MyHealthPortal
Frequently Asked Questions (FAQs)

Rev: Mar 17, 2025

1. Introduction

The contents of your MyHealthPortal Account are for informational purposes only. The content is **not intended to be a substitute for professional medical advice**, diagnosis, and treatment. You should always seek the immediate or timely advice of your physician or other qualified health care provider with any questions that you may have regarding a medical condition.

MyHealthPortal displays Interior Health (IH) lab reports, medical imaging reports (such as x-ray, CT and ultrasound) for visits commencing May 2016, certain IH appointments, certain transcribed reports (after September 2018), emergency department reports created after February 2024 (at the discretion of the emergency department physician), your hospital visit history and your contact information. MyHealthPortal is also trialing Self-Scheduling at certain locations, and Virtual Visits for the Heart Function Clinic.

NOTE: You will **NOT** see information or appointments from your family doctor's office, vaccination records, or lab tests done at private labs such as Valley Medical Laboratories and LifeLabs.

2. Accessing MyHealthPortal

1. [Is there a cost for MyHealthPortal?](#)
2. [What web browser is recommended?](#)
3. [How do I enrol?](#)
4. [How do I self enrol?](#)
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7. [The web link that was sent for password or login creation/reset is not working?](#)
8. [How do I cancel my portal?](#)

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1. **Is there a cost for MyHealthPortal?**
   No, MyHealthPortal is a free, secure online tool that allows you to access your personal health information anytime from anywhere.

2. **What web browser is recommended?**
   For optimal viewing on a computer, the latest versions of the web browsers Google Chrome Google Chrome - Download the Fast, Secure Browser from Google, Microsoft Edge Download Microsoft Edge Web Browser | Microsoft or Safari Safari - Apple (CA) are recommended. For mobile or tablet, it is recommended to use the latest version of Google Chrome (Android) Download & install Google Chrome - Android - Google Chrome Help and Safari (iPhone/iPad) Safari on the App Store (apple.com). All other browsers may not display properly and are not supported by MyHealthPortal.
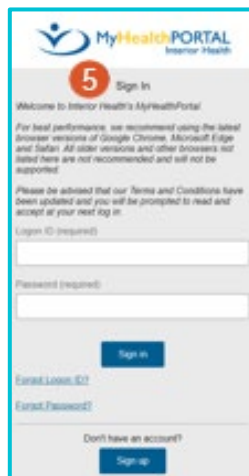
3. **How do I enrol?** Ask to have your email added to your patient record at your next visit to an Interior Health Location.
   OR
   Contact Digital Health Support toll free at 1-844-870-4756 or by email at DHSupportDesk@interiorhealth.ca to request to have your email added to your patient record. We will connect with you to assist with the enrolment. Our staff will need to confirm your personal health number and a number of other details on your account with you in order to verify your identity. If at any point these security questions cannot be answered correctly, we may initiate a zoom call to verify your identity with valid photo ID.

4. **How do I self enrol?**

   Once your email is on your patient record, you will receive an email with instructions on setting up your portal account. Click on link at bottom of email

   "click here to sign in", sign in with the temporary credentials, and create your logon ID, password and create two (2) security questions. You will also need to enter your date of birth (format DD/MM/YYYY) and postal code (in all capitals). If successful, you will receive the User Agreement, review and accept and you will be in your portal. **Please note, this email has a 12 hour expiration**. If you do not complete your enrollment within 12 hours of receiving it, you will need to contact the Digital Health Support toll free 1-844-870-4756 to re-verify your identity.

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5. **How do I sign in**
   For enrolled users, visit www.interiorhealth.ca/MyHealthPortal and click the "Sign in to MyHealthPortal" button to open a Sign In window or visit

   www.interiorhealth.ca/MyHealthPortal . | Sign in to MyHealthPortal |

6. **Is my information safe?**

   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. MyHealthPortal will timeout within 5 minutes if the web page is left open on the computer by mistake.

7. **The web link that was sent for password or login creation/reset is not working?**
   The link in the email is only valid for twelve (12) hours. If you continue to experience issues, please contact Digital Health Support toll free at 1-844-840-4756 or by email at DHSupportDesk@interiorhealth.ca.

8. **How do I cancel my portal?**

   Contact Digital Health Support toll free at 1-844-870-4756 Monday to Friday 7am and 7pm PST & Saturday/Sunday 8 a.m. – 4 p.m. PST and request to deactivate your account.

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3. Updating My Personal Information

1. What do I do if I notice the information in my portal record is incorrect (eg: address incorrect, phone number incorrect, an old next of kin listed etc.)?

2. How do I update the Email address associated to my portal record?

3. Why are my medications not listed in my portal record?

4. Why are my allergies not listed in my portal record?

5. Why are my conditions not listed in my portal record?

6. What is a pronoun?

7. What do I do if I am missing visits, results or reports or see visit history, results or reports that do not belong to me?

1. **What do I do if I notice the information in my portal record is incorrect (eg: address incorrect, phone number incorrect, an old next of kin listed etc.)?**
   Submit updates to your contact information by clicking on the Profile button in your MyHealthPortal account. You have the ability to request to update Marital Status, Religion, Phone Number, Mother's Name, your Next of Kin, or Person to Notify. You may also request a change of preferred name (legal name changes must be done in person at an IH Facility), or set your desired pronouns. For other concerns or questions contact Digital Health Support at 1-844-870-4756.

2. **How do I update the Email address associated to my portal record?**
   Your email information can be found under 'Preferences'. In the web (computer) version – go to the Home page and scroll to the bottom, OR in the App (mobile phone or tablet) – go to the Home page, in menu in top right corner (click the three lines/hamburger). In either case, click Update Preferences to make changes.

3. **Why are my medications not listed in my portal record?**
   This information is not currently available for publishing in MyHealthPortal.

4. **Why are my allergies not listed in my portal record?**
   Allergies, including allergies to medications, are not always recorded electronically. If you would like to update your allergies, please contact us via email at DHSupportDesk@interiorhealth.ca.

5. **Why are my conditions not listed in my portal record?**
   Confirmed conditions are recorded on your IH electronic patient record but **may not be reflected in your MyHealthPortal account.** To ensure your condition(s) are accurately documented on your patient record, please speak with your physician, nurse practitioner or midwife at your next in-person hospital visit.

6. **What is a pronoun?**
   Pronouns are used to convey a person's gender identity. People do not always use the pronoun that you may expect based on their name, appearance, or sex they were assigned at birth. Using someone's correct pronouns validates their identity, supports the feeling of belonging and signals a support ally. Common pronouns: HE/HIS/HIM | SHE/HER/HERS | THEY/THEM.

6. **What do I do if I am missing visits, results or reports or see visit history, results or reports that do not belong to me?**

   Please contact us via email at DHSupportDesk@interiorhealth.ca for any questions regarding missing or incorrect visits.

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4. Reviewing My Reports

1. **Which clinical reports will show in my record?**

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

   MyHealthPortal report expansion will not include:
   - progress notes
   - psychiatry/substance use (MHSU) reports/notes
   - oncology reports
   - scans of hand-written notes
   - nursing and allied health documentation
   - child or sexual abuse related documentation

   Any personal records can be requested via the Information Request process available at Information Requests | About IH | IH (interiorhealth.ca). Here are two links for How to Submit Request for Access to Personal Health Records and Authorization for the release of records (ROI). 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.

2. **How long will it take for my transcribed reports (X-ray, CT or ultrasound) to show in my record?**

   A Medical Imaging report must be viewed, and signed off by a physician first, and once this step is completed, it will take 4 days to show in your MyHealthPortal. Medical imaging reports (such as X-ray, CT and ultrasound) for exams done after May 2016 are available on the patient portal.

3. **What is an addendum on a transcribed report?**

   It is an add-on to your report if more information has become available since the physician last dictated it. You will receive a notification that there is new information available in your portal if an addendum is added.

4. **Why can I not see the actual image from my imaging scan with the report?**

   Images are provided directly to radiologists for review, only their report is published on MyHealthPortal.

5. **Why can I not see my biopsy report on the portal?**

   Biopsy specimens are lab pathology reports and are available on MyHealthPortal after a 7 day delay from when they are signed by your Physician. You can also view pathology reports in Health Gateway. MyPathologyReport.ca is an educational tool created by doctors to help patients read and understand their pathology reports.

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6. **What is MOST?**

Medical Orders for Scope of Treatment (MOST) is a medical order that indicates a designation that identifies your specific level of care. It is a way for your doctor or nurse practitioner (NP), often referred to as the Most Responsible Practitioner (MRP), to communicate treatment decisions to other health care providers involved in your care. It lets health care providers know that you and your MRP have discussed and determined your health care wishes. For more information, please visit our public website, or review the IH MOST Brochure and MOST Frequently Asked Questions (FAQs).

5. Reviewing My Results

1. When are lab results available on MyHealthPortal?

2. Why can I not see all of my lab results?

3. Why can I not see my blood type on the portal?

4. Why can I not see my vaccinations and immunization information?

5. There are no results for my HIV/Syphilis test?

6. I did not ask for an HIV/Syphilis test why is it showing in MyHealthPortal?

7. When are my Pathology Results available in MyHealthPortal?

1. **When are lab results available on MyHealthPortal?**

Lab 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. You may be able to see these results in HealthGateway.

2. **Why can I not see all my lab results?**

Lab results are shown by most recent visit. If you select an individual test, it will then take you to the new page displaying the history of results for the selected test. You must click on the latest result to see the history of those tests – they will not populate on the main page.

3. **Why can I not 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.

4. **Why can I not see my vaccinations and immunization information?**

Vaccination and immunization records, including COVID-19 vaccinations, are not available in MyHealthPortal at this time. The information may be available in the

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Health Gateway. If you are unable to see the record in Health Gateway, you can bring your vaccination/immunization record to your local Public Health office and they will enter it into your health record.

5. **There are no results for my HIV/Syphilis test?**
   In most cases, results for your HIV/Syphilis test will not appear in MyHealthPortal.

- If you are positive for HIV/Syphilis 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.

6. **I did not ask for an HIV/Syphilis test why is it showing 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 hiv-testing-guidelines-bc.pdf (gov.bc.ca).

   As of August 8, 2023 there is a pilot for Royal Inland Hospital in Kamloops that includes Syphilis screening in the ED panel.

7. **When are my Pathology Results available in MyHealthPortal?**
   Certain Interior Health pathology reports will be available as of January 19, 2023 in MyHealthPortal. Patients will be able to view Bone Marrow, Cytology, and Surgical Pathology Reports under the Results Tab of their Health Record. There will be a seven day delay to see these reports, which begins after they've been completed. For information on the results provided in these reports, please contact your family, or ordering physician. MyPathologyReport.ca is an educational tool created by doctors to help patients read and understand their pathology reports.

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6. Changing Languages in MyHealthPortal / Interpretation Assistance

1. [Which Languages are available in MyHealthPortal?](#)

2. [How do I select a different language?](#)

3. [Why aren't my reports and results being translated?](#)

4. [Can I still call if I don't speak English?](#)

5. [Who can I contact to interpret my reports/results?](#)

1. **Which Languages are available in MyHealthPortal?**

   Effective July 18/2023, MyHealthPortal can now be viewed in French and Spanish, in addition to English.

2. **How do I select a different language?**

   To change languages, you must first navigate to the MyHealthPortal sign-in page, or the Home page if you are already logged on. From there, scroll to the very bottom of the page where you will see two buttons that say "Français" and "Español". Pressing on one of these buttons will change the language of your portal accordingly. You can switch back to English at any time by navigating back to the language buttons and clicking "English".

3. **Why aren't my reports and results being translated?**

   At this time, only the navigation of the website and our Learn More sections are translated to the selected language. All documents and medical information will always display in English, such as reports, results, allergies, conditions, etc...

4. **Can I still call if I don't speak English?**

   Absolutely! Our Digital Health Call Centre is supported by a talented team of language interpreters that can assist you with speaking to us over the phone.

5. **Who can I contact to interpret my reports/results?**

   If you require assistance understanding a report or result, we advise contacting your primary physician or calling Health Link (8-1-1). Health Link is a 24/7 over the phone service that connects you with a nurse that can help you understand your results.

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7. Self Scheduling X-Ray Appointments

Patients located in Clearwater, 100 Mile House, Ashcroft, Barriere, Chase, Logan Lake, Lillooet, Merritt and surrounding communities may now self schedule their own X-Ray appointments on MyHealthPortal. Please note you do require a requisition from your physician to book.

If you have booked an appointment to these locations by mistake, please cancel the appointment immediately.

1. [Why can I only book at certain sites? Why can I only book X-Ray appointments?](#)

2. [What is the appointment prerequisite question for?](#)

3. [Why do I need a requisition? What happens if I show up without one?](#)

4. [Why do the steps skip numbers?](#)

5. [Can I still walk in for an X-Ray appointment?](#)

6. [How do I cancel or reschedule my appointment?](#)

7. [When will my report be ready?](#)

1. **Why can I only book at certain sites? Why can I only book X-Ray appointments?**
   Currently, we are only doing this at specific locations for one type of appointment because this a test for our self-scheduling system. If this goes well for our pilot sites we will add more locations and appointment types in the future.

2. **What is the appointment prerequisite question for?**
   That question is there to confirm that you have received your requisition from your physician, or you are sure that your physician will fax the requisition to the Medical Imaging department.

3. **Why do I need a requisition? What happens if I show up without one?**
   You will need one to book your self-scheduled appointment in MyHealthPortal. The technicians need the requisition to know exactly what they are X-Raying and why. If you show up without one, they can not take an X-Ray and will ask you to go get one from your doctor. If you had a virtual appointment with your doctor, you can have them fax that requisition to the Medical Imaging office.

4. **Why do the steps skip numbers?**
   There are background processes happening that you don't need to see. Nothing to worry about you aren't missing anything.

5. **Can I still walk in for an X-Ray appointment?**
   Walk-ins will only be permitted for urgent appointments.

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6. **How do I cancel or reschedule my appointment?**
   You can cancel or reschedule your appointment on the appointments page in the MyHealthPortal. If you need any assistance to cancel or reschedule you can contact Digital Health Service Desk at 1-844-870-4756.

7. **When will my report be ready?**
   Reports will be available 4 days after they have been signed by the physician. You will only see the report of the X-Ray, not the images themselves.

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8. Virtual Visits

Virtual Visits is an application that allows you to have a video call with your healthcare provider through an Interior Health MyHealthPortal account. Currently, we are only offering Virtual Visits for Heart Function Clinics across Interior Health.

1. What do I need to use Virtual Visits?

2. How do I receive a Virtual Visit invitation?

3. How do I join a Virtual Visit appointment from my computer/smartphone or tablet?

4. Can I test my mic and speakers before my Virtual Visit?

5. Is my privacy protected?

1. **What do I need to use Virtual Visits?**
   To join a virtual visit you will need:
   - A computer (webcam, speaker, and microphone), tablet, or smartphone
   - A secure and reliable internet connection
   - An active MyHealthPortal account

2. **How do I receive a Virtual Visit invitation?**
   You will receive an email once your healthcare provider schedules your virtual visit. If you are expecting a virtual visit and you don't see an appointment in your MyHealthPortal **Upcoming Appointments**, contact your healthcare provider.

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3. **How do I join a Virtual Visit appointment from my computer/smartphone or tablet?**
- Login to your MyHealthPortal account using an internet browser or the MyHealthPortal app 15 minutes prior to your scheduled appointment.
- Click **Appointment** tab
- Click on the appointment with the corresponding date.
- Click Check In
- Click Start Visit

   You will be placed in a virtual waiting room. Check your microphone and camera. You provider will start the virtual visit when available. Call your provider or clinic if your provider is 20 min late from the start time of your visit.

4. **Can I test my mic and speakers before my Virtual Visit?**
   Before your virtual visit, you can test the audio and video on your device by clicking the "test connection" button. Review the Virtual Visits Troubleshooting Guide for more information.

5. **Is my privacy protected?**
   Similar to an in-person visit, your privacy is important. We choose applications that are compliant with FIPPA privacy law. During the virtual visit, we are required to confirm your identity. The MyHealthPortal system connects to the virtual visit securely over an encrypted connection. Authentication is accomplished with the use of pre-shared secrets and an encrypted token is provided to the end user (patient). The media traffic (video conferencing stream) is encrypted with secure RTP stream. Sessions are *never recorded*.

   We recognize the sensitivity of your personal health information and are committed and legally bound by FIPPA to protect your privacy. Learn how we protect your privacy when you receive care or services from us and we collect or use your personal and confidential information: Privacy, Rights & Confidentiality | About IH | IH (interiorhealth.ca).

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9. Available Proxy Access through MyHealthPortal

1. How do I grant access of my portal to someone?
2. How do I review my Shared Access?
3. How do I gain access to my minor child's (0-11 years old) record in MyHealthPortal?
4. I am a minor who is 12-18 years of age, how do I gain access to my record?
5. Why are parents and guardians of children aged 12 or older not able to access their child's MyHealthPortal account?
6. 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?

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1. **How do I grant access of my portal to someone?**

   When logged into your portal, please click the "Contact Us" link at the bottom of the home page. Follow the instructions listed to grant proxy access to someone. Alternatively, you can call the Digital Health Support Line at 1-844-870-4756 with both parties present. Both parties will require their own individual portal account before Proxy Access can be granted.

2. **How do I review my Shared Access?**

   We recommend that you review your shared access bi-annually and make updates as required. For detailed instructions, please see how-to-manage-shared-access-proxy.pdf

3. **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 as the child, you may complete the Declaration of Status to Access MyHealthPortal form, and submit it to Digital Health Support for processing by mail (we cannot accept unencrypted forms by email or fax):

   MyHealthPortal Support
   2355 Acland Rd
   Kelowna BC Canada V1X 7X9

   Or email DHsupportdesk@interiorhealth.ca for instructions to securely submit documents electronically.

   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.

4. **I am a minor who is 12-18 years of age, 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 and have their Family Doctor, a Nurse Practitioner OR a Psychologist sign the form. Take the form to your local Health Records Department or contact Digital Health Support to arrange to securely upload your completed documentation. You can also mail the original form and copies of supporting documents to
   Digital Health Support
   2355 Acland Road
   Kelowna, BC V1X 7X9
   We will verify your identity either at Health Records, or over a Zoom Virtual Appointment, and then Digital Health Support will contact the Mature Minor when they can complete their enrolment.

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4. **Why are parents and guardians of children aged 12 or 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.

5. **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 illness, or disability and provided you have the legal authority to do so. You will require a Power of Attorney or Representation Agreement to proceed. 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 Declaration of Status to Access MyHealthPortal form, and take it and a copy of the appropriate Representation Agreement, Power of Attorney, 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 Digital Health Support to arrange to securely upload your completed. You can also mail the original form and copies of supporting documents to:
   Digital Health Support
   2355 Acland Road
   Kelowna, BC V1X 7X9

   We will verify your identity either at Health Records, or over a Zoom Virtual Appointment, and then Digital Health Support will notify you when your access is complete.

10. Mobile App

1. **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 you are enrolled with.

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2. **How do I get the MHealth mobile app?**

   The MHealth mobile app can be downloaded through either the App Store MEDITECH MHealth on the App Store (apple.com) if you are on an Apple device, or through Google play store MEDITECH MHealth – Apps on Google Play if you are on an android device.

3. **Why should I get the MHealth 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.

4. **Is the MHealth mobile app different then 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 then the desktop site, if you are logging in on a computer or tablet the layout will look different then on any mobile device.

11. Get Help / Contact MyHealthPortal Support

1. Can I book my own lab appointment?

2. I require assistance with video conferencing of Zoom, where do I look?

3. I have a question about my lab results, or the reference ranges, who should I talk to?

4. What if there is a discrepancy between the appointment time on MyHealthPortal and the information I received from the hospital?

5. Who do I contact regarding test results and medical imaging reports, if I went to a walk-in clinic or Emergency Room?

6. Who do I call if I do not understand the reports or have questions about results?

7. What if I have questions about my clinical report?

8. What if I have questions about my health or health services in my community?

9. Who do I call if I have trouble accessing/navigating the portal?

10. What is the difference between MyHealthPortal and My e-Health/MyCareCompass?

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1. **Can I book my own lab appointment?**

   Patients can now book lab appointments online at
   https://www.labonlinebooking.ca or call 1-844-870-4756 to book by phone
   (Monday to Friday 7 a.m. to 7 p.m. & Saturday/Sunday 8 a.m. – 4 p.m. PST). The
   system is for IH operated outpatient labs only – private labs are not included.
   Walk-in service will continue to be available. For more information visit: Lab Tests
   & Services | Patients & Visitors | IH (interiorhealth.ca).

2. **I require assistance with video conferencing of Zoom, where do I look?**

   For assistance with Zoom video conferencing please contact Digital Health
   Support toll free at 1-844-870-4756, Monday to Friday 7a.m to 7p.m &
   Saturday/Sunday 8 a.m. – 4 p.m. PST. After hours support can also be found at
   Zoom/Support.

3. **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. If you do not have access to your ordering or family physician
   please call HealthLink BC at 8-1-1.

4. **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.

5. **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. Alternatively, you can contact
   HealthLink BC at 8-1-1.

6. **Who do I call if I do not 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.

7. **What if I have questions about my clinical report?**

   If you need assistance interpreting information in the report, please contact your
   primary health-care provider. Alternatively, you can contact HealthLink BC at 8-1-1.

8. **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

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http://www.healthlinkbc.ca for health, nutrition, medical, physical activity, and health service information.

9. **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 obtain assistance:
   - Contact via email at DHSupportDesk@interiorhealth.ca.
   - Call toll-free 1-844-870-4756 Mon – Fri between 7 a.m. – 7 p.m. PST & Saturday/Sunday 8 a.m. – 4 p.m. PST.
   - Click on the Contact Technical Support link 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.

10. **What is the difference between MyHealthPortal, my eHealth/MyCareCompass and HealthGateway?**
    MyHealthPortal www.interiorhealth.ca/MyHealthPortal allows you to see Interior Health lab results, medical imaging reports, appointments, certain transcribed reports and your hospital visit history. MyCareCompass (previously called My eHealth) myCareCompass™: Log In (lifelabs.com) is a Provincial system, used in both British Columbia and Ontario by many private laboratories, enabling patients to access their lab results online. There is no connection between these two systems. HealthGateway is a Provincial system that will show results, pathology, some lab results, some Medical Imagining reports, and vaccination history for all residents of British Columbia. Some of the information available in MyHealthPortal is also available on HealthGateway.

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