



## **MyHealthPortal: Frequently Asked Questions**

**Updated: September 14, 2020**

### **New:**

#### **Lab Self-Scheduling**

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##### **How do I book myself a Lab Appointment?**

You will need to have a MyHealthPortal account. Once you are logged into your account, click on the “Appointments” tab. From inside the Appointments Tab, you can click on “Schedule an Appointment” and follow the prompts to choose a location, a date, and a time. Once you have booked your appointment, it will show in your portal along with any instructions. Please ensure that you only book an appointment if you have the appropriate requisition assigned by your doctor.

##### **Why don't I see all of the Labs within IH?**

We are currently rolling out Self Scheduling at lab sites across Interior Health. As sites are phased in, they will be available in the locations dropdown menu to book an appointment. All Interior Health laboratories will continue to accept walk-ins.

##### **Why don't I see all appointment types available for Self Scheduling?**

At this time, only certain laboratory appointments are available to book online. You may see other appointment types in the future. If your required laboratory appointment does not show in the list, please contact the site directly to set up an appointment or walk-in.

##### **Can I schedule multiple appointments?**

You are able to schedule multiple Laboratory appointments, but should only do so if your requisition requires you to (for example, reoccurring blood work such as an A1C). If you accidentally book more than one appointment, you are able to cancel the duplicate yourself.

##### **Can I reschedule an appointment?**

You can **ONLY** reschedule Laboratory appointments that you have booked yourself using MyHealthPortal. If an appointment was scheduled for you by a facility, or program, you will need to contact them directly to reschedule.

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## **Can I cancel an appointment?**

You can **ONLY** cancel Laboratory appointments that you have booked yourself using MyHealthPortal. If an appointment was scheduled for you by a facility, or program, you will need to contact them directly to cancel.

## **COVID-19 Information**

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### **What are the symptoms of COVID-19 (coronavirus)?**

The symptoms of COVID-19 (also known as coronavirus), are similar to other respiratory illnesses, including the flu and common cold. They include cough, sneezing, fever, sore throat and difficulty breathing.

If you have traveled to the affected area of Hubei Province, China, and develop these symptoms, avoid contact with others and call ahead to a health-care professional. Do the same if you develop symptoms and have been in contact with a confirmed case or a traveller returning from the affected area with these symptoms.

For more information please visit [BCCDC](#) or [HealthLinkBC](#).

### **Where can I get tested?**

Anyone concerned that they may have been exposed to, or are experiencing symptoms of the novel coronavirus (COVID-19), should contact their primary care provider, local public health office, or call 8-1-1.

### **Where can I get screened?**

Anyone concerned that they may have been exposed to, or are experiencing symptoms of the novel coronavirus (COVID-19), should contact their primary care provider, local public health office, or call 8-1-1.

### **How is COVID-19 Spread?**

COVID-19 (also known as coronavirus) is transmitted via larger liquid droplets when a person coughs or sneezes. The virus can enter through these droplets through the eyes, nose or throat if you are in close contact. The virus is not known to be airborne (e.g. transmitted through the particles floating in the air) and it is not something that comes in through the skin.

It can be spread by touch if a person has used their hands to cover their mouth or nose when they cough. That's why we recommend you cough or sneeze into your arm and wash your hands regularly.

### **How can I prevent getting COVID-19 (Coronavirus)?**

Follow the same advice that public health officials recommend for the cold and flu season: wash your hands often with soap and water, cover your mouth and nose when coughing or sneezing, avoid others

who are unwell, and stay home when you are sick.

The most important thing you can do to prevent coronavirus (COVID-19) and other illnesses is to wash your hands regularly and avoid touching your face.

Cover your mouth when you cough so you're not exposing other people. If you are sick yourself, stay away from others. Contact your health-care provider ahead of time so you can be safely assessed.

### **How do I protect myself and my family from COVID-19?**

Follow the same advice that public health officials recommend for the cold and flu season: wash your hands often with soap and water, cover your mouth and nose when coughing or sneezing, avoid others who are unwell, and stay home when you are sick.

The most important thing you can do to prevent coronavirus (COVID-19) and other illnesses is to wash your hands regularly and avoid touching your face.

Cover your mouth when you cough so you're not exposing other people. If you are sick yourself, stay away from others. Contact your health-care provider ahead of time so you can be safely assessed.

### **What is COVID-19?**

Coronaviruses are a large family of viruses found mostly in animals. In humans, they can cause diseases ranging from the common cold to more severe diseases such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS-CoV). The new coronavirus has been named COVID-19.

The number of cases worldwide is changing quickly. B.C. has confirmed cases of coronavirus; however the risk to Canadians continues to be low. While many of the characteristics of COVID-19 are still unknown, mild to severe illness has been reported for confirmed cases.

Anyone concerned that they may have been exposed to, or are experiencing symptoms of the novel coronavirus, should contact their primary care provider, local public health office, or call 8-1-1.

### **Will wearing a mask protect me from COVID-19?**

Masks should be used by sick people to prevent transmission to other people. A mask will help keep a person's droplets in.

It may be less effective to wear a mask in the community when a person is not sick themselves. Masks may give a person a false sense of security and are likely to increase the number of times a person will touch their own face (e.g., to adjust the mask).

## **LifeLabs Privacy Breach**

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### **Is MyHealthPortal impacted by the LifeLabs privacy breach announced on Dec. 17?**

MyHealthPortal is not affected by the recent LifeLabs data breach. The Interior Health lab system is not connected to the LifeLabs system, and we do not use the same software that was involved in this

incident. Patients who are concerned about tests they have had with LifeLabs and the safety of their personal information, may contact LifeLabs directly by visiting [www.customernotice.lifelabs.com](http://www.customernotice.lifelabs.com) or by calling 1-888-918-0467.

### **How do I know my health information is being kept confidential?**

The privacy and security of your health information is paramount. MyHealthPortal is hosted on a secure network which ensures all patient health information remains private and safe. Enrollment is only available once identity is verified in person by showing appropriate identification. Passwords and data are encrypted (converts data into code to prevent unauthorized access) and the system is monitored and audited to identify privacy breaches. The MyHealthPortal will time out within 5 minutes if the web page is left open on the computer by mistake.

MyHealthPortal users are advised to always adhere to [password best practices](#) to further protect your personal information. It is also recommended to refresh your password and user name, if you were a user of LifeLabs and had used similar login credentials.

### **Using MyHealthPortal**

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#### **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 (after Sept 2018), your hospital visit history, and your contact information. Certain appointments can also be scheduled through MyHealthPortal beginning in September of 2020.

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. **During the COVID-19 pandemic you are able to call the MyHealthPortal line at 1-844-870-4756 and we will arrange a video conference through Zoom, at no charge, to add your email to your patient record.** You will need a web cam, and your valid government issued photo identification before phoning.

Once your email is on your electronic medical record visit: [www.interiorhealth.ca/MyHealthPortal](http://www.interiorhealth.ca/MyHealthPortal) 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](http://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.

### **I require assistance with the video conferencing of Zoom. Where do I look?**

Zoom offers free customer support for those who would like to enrol, but you do not need an account to have a video conference with one of our support staff. You are able to sign in as a guest. If you'd like technical support for Zoom, click [here](#).

### **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. If you'd like to update your allergies electronically, please contact us via email at [MyHealthPortal@interiorhealth.ca](mailto:MyHealthPortal@interiorhealth.ca) or at 1-844-870-4756 Monday to Friday, 7 am to 7 pm PST to be contacted as part of an allergy update trial we are conducting.

### **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.

### **Why can't I see my blood type on the portal?**

Unfortunately at this time, blood type does not reflect on MyHealthPortal. If you are interested in knowing your blood type, please refer to your ordering or family physician.

### **I didn't ask for an HIV test, why is it showing up in MyHealthPortal?**

As of December 10, 2018, an HIV test is now included in a group of blood tests in the Emergency Department (ED) called an ED Panel. People who receive blood work in the ED and have an ED panel ordered will have an HIV test included. HIV tests have been included in these panels because for sick people coming to the ED, HIV is rarely considered as a possible reason for their illness by their health care team. Including the test in the panel will mean that more people who are sick enough to need blood work will be tested for HIV. This decision is in line with British Columbia HIV testing guidelines (<http://hivguide.ca/>) and similar programs exist across British Columbia.

### **There are no results for my HIV test. Am I missing something?**

In most cases, results for your HIV test will **not** appear in the MyHealthPortal.

*If you are positive for HIV* and your test result comes back while you are in the hospital, your doctor will tell you. You will then be connected to an Interior Health outreach nurse for further support. If your test result comes back after you have left the hospital, an Interior Health outreach nurse will call you, typically within 5-14 days. Interior Health outreach nurses will be able to link you to support, education, follow-up care, and referral to a physician if you don't have one.

*If your test is negative*, there is no additional follow up required – you will not be called or informed of your negative result. If you wish to confirm your negative result, you can phone 1-866-778-7736 for results two weeks after the test occurred. Please do not call the emergency department where you had your testing done; they will not have your test results.

The test is not able to detect very early HIV infection. If you think you may have been exposed to HIV in the last six weeks, follow-up with your health-care provider.

### **Which clinical reports will show in my record?**

You will see most transcribed reports completed after Sept 2018 in MyHealthPortal, including (but not limited to) History/Physicals, ECGs, Colonoscopy, etc. 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**

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#### **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](mailto: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.

### **What if I have questions about my health or health services in my community?**

HealthLink BC, your provincial health line, is available any time of the day or night, every day of the year. Call 8-1-1 toll-free in B.C., or for the deaf and hard of hearing, call 7-1-1. You can speak with a health service navigator, who can also connect you with a registered nurse, registered dietitian, qualified exercise professional or pharmacist. Translation services are available in more than 130 languages. Or visit <http://www.healthlinkbc.ca> for health, nutrition, medical, physical activity, and health service information.

### **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](mailto: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**

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### **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 cannot accept unencrypted forms by email or fax):

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, and Psychologist) sign the form. Take the form to your local Health Records Department, or contact MyHealthPortal support to arrange to securely upload your completed documentation (**please do not email or mail these forms in**). We will verify your identity either at Health Records, or over a Zoom Virtual Appointment, and then 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. If you are unable to present at a Health Records Department, please contact MyHealthPortal support to arrange to securely upload your completed documentation (**please do not email or mail these forms in**). We will verify your identity either at Health Records, or over a Zoom Virtual Appointment, and then MyHealthPortal support will notify you when your access is complete.

## **General**

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### **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**

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### **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.

### **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 Google's 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.