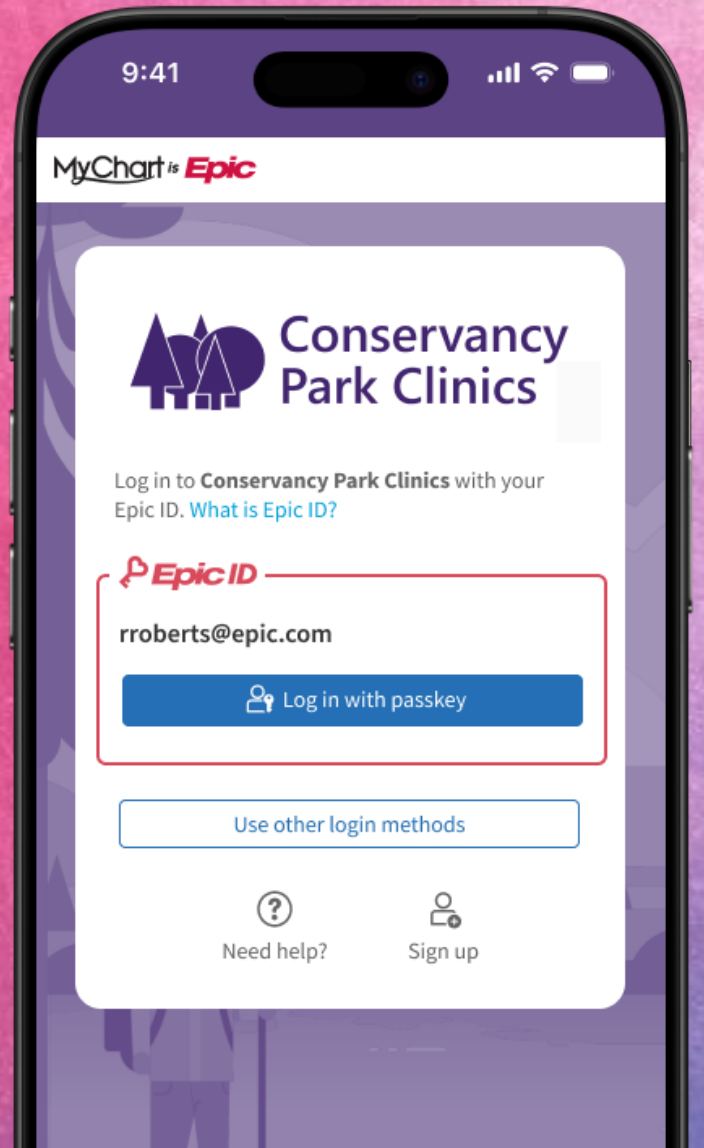


Single Patient Login



MyChart Central Hub

One Tap with Your Epic ID

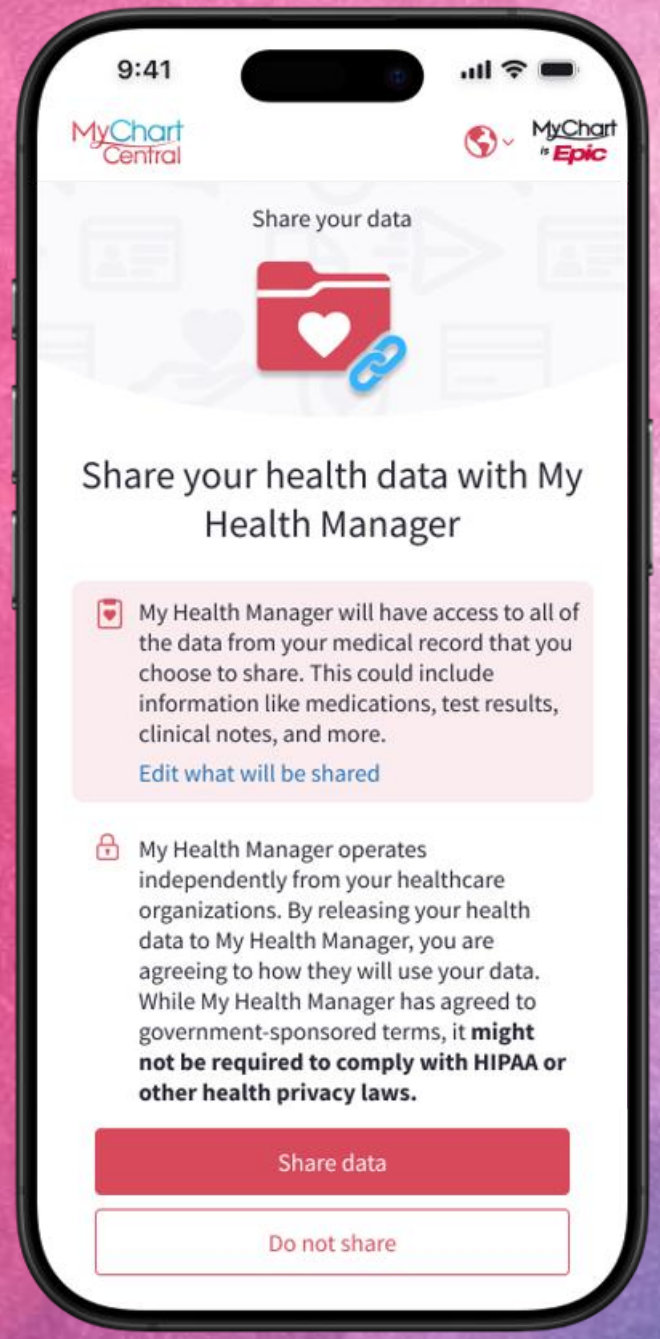


Community Authorization

Your app

Requests the “community” scope

TEFCA™

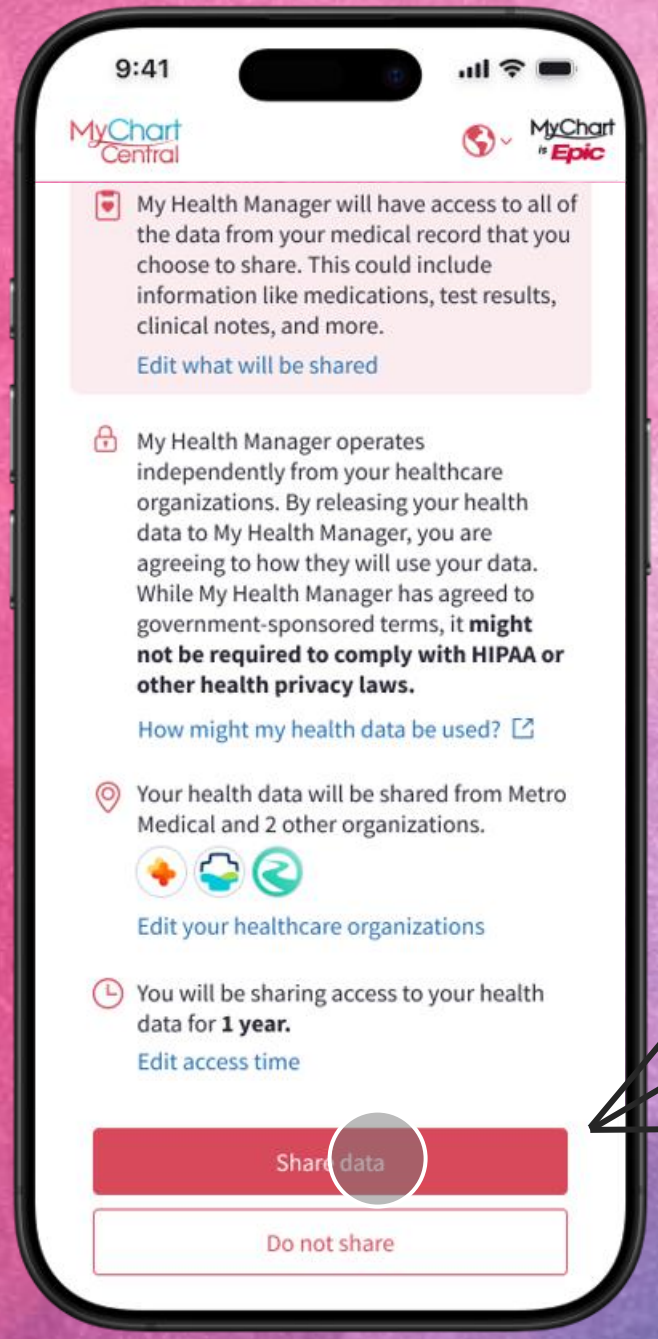


Community Authorization

Your app

Requests the “community” scope

TEFCA™



Organization A

Organization B

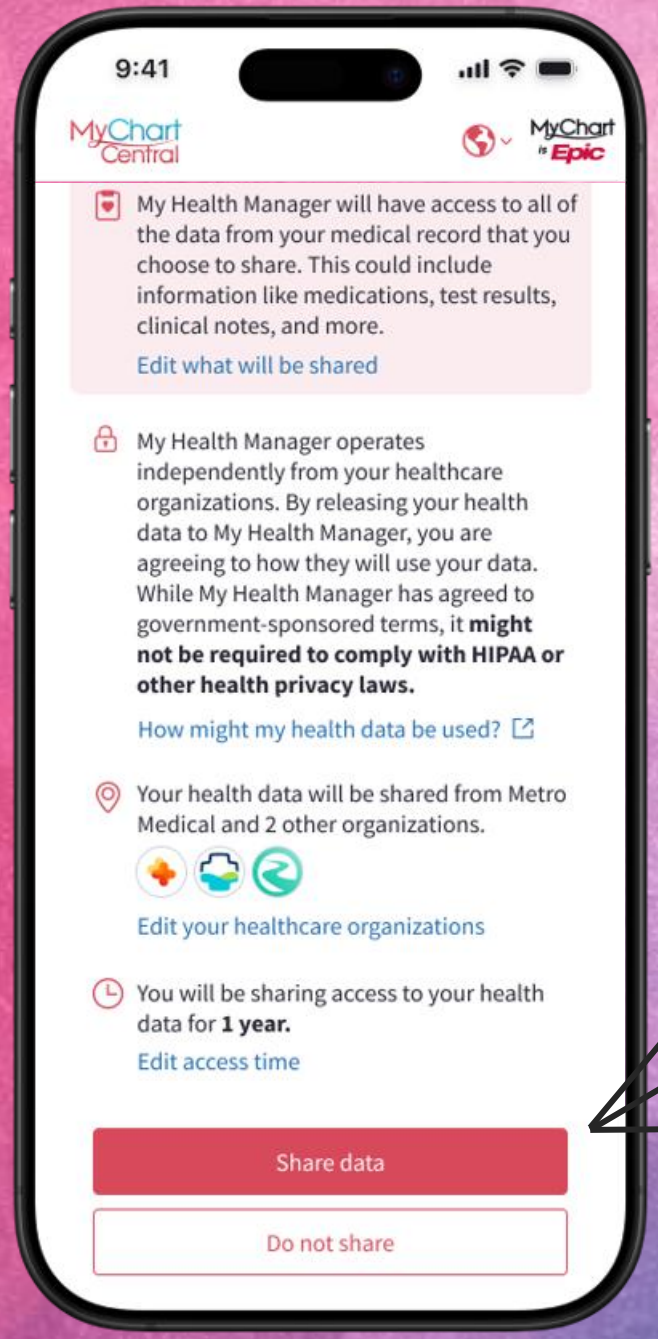
Organization C

Community Authorization

Your app

Requests the “community” scope

TEFCA™



Organization A

Organization B

Organization C

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Learning Objectives

1. Understand best practices to build products that work well with MyChart.

2. List the ways you can exchange data with Epic and embed your products within MyChart.

Q&A

Q&A

OEC32

Wrap-Up: Putting It All Together

Form closes today at 5:00 PM

Wrap Up

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fhir.epic.com



WCAG 2.1



TEFCA IAS

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