



## What You Need to Know About MyChart

You can view your health record on MyChart Central East Ontario (a safe and secure patient portal) as a patient of any hospital in the Central East. This includes the Durham Regional Cancer Centre/Lakeridge Health.

### MyChart allows you to:

- See a list of your upcoming and past appointments (click the 'visits' button)
- See your bloodwork results (click the 'test results' button)
- See your test results (click the 'test results' button)
- See notes written by your healthcare team (click 'visits', look under 'past visits' then click 'view notes')
- Update and see a list of your medications (click the 'medications' button)
- Print any of your results

Bloodwork results, test results, and consult notes written by your physician(s) are available back to March 2018. Your healthcare team can see all of your health records.

You can view your health records from Lakeridge Health and any one of these partner hospitals:

- Campbellford Memorial Hospital
- Haliburton Highland Health Services
- Northumberland Hills Hospital
- Peterborough Regional Health Centre
- Ross Memorial Hospital
- Scarborough Health Network

### Release of your test results to MyChart

You will see your test results on MyChart once they are finalized and scheduled for release. Click on 'test results' to view your results. These results are seen in chronological order (arranged in the order they were completed). At the earliest, your results are scheduled for release to MyChart as listed below.

1. Pathology/cytology results (examples: tissue and urine samples) are released after 10 days.
2. Radiology reports are released after 5 days.
3. Bloodwork results are released as soon as they are finalized. Bloodwork results outside of the 'normal' range are released after five days. Not all results outside of the normal range are 'abnormal' or need follow up. This includes low (L) or high (H) results.
4. Genetics results are released after 4 weeks.

## **How to sign up for MyChart:**

- A member of your healthcare team can send you an email or text with the link to complete sign up or
- Sign up at <https://mychart.ourepic.ca>.

Download the MyChart app for your Apple or Android device from the App Store or Google Play Store (the app with the red folder/white heart). Choose 'Central East Ontario' as the organization.

## **Viewing and confirming your appointments:**

We ask you to review and confirm your appointments on MyChart. You can see your upcoming appointments under 'visits' on MyChart.

## **Appointment reminders**

You will receive an automated telephone reminder 2 days before your scheduled appointment. You can also receive appointment reminders by text. After logging into your MyChart account, click the 'menu' button, then click on 'communication preferences' and then click on 'appointments'. Choose how you want to receive appointment reminders. You can also ask a clerk to change your communication preferences for appointment reminders.

## **Checking in for your appointments:**

Complete eCheck-in on MyChart within 24 hours of your appointment. This allows you to complete the:

- Communicable Disease Questionnaire – this questionnaire asks you about COVID, cold and flu-like symptoms, and
- Your Symptoms Matter or Your Symptoms Matter: Prostate Cancer Questionnaire (these questionnaires ask you to rate your cancer-related symptoms).

You still need to check-in at a computer when you arrive at the cancer centre. This lets your healthcare team know you have arrived for your appointments. ECheck-in reduces the time you need to be at a computer in the cancer centre. Use a computer located on the same level as your appointment to complete your check-in.

## **Sharing your health record on MyChart**

You can share your health record on MyChart with a family member(s). Sharing your health record allows your family member(s) to see all of the health records and information included in your MyChart account. Click on the FAQs (frequently asked questions) link at the bottom of the MyChart sign in page for more information about this

Call Debbie Devitt, Patient Experience Lead for the Durham Regional Cancer Centre at 905-576-8711 extension 36401 if you have a problem with the sign up for MyChart or have a concern to share.