



MyChart™ Frequently Asked Questions (FAQ's): Patients

1. Technical FAQ's

Question	Response
<i>What is MyChart?</i>	MyChart is a secure online service that gives you, or your substitute decision maker, access to your medical records, from various participating hospitals and home and community care services, to be better informed and engaged in your care. It also provides you with a personal health record, which can be used to document your health information, including but not limited to: allergies, medications, immunizations, mood, weight and height. MyChart is owned and operated by Sunnybrook Health Sciences Centre.
<i>How do I sign up?</i>	<p>You can register for MyChart at your next in-person appointment at Alexandra Marine and General Hospital. To sign up:</p> <ul style="list-style-type: none"> • You, or your substitute decision maker will be required to provide a valid email address at registration during your next in-person appointment • Immediately after providing your email, Sunnybrook Health Sciences will send you an email from the email address "mychart@sunnybrook.ca" with a link to www.mychart.ca and a four digit PIN to complete registration • You will be required to register using other identifiers, including: your name, birthdate, gender and Ontario Health Card Number.
<i>I signed up for an account but I didn't get an activation email. What do I do?</i>	If you do not receive an email with a four digit PIN from "mychart@sunnybrook.ca", please check your Spam/Junk folder. If you have done so and have not received an email with your PIN, please call the Sunnybrook MyChart support line at 1-833-221-2202.
<i>Can I register for MyChart online?</i>	At this time, online registration for MyChart at participant organizations within south west Ontario is not available.



<p><i>How can I access MyChart?</i></p>	<p>MyChart can be accessed at www.mychart.ca, from anywhere at anytime, through any device that supports a web-browser.</p>
<p><i>What happens if I forget my password?</i></p>	<p>If you lose or forget your password, you can reset it by clicking the "forgot password" link on www.mychart.ca or by calling the MyChart Support Team at 1-833-221-2202.</p>
<p><i>Is there a fee to use MyChart?</i></p>	<p>No, there is no charge for you to use MyChart.</p>
<p><i>Can I authorize access to view my health record to a friend or family member?</i></p>	<p>Yes, you can provide your healthcare providers, friends and family members with delegate access to your MyChart account, through the "Share my Records" feature within MyChart.</p> <p>Similar to an online banking e-transfer, you will be required to provide a valid email and specify a secret keyword that your delegate must successfully enter, upon receiving an email invite, to successfully gain access to information you have authorized.</p>
<p><i>Can my spouse and I share one MyChart account?</i></p>	<p>Health information must be handled carefully. Each adult must create his or her own account, by registering in person with a registration clerk at a hospital visit or by contacting health records. This helps protect patient privacy.</p>
<p><i>What should I do if I see health records or information on the MyChart portal that does not belong to me?</i></p>	<p>If you see someone else's personal health information when you log into MyChart, please contact AM&GH Co-Privacy Officer right away by phone at 5405.</p>
<p><i>How secure is health information in MyChart?</i></p>	<p>MyChart is secured through the same encryption technologies used by the major banks for online banking.</p>
<p><i>How do I cancel or opt-out of an existing MyChart account?</i></p>	<p>You have to call MyChart directly at 1-833-221-2202 to disable or cancel an existing account.</p>



2. Administrative FAQ's

Question	Response
<i>What organizations use MyChart?</i>	Sunnybrook Health Sciences Centre developed MyChart 12 years ago and it has since been adopted in several other hospitals across Ontario.
<i>What will I see in MyChart?</i>	<ul style="list-style-type: none"> • A profile including your name, age and personal contact details. • A personal health record enabling you to enter allergies, medical conditions, immunizations, health measurements, medications, mood, weight and tests. • Health information records from participating hospitals and home and community care services, where you have been treated, including lab results, medication lists, allergies, microbiology results, radiology reports, discharge summaries, pathology and genetics reports. • Messages you have sent or received by a delegate, to whom you have provided access to your MyChart profile. • An option to share your records
<i>Can I view my health information from organizations outside of south west Ontario that use MyChart?</i>	Initially when you register for MyChart, only records from participating sites within the south west Ontario region will be available for viewing on the portal. If you have or continue to receive care from other health care organizations that offer MyChart, you can request to view this health care information in Mychart by using the 'manage sites- request access' feature or by contacting the MyChart Support Team at 1-833-221-2202 or at support@mychart.ca .
<i>What if I would like to correct a record?</i>	Making changes and/or corrections to your medical record will ensure the quality of your record is maintained. This can be done by contacting your Health Records Department.
<i>I've been to the hospital in the past but I don't see all of those visits in MyChart. Why not?</i>	MyChart will include health records finalized at a participating hospital in south west Ontario from January 1, 2018 onwards. To view records completed before that, you can request access to obtain a paper copy by contacting your Health Records department.



I'm a minor. Can I register for a MyChart account?

Yes, everyone is eligible for a MyChart account. If you are under 14, your parent or legal guardian will be responsible for registering and managing your account on your behalf (unless requested otherwise). At 14 years old, you will re-register your account and take ownership as account manager, unless otherwise noted based on capacity assessment.

3. Clinical FAQ's

Question	Response
<i>How do I share my urgent medical concerns?</i>	MyChart is not the best way to share urgent concerns with your doctor. If you are having an urgent medical problem, call your doctor's office right away or call 911.
<i>How soon will my health records and results be available on MyChart after my hospital visit?</i>	<p>Please see the information below about how long you will need to wait to see the result on MyChart from the time the result is available to your clinician:</p> <p>Lab Results: 11 calendar day delay Microbiology Results: 14 calendar day delay Radiology reports: 21 calendar day delay Pathology and Genetic Reports: 35 calendar day delay</p> <p>Medications, allergies, care plans, discharge summaries and blood bank results are released as soon as they are available and are not subject to a delay.</p>
<i>Why are some results subject to a delay, while others are not?</i>	Extensive consultation with patients and clinical stakeholders informed the need to delay certain results. This is to provide doctors and health care professionals with enough time to meet with you to review sensitive test results if necessary.
<i>How soon can I expect my clinician to repond to messages that I send through MyChart?</i>	Clinicians have no obligation or commitment to participate in or answer secure messages. You should discuss with your clinician if they have an interest in electronically communicating using MyChart with you and other expectations around responses.



4. Caregiver FAQ's

Question	Response
<i>Will I have access to my child's MyChart account?</i>	If your child is 14 years old or younger, you will be responsible for registering and managing your child's account on their behalf. At age 14, your child's account will lock out and they will assume management of their account. They may delegate access to you to allow you to view their account at this time, however to protect patient privacy, it is not expected or required.