

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:

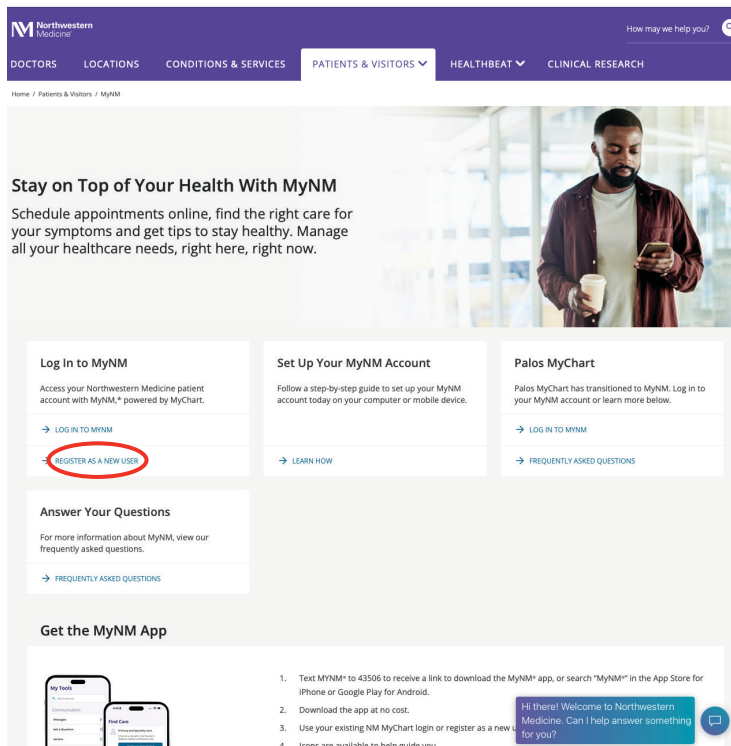
Get an access code by scanning this QR code:



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**.



The screenshot shows the Northwestern Medicine website's navigation bar with links for DOCTORS, LOCATIONS, CONDITIONS & SERVICES, PATIENTS & VISITORS, HEALTHBEAT, and CLINICAL RESEARCH. Below the navigation bar, there is a banner for MyNM with the text "Stay on Top of Your Health With MyNM" and a description of the service. Underneath the banner, there are three main sections: "Log In to MyNM", "Set Up Your MyNM Account", and "Palos MyChart". The "Log In to MyNM" section has a red circle around the "REGISTER AS A NEW USER" link. The "Set Up Your MyNM Account" section has a "LEARN HOW" link. The "Palos MyChart" section has a "LOG IN TO MYNM" link and a "FREQUENTLY ASKED QUESTIONS" link. Below these sections, there is an "Answer Your Questions" section with a "FREQUENTLY ASKED QUESTIONS" link. At the bottom, there is a "Get the MyNM App" section 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**.

MyM
Please Identify Yourself

All fields are required.

MyNM activation code
Enter your activation code as it appears on your enrollment letter or After Visit Summary*. Your code is not case sensitive.

XXXXX - XXXXX - XXXXX

Date of birth
Enter your date of birth in the format shown, using 4 digits for the year.

mm / dd / yyyy

ZIP code
Please enter your ZIP code.

XXXXX

Next

No Activation Code?
Select the Sign Up Online button below to request an activation code.

Sign Up Online

Palos Health Patients
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.

Log In to Palos MyChart

MyChart by Epic
High Contrast Theme

3. Enter your information.

MyM
Sign up for MyNM

Follow these steps to sign up for a MyNM account.

- Enter your personal information.
- Verify your contact information.
- Choose a username and password.

If you have any questions, please contact us at 855.457.6966, TTY: 711.

Proxy access gives someone else access to a patient's MyNM record. For more information, visit the [Proxy Access website](#).

* Indicates a required field

Name

* First name Middle name * Last name

Address

* Country
United States of America

* Street Address

* City * State * ZIP

Send to my email

Back

MyChart by Epic
High Contrast Theme

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

MyM
Verify Contact Information

You will now be required to enter a one-time use security code to verify your contact information before the sign up process can be completed.

Learn more

Send to my email

Back

MyChart by Epic
High Contrast Theme

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.*