

Q. What are Open Notes?

A. Open Notes gives you access to the health care notes that your doctors and other providers write during or after your appointment.

Q. Why would I want to read my notes?

A. Patients who read their notes feel like they are more in control of their care. They have a better understanding of their health and medical conditions and improved recall of their care plan.

Q. What can I expect to see in my clinic notes?

A. Clinical notes document the events and thought processes that occur during a medical office visit. These notes include medical terminology and abbreviations written in a standard format. The **Resource** button on **MyUCDavisHealth** offers multiple information sources including **Healthwise**, **Medline Plus** and additional **Health Education** resources to clarify information in the notes. The typical note outline contains four sections:

- **Subjective** - Patients and other sources provide the subjective information. This includes the reason for the visit, current symptoms, and may include other details, such as past medical information or medications.
- **Objective** - Vital signs, physical exam and test results are included in the Objective section.
- **Assessment** – The clinician describes their diagnosis, or potential diagnoses, based on the subjective and objective information from the visit. It may include a differential diagnosis, or discussion of possible diagnoses considered, including some discarded diagnoses, based on the information from the visit.
- **Plan** – Finally, the Plan may include; observations, behavioral or lifestyle changes, further testing, prescriptions or over-the-counter medications, and when to return to see the physician.

Clinic notes allow the efficient transfer of clinical thought processes and information between health care providers and now, patients. Some notes must include additional information due to various regulatory requirements. Physicians and care providers discuss your condition and treatments during your visit, provide an **After Visit Summary (AVS)** to summarize your visit, and now will add the **Visit Notes**.

Q. Where do I find my notes in MyUCDavisHealth?

A. Your note is available as part of your past appointment summary on the **MyUCDavisHealth** patient portal.

Select the **Visits** button, and then **Appointments and Visits**, in the **Past Visits** section choose which visit you are interested in reviewing.

Q. How soon after an appointment will I be able to see my notes?

A. Your note will be available when your care team has finalized all documentation.

Q. Why can't I see any of my notes or a specific note I expected to see in MyUCDavisHealth?

A. There are a few reasons why you may not see a note in **MyUCDavisHealth**:

- The note may have been written before Open Notes started.
- Some types of notes are not regularly shared.
- The note may not be ready. After your doctor makes the note final, it will become available for you to view.
- Your doctor may have chosen not to share this particular note. Please contact your clinic for more information.

*If you would like to read notes that are not available on **MyUCDavisHealth**, please note that you have the legal right to request your medical records. Visit the [UC Davis Health Information Department](#) for more information.

Q. How will I know if I have a new note?

A. When your note is available, you will see an alert on the MyUCDavisHealth homepage when you sign into your account. You will also get an email letting you know you have a new After Visit Summary for an outpatient appointment in **MyUCDavisHealth**.

Q. What if I have questions about the information in the note?

A. The note is part of your medical record. Care providers use the note to document your care and to communicate with other medical professionals so you may see unfamiliar abbreviations or terms. **MyUCDavisHealth** has many resources to help you: you can search the **Resources** tab for search for health information tools including **Healthwise**, **Medline Plus**, and additional **Health Education** resources. If you are still unsure and it is not urgent, talk to your provider at your next appointment.

Q. Whom should I contact if I believe my doctor's note is incorrect or incomplete?

A. You may complete the form "Request to Amend PHI (protected Health Information)" and submit to Health Information Management. Changes to note will be at the discretion of the note's author. For more information regarding patient rights, refer to the Notice of Privacy Practices at <https://health.ucdavis.edu/legal/privacy/>.

Q. Can I share my note with others?

A. Any interaction between you and your health care provider is confidential. However, you may choose to share notes with your family members, caregivers or others involved in your care and discuss how you are going to work together to carry out your plans.

If you would like to allow someone else to access your information through **MyUCDavisHealth**, you can grant access to others by dropping off or filling out a proxy access form the next time you visit.