MyHealthPortal

MyHealthPortal: Frequently Asked Questions
Updated: Aug 13 2018

Using MyHealthPortal

What do I see in the portal?
Interior Health (IH) lab results, medical imaging reports (such as X-ray, CT and ultrasounds) for visits since May, 2016, certain IH appointments, certain transcribed clinical reports (launching summer 2018), your hospital visit history, and your contact information.

You will not see information or appointments from your family doctor's office or for lab tests done at private labs such as Valley Medical Laboratories and LifeLabs.

How do I access the portal?
To enrol, add your email to your patient record at your next Interior Health Lab or MI appointment, or at any time by visiting Registration/Admitting at your local hospital. Once your email is on your electronic medical record visit: www.interiorhealth.ca to complete and submit the online Request to Enrol form. You will receive an email with instructions to complete your enrolment. If you have already enrolled, go to www.interiorhealth.ca/MyHealthPortal and click the Enrolled Users Logon button.

What web browser is recommended for maximum compatibility with MyHealthPortal?
Computers require the latest version of web browsers Google Chrome, Internet Explorer version 8 and higher, or Safari version 6 and higher. Required mobile browsers are Google Chrome for Android, Safari on iOS v7 and higher for iPhone and Internet Explorer 10 and 11 on Windows 8+ Microsoft Surface.

What do I do if I notice my contact information in my portal record is incorrect?
Submit updates to your contact information from the Profile page in your MyHealthPortal account. You have the ability to request to update Marital Status, Religion, Address, Phone Number, Email, Mother's Name, your Next of Kin, or Person to Notify.

Why is the web link sent to me for password or login reset not working?
This web link is valid only for two hours after it's been sent. If you continue to experience issues, please contact the MyHealthPortal support team.

Why aren't my medications listed?
This information is not currently available for publishing in MyHealthPortal.

Why aren't my allergies listed?
Allergies, including allergies to medications, are not always recorded electronically. We are looking into how to manage allergies in the electronic system to ensure accuracy so that they can be included in MyHealthPortal at a future date.

Why aren't all my appointments listed?
The system is currently limited in what appointments are available. This is because not all health-care appointments are booked through the same electronic system. You will not see information or appointments at/from your family doctor's office.

What if there is a discrepancy between the appointment time on MyHealthPortal and the information I received from the hospital?
If you have any questions about your appointment time or appointment instructions, please clarify by phoning the facility where your appointment is scheduled.

When will I see my X-ray, scan or ultrasound reports?
Medical imaging (such as X-ray, CT and ultrasound) reports for exams done after May 2016 are available on the patient portal seven (7) days after the radiologist reviews and finalizes the report. This allows your doctor time to prepare to review the report with you.

Why don't I see the image resulting from my medical imaging scan along with the report?
Images are provided directly to radiologists for review – only their report is published on MyHealthPortal.

When are lab results available on MyHealthPortal?
Lab test results are available on MyHealthPortal as soon as the tests are completed. However timing for Lab tests to be completed varies dependent upon the type of test and can range from one (1) to fourteen (14 days), **Note: the portal only provides lab results on tests performed in Interior Health laboratories.** Tests marked as referral, including special send-out tests, are sent to external labs for testing. These results are not available in MyHealthPortal.

Why can't I see all of my lab results?
Lab results are shown by most recent visit. If you select an individual test, it will then take you to a new page displaying the history of results for the selected test.

Why don't I see my biopsy report on the portal? Biopsy specimens are lab pathology reports and are not available in the portal. You will need to contact your physician for the results.

Which clinical reports will show in my record?
Transcribed clinical reports are being included in MyHealthPortal in a phased approach in summer 2018:
- Vernon Jubilee Hospital & Pleasant Valley Health Centre – June 18
- IH East hospitals and health centres – August 22
- Remaining IH hospitals and health centres – September 12

MyHealthPortal report expansion will not include emergency department notes, progress notes, psychiatry/mental health/substance use notes, scans of hand-written notes, nursing or allied health documentation, and child or sexual abuse cases. Additionally, practitioners have the option to not publish some documents in MyHealthPortal – for example if they feel a prior personal consultation with the patient is important.

How long will it take for my transcribed report to show in my record?
Once a report has been signed off by the physician, it will be made available in the portal. The approximate timeframe for a report to become signed off is between 1-7 days.

What is an addendum on my transcribed report? It's an add-on to your report, if more information has become available since the physician dictated it.

Who to Contact for Help

I have a question about my lab results, or the reference ranges. Who should I talk to?
Please ask your ordering, or family physician if you have any questions regarding your lab results.

Who do I contact regarding test results and medical imaging reports, if I went to a walk-in clinic or Emergency Room?
Typically you would either see your family physician, or return to the walk-in clinic to discuss results with the health-care provider.

Who do I call if I don't understand the reports or have questions about results?
Questions regarding your health, including questions about lab results and medical imaging (such as X-ray, CT scan and ultrasound) reports, should be directed to the health-care provider who ordered the test. Please do not contact the lab or medical imaging department with questions regarding information in MyHealthPortal.

What do I do if I am missing visits, results or reports or see visits, results or reports that do not belong to me?
Please contact MyHealthPortal@interiorhealth.ca for any questions regarding missing or incorrect visits.

What if I have a question about my clinical report?
If you need assistance interpreting information in the report, please contact your primary health-care provider; otherwise please direct your questions to MyHealthPortal Support. MyHealthPortal staff will collect your contact information and will forward it along with your question to the appropriate service for follow up.

Who do I call if I have trouble accessing/navigating the portal?
Telephone and e-mail support will be available during regular business hours if a patient has login issues or technical questions. There are three ways to get assistance:
1. Contact MyHealthPortal@interiorhealth.ca
2. Call toll free 1-844-870-4756 Mon – Fri between 7 a.m. – 7 p.m. PST.
3. Click on the Contact Us icon at the bottom of each page on the portal site.

Note: Lab and medical imaging departments are unable to assist with questions regarding reports within MyHealthPortal.

What do I do if I notice some of the data/information on MyHealthPortal is not correct?
Patients are able to update their personal information such as name, address, next of kin, and person to contact in the portal site. For other concerns or questions contact MyHealthPortal support at 1-844-870-4756.

Access for Minors

How do I gain access to my minor child's (0-11 years old) record in MyHealthPortal?
If you are listed in the child's medical record as their Person to Notify, or Next of Kin, and if you share the same address, you may complete the **Declaration of Status to Access MyHealthPortal** form,

and submit it to MyHealthPortal Support for processing by mail (We <u>cannot</u> accept unencrypted forms by email):

MyHealthPortal Support
2355 Acland Rd
Kelowna BC Canada V1X 7T8

If you are not listed as the child's Person to Notify, or Next of Kin, then you must take the **Declaration of Status to Access MyHealthPortal** form and supporting documentation to Health Records at your local Interior Health Hospital or Health Center.

Note: Parents will be contacted 3 months prior to the child turning 12 to notify them that their access will be discontinued when the child turns 12.

I am a minor who is 12-18 years old. How do I gain access to my record?
Minors ages 12 – 18 will only be given access to their personal health information via MyHealthPortal if they are sufficiently mature to understand the information. They will need to complete the **Request for a Minor to Access MyHealthPortal** form and have their health-care provider (Family Doctor, Nurse Practitioner, Psychologist) sign the form. Take the form to your local Health Records Department. Health Records Department will verify your identity and forward the form to MyHealthPortal Support. MyHealthPortal support will contact the minor when they can complete their enrolment.

Why are parents and guardians of children aged 12 and older not able to access their child's MyHealthPortal account?
According to provincial privacy legislation children and youth who are capable of making their own decisions have the same rights to privacy and confidentiality as adults**.** Following consultation with patients, physicians, and Interior Health risk and ethical advisors, the planning team determined individual MyHealthPortal accounts should be available to youth aged 12 and older providing they are deemed mature as per their health-care provider.

How do I gain access to a Minor 12 – 18 or another Adult's MyHealthPortal Record if they are incapable of exercising their information rights due to permanent mental disability?
You can request access to a minor 12 – 18 or another adult's MyHealthPortal information if they are incapable of exercising their information rights due to permanent mental disability and you have the legal authority to do so. Once approved, you will use your own MyHealthPortal account to access the patient's MyHealthPortal account. Complete the **Declaration of Status to Access MyHealthPortal Form** and take it and a copy of the appropriate Representation Agreement or Legal Authority to the Health Records Department at your local Interior Health Hospital or Health Centre to verify. Health Records Department will forward your request to MyHealthPortal support who will notify you when your access is complete.

General

How do I know my health information is being kept confidential?
MyHealthPortal is a secure network to ensure all patient health information remains private and safe. Passwords are encrypted (converts data into code to prevent unauthorized access) and the system is monitored to identify privacy breaches. The MyHealthPortal will time out within 5 minutes if the web page is left open on the computer by mistake.

What is the difference between my e-Health and MyHealthPortal?
My e-Health Viewer is a Provincial system, used in both British Columbia and Ontario by many private laboratories, enabling patients to access their lab results online. MyHealthPortal allows you to see IH lab results, medical imaging reports, IH appointments, certain transcribed reports and your hospital visit history.

How do I cancel my MyHealthPortal account?

Contact the MyHealthPortal support team by phone 1-844-870-4756 between 7 am and 7 pm PST.

MHealth mobile application

What is the MHealth mobile application?
MHealth is a mobile application created by Meditech for accessing patient portals. If you are enrolled with MyHealthPortal you can access it through the MHealth App, as well as any other Meditech patient portals if you are enrolled with (currently, in Canada only Ontario Shores is also available).

How do I get the mobile app?
The MHealth mobile app can be downloaded through either the App Store if you are on an Apple device, or through the Google Play Store if you are on an android device.

Why should I get the mobile app?
The MHealth mobile app simply makes it easier to access your patient portal by not having to navigate through your regular browser. If you are enrolled in more than one patient portal it is helpful to have them all in one place and to be able to log out of one and in to another quickly and easily.

Is the mobile app different than the regular site?
The mobile application is simply another means of accessing your MyHealthPortal. The regular mobile site is still accessible on any mobile platform; you do not need an Apple or Android device. All of the same information is available on both the regular site as well as the mobile application. Please keep in mind the mobile site is different than the desktop site, if you are logging in on a computer or tablet the layout will look different than on any mobile device.