

Request and Manage Shared Access

How do I share my Portal Account?

Sharing/Granting Proxy access is available to all MyHealthPortal users, 12 years of age and up. You can choose to allow other individuals (e.g. relatives, caregivers) access to your MyHealthPortal information following the Request Proxy Access process.

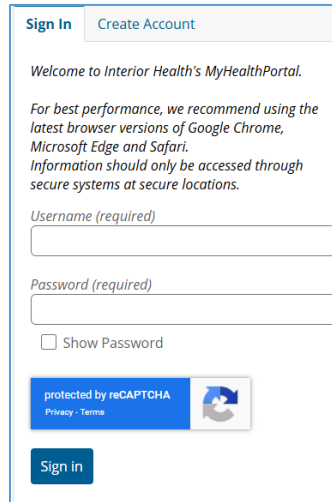
When you submit your request to Digital Health Support to set up your Proxy's access you are affirming that you acknowledge and agree that:

- I understand that only individuals with their own Interior Health MyHealthPortal account can serve as a Proxy and I have confirmed with this individual that they have their own account.
- I understand that my Proxy will access my MyHealthPortal information through use of their own account and I will not share my username and/or password with them.
- I understand that my Proxy will have access to my MyHealthPortal information including full name, age, date of birth, gender, Personal Health Number, phone number, address, admission date(s) and location(s), hospital account number(s), laboratory results, medical imaging results, visit history, allergies, Next of Kin and Person to Notify (name, address, phone and relationship) as well as any future enhancements to the Portal.
- I can revoke access immediately through the Shared Access feature on MyHealthPortal at any time. I may revoke this access to my portal account by submitting a written request through the Contact Technical Support link or call Digital Health Support at 1-844-870-4756. I understand that my revocation will not affect any uses and/or disclosures made by Interior Health to the proxy or by the proxy to others, prior to the revocation.
- If I become incapacitated and can no longer manage my Health care, my Proxy has an obligation to notify Digital Health Support if they are not my legal representative.
- I have discussed this with my proxy and they understand the above conditions and agree that they would like to have proxy access to MyHealthPortal account and have given me consent to provide their full legal name, date of birth, 4 last digits of their Personal Health Number and relationship status (i.e. spouse, son, daughter, mother, etc.)

To continue setting up this proxy access please log into your MyHealthPortal account and follow the instructions outlined on the Contact Technical Support link at the bottom of the homepage as shown below.

1. Log into your MyHealthPortal Account

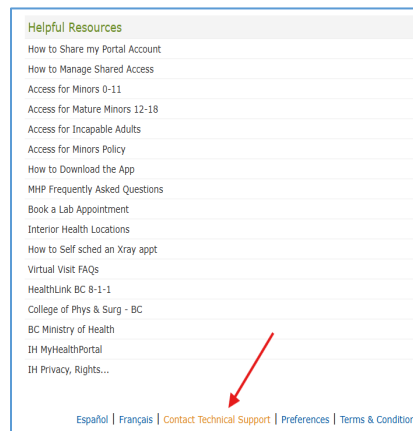
Navigate to www.MyHealthPortal.interiorhealth.ca, enter your Username and Password for your account and click Sign in



The screenshot shows the 'Sign In' tab selected at the top. Below it, a welcome message reads: 'Welcome to Interior Health's MyHealthPortal. For best performance, we recommend using the latest browser versions of Google Chrome, Microsoft Edge and Safari. Information should only be accessed through secure systems at secure locations.' There are two input fields: 'Username (required)' and 'Password (required)'. Below the password field is a checkbox labeled 'Show Password'. A blue 'protected by reCAPTCHA' banner is visible, followed by a 'Sign in' button.

2. Click Contact Technical Support

At the bottom of the Homepage within your MyHealthPortal account click the Contact Technical Support link to open the contact window.



The screenshot shows the footer of the MyHealthPortal homepage. It features a 'Helpful Resources' section with a list of links including 'How to Share my Portal Account', 'How to Manage Shared Access', 'Access for Minors 0-11', 'Access for Mature Minors 12-18', 'Access for Incapable Adults', 'Access for Minors Policy', 'How to Download the App', 'MHP Frequently Asked Questions', 'Book a Lab Appointment', 'Interior Health Locations', 'How to Self sched an Xray appt', 'Virtual Visit FAQs', 'HealthLink BC 8-1-1', 'College of Phys & Surg - BC', 'BC Ministry of Health', 'IH MyHealthPortal', and 'IH Privacy, Rights...'. At the bottom, there is a navigation bar with links for 'Español', 'Français', 'Contact Technical Support', 'Preferences', and 'Terms & Conditions'. A red arrow points to the 'Contact Technical Support' link.

3. Submit Request

With the Contact Technical Support window open, copy the required fields as indicated, typing them in the Describe Your Question Below field. You will need your proxy's full legal name, Date of Birth, Last 4 digits of their Personal Health Number and their relationship to you. Once complete, hit send.

Contact Technical Support

When you register online with Interior Health, you agree to our Privacy Policy, Terms and Conditions, and Relationship status (i.e. spouse, son, daughter, mother, etc.).

To continue, please enter the following information into the message box below:

Please give access to my MyHealthPortal account to

Full Legal Name:

Date of Birth (DD/MM/YYYY):

Last 4 digits of their Health Care Number:

Relationship (Spouse, Son, Daughter, Mother, etc):

By submitting this request I affirm that I have read and understand the conditions outlined in the How to Share My Portal Account document.

REVOKE PROXY ACCESS

To revoke Proxy access to your MyHealthPortal account please enter the following information into the Message box below:

Please remove the access to my MyHealthPortal account from

Full Legal Name:

Date of Birth (DD/MM/YYYY):

Last 4 digits of their Health Care Number:

By submitting this request, I understand that my revocation will not affect any uses and/or disclosures made by Interior Health to the proxy or by the proxy to others, prior to the revocation.

Describe Your Question Below:

Our team will review the information submitted and process the request; you and your proxy will both receive confirmation emails indicating this step has been completed. If the request cannot be processed, our team will contact you for further information.

4. View completed access

Once the proxy access is set up, your proxy will be able to access your MyHealthPortal account by clicking the Change Person link in the upper right corner of their portal Home page. You will see the people that have access to view your Health Portal information listed in Shared Access from the Profile page.

MyHealthPORTAL
Interior Health

Richard Balboa-Cwswpl

Log Off

Change Person

Richard Balboa-Cwswpl's
Profile

The Profile reflects the current information in your Interior Health (IH) Electronic Medical Record. Select "Update Profile" to request an update to any of the information below. For more information on updating your profile, please click [Learn More](#).

Update Profile

Shared Access

Print

Demographic Information

Name: Balboa-Cwswpl, Richard

Preferred First Name: Richard

Alternatively, you may contact Digital Health Support by phone at 1-844-870-4756. The Digital Health team will need to speak with, and verify, your information and your proxy's information while on the call. Please have your personal health care number ready.

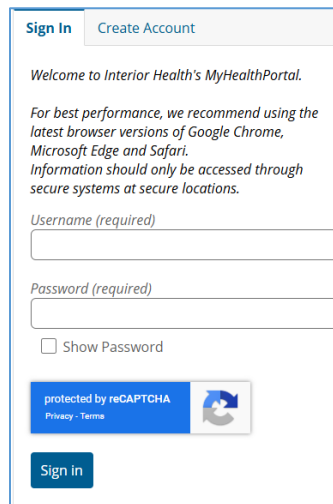
How do I Manage Shared Access?

We recommend reviewing your shared access settings regularly and updating them as you require. To continue reviewing your shared access, please log into your MyHealthPortal account and navigate to Profile and then Shared Access.

Here are the steps to review and modify your shared access through your MyHealthPortal:

1. Log into your MyHealthPortal Account

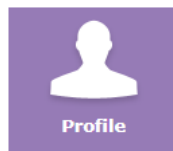
Navigate to www.MyHealthPortal.interiorhealth.ca, enter your Username and Password for your account and click Sign in.



The image shows the 'Sign In' form on the MyHealthPortal website. At the top, there are two tabs: 'Sign In' (selected) and 'Create Account'. Below the tabs, a welcome message reads: 'Welcome to Interior Health's MyHealthPortal. For best performance, we recommend using the latest browser versions of Google Chrome, Microsoft Edge and Safari. Information should only be accessed through secure systems at secure locations.' The form includes two input fields: 'Username (required)' and 'Password (required)'. Below the password field is a checkbox labeled 'Show Password'. At the bottom left, there is a blue box with the text 'protected by reCAPTCHA' and links for 'Privacy' and 'Terms'. To the right of this box is a reCAPTCHA image. At the very bottom is a blue 'Sign in' button.

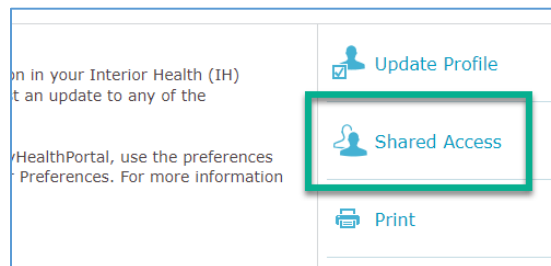
2. Select Profile

At the top of the Home page within your MyHealthPortal account click on the Profile button.



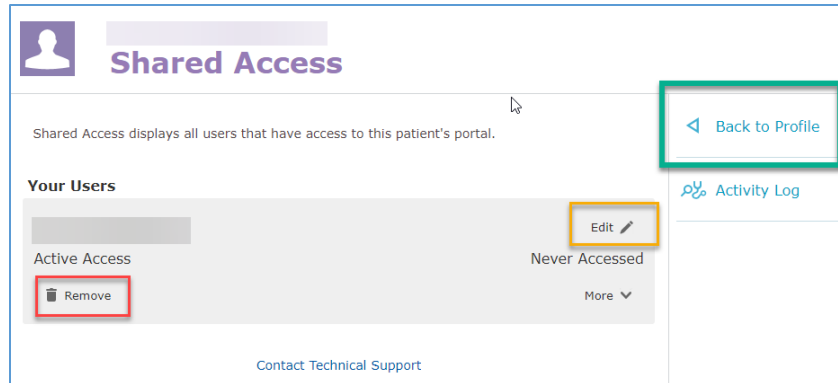
3. Select Shared Access

From the Profile menu options on the left side of the page, click on Shared Access.



4. Review, Modify or Delete Shared Access

Review the list of Portal users that have access to your portal. Click 'Back to Profile' to exit this screen.



Click **Remove** if you no longer want the specified user to have access to your health information. Click on OK to confirm removal (or Cancel). Removal is immediate. To restore access, please follow the instructions above.

Click **Edit** to review the information that can be seen by each user. Please note: Profile access will automatically be removed if added.

Click on a checkbox to add or remove access to information. Click Save or Cancel.