

# General Tip Sheet

Date created: May 5, 2022

Audience: All Staff and Providers

## Overview

### What is my health care?

my health care patient portal allows patients, authorized friends, family members and caregivers secure online access to their electronic medical record (EMR) from our four partner hospitals. They can view appointments, pre-register for upcoming appointments, see their visit history, review their results, access dictated reports and update personal information. my health care provides patients with the same information you see.

## Proxy

A “proxy” is a user who has authority to represent someone else. The following scenarios require a proxy form to be completed:

- Parent(s)/Guardian(s) of a child 13 years of age and younger
- Substitute decision makers/Power of Attorney
- If the patient grants someone proxy access to their record through my health care

If a user does not have the ability to share access to their portal account, a proxy form will need to be completed to gain access. If a proxy form is required contact my health care Support or visit the hospital website.

## Confirm portal status

In Expanse, you can see if a user has a **my health care** account because of the silhouette that is under the patient's name. Please see the diagrams below.



A grey silhouette with a blue + indicates portal access has not been activated



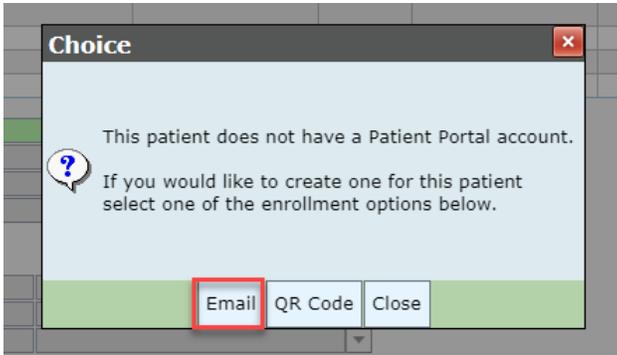
A blue silhouette indicates portal access is active, meaning the patient has a **my health care** account or has given access to their portal via proxy

## Quick enrollment/Send an invite

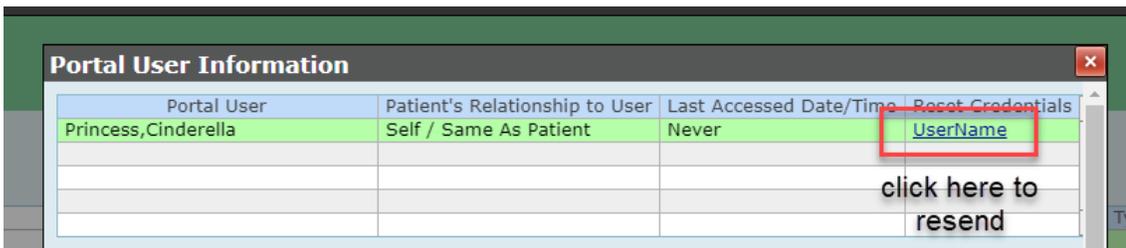


If a patient has  they may not be enrolled in **my health care**. An email address is required to create a portal account. If the patient does not have an email address in Expanse, then it can be added, or you can contact patient portal support via phone, email, or message/task.

If an email is on file, you simply click the + on the silhouette then select **email** from the choices, and the credentials will be emailed to the patient to create their account.



If a patient/user needs to have their credentials resent to them, click on  and a pop up will come up to resend their credentials. See below.



Contact the **my health care** Coordinators

Email : [Portalsupport@Myhealthcareportal.ca](mailto:Portalsupport@Myhealthcareportal.ca)

Phone : (705)797-2955

Send us a Msg/Task on MEDITECH

Steps on how to send a msg/task here -> [Sending a message taskDONE](#)