

# MyChart Frequently Asked Questions

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## About MyChart

### What is MyChart?

MyChart is a secure online patient portal that offers personalized 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 the Apple App Store (if you have an iOS device like an iPhone or iPad) or the Google Play Store (if you have an Android device). Look for one of the following icons to find the app store on your device:



2. Search for **MyChart**. Look for the following logo to make sure you have the right app:



3. Tap **Install**.
4. After you've 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 ensure health information is kept private and secure. All health information is stored securely and privately in one place online. Our servers are located in Mississauga. Access to information is controlled through secure activation codes, personal usernames, and passwords. Each person controls their password, and the account must be accessed using that password.

Using an Apple or Android device? Your account may also be accessed using face ID or fingerprint login.

To ensure that your account stays secure, even if someone else has your username or password, we highly encourage you to turn on the two-step verification. When this feature is turned on, you must enter a code that is sent to you by email or text message to log in to MyChart, in addition to using 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 received an invitation to sign up for MyChart by email or if you received 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](mailto: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.

## Your Medical Record

### What health information can I see in MyChart?

The table below summarizes specific documents you will see and not see in MyChart depending on the clinical setting. In addition to the information listed below, you will see some health summary information, including, medications, allergies and immunizations that have been documented by your care team and upcoming appointment details.

Clinical Setting	What's available on MyChart	What's NOT available on MyChart
Outpatient/ Clinic setting	<ul style="list-style-type: none"> <li>• After Visit Summary (AVS) - from October 10th, 2020 onwards</li> <li>• Out-patient test results- from October 10th, 2020 onwards</li> </ul> Including: <ul style="list-style-type: none"> <li>○ Labs</li> <li>○ Diagnostic Imaging reports (xray, CT scans, MRIs)</li> <li>○ Cardiac Diagnostic imaging reports (including cardiac cath, stress test, Cardiac Cath. Lab report)</li> <li>○ ECG report (not ECG tracings)</li> </ul> <ul style="list-style-type: none"> <li>• Letters (communications) directed by clinicians to patients E.g. doctor's or school note</li> </ul>	<ul style="list-style-type: none"> <li>• Pathology test reports</li> <li>• Genetic testing reports</li> <li>• Progress notes</li> <li>• Procedure notes</li> <li>• ECG Tracings</li> <li>• Diagnostic Imaging Images</li> <li>• Sleep Study report</li> </ul>
Inpatient	<ul style="list-style-type: none"> <li>• Discharge summary from July 31st 2023 onwards</li> <li>• After Visit Summary (AVS) - from October 10th, 2020 onwards</li> <li>• Letters (communications) directed by clinicians to patients E.g. doctor's or school note</li> </ul>	<ul style="list-style-type: none"> <li>• Progress notes</li> <li>• Consultation notes</li> <li>• Operative note reports</li> <li>• Diagnostic Imaging – performed during the course of the admission</li> <li>• Labs – performed during the course of the admission</li> <li>• Sleep Study report</li> </ul>
Emergency	<ul style="list-style-type: none"> <li>• After Visit Summary (AVS) - from October 10th, 2020 onwards</li> <li>• Letters (communications) directed by clinicians to patients E.g. doctor's or school note</li> </ul>	<ul style="list-style-type: none"> <li>• ED Provider Notes</li> <li>• Diagnostic imaging – performed during ED visit</li> <li>• Labs – performed during ED visit</li> </ul>

## What is PocketHealth and how is this different than MyChart?

PocketHealth is a separate patient portal to download and share diagnostic imaging records (images and reports). PocketHealth can be free with [additional fees](#) while MyChart is a free patient portal to view **diagnostic imaging reports and results**, additional records as well as support with additional services.

## When can I see my test results in MyChart?

With MyChart, you can view most test results as soon as they become available. For example, you have blood taken for lab tests during a clinic appointment. Once those lab tests are completed, you will be able to view your results using MyChart. You will notice that overtime, you will be able to see more of your lab and imaging related test results.

While we provide you access with test results once it is available, you should continue to work with your healthcare providers to better understand what it means and how results may affect your care. You can also customize when to get notified of your results so that you get one notification of all your results.

## How far back will my medical information go in MyChart?

Tests results and After Visit Summaries from October 10th, 2020 will be available in MyChart. Discharge summaries from July 31st, 2023 will be available in MyChart.

## How do I see my test results?

When you log into MyChart, the most recent test results will appear on the welcome page. Click on the **View Results** button to view the details of the test result. If you want to see older test results, simply click on the **Test Results** button at the top of the screen and select the test result you want to view.

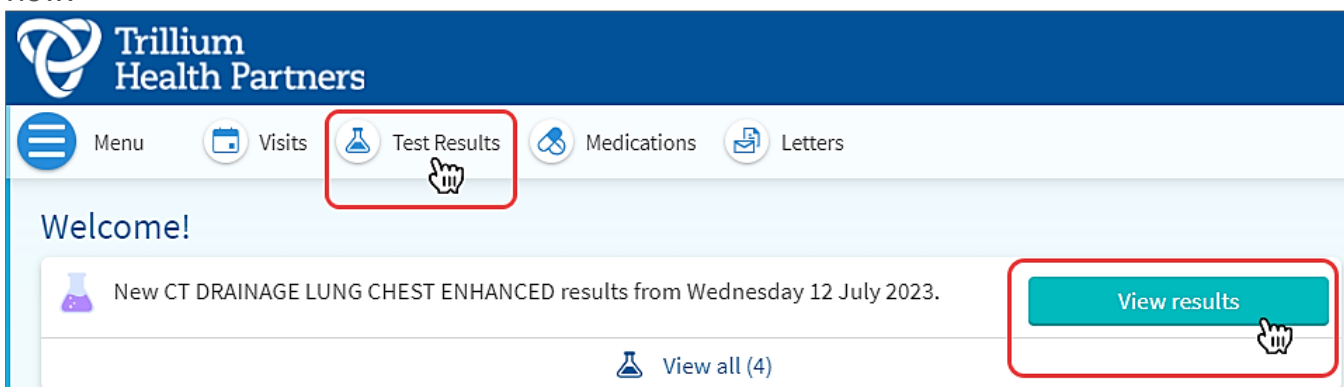


Figure 1

## Can I change the release preferences of test results?

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

- a. As soon as they are available
- b. Let my care team decide.

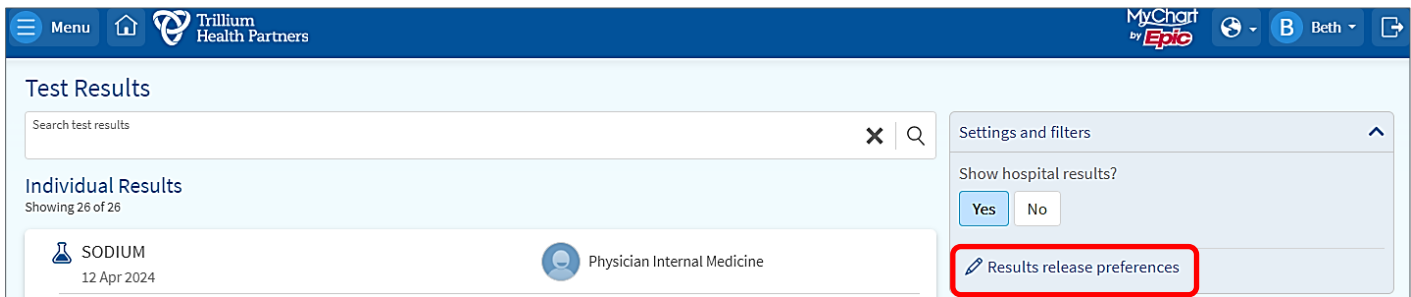


Figure 2

## How do I see clinical notes in MyChart?

Clinical notes are associated with the date of a visit to the clinic or hospital. The most recent visit will appear on the welcome page. Click on the **View Summary** button to view the notes. If you want to see notes from older visits, simply click on the **Visits** button and select the appropriate date and visit to view the clinical notes.

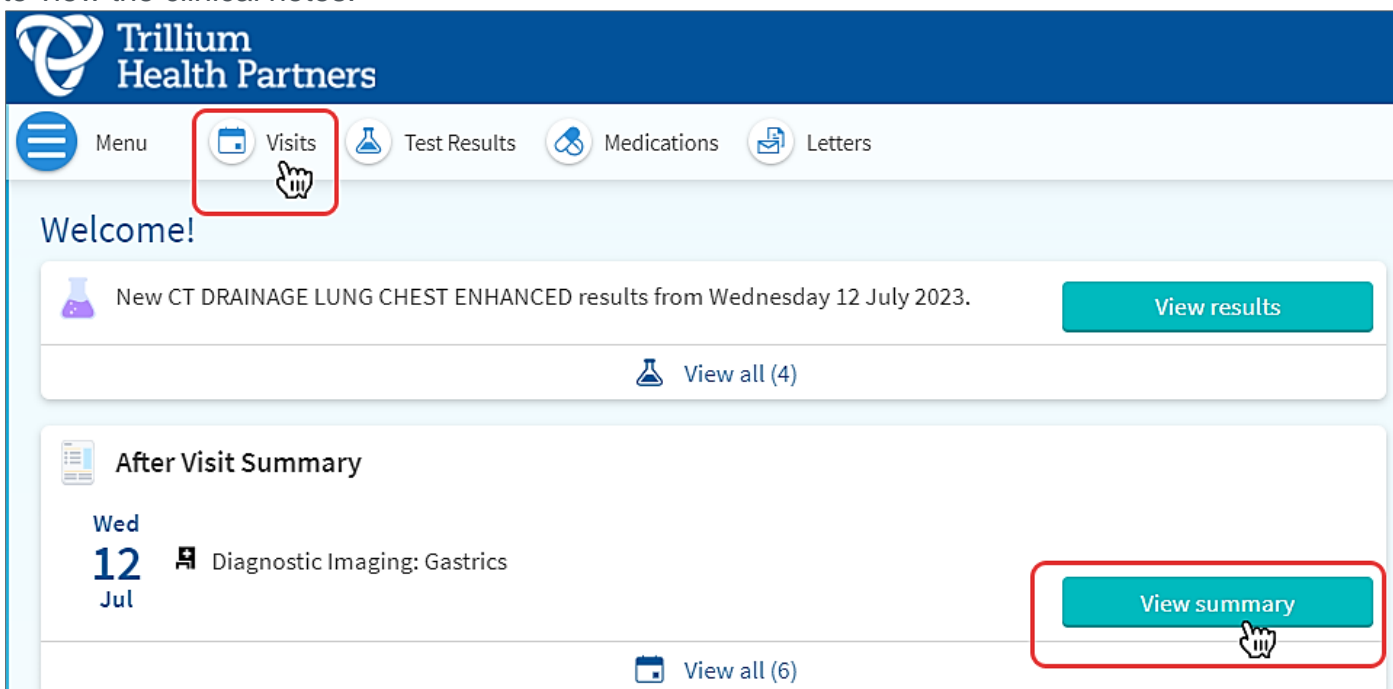


Figure 3

## What can I view in clinical notes?

You will be able to view Discharge Summaries.

## 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 to hospital for your visit. You **must** still go to registration when you arrive at the hospital for a staff 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 screen:

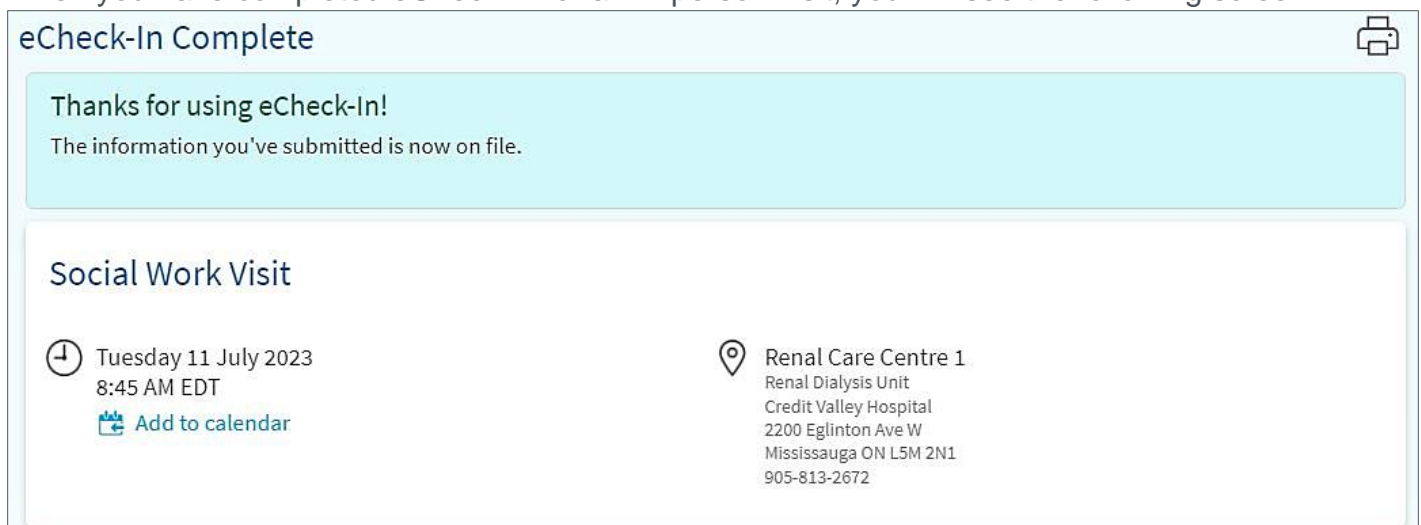


Figure 4

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](#)

[Join video visit](#)

Test that your camera and microphone are working.

You cannot join the video visit at this time.

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.

[Cancel appointment](#)

Figure 5

## 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.

## 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 taking care of 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.

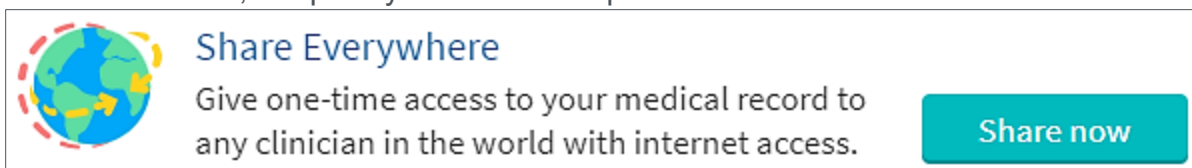


Figure 6

### 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 hasn't made a particular part of the chart available to the patient in MyChart, it also won't 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's used, 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 at your next visit. If you believe information contained in your record is incorrect, please email MyChart Patient Support at [MyChartsupport@thp.ca](mailto: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 must be at least 18 years old to have proxy access to another person's medical record.

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 have 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](mailto: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](mailto:MyChartsupport@thp.ca).

### I didn't 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 didn't receive 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 don't have an email address on file. If this is the case, email our MyChart Patient Support at [MyChartsupport@thp.ca](mailto: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 short period of time.

### What if I get locked out of my account?

To have your account re-activated, send an email request to the MyChart Patient Support Line at [MyChartsupport@thp.ca](mailto:MyChartsupport@thp.ca).

### How do I delete my account?

You can request that we deactivate your account by contacting the MyChart Patient Support Line by email at [MyChartsupport@thp.ca](mailto:MyChartsupport@thp.ca).

### Who do I contact if I have further questions?

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