Frequently Asked Questions

Why isn't my health information the same at all of my health care organizations?

The information that each of your health care organizations knows about you might be different, depending on the type of care they give you and when you were last seen. You can help keep everyone up to date by organizing your records in Lucy and sharing your information among all the different places where you receive care.

What if I don't have multiple MyChart accounts?

Even if you have only one MyChart account, you can still use Lucy as your personal health record. MyChartCentral can provide access to your one MyChart account and Lucy with a single username and password.

Can I view my family members' charts in MyChartCentral?

Yes you can! MyChartCentral and Lucy let you see the same family members you can see in Good Samaritan's MyChart. If you would like to request access to a family member's chart, call 812-885-3371 and request proxy access to MyChart. You can also talk to their primary care provider's office.

What should I do if the information I see in MyChart or Lucy is wrong?

If information in your Good Samaritan MyChart account or Lucy is wrong, please contact our Health Information Department at 812-885-3310, so we can correct it. If information from another health care organization is wrong, contact that organization to make sure your information is corrected. After the information looks right in MyChart, you can get an updated copy in Lucy by requesting your chart again.
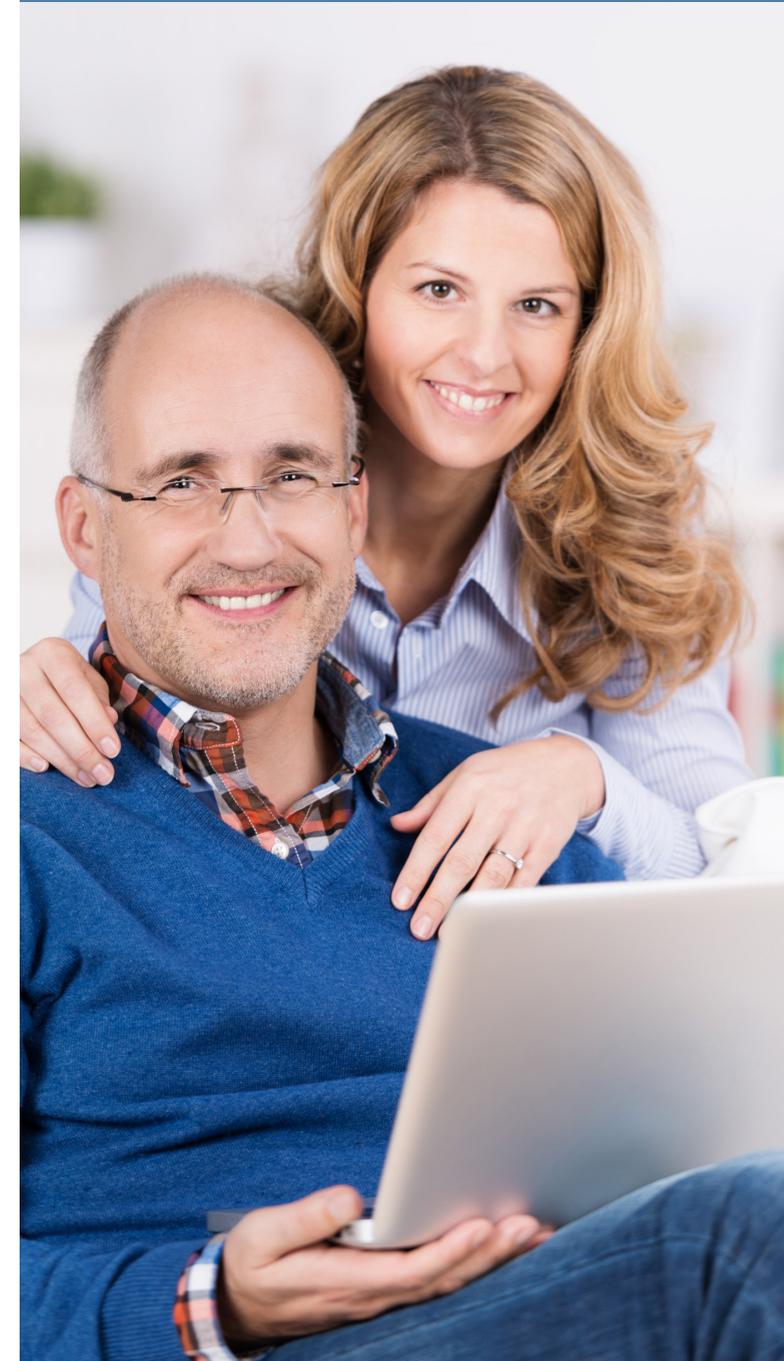
Sign Up Today

Follow these steps to sign up for MyChartCentral and Lucy:

1. Log in to your MyChart account.

2. Under "My Linked Records" in the Menu on the left, click "learn more."

3. Follow the instructions on the screen and then click "Link My Healthcare Record to MyChartCentral."

4. On the MyChartCentral page, click "Create a New Account."

5. Complete the steps on the screen that follow.

6. Check your e-mail for an activation message and follow the activation link to get started.

After you have signed up, you can access MyChartCentral by going to www.mychartcentral.com or from the link on the hospital's website, www.gshvin.org.

 Good Samaritan

520 S. Seventh Street | Vincennes, IN 47591

 Good Samaritan

MyChartCentral & Lucy

What are MyChartCentral and Lucy?

MyChartCentral is a hub from which you can access your Good Samaritan and other MyChart accounts from the Vincennes area or nationwide, and Lucy. MyChartCentral allows you to easily access any MyChart from one place using a single username and password.

Lucy is a personal health record that gives you a permanent home to organize all of your medical information. You can request an updated copy of your medical record at any time and store it in Lucy. You can also add personal information about your health and choose to share it with Good Samaritan and other organizations where you receive care. If your insurance changes, you move away or need to leave your current organization, Lucy will follow you.

Safe and Secure

Like your MyChart accounts, MyChartCentral and Lucy are password-protected and delivered via an encrypted connection to keep your health information safe from unauthorized users.

How it Works

1. Meet Sam. Sam normally receives care at Good Samaritan, but was recently seen at another Epic organization for some specialty care.

2. Both organizations offer MyChart and Sam has an account from each of them. He must go to each organization's website to log in, and remember a different username and password for each account.

3. Sam sees that both organizations now offer MyChartCentral and he signs up. Now he can access both of his MyChart accounts from one website using a single username and password.

4. MyChartCentral also provides Sam with access to Lucy so he can keep track of all his medical information in one place.

5. Through Lucy, Sam requests a copy of his medical record from both Good Samaritan and the other Epic organization. He notices that the other organization is missing information about a test he had done at Good Samaritan. He chooses to share his medical information from each organization with the other so that everyone providing his care has up-to-date information about his health history.

6. Sam also saves a copy of all his medical information from Lucy on a thumb drive he carries with him. This way, he can give his information to any organization if he needs care while on vacation or in an emergency.

Benefits
With MyChartCentral and Lucy you can:

- Access all of your MyChart accounts or Lucy with a single username and password.

- Share your health information from one organization with another.

- Add personal notes about your health information and choose to share them with your health care organizations.

- Request and store the most recent copy of your medical record from any linked organization.

- Save your health record to a thumb drive and take it with you wherever you go.