

Connect to Northwestern Medicine With MyNM



MyNM is the Northwestern Medicine online patient portal. You can find it at nm.org/mynm or through the MyNM® app.

MyNM makes it easy to manage your health care.

You can use it to:

Access your medical records	Pay your bill
Communicate with your care team	And more
Schedule an appointment	

You must be a Northwestern Medicine patient to sign up for MyNM. That means you must have had at least one of the following:

- An office visit with a Northwestern Medicine physician or advanced practice provider
- An outpatient appointment at a Northwestern Medicine hospital
- An inpatient stay at a Northwestern Medicine hospital

If you are not yet a Northwestern Medicine patient and want to make an appointment, call our Patient Services Center at 312.695.1920 (TTY: 711) or visit nm.org.

You may also wish to set up a MyNM account on behalf of, or as a proxy for, someone else, including a minor child. If you have questions about this, please see the frequently asked questions link at nm.org/mynm.

An important note about sending messages in MyNM

If you send a message through MyNM, **allow at least 2 business days for a reply.**

- **Do not send urgent messages through MyNM.**
- If you need immediate help from a member of your care team, please call their office.
- If you have a life-threatening illness or injury, call 911 or go to the nearest emergency department.

Scan this QR code or visit nm.org/mynm to watch a video to learn more about sending messages in MyNM:



You have several ways you can sign up for MyNM.

Option 1:

Follow instructions in an email or text message invitation to enroll in MyNM. Invitations expire after 24 hours. You may receive an invitation when you:

- Schedule an appointment in an ambulatory or hospital outpatient location
- Check in for a hospital diagnostic appointment
- Complete certain lab tests at Northwestern Medicine
- Have COVID-19 test results ready for viewing

Option 2:

Use the access code on your After Visit Summary paperwork before you leave the office or when you are discharged from the hospital.

Option 3:

Get an access code by scanning this QR code:



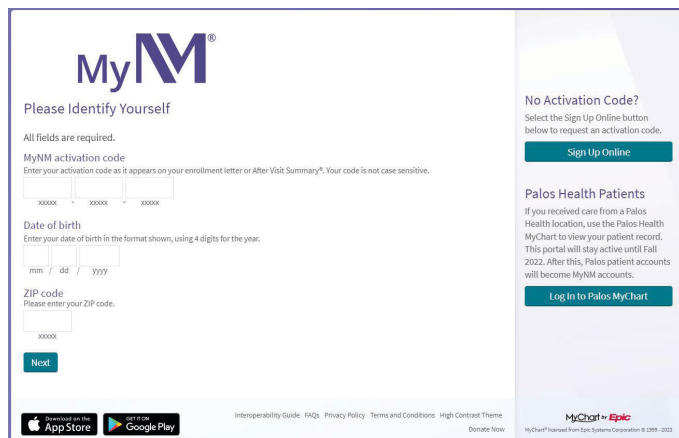
Option 4:

Set up your MyNM account online.

1. Go to nm.org/mynm or follow the link in your invitation. Click on **Register as a New User**.

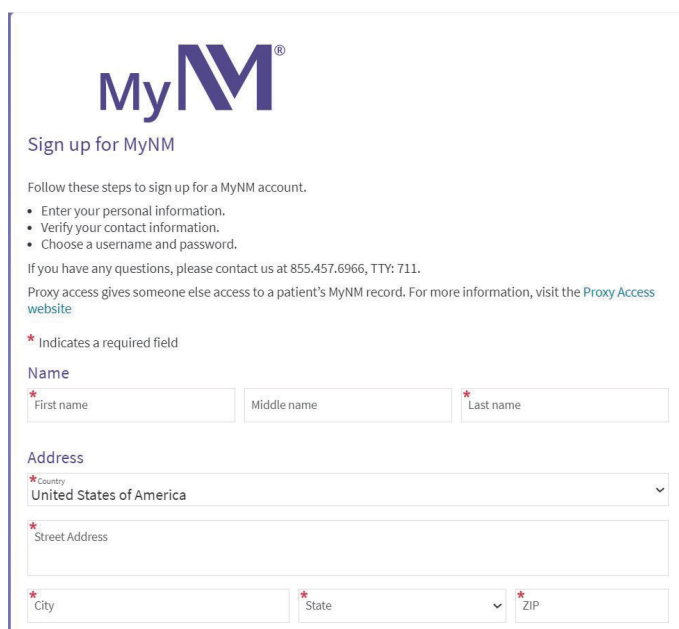
A screenshot of the Northwestern Medicine MyNM website. The header is purple with the Northwestern Medicine logo and navigation links: DOCTORS, LOCATIONS, CONDITIONS & SERVICES, PATIENTS & VISITORS (selected), HEALTHBEAT, and CLINICAL RESEARCH. Below the header, there's a hero section with a man holding a coffee and a phone, with the text "Stay on Top of Your Health With MyNM". The main content area has three columns: "Log In to MyNM" with a red circle around the "REGISTER AS A NEW USER" link, "Set Up Your MyNM Account" with a "LEARN HOW" link, and "Palos MyChart" with "LOG IN TO MYNM" and "FREQUENTLY ASKED QUESTIONS" links. Below these are sections for "Answer Your Questions" and "Get the MyNM App" with a list of steps to download the app and a chatbot icon.

2. Enter your information. If you do not have an activation code, select **Sign Up Online**.



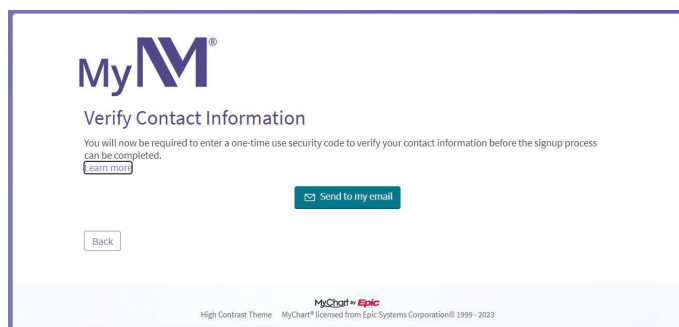
The image shows the MyNM registration page. At the top is the MyNM logo. Below it is the heading "Please Identify Yourself". A note states "All fields are required." and "MyNM activation code. Enter your activation code as it appears on your enrollment letter or After Visit Summary®. Your code is not case sensitive." There are three input fields for the activation code, each with a placeholder "XXXXX". Below this is the "Date of birth" section with a note "Enter your date of birth in the format shown, using 4 digits for the year." and input fields for "mm", "dd", and "yyyy". The "ZIP code" section has a note "Please enter your ZIP code." and an input field with a placeholder "XXXXX". A "Next" button is at the bottom left. On the right side, there is a section titled "No Activation Code?" with a note "Select the Sign Up Online button below to request an activation code." and a "Sign Up Online" button. Below that is a section titled "Palos Health Patients" with a note "If you received care from a Palos Health location, use the Palos Health MyChart to view your patient record. This portal will stay active until Fall 2022. After this, Palos patient accounts will become MyNM accounts." and a "Log In to Palos MyChart" button. At the bottom, there are links for "Interoperability Guide", "FAQs", "Privacy Policy", "Terms and Conditions", "High Contrast Theme", and "Donate Now". There are also app store icons for "Download on the App Store" and "GET IT ON Google Play". The footer includes the MyChart by Epic logo and copyright information "MyChart® Powered From Epic® Systems Corporation © 1999 - 2023".

3. Enter your information.



The image shows the MyNM sign-up page. At the top is the MyNM logo. Below it is the heading "Sign up for MyNM". A note states "Follow these steps to sign up for a MyNM account." and a list of steps: "Enter your personal information.", "Verify your contact information.", and "Choose a username and password." Below this is a note "If you have any questions, please contact us at 855.457.6966, TTY: 711." and a link "Proxy access gives someone else access to a patient's MyNM record. For more information, visit the [Proxy Access website](#)". A note states "* Indicates a required field". The "Name" section has three input fields: "First name", "Middle name", and "Last name", each with a red asterisk. The "Address" section has a "Country" dropdown menu with "United States of America" selected, a "Street Address" input field, a "City" input field, a "State" dropdown menu, and a "ZIP" input field, all with red asterisks. At the bottom, there is a "Send to my email" button and a "Back" button. The footer includes the MyChart by Epic logo and copyright information "MyChart® Powered From Epic® Systems Corporation © 1999 - 2023".

4. To complete your sign-up, choose Send to my email. Find the email in your inbox and follow the directions.



The image shows the MyNM verify contact information page. At the top is the MyNM logo. Below it is the heading "Verify Contact Information". A note states "You will now be required to enter a one-time use security code to verify your contact information before the signup process can be completed." and a "Learn more" link. There is a "Send to my email" button and a "Back" button. The footer includes the MyChart by Epic logo and copyright information "MyChart® Powered From Epic® Systems Corporation © 1999 - 2023".

Option 5:

Download the MyNM app.

With the MyNM® app, you can manage your health care from a mobile device. The app has some features that MyNM on your computer does not have. You can download the MyNM app on your smartphone or tablet. There is no cost to download or use it.

To download the app on your mobile device, choose one of these options:

- Visit **nm.org/mynm** on your device.
- Search **MyNM** in the App Store for Apple devices (such as an iPhone) or Google Play for Android devices.



If you do not have a MyNM account, follow the instructions in the app to set it up.

If you have questions about MyNM, please see the frequently asked questions link at **nm.org/mynm** or contact the MyNM Help Desk at 855.457.6966 (TTY: 711).

** Message and data rates may apply. See the Northwestern Medicine Digital Terms of Use and Digital Privacy Policy at nm.org/patients-and-visitors/patient-rights-policies.*