MY BUCKMD PATIENT GUIDE

My BuckMD is a web-based system that serves as a secure communication link between you and Student Life Student Health Services (SLSHS). Through this system, you may communicate securely with our staff, schedule appointments, receive test results and submit health forms. Although these services are available, **My BuckMD is not a substitute for traditional medical advice, consultation, diagnosis or treatment.**

Security of My BuckMD

All communications between you and SLSHS using My BuckMD are carried over a secure, encrypted connection. You will receive email communications in your Buckeye Mail account advising you that new information has been added to your My BuckMD account. These emails do not contain any confidential information. You will click on a link that will take you to the OSU Web Login Service, where you will enter your Ohio State username and password. After authentication, you will be allowed into My BuckMD. When finished, close browser window and exit browser application window to fully disconnect from My BuckMD when using a public computer or one that may be used by others. Otherwise, your confidential information may not be secure.

This method of communication and viewing prevents unauthorized parties from being able to access or read messages while they are in transmission. However, keeping messages secure requires that only the correct individual be able to access it. **Only you can make sure your password is private.** If you have previously shared your password (with a parent, partner, friend, etc.) or think someone has obtained your password, you should immediately go to OSU Identity and Access Management (https://my.osu.edu) and change it.

How to Participate in My BuckMD

- Upon completion of the My BuckMD Consent form, SLSHS will activate your account and send a welcome email to your Buckeye Mail account.   This completed form must be submitted in person with your photo ID.
- This email will contain a link that will take you to My BuckMD
- Click on the link, which will activate your internet browser and take you to the OSU Web Login Service.
- Enter your Ohio State username (name.#) and password. Allow 15 – 60 seconds for authentication.

My BuckMD Components

- Messages - This allows you to send and receive secure communications from SLSHS. No internet-based care and treatment will be done via a message. **DO NOT SEND URGENT, TIME-SENSITIVE MESSAGES.**
- Lab Results - You may view and print results of lab tests ordered by SLSHS.
- Appointments - You may view, schedule, and cancel appointments.
- Immunization Summary - You may view and print your current immunization history.
- Encounter Summary - You may view and print a previous appointment's encounter summary.
- Information Submission – You may upload documents pertinent to your care.
- Appointment Receipts – You may view and print receipts for encounters.

My BuckMD General Information

- All communication will be recorded and included in your permanent patient record.
- Our system will verify when your messages have been viewed, so there is no need to reply that you have read your messages.
- Messages should be sent through My BuckMD for security purposes. We will not communicate through regular email.
- Other SLSHS staff may read your messages and/or reply in order to help respond to your needs.
- Response Time - We will normally respond to non-urgent inquiries within 24 hours but no later than 3 business days after receipt. If you have not received a response, please contact SLSHS at (614) 292-4321.
- For assistance, please contact Health Information Services at (614) 292-0118.

Never Use My BuckMD to Communicate Emergency Situations!

Call 911 for emergencies or call SLSHS at (614) 292-4321 for urgent needs.

FREQUENTLY ASKED QUESTIONS

How is My BuckMD secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure access codes, personal ID's, and passwords. Each person controls his/her password, and the account cannot be accessed without that password. Unlike conventional email, all My BuckMD messaging is done while you are securely logged on to our encrypted website.

Does My BuckMD work on all computers?

This service will work on a PC or Mac. Just be sure that you are using a recent version of your internet browser (Google Chrome, Internet Explorer, FireFox, and Safari).

Will I receive the actual lab report in the secure message?

No, you may receive the outcome of the test (positive, negative, normal, and abnormal). To obtain a copy of the report, select My Profile and Lab History or visit Health Information Services in room 264C.

As a freshman, I gave my mom my OSU username and password. Can she read my secure messages?

Anyone with whom you have shared your password (parents, friends, classmates, roommates, significant others, etc.) may be able to access your information. If you wish to keep your health information private, go to https://my.osu.edu to change your password.

Why am I not getting email from My BuckMD?

Emails will only be delivered to your Buckeye Mail account. Verify that the messages from My BuckMD are not going into a Bulk/Spam/Junk folder (the sender will display as *Ohio State Student Health Services* and the subject line will display as *My BuckMD Secure Message).* If you have completed the troubleshooting steps and still do not receive email from My BuckMD, please contact Health Information Services at (614) 292-0118 Monday through Friday from 8am to 5pm.

The emails don't contain a clickable link to My BuckMD.

Your email service may be stripping the URL link. You may access My BuckMD at our website.

- Go to http://shs.osu.edu.
- Select the Login to My BuckMD button at left top of page.