

MyChart Results Release Issue

Resolution:

- It was brought to the attention of the MyChart Team that some orders were being erroneously set to “Manual Release Only”.
- While the affected labs and Ultrasound studies can be sensitive in nature, that setting should only be automatically chosen for teens, not for all patients.
- This was an issue that Epic identified and there was a temporary fix we put into place on June 23, 2023.
- Since that time, we have received the permanent fix and that has now been updated and added to our system.
- We will be updating all preference lists, both system and personal, and releasing the studies that were inadvertently marked for “Manual Release Only” that should have been “Immediate Release.”
 - **For awareness**, patients may question why they received results for studies done in the past.
- Any study that was purposely marked for manual release will remain unreleased at this time.

