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Welcome to MyHealthRecord

MyHealthRecord provides you with online access to your medical record. It can help you participate in your healthcare and communicate with your providers.

From 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.
- View your medications, including dosage information and instructions.
- View new lab results, as well as trends over time. For example, view results for your past cholesterol tests on a graph to see if you're close to meeting your target number.

This guide provides an overview of many of MyHealthRecord's features and how to use them.

Sign up for MyHealthRecord

To sign up for MyHealthRecord, there are several different methods of MyHealthRecord signup that you could use:

- You can use the self-signup online to create a MyHealthRecord account by matching your information against what is on file in your WCH medical record. To access this, use your web browser and enter https://www.wchchart.ca/Mychart/signup and complete the details on our Online Registration page.
- You may receive a print-out from your clinic with an activation code and information on registering online.
- You may receive a MyHealthRecord activation code on your After Visit Summary.
- You may receive an email with a direct link to activate your account.

Sign up **without** an Activation Code

If you don't have an activation code, you can sign up online using our Online Registration page.

To request an activation code online:

1. On the MyHealthRecord login page, click **Sign Up Now** in the New User? section.
2. Under No Activation Code?, Click **Sign Up Online**.
3. Complete the form. Please ensure you are entering your **10-Digit OHIP number without the Version Code letters** at the end (Ex. AB). Alternatively, if you choose to use your WCH Medical Record Number (MRN) instead of your OHIP number, please make sure you are only entering in the numbers with **no letters**.

Sign up **with** an Activation Code

1. From the MyHealthRecord login page, click **Sign Up Now** in the New User? section.
2. Enter your activation code and other personal verification items, such as your Medical Record Number (MRN) and your date of birth. Click **Next**.
3. On the next page, choose the following:

   - **MyHealthRecord username**. This should be something that others wouldn't be likely to guess but easy for you to remember. It cannot be changed at any time.
   - **Password**. This should be a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be:
     - **At least eight characters** with
- **At least one number and one letter** and
- **Must be different from your MyHealthRecord username.**

Choose a password that you don't use for other websites.

- **Security question.** This question will be used to verify your identity if you forget your MyHealthRecord password. Choose a security question from the list and enter your answer. Your answer cannot include your MyHealthRecord password.

4. On the next page, choose whether you want to receive a notification message in your personal email when there is new information available in your MyHealthRecord account. If you opt to receive email alerts, enter your email address.

**Sign up from an Instant Activation email**

You may receive an email from no-reply@wchospital.ca to activate your myHealthRecord account.

1. Click the "Sign Up Now" link to create your account.
2. When creating your account, input the following two pieces of information:
   - **Date of birth:** DD/MM/YY
   - **Password.** This should be a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be:
     - **At least eight characters** with
     - **At least one number and one letter** and
     - **Must be different from your MyHealthRecord username.**

Once you complete this process, you will have access to your myHealthRecord.

**Log in to MyHealthRecord**

1. In your web browser, enter https://www.womenscollegehospital.ca/your-health-information/my-health-record-portal/ and access the login page.
2. Enter your MyHealthRecord username and password, and click **Sign In.**

**What if I forget my MyHealthRecord ID or password?**

**How to Reset your password:**

Use the link provided to start a Password Reset: Click here to reset your password

1. Enter the required information in the fields and click **Next** to continue
Password Reset

Please verify your personal information.

myHealthRecord Username

Date of Birth

dd / mm / yyyy

10-digit OHIP (no spaces or hyphens)

NEXT
2. You should receive your code in an email at the email address you had registered with for your myHealthRecord account

3. Enter the code sent to your email in the field and click Verify
4. Create a new password in the fields shown and ensure the password includes the following:
   • Must be between 8 and 20 characters
   • Must contain at least one letter and one number

   Click **Next** after completing password entry

5. You should now be logged into your account.

**How to Recover your Username:**

Use the link provided to start a Password Reset: [Click here to reset your password](#)

1. Enter the required information in the fields and click **Next** to continue
2. If successful, you will receive a notification that you received your Login ID at the email address listed on your myHealthRecord account.

If you are still having trouble logging in, please email at myHealthRecord@wchospital.ca or leave a voicemail at (416) 323-6205 and we’ll get back to you within 1 to 3 business days.
Messaging

View messages from your clinic
You can read any message sent by your doctor or other clinic staff by going to the Messages Icon at the top of the page. Once you click the icon, you will be directed to your message inbox seen below.

If you're looking for a specific message, enter key words in the search field on the Messages page.

Receive emails when new MyHealthRecord messages are available

1. Go to Menu > Communication Preferences.
2. Expand the Messages section and select a notification option.
3. Update your email address if needed at the bottom of the page.

Ask your doctor for medical advice

MyHealthRecord medical advice question messages are only available for select clinics.

If you have a non-urgent medical question, you can send a message to your doctor's staff members – if this feature is available for your clinic. This message is secure, meaning your information stays private as it is sent over the internet.

You might use the Get Medical Advice feature if you're not sure whether you should come in for an appointment, if you need clarification on the dosage of one of your medications or something that was discussed in a recent visit, or if you just want advice about your illness.

1. Go to Messages icon at the top of your homepage > click Send Message on the left hand side of the message centre. You will be prompted with a window on the bottom right hand corner.
2. Click **medical question** and proceed to choose what type of medical question you will be asking.

![New message](image1)

3. Select what **type of medical question** you will be sending.

![Medical question](image2)

4. Select a **recipient** from the list. This list might include a department, your primary care provider, another doctor with whom you've recently had an office visit, or the general nursing staff at the clinic.

![Visit Follow-Up Question](image3)
5. Type a **subject** for your message and enter your message/question. When you are finished, click **Send**.

![Message Form](image)

Someone at your clinic should respond to you within 1 to 7 business days. If you've opted to receive email for new messages in your MyHealthRecord account, you'll receive a message letting you know that the clinic has responded to your request.

To view a message after you've sent it, go to **Messages** icon on the home page and you will be able to view your messaging history under **conversations**.
Visits

View your past or upcoming appointments

You can view your past or future appointments by going to Visits tab at the top of the page. Once you click this, you will be able to see your upcoming and past appointments (see below).

Select a scheduled future appointment or click Details to see info such as:

- The date, time, and location of the visit
- Any pre-visit instructions from the clinic
- Directions to your clinic

If an upcoming appointment is eligible for eCheck-In, you can use it to take care of tasks such as the following before you arrive at the clinic:

- Verify or update insurance and demographics information
- Verify or update medications, allergies, and current health issues
- Answer appointment-related questionnaires

Select a past appointment to view the After Visit Summary and click on View Visit Details
If your visit was a virtual one (Virtual Video/Virtual Phone) you should be able to download your AVS by clicking the button “Download After Visit Summary”.

**eCheck-In**

With eCheck-In (Click **Visits** tab), you can use myHealthRecord to complete the following tasks from anywhere so that you don't need to do them when you arrive at the clinic:

- Verify or update coverage and demographics information
- Verify or update medications and allergies
- Answer appointment-related questionnaires
Confirmation

When confirming an appointment (Visits > Details), you can use myHealthRecord to indicate that you acknowledge the upcoming appointment to prevent WCH from providing reminder emails and phone calls for that upcoming appointment.
To request an appointment, go to Visits then click on the Schedule an Appointment tab. Depending on the reason for scheduling or type of appointment you choose, you'll be directed to the Request an Appointment page.

- When you send an appointment request, you're asked to enter the provider you want to see, the reason for the visit, preferred dates and times, and any comments regarding why you are requesting the appointment. After you submit your request, someone from the clinic will contact you to verify an appointment date and time.
Cancel an appointment

Depending on the date and time of your next appointment, you may be able to cancel it through MyHealthRecord. If it is within 7 days of your appointment date, you will need to call the clinic to cancel your appointment.

WCH directory for clinic numbers: https://www.womenscollegehospital.ca/find-a-care-program/

1. Go to Visits > Appointments and Visits, and select the appointment from the list or click Details.
2. Click Cancel, enter cancellation comments, and click Confirm Cancellation.
3. You will receive confirmation that your appointment has been cancelled.
Fast Pass

Depending on the clinic and your appointment’s date, time and provider, you may be eligible for Fast Pass. Fast Pass automatically sends you an email message to notify you of a wait list appointment offering. Upon receiving the message, you can then log in to myHealthRecord and claim the offer if it is still available or decline the offer to keep the original appointment and wait for another offer. If you are eligible for a Fast Pass offer, your clinic will automatically add you to the wait list.

Fast Pass is not supported by all clinics at WCH. If you are unsure if your clinic is participating please contact myhealthrecord@wchospital.ca for assistance.

To accept or decline a Fast Pass appointment offer:

Via myHealthRecord Website

1. Log in to myHealthRecord (https://www.womenscollegehospital.ca/your-health-information/my-health-record-portal/)

2. On the home page, you will be prompted with a notification under “Move your...” indicating that you have an opportunity to move your Appointment to an earlier time.

3. Simply select Keep Existing Appointment or Accept New Appointment or. By accepting a new appointment your previous appointment, date will automatically be canceled and rescheduled to the new proposed date/time. Should you choose to keep your existing appointment, you will still be considered for earlier appointment opportunities.

Appointment offers are on a first come first serve basis. Should another eligible patient accept the offer, you’ll be offered the next earliest appointment offer. You have 5 days to accept or decline the appointment offer. If either of the above scenarios occur, you’ll see the following notification on the myHealthRecord home screen.
Via myHealthRecord mobile app *(MyChart)*

1. Open the MyChart mobile app 📱 and log in.
2. Navigate to **Appointments**.

![Appointments Screen](image)

3. Navigate to **Offers** and decide to **Accept** the appointment offer or **Keep** your existing appointment.

![Offers Screen](image)

For more information on how to download the mobile app please see the *Mobile Apps* section.
Health

Plan of Care

The Plan of Care section shows you a summary of your upcoming appointments as well as your Medications and Test Results all in one page. Here you’ll be able to view several details of information on your health record. To view Plan of Care, go to Menu > Plan of Care.

View your Test Results

With MyHealthRecord, you can view test results as soon as they become available, rather than waiting for a phone call or letter from your physician. To view test results, go to Test Results icon at the top of the page. Select a test to see more information about it, such as:

- The standard range for the result.
- Any additional comments your provider entered about the result.

Receive an email when new results are available

1. Go to Menu > Communication Preferences.
2. Select Health then expand and click the envelope icon to opt in or out of notification for Test Result.
3. Update your email address if needed at the bottom of the page.
Manage your medications

View your current medications
Go to the **Medications** icon at the top of the page. You will see all of your current medications in one place. You can see details for each medication, including the prescribed dosage, instructions, and the physician who prescribed the medication. You can view additional information about a medication, such as precautions to consider when taking the medication and potential side effects, by clicking the **Learn more** link.

- Remove a medication you’re no longer taking by clicking **Remove**.
- Add a new medication by clicking **Add a Medication**.

Set Preferred Pharmacy
You can select your preferred pharmacy for medication pickup convenience during the eCheck-in process for a virtual visit (phone or video). With this feature, your selected pharmacy appears to your doctor or provider during the virtual visit, and prescriptions can be easily sent to that pharmacy of choice.

Select a Preferred Pharmacy
1. Continue to **Step 2** of the eCheck-In process
2. Select a preferred pharmacy for the visit
3. Add or delete a pharmacy from this visit
Manage your allergies

View your current allergies
Go to **Menu > Health Summary > Allergies** to see all of your currently listed allergies in one place. You can see your reaction details for each allergy, view additional information about an allergy and review your personal notes about your allergies.

View a summary of your health information
To get a summary of your medical record, go to **Menu > Health Summary**. This summary includes:
- Current health issues
- Medications
- Allergies
- Immunizations
- Preventive Care
Questionnaires

Respond to questionnaires from your clinic

Your clinic might make questionnaires available from MyHealthRecord so you can complete them online instead of filling out a form when you get to the clinic.

You might be able to respond to questionnaires in three different places:

- Open generally available questionnaires from Menu > Questionnaires.
- If your doctor wants you to complete a questionnaire for an upcoming appointment, go to Visits. Select the upcoming appointment and click Details. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
- If your doctor sends you a MyHealthRecord message with an attached questionnaire, open it by clicking the questionnaire link near the top of the message.

If you need to close a questionnaire before you finish it, click Finish Later to save your progress.
Upload a Photo

Completing an Image Upload
If your clinic has asked for you to provide a photo before your visit and instructed you to do so using your myHealthRecord account, go to the Menu > Questionnaires.

NOTE: This Photo Upload task will be available 2 weeks prior to your appointment date (only available for certain clinics).

After reaching the questionnaires page you should see your assigned questionnaires. Click on Photo Upload.
You will be given the option to add 3 documents of the specified file types shown in the image below with max file sizes of 4MB.

Once completed click **Continue** and **Submit**.
Coverage

Review and update your coverage information

To review the coverage information your clinic has on file, go to my Menu > Insurance Summary

To update your insurance information, make any of the following changes:

• Edit an existing coverage by clicking Update coverage.
• Remove a coverage by clicking Remove coverage.
• Add a new coverage by clicking Add a coverage.

New coverage additions are submitted for verification when you log out of MyHealthRecord.
Preferences

Update your personal information
You can update your address, phone number, email address, and other personal details at any time so that your clinic always has the most up-to-date information in your record.

1. Go to Menu > Personal Information.
2. Click Edit in the section for the information you need to update.
3. Confirm that your updated information is correct, and then click Save Changes.

Customize your notification preferences
Choose how you would like to receive myHealthRecord notifications.

- **Appointments**
  Alerts and notifications about upcoming or past appointments.

- **Messages**
  Receive updates from your healthcare organization.

- **Health**
  Notifications when new information is available about your care.

- **Billing**
  Updates about billing and insurance information.

- **Telehealth**
  Alerts for current telehealth visits

- **To Do**
  Notifications about tasks and changes to your To Do list.

Save changes
MyHealthRecord can send you notification by email or text message when there is new information available in your MyHealthRecord account. You can specify your preferences for different types of notifications, including new messages, test results, letters, appointment updates, and more.

1. Go to Menu > Communication Preferences.
2. Select notification options for a group of notifications (for example, Appointments or Messages) or expand a notification group to select options for individual notifications you want to receive. Click on the envelope icon to either activate or deactivate the notification.
3. Update your email address if needed (See below). This will be found at the bottom of the communication preferences.

This is your contact information that we will use to deliver notifications. If you want to make any changes to this information, please allow 24 hours for our clinic staff to update this information in your medical record.

Change your MyHealthRecord password or update your security question and answer

To ensure that your medical information stays protected, consider changing your MyHealthRecord password periodically. To do so, go to Menu > Security Settings. From this page, you can also update the security question and answer that are used when you forget your MyHealthRecord username or password.
Security Settings

Change Password
Your password must be different than your myHealthRecord Username. For increased security, use a combination of numbers and letters (lowercase and uppercase).

Current Password:

New Password:

Confirm New:

Save password

Two-Step Verification Settings
Two-step verification is an additional level of security to help keep your account secure—even if someone has your password.

Turn on two-step verification

Back to the home page
Mobile Apps

MyChart for iOS and MyChart for Android are portable versions of MyHealthRecord that you can use to manage your health information on the go. The mobile apps contain many of the same features as the MyHealthRecord website, allowing you to do all of the following, and more!

- View test results.
- Send and receive messages.
- Request and confirm upcoming appointments and view visit summaries for past appointments.
- View your health summary, including allergies, immunizations, current health issues, and medications.

If you have an iOS device, you can pair it with Apple Watch™. With MyHealthRecord for Apple Watch, you can:

- See alerts for new information in myHealthRecord.
- View upcoming appointments.
- Read messages.
- Review their medication list.

Download the MyChart app

To install the MyChart app, go to the App Store or Google Play Store and search for "MyChart."