

MyChart Transition FAQs

As of 11/1/2023 Piedmont Augusta (Formerly known as University Hospital) is changing its patient portal from UH MyChart to Piedmont MyChart

Q1: How do I sign in to my Piedmont MyChart Account?

A: As of October 23rd, 2023, you will be able to visit piedmont.mychart.org or use the Piedmont MyChart app to log in to your Piedmont MyChart account. You can use the same username & password that you used for the University Health Mychart unless you have received a separate communication about your username from us.

Q2: Will I use the same username and password?

A: Yes, unless you have received a separate communication about your username from us.

Q3: I can't seem to access all of the MyChart features in Piedmont MyChart. Why?

A: You will have access to Piedmont MyChart starting October 23rd, but some features will not be available until November 1st such as: Messaging your providers or requesting prescription refills.

Q4: I can't seem to access all of the MyChart features in UH MyChart. Why?

A: Starting October 23rd, we will slowly sunset features in the UH MyChart to transition over to Piedmont MyChart. You may notice fewer available features up to November 1st when UH Mychart becomes read-only. Starting November 1st, your information will not be updated in UH MyChart.

Q5: Can I still use my UH MyChart? What will happen to my UH MyChart Account?

A: Your University Health MyChart will no longer be available for regular use after November 1st, 2023. You will be able to access information in your UH MyChart for some time. However, all health information documented after November 1st, 2023, will only be added to your Piedmont MyChart account.

Q6: If I have a scheduled appointment for after November 1st, 2023, through the UH MyChart portal, will the appointment still be confirmed/appear in Piedmont MyChart?

A: Yes, you will be able to view and complete eCheck-in for appointments that are scheduled for post-November 1st, 2023 in the Piedmont MyChart.

Q7: If I've cancelled or rescheduled an appointment that was after 11/01, will I see the change in my UH MyChart?

A: Appointments after 11/01 that have been modified will be reflected in Piedmont MyChart. Please note: starting October 24th, you will not be able to view your scheduled appointments for November 1st and beyond in the UH MyChart. Please check your Piedmont MyChart account for the most accurate information for your appointments that are after 11/01.

Q8: Where do I complete eCheck-In for appointments prior to November 1st?

A: You can continue using the UH MyChart to complete your eCheck-In for scheduled appointments before November 1st.

Q9: Where do I complete eCheck-In for appointments for November 1st and beyond?

A: You will use Piedmont MyChart to complete eCheck-In for appointments scheduled for November 1st and beyond.

Q10: How do I request a medication refill?

A: Starting November 1st, you will be able to request a refill in the Piedmont MyChart. Refill requests are available in UH MyChart until 10/26/23. Between 10/27/23 through 10/31/23 refill requests are not available in either of the portals. We apologize for this inconvenience.

Q11: Can I message my provider in the Piedmont MyChart?

A: Starting November 1st, 2023 you will be able to message your care team in Piedmont MyChart. Messaging is available in UH MyChart until 10/26/23. Between 10/27/23 through 10/31/23 MyChart messaging is not available in either of the portals. We apologize for this inconvenience.

Q12: I am missing some of my health data in Piedmont MyChart, what should I do?

A: We will continue to bring your health data to the Piedmont MyChart throughout October and November. If you are missing some of your data, please discuss it with your provider at your next visit.

Q13: How can I pay my bill?

A: To make payments or ask questions for services received **prior to Nov 1, 2023**, please use one of the following:

- Click here to pay as [Guest](#)
- Call 678-805-6036
- Visit www.uhcs.patientwallet.com
- Mail: P.O. Box 100062, Atlanta, GA 30348-0062

To make payments or ask questions for services received **after Nov 1, 2023**, please visit [Pay Your Bill | Piedmont Healthcare](#)

Q14: Do I need to update my communication preferences in Piedmont MyChart?

A: Yes. Please let us know how you would prefer to be contacted by updating your communication preferences. Customize your preferences by logging into your Piedmont MyChart -> Menu -> Communication Preferences.

Q15: What if I'm having trouble logging into Piedmont MyChart?

A: Contact the Piedmont MyChart Support Line at 1-855-788-6277

Q16: How do I change my organization in the MyChart app?

A: If you are already using the app for your UH MyChart, you can open the app and follow either of these instructions to add Piedmont as your organization.

1. Click the link on the page to take you to the Piedmont MyChart app.
2. Log in to Piedmont Healthcare MyChart

OR

1. Go into the upper right corner and click “switch organizations” and choose your state (Georgia or South Carolina)
2. Next, choose Piedmont Healthcare MyChart as your organization.
3. Log in to Piedmont Healthcare MyChart.