



MYCHART TO ATHENA

Patient Electronic Health Record (EHR) TRANSITION FAQs

Beginning Monday, Oct. 5, your Summit Health urology provider will transition to the athenahealth® medical records system. Any new health information—including test results, appointment notes and bills for appointments that occur after the Oct 5. date will no longer be available in the MyChart electronic medical records system.

Messages, lab results and billing summaries for visits that occurred before Oct 5. will remain available in MyChart until July 27, 2027. Patients can request a copy of their medical records at any time by visiting www.summithealth.com/request-medical-records.

General Questions

Why is the medical record system changing?

We're transitioning to athenahealth® to provide a more seamless and connected patient experience throughout Summit Health. This new platform allows your medical records to be easily shared across Summit Health's multispecialty care network, helping your providers stay connected and informed about your care. The new platform offers updated features designed to make it easier to manage your care.

What does this mean for me as a patient?

As part of this transition, you will no longer use MyChart to schedule appointments, view test results or pay bills after Oct. 5, 2026. Instead, you will manage your care through the athenahealth® patient portal and/or athenaPatient™ mobile app.

Access & Login Questions

What is the athenahealth® patient portal?

The athenahealth® Patient Portal is an online platform that lets you view your medical records, pay bills, message your care team, view results and manage appointments from any device.

Do I need to create a new account? Will my username and password stay the same?

If you already see other Summit Health physicians in New Jersey and have a Summit Health athenahealth Patient Portal account, you will not need to create a new account. For those patients who do not have an athenahealth Patient Portal account and do not see other Summit Health providers in our care network, you will need to create a new portal account by visiting www.summithealth.com/portal. Patients can select "New Jersey" from the list of regions, and click "Create an Account" to register today.

For easy, convenient access on-the-go, we also encourage you to download and use the athenaPatient™ mobile app. For more information, see the below frequently asked questions.

How do I create an account or login to the new portal?

- **Creating an account:** Are you a first-time user? You must register before you can log in to the patient portal. To register, click on the "Create Account" link or contact your provider's office and ask them to send you an email invitation. The email will contain a secure link which will allow you to complete the registration process. Taking just a few minutes to register will give you access to valuable information and services provided in a secure and confidential manner.
- **Logging in:** If you already have an account, you can log in at any time using your existing username and password from a laptop, desktop or mobile device. If you did not receive your invitation email, need help accessing your account or are unsure whether you already have portal access, please contact your provider's office for assistance.

Medical Records & Information

Will my medical records transfer to the new athenahealth® system?

Patients can continue to access their medical records for any appointment or procedure that occurred prior to Oct. 5, 2026 through the Epic MyChart patient portal. Access to this portal will continue through July 7, 2027.

For any appointments, lab or test results, visit summaries or messages that occur after Oct. 5, 2026, patients can access these records directly through the athenahealth Patient Portal. Patients are also able to request a full copy of their medical records through our online request portal by visiting www.summithealth.com/request-medical-records or by calling 1-866-450-1901.

Will I still be able to see my past test results, medical history and access old documents that were in MyChart?

Access to the MyChart Patient Portal to view past test results, medical history and documents will continue through July 7, 2027.

Can I still message my doctor?

Yes. After your urology provider transitions to the athenahealth electronic medical record on Oct. 5, you will be able to send a secure message to your care team through the athenahealth® Patient Portal. After Oct. 2, 2026, you will no longer be able to message your urologist through MyChart.

Once your message is received, we will make every effort to respond within 2 business days. All messages sent through the portal are confidential.

Important information to know before messaging:

- **Urgent or emergency concerns:** If you have an acute medical problem or a question that requires immediate medical attention, do not use the messaging tool. Please call your provider's office directly for assistance. If this is a medical emergency, call 911.
- **Appropriate use:** Please use the messaging tool only for health-related inquiries, such as non-urgent questions, medication clarifications, or follow-up concerns.
- **Medical records:** All messages sent through the patient portal become part of your official patient record.
- **Photos and attachments:** Please do not upload sensitive photographs through the patient portal unless you have been specifically instructed to do so by your care team.

Using the patient portal helps us communicate with you securely and efficiently while ensuring your health information is properly documented.

How do I update my insurance, personal information or payment details?

You can manage and update your athenahealth® patient profile details—including billing address, phone number, email address and emergency contact—by navigating to My Profile.

- **Personal information:** Update your patient profile details—including billing address, phone number, email address and emergency contact—by navigating to My Profile.

- **Insurance information:** Insurance details are now located on a new page under Billing & Payments. From there, you can review and manage your current insurance on file, as well as any additional insurance plans pending review.
- **Payment methods:** Payment options are also managed under Billing & Payments. You can add new payment methods and designate a preferred default payment.

If you have additional questions or need assistance updating any of this information, please contact your provider's office.

Billing Information

How do I pay my bills after the athenahealth transition?

Any bills related to appointments, tests or procedures with your urologist with a date of service on or after Monday, Oct. 5, 2026 can be paid online via the athenahealth Patient Portal, or via phone by simply calling 908-790-6500 and selecting Option 2. For more information about how to pay your bills online via the athenahealth Patient Portal, visit www.summithealth.com/paybills.

What happens with old bills that were incurred prior to the transition date?

Any bills or billing statements that are listed with a date of service prior to Oct. 2, 2026, can be accessed and paid via your Epic MyChart Patient Portal.

Appointments & Scheduling

Can I schedule appointments online or manage upcoming visits with my urologist through the new system?

Yes. Through the athenahealth® patient portal and athenaPatient™ app, you can continue to schedule appointments, view upcoming visits and manage your appointments online in one convenient place.

You can manage your appointments in two convenient ways:

- **Through the Patient Portal or athenaPatient™ app:** Log in to the patient portal or mobile app to schedule new appointments, as well as reschedule or cancel existing ones, with your healthcare provider. The portal allows you to view available appointment times, receive confirmations and manage your visits at your convenience.
- **By contacting your provider directly:** If you prefer personal assistance or are unable to use the patient portal, you may call your provider's office directly. The office staff can help you schedule, change or cancel an appointment and answer any questions related to your visit. For best availability, please make changes as

early as possible and follow any cancellation policies communicated by your provider.

What should I expect at my next appointment? Should I arrive earlier than usual?

No. There will be no changes to your care or appointment experience. Please plan to arrive 10-15 minutes prior to your scheduled appointment to complete any pre-registration forms, as you normally might for your visit.

Will prescriptions or refills be delayed during this transition?

No. There will be no change or delay in ordering or refilling prescription medication.

Mobile App Questions

Download the athenahealth patient portal today to stay connected to your care.

If you do not already have a Patient Portal account with Summit Health, please visit www.summithealth.com/portal and select "Create an Account" to register a new portal account with athenahealth®. Patients can use the athenahealth Patient Portal to send messages to their providers, make appointments, view bills, access lab and test results and review medical history and medication summaries.

For easy, convenient access on-the-go, we also encourage you to download and use the athenaPatient™ mobile app. For more information, see the below frequently asked questions.

What is the athenaPatient™ mobile app? How can it help?

The athenaPatient™ mobile app gives you easy, convenient access to your health information from your mobile device, helping you stay connected to your care anytime, anywhere.

What are the benefits of the athenaPatient™ mobile app?

The app is designed to provide a more seamless mobile experience and gives you easy access to important health information and tools, including:

- Scheduling and managing upcoming appointments
- Viewing lab and imaging test results
- Messaging your care team
- Viewing and paying bills online

The athenaPatient™ app is fully aligned with the athenahealth® patient portal, making it easier to manage your care all in one place.

How do I log in to the athenaPatient™ mobile app?

To log in, use the same email and password associated with your Summit Health Patient Portal account. You must complete the patient portal registration process before using the athenaPatient™ mobile app.

If you do not have a patient portal account or need help accessing it, please contact your Summit Health care team for assistance.

Privacy & Security**Has anything changed about how my data is protected?**

No. Your personal health information will continue to be protected and kept secure. The athenahealth® platform uses industry-standard security measures to help safeguard your medical records and privacy, just like the previous MyChart system. For more information, you can read our Digital Privacy Policy [here](#).

Communication & Support**If I need help, can a Summit Health team member assist me in setting up my account?**

Yes, if you are having trouble registering for the Patient Portal, ask any front desk employee for assistance when you are checking in for your next appointment. Or simply contact your provider's office and ask them to send you an email invitation to join the Patient Portal to help you complete the registration process.