

FAQs

Q: What information do patients see in my health care?

my health care patient portal users can see the following:

- Visit history
- Upcoming appointments
- Information or instructions for upcoming appointments
- List of allergies and conditions
- List of medications (home meds) currently being taken
- Test results or reports
- Physician reports

Q: Where in MEDITECH Expanse do clinical staff see the information that patients enter in their my health care account, e.g., home meds and allergies?

Information like home medications and allergies that patients enter in their my health care account can be viewed by clinical staff in the PCS tab in MEDITECH Expanse.

Q: What do I say to patients who receive information/results from their my health care account before their next scheduled appointment and have questions for their care team?

One of the benefits of the my health care patient portal account is having access to results and reports as soon as they are complete. Many patients say they prefer to see their results and reports as soon as they are ready.

Please advise patients that their healthcare team will review their results and reports and let them know if they need to be seen before their next scheduled appointment.

Q: How can I help a patient who wants to register for my health care?

Patients can sign up/create an account for my health care two ways:

Option 1: Provide their email address: Patients can provide their email address when they book or register for their next medical appointment. An email invitation from my health care will be sent to them to begin the registration process.

Option 2: Register online: Visit <https://myhealthcareportal.ca>. Patients can click on the “Sign Up” icon and complete the registration form. They will need to enter their health card (OHIP) number **OR** their Medical Record Number (MRN).

Once they have completed their registration, they will then need to activate their account:

Activating an account: Patients are to check their email inbox for the confirmation email from **my health care** to complete the registration process. Clicking on the link in the email within 72 hours will allow them to create a unique user ID and password and set up a security question. They should safely store their user ID and password for future reference.

Q: Can I register for my health care?

Yes, you can register for **my health care**. You can provide your email address during registration or when booking your next medical appointment. You can also register online by visiting <https://myhealthcareportal.ca>.

Q: Can I go into my own chart in MEDITECH Expanse to update my information, e.g., my email address, instead of updating it through the my health care portal?

No, you are not permitted to access your chart through MEDITECH Expanse. You must follow the same processes as patients and update your information through your portal account.

To update your personal information:

1. Log into your **my health care** account
2. Click on the **“Profile”** icon in the upper right corner of the screen
3. Once the new page opens, click on **“Update Profile”**
4. Once the new page opens, enter the patient information (street address, phone number) you want to change
5. Click **“Next”**
6. Once the new page opens, enter the contact information you want to change
7. Click **“Submit”**

Please note that a **my health care** support team member will review and accept your request once it's been submitted; your changes will not appear in your account immediately.

If you require further assistance, please contact the **my health care** support team by calling 705-797-2955 between 8:00 AM and 4:00 PM, Monday to Friday (excluding holidays) or by emailing PortalSupport@myhealthcareportal.ca.