

FAQs

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

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 *

Progress notes and transfer notes are not viewable in the patient portal.

*Only medical information from April 1, 2022, forward can be viewed in my health care. Visit history prior to April 1, 2022, is viewable but no health information regarding these visits is accessible.

Q: How soon do patients see their test results and/or reports in their my health care account?

Patients can view results and/or reports once they have been reported and signed off, however, there have been some delays put in place during the initial launch of the portal. Phase 1 will launch with delays on June 14, 2022 and be reassessed in December 2022. The current flow of information to the patient portal is as follows:

- Dictated reports and Laboratory results – available in patient’s portal account immediately after reported, resulted, signed (12 hours for ED reports)
- Medical Imaging and Pathology reports – available in patient’s portal account 14 days after reported, resulted, signed

Please note: HHCC (Headwaters Health Care Centre) Sexual Assault Clinic and Health Portal Restricted Notes will not be viewable in my health care.

Q: Can certain information be stopped from flowing to a patient’s account in my health care?

Yes, a *Health Portal Restricted Note* template is available. Healthcare providers can utilize this template if they feel access to this information within the patient portal is detrimental to the patient’s health and/or interrupts the therapeutic relationship with them. The patient’s visit remains viewable in my health care; however, the specific report/dictation created in this template is not.

This report can only be utilized through front end dictation via the Expanse web modules and is not available through the phone dictation system.

Please Note: The patient/substitute decision maker can still obtain this information through the Health Records Department and the visit information, including the report, will still be available in Connecting Ontario and distributed to identified care providers.

Q: Can a patient's entire visit be marked as confidential, so the information does not flow to my health care?

Yes, a physician and/or patient can call or visit the Health Records Department at the hospital and ask for a visit to be marked sensitive (only during HIM hours M-F; 9-4). Only HIM can add/remove a sensitive visit request.

Marking a visit as sensitive will disable the visit and all corresponding documentation from being viewable in the portal.

Please Note: The patient/substitute decision maker can still obtain this information through the Health Records Department and the visit information, including the report, will still be available in Connecting Ontario and distributed to identified care providers.

Please Note: Depending on when the request is made, the information may have already flowed over to the patient portal.

Q: Do patients have access to viewing images in my health care?

Patients can view their imaging report, but not the actual image itself.

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

- Discussing this scenario with your patients when you order sensitive tests will allow both of you to agree on a clear outline of next steps and/or care plans to help minimize any anxiety.
- Advise patients that you will review their results and reports and let them know if they need to see you before their next scheduled appointment.
- Patients should be encouraged to take note of any questions they may have regarding their reports/results and come prepared with them to their next scheduled appointment.
- A tangible plan can provide proactive steps to help support your patients in managing their own health care journey.

Q: What information can patients enter for themselves in their my health care account?

Patients can enter/update demographic information in their account. During pre-registration, they also can enter/update information such as their home medications and known allergies. Please note: Information regarding home medications and allergies is verified and accepted by clinical staff before it is added into MEDITECH Expanse.

Q: Where in MEDITECH Expanse do I 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 account can be viewed by physicians in Allergies and Home Meds widgets. Questionnaires can be viewed in the Other Clinical tab under Patient Generated Data.

Q: Will the number of calls to my office increase?

Benchmarking with other Ontario hospital sites identified that while some patients may phone to ask follow-up questions or to book an appointment regarding results, other patients who were often phoning to inquire about results, may now be satisfied with viewing their results in the patient portal and choose not to call the office with further inquiries.

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

Patients can sign up/create an account in two ways:

Option 1: Provide their email address: Patients can provide their email address when they book or register for their next appointment at any of the four partner sites. An email invitation from my health care will be sent to them to create a portal account.

Option 2: Register online: Visit 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 signed up, 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 activation 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 a my health care account?

Yes, you can register for an account. You can provide your email address during registration or when booking your next medical appointment. You can also register online by visiting myhealthcareportal.ca.

Q: Can I go into my own chart through 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. You can update your information by visiting myhealthcareportal.ca.

For Headwaters Health Care Centre Patients

Q: Does my health care replace MyChart?

Yes. Headwaters Health Care Centre (HHCC) is pleased to share that they have a new patient portal that links directly to MEDITECH Expanse, **my health care**.

my health care is a secure, online patient portal that provides patients, authorized friends, family members and caregivers with access to their electronic health record from our partner hospitals, anywhere, at any time. **my health care** can be accessed online, or on the MEDITECH MHealth app.

Our partner hospitals include Collingwood General and Marine Hospital (CGMH), Georgian Bay General Hospital (GBGH - Midland), Headwaters Health Care Centre (HHCC - Orangeville) and Royal Victoria Regional Health Centre (RVH - Barrie).

Reports and results a patient receives from any one of our partner hospitals will be available in the portal.

Q: Can patients still access their records in MyChart?

MyChart is no longer accessible through HHCC, however patient records remain securely stored in their Health Records department. **my health care** replaces MyChart as a patient portal.