

# 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 are able to 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.

## 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 soon do patients see their test results and/or reports in their 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 launched with delays on June 14, 2022 and will 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 hour delay for ED reports).
- Medical Imaging and Pathology reports – available in patient's portal account 14 days after reported, resulted, signed.

## Q: What do I say to patients who may receive information/results 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.

## What patients see in the portal

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 \*

\* Please note: Only medical information from April 1, 2022, forward can be viewed in **the portal**. Visit history prior to April 1, 2022, is viewable but no health information regarding these visits is accessible.

## Want more information?

Visit [CARE-4.ca](https://care-4.ca) for helpful tip sheets and more FAQs!



Scan for more information

[care-4.ca/my-health-care-patient-portal/](https://care-4.ca/my-health-care-patient-portal/)

## Documenting with Patients in Mind



### Reading of reports/results

Manage your patient's expectations and potential anxiety when requesting tests, knowing that potentially your patient may access their results before you do. You may choose to discuss the implications of such access with your patient.



### Document clear and concise notes

Document your notes in a way that your patient will understand; e.g., avoid using vocabulary or abbreviations that could potentially be confusing.



### Keep your language professional

Focus on the diagnosis and plan of care. Remember that this information is being accessed by people outside the clinical setting.



### Manage expectations

Help your patient understand how their visit will be reflected in the patient portal; e.g., which tests will you be running? How will you be explaining results? How can they reach you if they have questions?



### Draw attention to details

Highlight information you feel is most important for your patient to know, or actions that are critically important for them to take; e.g., following a medication schedule.



### Make follow-up plans clear

A clear outline of the next steps and/or care plans can help minimize patient anxiety.

### Q: Can certain information be stopped from flowing to a patient's portal account?



Yes, a Health Portal Restricted Note (confidential 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 the portal; 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 the patient's portal account?

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.

### Q: What information can patients enter for themselves in their 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 staff before it is added into MEDITECH Expanse.

### Q: Where in MEDITECH Expanse do I see the information that patients enter into their account, e.g., home meds and allergies?

Information like home medications and allergies that patients enter into their portal 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.



If you need assistance, contact the support team at [portalsupport@myhealthcareportal.ca](mailto:portalsupport@myhealthcareportal.ca) or call 705-797-2955.