

MyChart Frequently Asked Questions

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About MyChart

What is MyChart?

MyChart is a secure online patient portal that gives you access to your medical records. It enables you to manage and receive information about your health. With MyChart, you can:

- Update personal information
- See notes and summaries from clinic and hospital visits
- Attend video appointments
- View test results
- Keep track of appointments
- Update your medications, allergies during appointments and view immunizations
- Electronic check-in for appointments
- And more

Is there a fee to use MyChart?

No, MyChart is a free service for all Trillium Health Partners patients.

What do I need to use MyChart?

You need access to a computer or mobile device, connected to the Internet, and an up-to-date browser (Edge or Chrome for Windows OS, Safari, or Chrome for MacOS). Then you need to go to <https://mychart.thp.ca>

You can also download and use the MyChart app on an Apple or Android device.

Minimum required Android Operating Software is 7.0.

Minimum required iOS Operating Software is 15.0.

How do I download the MyChart app?

To install the MyChart app, go to the App Store or Google Play Store and search for **MyChart**.

1. On your mobile device, open your Application Storefront.
 - a. Apple App Store (if you have an iOS device like an iPhone or iPad) or the
 - b. Google Play Store (if you have an Android device).

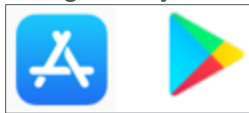


Figure 1 Mobile Application Storefront: Apple App Store or Google Play Store.

2. Search for the **MyChart** application.



Figure 2 MyChart Application-Red file folder icon with a heart.

3. Tap **Install**.
4. After you have installed the app, tap Open or find the MyChart icon on your device and tap to open it.
5. Select your primary healthcare organization from the list. Trillium Health Partners includes The Mississauga Hospital, Credit Valley Hospital and Queensway Health Centre.

How is MyChart secure?

Trillium Health Partners takes great care to make sure your health information is kept private and secure. All health information is stored securely and can be accessed through secure activation codes, personal usernames, and passwords.

If you use an Apple or Android device, you may also be able to sign in using **Face ID** or **fingerprint login**.

To help keep your account even more secure, we strongly encourage you to turn on **two-step verification**. When this feature is on, you will need to enter a one-time code sent to your email or cell phone when you sign in, along with your username and password.

Enrollment Questions

How do I sign up?

There are different methods of MyChart signup that may be used:

- You might receive a MyChart activation code on your **After Visit Summary** at discharge from a hospital admission or as part of a visit to a clinic or the emergency department
- You may receive an invitation via email to sign up for MyChart when a staff schedules a surgical case or clinic appointment, when checking in for a visit, or when you are discharged from a hospital admission

My activation code or invitation to sign up does not work. What should I do?

For your security, your MyChart activation code will expire and will no longer be valid after the first time you use it.

If you receive an invitation to sign up for MyChart by email or if you receive a printed After Visit Summary (AVS) with a MyChart activation code as part of a hospital visit, you will have 14 days to complete the process of signing up for MyChart. The activation code and invitation to sign up expires after 14 days.

If you have problems completing the sign-up process, email MyChart Patient Support at MyChartsupport@thp.ca.

Can I use MyChart if I don't have a health card?

Yes, you can use MyChart if you do not have a health card.

Can I view MyChart in another language?

Yes, you can view and navigate MyChart in several languages. Available languages include Arabic, Chinese (Simplified), Danish, Dutch, English, Finnish, French, German, Norwegian Bokmål, Portuguese, Spanish, Swedish.

Please note that only standard MyChart menus, headings, and some content are translated. Any customized content (clinical information, such as documentation and provider notes) created by THP will continue to appear in English.

How do I change the language in MyChart?

You can change the language in two places.

1. Before you sign in:

- a) Go to the MyChart login page.
- b) In the top right corner, click the globe button.
- c) Choose your preferred language.

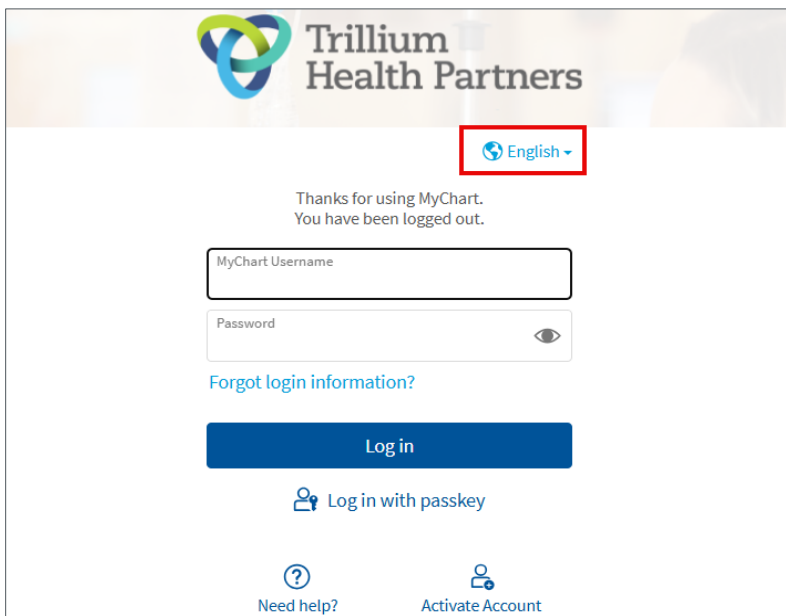


Figure 3 Language menu to change to your preferred language

2. After you sign in:

1. Open the Profile Menu in the top right corner.
2. Select **Change Language**.
- a) Choose your preferred language.

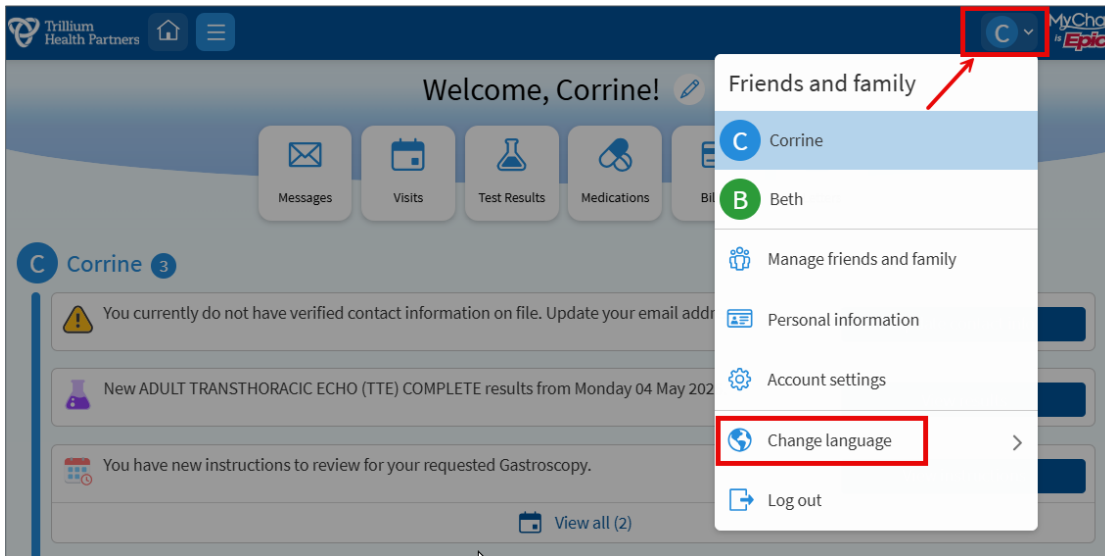


Figure 4 Change language option in the menu to select your preferred language

Your Medical Record

What health information can I see in THP MyChart?

Below is a summary of the main types of health records you can see in your THP MyChart

Test Results	Notes	Reports
- All THP performed tests results Includes: - All lab test results - All diagnostic imaging results (reports no images) - Cardiovascular test results e.g. angiogram reports, stress tests - Endoscopy test results e.g. colonoscopies - Neurology test results e.g. EEG, EMG - Sleep Study Test reports	Discharge summary notes <u>only</u>	After Visit Summaries (AVS)
From Oct 10th, 2020 (some exceptions)	From July 31st, 2023 onwards	From Oct 10th, 2020 onwards

Figure 5 Table displays categories of health information available in MyChart.

When will test results be ready on THP MyChart?

Results are available to the patient as soon as they have been completed and finalized. Some test results may take weeks or months to be processed. You may see your health information on THP MyChart before the health care team does. If you have questions or concerns about your information, please talk with a member of your health care team.

Who do I contact if I have questions about my appointment times, test results or reports?

Please talk to a member of your THP healthcare team.

How do I find new results that are added to my account?

If you have a new result, the result will appear on the THP MyChart home page, or you may receive a notice by email.

To view your notes, or After Visit Summary click **Visits > Past appointments**, and then choose the report you want to read.

To view your test results, click **Test Results** on the top of your homepage, or from the Menu.

Can I change the release preferences of test results?

When you select the **Test Results** page. You can set your results release preferences to get test results:

- Show me test results as soon as possible.
- Wait to show me test results – Test results display **3 days** after they have been finalized.



Figure 6 Results release preferences.

Why don't I see certain notes?

Only discharge summary notes are available in THP MyChart. You may request access to other notes from Health Records or by using the record request functionality in your MyChart account.

Can I still get a printed copy of my health records at THP?

Yes. You can ask for a printed copy of your personal health records at [Health Records](#) at THP (for a fee). You can also request an electronic copy of your health records from Health Records. The records will be sent in a PDF format.

Request a medical record from your THP MyChart following these steps:

1. Go to **Menu> Sharing Hub**, and then select **Yourself** under 'Who do you want to share your health information with.'
2. Go to **Request a formal Copy**, answer the questions in the form and click **Continue**.
3. Complete the **Consent for release of information** and click **Send request**.

Applicable fee may apply if records need to be scanned by Health Records.

What is PocketHealth and how is this different than MyChart?

PocketHealth is a separate patient portal that allows you to download and share diagnostic imaging records including images and reports. PocketHealth is free for imaging done at Trillium Health Partners. Fee may apply for [additional services](#), while MyChart is a free patient portal to view **diagnostic imaging reports**, along with other health information as well as support with additional services.

How can I access PocketHealth from MyChart?

PocketHealth is now available for THP Patients directly within MyChart. To access it, follow these steps:

1. Open **MyChart** and select **Main Menu**.
2. Go to **Resources**.
3. Click on **PocketHealth**.

What if I do not have PocketHealth account?

If you do not have PocketHealth account, you will still be able to view imaging done at THP. Access to images outside of THP requires a PocketHealth account. For any questions or support related to PocketHealth, please contact the PocketHealth support team directly at:

- **Email:** help@pocket.health
- **Phone:** 1-855-381-8522

Where can I view a photo of my wound in MyChart?

In the **Track My Health** section (available from the Main Menu), shared wound images may appear. To view an image, select **Reveal Images** to show images.

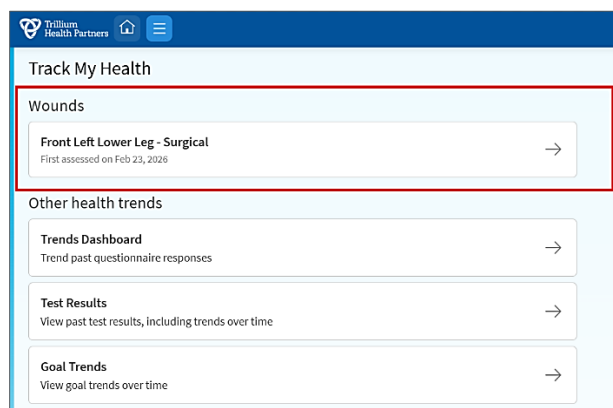


Figure 7 Track My Health to view wound images.

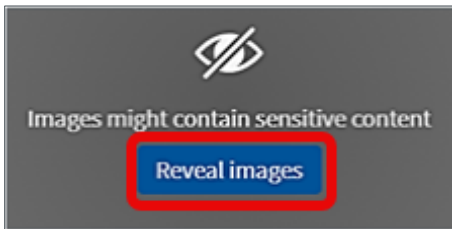


Figure 8 Select Reveal Images to view image.

Can I send a message to my provider, if so, when can I expect a reply?

Currently this feature is unavailable.

Visits and Appointments

Can I make changes to my visits?

Visits and appointments are found in the Visit section. Some clinics in diagnostic imaging may allow you to cancel your test appointment in your MyChart account.

Under upcoming Visits, click **Cancel appointment** to notify the clinic that you can no longer attend your visit.

Note: The clinic will contact you directly to reschedule your appointment.

Can I remove myself from a wait list (Fast Pass)?

Some clinics in diagnostic imaging use an automated wait list feature called **Fast Pass** which allows you to receive notifications when an earlier appointment is available. You can accept the earlier appointment offer or keep your existing time.

If you no longer want to receive earlier appointment offers, you need to remove yourself from the wait list.

Under upcoming Visits, click **View details** and **Get off the Wait List**.

How can I save time with eCheck-In?

Electronic Check-in (eCheck-in) provides the option to enter registration details and some medical information if they have changed from your last appointment before arriving at the hospital for your visit. You **must** still go to registration when you arrive at the hospital for a staff member to verify the information you entered in MyChart and so staff can input additional information required to complete registration.

How do I know when I have completed eCheck-in?

When you have completed eCheck-in for an **in-person visit**, you will see the following confirmation:

eCheck-In Complete


Thanks for using eCheck-In!

The information you've submitted is now on file.

Social Work Visit



Tuesday 11 July 2023
8:45 AM EDT

 [Add to calendar](#)



Renal Care Centre 1
Renal Dialysis Unit
Credit Valley Hospital
2200 Eglinton Ave W
Mississauga ON L5M 2N1
905-813-2672

Figure 9 eCheck-in Complete: In-Person visit confirmation of completion.

When you have completed eCheck-in for a **virtual visit**, you will see the following screen:

Appointment Details


 **Not yet time for your video visit**
Check out the tasks below that you can complete before your video visit begins.

Social Work Visit

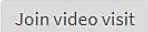
 This is a video visit

 Wednesday 12 July 2023
11:00 AM EDT (1 hour, 30 minutes)

 [Add to calendar](#)

 Manage who will participate in this video visit
[View and invite participants](#)

 [Cancel appointment](#)

 Join video visit

You cannot join the video visit at this time.

Test that your camera and microphone are working.

Review your questionnaire answers below.

- ☒ Communicable Disease Screening ([Print](#))
- ☒ Nephrology History ([Print](#))

Visit Instructions

Please bring in ALL OF YOUR MEDICATION VIALS AND/OR BLISTER PACK (ie. Blood pressure medicine, calcium, iron pills, vitamins) to your dialysis treatment on this day.

Figure 10 Appointment Details: eCheck-in virtual visit confirmation of completion.

MyChart and Video Visits

How do video appointments work in MyChart?

After you have completed eCheck-in for your video appointment, click on the **Join Video visit** button.

Billing

How can I view my account balance in MyChart?

1. From the welcome page, select the Billing icon to go to the Billing Summary page. You can view your Amount Due and Last paid amount here. Select View Balance Details to see more information about your account, your past statements, and documents. For questions related to your hospital account balance or your bill statement(s) please contact THP Finance at **416-521-4040**.

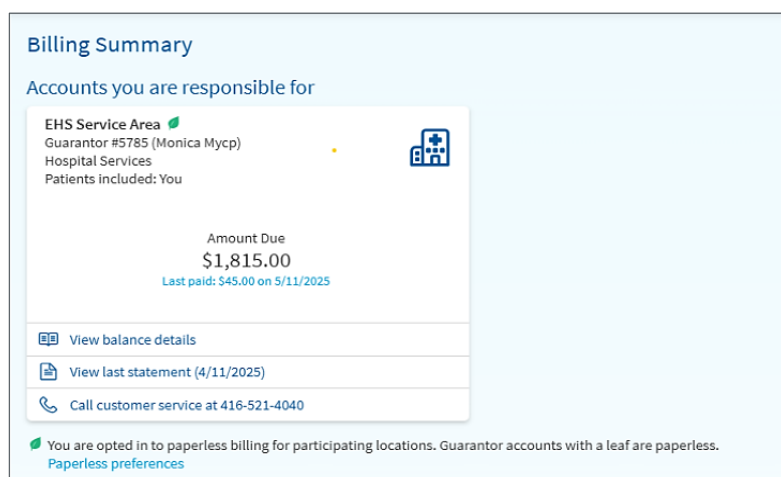


Figure 11 Billing Summary page displaying amount due and last payment

2. From the Billing Details page, use the different tabs (Overview, Details, Payments, Documents) to access your account information e.g., bill statements, payments, and letters.

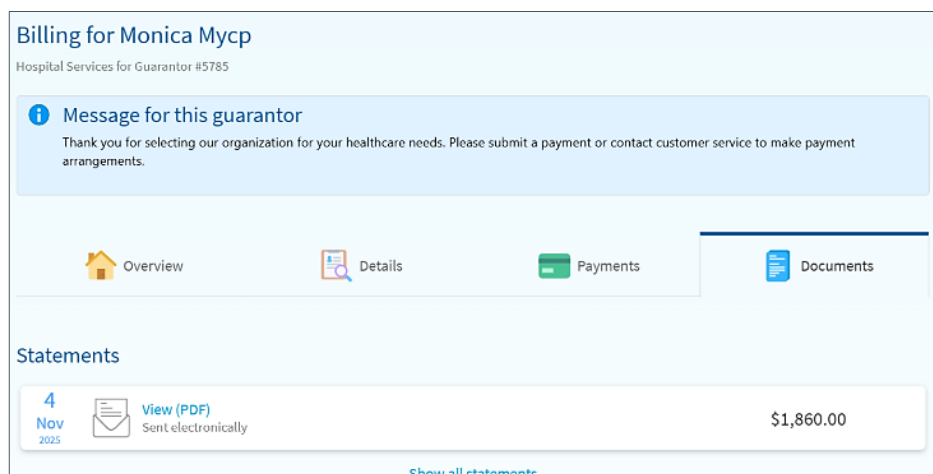


Figure 12 Billing details with tabs for Overview, Details, Payments, and Documents.

Can I receive my hospital bills digitally?

Yes, you can opt-in for paperless billing via account settings or follow these steps:

1. Select **Get Started** from the banner on the Billing Summary page.

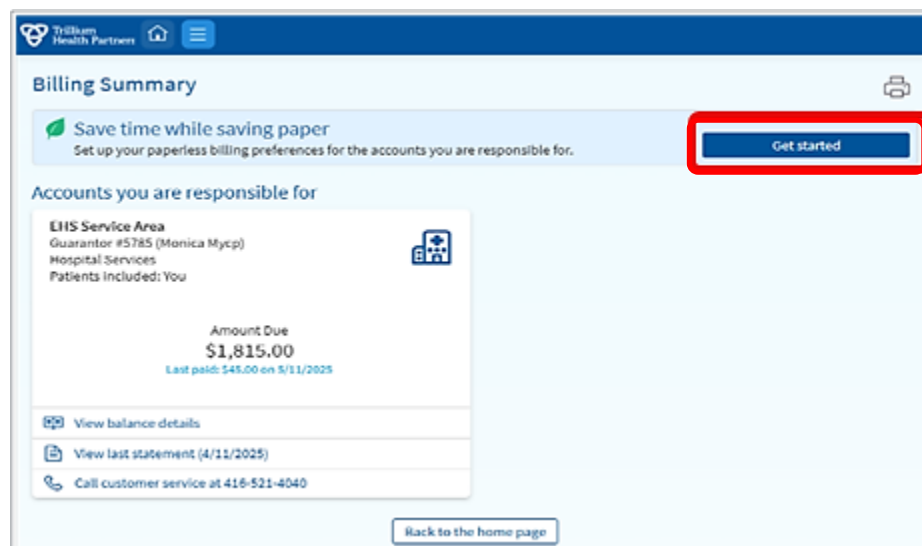


Figure 13 Get Started button to sign up for paperless billing.

2. Click the **Toggle** button to sign up and click **Save Changes** to confirm your selection.

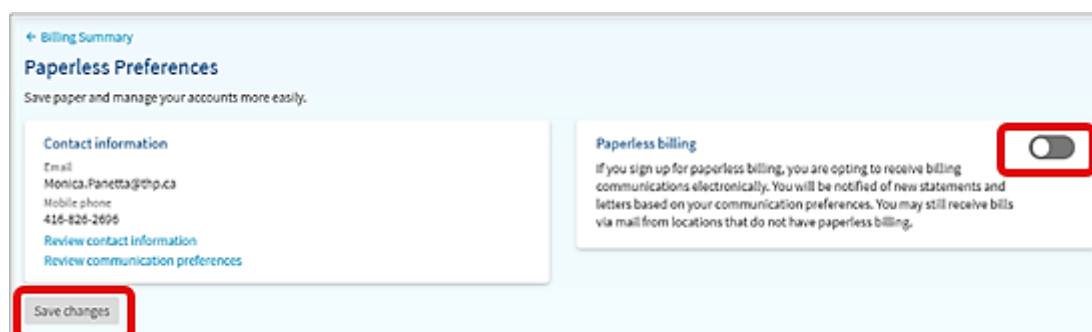


Figure 14 Paperless billing preferences screen displaying a toggle and Save Changes button.

Happy Together

I have multiple MyChart accounts. How do I link them together?

If you have been seen at another Epic healthcare organization, you might be able to view information from that medical record in MyChart. You might have heard of this feature referred to as **Happy Together**. This may include information from other organizations, such as:

- Allergies
- Care team
- Health issues
- Medications
- Messages
- Test results
- Visits

To view this information, you must link your account by:

1. Go to the Menu and select **Link My Accounts**
2. Review the list of organizations you have visited and click on the **Link account** button.
Note: Each organization decides individually what information and functions are available through their release of MyChart.

Other organizations that use Epic include:

- Campbellford Memorial Hospital
- Haliburton Highlands Health Services
- Hamilton Health Sciences
- Lakeridge Health
- Mackenzie Health
- Northumberland Hills Hospital
- Ottawa Hospital
- Peterborough Regional Health Centre
- Ross Memorial Hospital
- Scarborough Health Network
- St. Joseph's Healthcare Hamilton
- The Hospital for Sick Children
- University Health Network
- Women's College Hospital

Share Everywhere

What is Share Everywhere?

Share Everywhere provides a way for patients to share their medical information with the people who are caring for them. Using the MyChart website or a MyChart mobile account, patients can generate a share code and provide it to the person they want to share their health data with. This might be a doctor, chiropractor, physical therapist, dentist, or school nurse, for example. The share code recipient enters that code and the patient's date of birth on the Share Everywhere website to receive one-time, temporary access to the patient's health information.

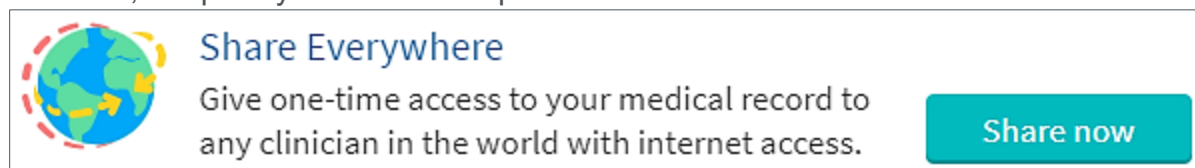


Figure 15 Share Everywhere and the share now button.

What information can the share code recipient see?

The person who receives the share code can see a subset of the same information the patient can see in their own MyChart account, including medications, allergies, health issues, and immunizations. If the patient's health system has not made a particular part of the chart available to the patient in MyChart, it also will not be available in Share Everywhere.

How long can the share code recipient view the patient's record?

The person who receives the share code can view the patient's health information only until they log out of the Share Everywhere website. They cannot log in later and see it again unless the patient gives them another share code.

How is Share Everywhere secure?

To generate a share code, patients must be logged in to their MyChart account. When they generate a share code, it is valid only until it is used, for up to 60 minutes. To be able to see a patient's information in Share Everywhere, the share code recipient must also know the patient's date of birth. If this person enters the patient's date of birth incorrectly three times, the share code is invalidated. As an additional layer of protection, the share code redemption page is protected by reCAPTCHA.

Personal Information

Where can I update my personal information?

On the **Personal Information** page located within the main menu, you can update your address, phone number, email address, preferred name, and some other personal details at any time so that your hospital always has the most up-to-date information in your record.

How do I change my legal name in MyChart?

You cannot change or edit your legal name in MyChart. To can request to change your legal name by informing registration staff at your next appointment.

What should I do if some of my information in MyChart is incorrect?

Your MyChart information comes directly from the electronic medical record at Trillium Health Partners. You may receive care outside of Trillium Health Partners and as a result, your medications, treatment, and diagnoses may become outdated since your last visit. It is important for us to have the most up to date information to provide you with the best care, so to ensure this please update your healthcare providers on your next visit. If you believe information contained in your record is incorrect, please email MyChart Patient Support at MyChartsupport@thp.ca.

MyChart for My Family

Can I view a family member's medical record in MyChart?

Yes. MyChart proxy access allows you to access the medical records of your family members and others you care for, with their permission.

You might also want to grant a family member or friend access to your medical records when you need assistance managing your appointments and other medical needs.

To give someone access to your medical record, grant access via a proxy invite through the Friends and Family Access page in MyChart. If your family member or friend has never been a patient at Trillium Health Partners, they cannot be a proxy at this time.

Can my spouse and I share one MyChart account?

No. Due to the sensitive nature of medical information, each person must have their own MyChart account.

Technical Questions

How can I get technical support while I am at home?

You can contact our MyChart Patient Support by emailing MyChartsupport@thp.ca.

I forgot my username or password. What should I do?

If you are having trouble logging in, click the **Forgot Username?** or **Forgot Password?** link located below the login fields. You will go through a two-step verification to verify your identity so you can recover your username or password. You can also contact MyChart Patient Support by emailing MyChartsupport@thp.ca.

I did not receive my two-step verification code. What should I do?

Try checking the spam or junk folders in your email. If the email with your code is not there, try clicking Resend Code. If you still have not received the email, it could be that your account has a different email address on file. If you have multiple email accounts, check one of the others to see if the verification code was sent there instead. If none of your accounts received the email, it could be that we do not have an email address on file. If this is the case, email our MyChart Patient Support at MyChartsupport@thp.ca.

I was logged out of MyChart. What happened?

We aim to protect your privacy and information. If you remain idle for 10 minutes or more after you log in to MyChart, you will be automatically logged out. We recommend that you log out of MyChart if you need to leave your computer for even a brief period.

What if I get locked out of my account?

To have your account re-activated, email MyChart Patient Support at MyChartsupport@thp.ca to request reactivation.

How do I delete my account?

You can request that we deactivate your account by contacting the MyChart Patient Support by email at MyChartsupport@thp.ca.

Who do I contact if I have further questions?

Email us at MyChartsupport@thp.ca or call. MyChart Patient Support hours are Monday-Friday from 07:00 am - 3:00 pm