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Welcome to myHealthRecord

Hello,

Welcome to myHealthRecord – Women’s College Hospital’s (WCH) new online patient medical record. myHealthRecord provides patients with access to their medical information online through the portal (womenscollegehospital.ca/myhealthrecord) and through the “MyChart” app for iPhone, Android and tablet devices.

This guide provides an overview of many of myHealthRecord's features and how to use them*. By registering for myHealthRecord, you can:

- Review summaries of your previous appointments, including issues addressed during each visit, your vital signs, and tests or referrals that were ordered.
- Send a message to your care team and ask simple questions about your appointments.
- View your medications, including dosage information and instructions.
- View new lab results, as well as trends over time. For example, you can view results for your past cholesterol tests on a graph to see if you're close to meeting your target number.
- Access your family members' medical records. For example, you can view your child's immunization history, and upcoming appointments. (This functionality is not available yet.)

** Functionality may not be supported by all clinics.*

Should you have any questions while navigating through the guide, please do not hesitate to contact myHealthRecord@wchospital.ca.

Sincerely,

myHealthRecord Team
Women’s College Hospital

What is myHealthRecord?

myHealthRecord is Women's College Hospital's new online patient medical record. By registering, patients can access their health information at any time from anywhere through the website (womenscollegehospital.ca/myhealthrecord) or by downloading the "MyChart" app for iPhone, Android and tablet devices.

Is there a fee to use myHealthRecord?

myHealthRecord is a free service for WCH patients.

How do I sign up?

Patients who wish to participate will be issued a myHealthRecord activation code during their clinic visit; when checking-in and/or when receiving an After Visit Summary (AVS) from their provider following their visit. This code will enable you to log in and create your own username and password. If you were not issued an activation code, ask to sign up during your next office visit. Additionally, you'll need to know your Medical Record Number (MRN) to register. Your MRN will be located on your registration letter, AVS, order requisition and any other WCH documents given to you by your provider.

When can I see my test results in myHealthRecord?

Only lab tests performed at WCH will be available in myHealthRecord. All labs results will be available in myHealthRecord 48 hours after the result is available. Pathology and radiology results will be available in myHealthRecord 3 weeks after the result is available.

Your provider will determine which types of test results can be shared through myHealthRecord. Furthermore, certain tests of a sensitive nature may not be released in myHealthRecord.

If some of my health information on myHealthRecord is not correct, what should I do?

Your myHealthRecord information comes directly from your Ambulatory Electronic Patient Record (aEPR) at Women's College Hospital. Ask your provider to correct any inaccurate information at your next clinic visit. Your health information is reviewed and updated in your electronic medical record each visit.

Where does the information in myHealthRecord come from?

The information in myHealthRecord comes from your electronic chart at Women's College Hospital (sometimes referred to as your Ambulatory Electronic Patient Record or aEPR). This information goes as far back as February 2015, so you may not see appointments or test results prior to that date.

What about information from the Family Practice Health Centre and the Crossroads Clinic?

Test results ordered during a visit at the Family Practice Health Centre (FPHC – located at 77 Grenville St.) or at the Crossroads Clinic will be visible in myHealthRecord, as long as the tests were performed at Women’s College Hospital. However, any health information captured at FPHC or at the Crossroads Clinic will not be included in your myHealthRecord account, and you will not be able to update your general information such as medications and allergies for either clinic’s team. At this time, you will also not be able to request, cancel or view your FPHC or Crossroads Clinic appointments.

If I send a message to my provider or nurse, when can I expect a reply?

You will generally receive an answer within 3 business days (72 hours). You will only be able to message clinics/providers to whom you have had a visit with previously. Please note that myHealthRecord should not be used for urgent situations. Please dial 911 if it is an emergency.

Can I view a family member's health record in myHealthRecord?

Patients can connect their personal myHealthRecord account to a dependent family member’s account, such as a spouse, parent or child. This “Proxy” process is not currently available on myHealthRecord.

Can I ask questions regarding a family member from my myHealthRecord?

myHealthRecord offers direct access to your personal health record and communicating about another individual's information would be placed in **your** health record. This information would not appear in the correct health record and could potentially jeopardize medical care.

Can my spouse and I share one myHealthRecord account?

No, due to the sensitive nature of medical information, each adult must sign and submit a Release of Information request and establish their own myHealthRecord account. However, through proxy consent you may have access to each others myHealthRecord accounts.

I forgot my password. What should I do?

You may click the "Forgot password" link on the sign in page to reset your password online.

Can you send me a new activation code as I have lost it, let it expire or did not receive it?

Contact us at myhealthrecord@wchospital.ca and once we verify your information, a new code will be provided over the phone. Privacy issues prevent us from e-mailing a new activation code to you.

Where can I update my personal information (e.g., home address, e-mail or change my password)?

Log into myHealthRecord, go to the Preferences section and select the appropriate option.

Is my information safe on myHealthRecord?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure activation codes, personal usernames, and passwords. Each person controls their password which they can change at any time and the account cannot be accessed without that password. Further, myHealthRecord uses the latest 128-bit SSL encryption technology with no caching to automatically encrypt your session with myHealthRecord. All myHealthRecord messaging is done while you are securely logged on to our website.

I was logged out of myHealthRecord, what happened?

We aim to protect the privacy and security of your information. While logged into myHealthRecord, if your keyboard remains idle for 15 minutes or more, you will be automatically logged out of myHealthRecord. We recommend that you log out of your myHealthRecord session if you need to leave your computer for even a short period of time, to protect your information

My activation code does not work, what should I do?

For your security, your activation code expires after 30 days and is no longer valid after the first time you use it. If you are still having difficulties using your code, email us at myHealthRecord@wchospital.ca.

Who do I contact if I have further questions?

You may e-mail us at myHealthRecord@wchospital.ca.