

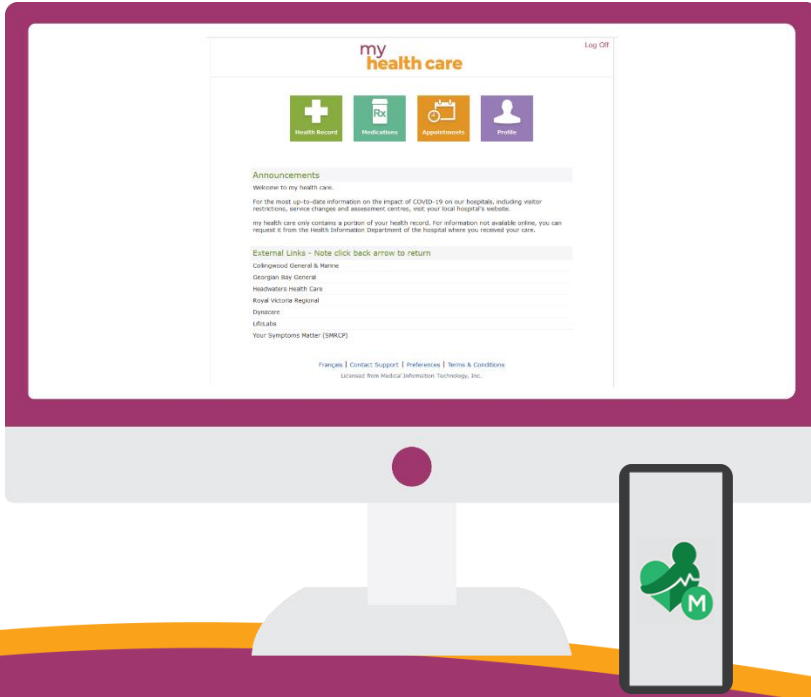
my  
health care

where patients connect with their care

# Patient Portal Overview

A decorative graphic at the bottom of the slide consisting of a thick, wavy line. The top part of the line is orange, and the bottom part is a darker purple color, creating a smooth, flowing transition between the two colors.

# Patient Portal – What is it?

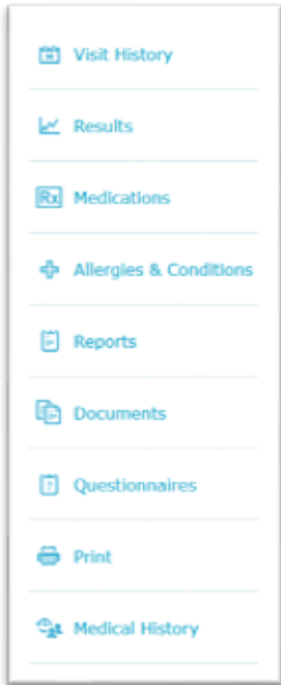


- **my health care** is an online app that actively engages patients in their care by giving them access to information regarding their health
- Easier access to this information allows families and caregivers to make informed decisions to better manage their healthcare journey
- Hospitals are the custodian of the patient's health information, but the patient owns the content
- Evidence suggests patients experience better health outcomes having access to their own information

Access **my health care** anywhere, from any device.

**my**  
**health care**

# In Scope Functionality of Patient Portal



## **Provides patients access to their health record to:**

- ✓ View visit history
- ✓ View & print results\* (lab, microbiology & pathology)
- ✓ View & print reports\* (physician & medical imaging)
- ✓ View & print discharge instructions from previous visits\*
- ✓ View & update allergies and home medications
- ✓ View conditions

## **Allows patients to:**

- ✓ Update personal data (insurance, contact information & demographic information)
- ✓ Share portal access with caregivers & family members
- ✓ View & pre-register for upcoming appointments
- ✓ Upload Insurance Cards (OHIP & supplementary)
- ✓ Complete questionnaires & consent forms prior to appointments

\*as of April 1, 2022

# Report Availability

After extensive engagement with professional staff and leaders, the patient portal project team received approval from the Regional IT Partnership CEO Committee regarding report availability in **my health care**. As requested by physicians during demonstrations and presentations at Medical Advisory Committees (MACs) and physician meetings across the four sites, delays have been put in place for specific reports, including:

- Dictated reports and Laboratory results will be available in **my health care** immediately after reported, resulted, or signed (12-hour delay for ED reports)
- Medical Imaging and Pathology reports will be available in **my health care** 14 days after reported, resulted, or signed
- Patient information will be available in **my health care** from April 1, 2022, onward. Prior information is available to the patient through the Health Records Department
- HHCC Sexual Assault Clinic visits and Patient Portal Restricted Notes will not be available in **my health care**.

# Stopping Information from Flowing to the Portal



## Options Available:

1. Mark a visit as *sensitive*
2. Mark a location as *sensitive*
3. Create a *Patient Portal Restricted Note*

	Sensitive Visit	Sensitive Location	Confidential Portal Report
What	<ul style="list-style-type: none"> <li>• Visit can be marked <i>sensitive</i> in Expanse</li> <li>• Neither the visit nor associated documentation is visible in <b>myhealth care</b></li> </ul>	<ul style="list-style-type: none"> <li>• Organization can mark a specific location as <i>sensitive</i></li> <li>• Can be site specific</li> <li>• Neither the visit nor any associated documentation is visible in <b>myhealth care</b></li> </ul>	<ul style="list-style-type: none"> <li>• A new report template called "Patient Portal Restricted Note" has been created and is available for documenting confidential information that will not flow to <b>my health care</b></li> <li>• Available through front end dictation only</li> </ul>
Requested by	Patient or physician	Department or clinic	NA
Who Does it	Health Information Management (HIM)	Patient Access Team (PAT)	Health Care Provider (HCP)
How	Visit/call facility's HIM	Consultation with leadership is required	Patient Portal Restricted Note is selected by HCP or dictating provider
When	During HIM hours	During PAT hours	Anytime
Implications	<ul style="list-style-type: none"> <li>• Information may have already flowed to <b>my health care</b> (depending on day/time of visit)</li> <li>• Patient/SDM can obtain records from HIM</li> <li>• Visit information is available in Connecting Ontario and distributed to identified care providers</li> </ul>	<ul style="list-style-type: none"> <li>• Patient/SDM can obtain records from HIM</li> <li>• Visit information is available in Connecting Ontario and distributed to identified care providers</li> </ul>	<ul style="list-style-type: none"> <li>• Visit and non-restricted reports flow to <b>my health care</b></li> <li>• Patient/SDM can obtain records from HIM</li> <li>• Visit information is available in Connecting Ontario and distributed to identified care providers</li> </ul>

# Launch Dates

PFAC Launch  
May 11, 2022

Soft Launch to  
Staff, Physicians  
& Volunteers  
June 8, 2022

Public Go Live  
June 14, 2022

# Public Marketing Products

Available at all four sites -  
June 14, 2022




**my health care**

Ask us about the new patient portal!

my **health care** is a secure, online patient portal that provides you, authorized friends, family members and caregivers access to your electronic health record from our partner hospitals, anywhere, at any time.

my **health care** can be accessed online, or you can download the app on iPhone or Android from their app stores.

Ask your care team how you can register for the my **health care** patient portal!



**my health care**


my **health care** allows for secure online access to your electronic medical record (EMR). You are able to view appointments, pre-register for upcoming appointments, see your visit history, review your results, access dictated reports and update personal information. my **health care** provides you with the same information your doctor sees.

For more information about my **health care**, please visit the my **health care** patient portal link on our partner hospital websites, email [Portalsupport@myhealthcareportal.ca](mailto:Portalsupport@myhealthcareportal.ca) or call 705-797-2955.

- View & pre-register for upcoming appointments
- See your visit history
- Review your lab & imaging results
- Access dictated reports
- Update personal information

**my health care App**

If you have an iPad, iPhone or an Android smart phone, you can access your my **health care** account via the free Meditech myhealth app. Wherever you are, you have easy access to your medical information. You can find the app by searching for **Meditech myhealth** in the App Store or Google Play.



where patients connect with their care



**my health care**

Check out the new healthcare patient portal!

The my **health care** patient portal provides you with access to your health information online at any time and from almost anywhere.

Where patients connect with their care

To get started, visit the my **health care** patient portal link on our partner websites, email [Portalsupport@myhealthcareportal.ca](mailto:Portalsupport@myhealthcareportal.ca) or call 705-797-2955.



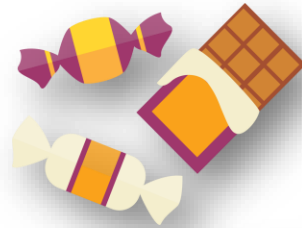
- ✓ Site-specific webpages
  - Promo video
  - How to navigate portal video
  - FAQs - public
- ✓ Posters
- ✓ Brochure
- ✓ Pull up banners
- ✓ Take-away postcards
- ✓ Social media posts

**my health care**



# June 14 Go Live

- ✓ On-site support from portal coordinators & project team
- ✓ Support team – bright logoed t-shirts
- ✓ Rounding in HIM & Registration
- ✓ Table at registration entrance
- ✓ Physician tool kits available



- ✓ Treats
- ✓ Stickers
- ✓ Brochures
- ✓ Postcards
- ✓ Speaking notes
- ✓ Pull up banners



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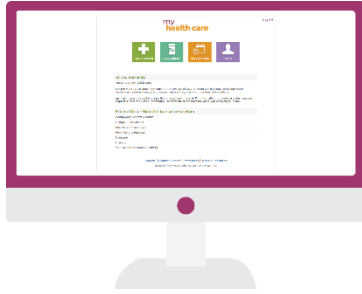
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It's where patients connect with their care

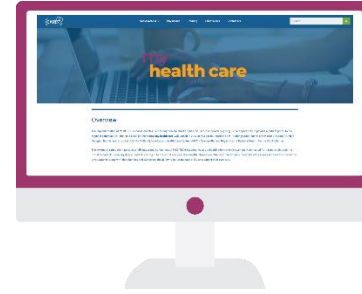


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# Patient Portal Demo & More Information



click [here](#) to view  
my **health care** demo video



click [here](#) to access more  
my **health care** information