



Frequently Asked Questions

What is happening to the MyChart patient portal?

Lakeridge Health is implementing a new patient portal on December 3, 2021. The new patient portal is called MyChart Central East Ontario. It is not the same MyChart we currently offer to patients. The new MyChart Central East Ontario patient portal is integrated with [Epic](#) – a new, electronic health record for Lakeridge Health and six other partner hospitals

What is MyChart Central East Ontario?

MyChart Central East Ontario is a free, secure, online tool offering you access to view and share your health record. You can choose to share your health record with family members/partners-in-care or members of your health-care team outside of Lakeridge Health.

What does this mean if you are using the current version of MyChart?

As of January 31, 2022, the current version of MyChart will no longer include any of your health records from Lakeridge Health. This includes test results, blood work, or clinical notes written by your health-care team.

Will I automatically be signed up for the new MyChart Central East Ontario if I have an account with the current MyChart?

No, you will not automatically be signed up for the new MyChart. You will need to sign up for the new MyChart as of December 3, 2021.

How do I register for the new MyChart?

You can sign up for the new MyChart Central East Ontario as of December 3, 2021 in a number of ways:

- Online at <https://mychart.ourepic.ca/>.
- At an appointment with a Registration Clerk or a member of your health-care team, who can help you sign up.
- By using the activation code on your After Visit Summary or billing statement.

What if I don't have an appointment but want to sign up?

As of December 3, 2021, you can visit <https://mychart.ourepic.ca/> to sign up for MyChart.

What are the benefits of the new MyChart?

With the new MyChart, you can:

- Access your health records in one place. This includes:
 - A summary of your hospital visits
 - Bloodwork results (last three years)
 - Test results (last five years)
 - Clinical notes written by members of your health-care team (last seven years for doctor's clinical notes)
 - A list of your appointments
 - A list of your medications
 - Information such as your blood pressure, weight, immunizations, etc.

- 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

How do I download the MyChart app?

Download the MyChart app for your Apple or Android device from the App Store or Google Play Store. Search for "MyChart." The mobile apps contain many of the same features as the MyChart website. Select the hospital where you receive care before signing in. If you select the wrong organization, click "switch organization" above the log in details.

How do I close my current version of MyChart?

You can close your current MyChart account by calling 1-833-221-2202 or emailing support@mychart.ca. You need to provide your:

- First and last name
- Date of birth
- Gender
- Email address used to create your account
- OHIP number

You can choose to keep this MyChart account if it was combined with an account from another hospital.

Will information I entered into this current MyChart account still appear (such as blood pressure monitoring, medication list, immunizations, etc.)?

Yes. Any information you entered into your current MyChart account will remain after January 31, 2022, unless you close the account. This information will not appear in the new MyChart Central East Ontario.

If my Lakeridge Health MyChart account was merged with another organization's MyChart, will I still see my health record from the other organization(s)?

Yes, but your health record from Lakeridge Health will no longer appear after January 31, 2022.

How do I get into my current MyChart account if I've forgotten my password or have not been into the account in a long time?

Please call or email the MyChart support team at:

- Phone: 1-833-221-2202
- Email: lakeridgehealth@mychart.ca

What if I am a patient of the Durham Regional Cancer Centre or Central East Regional Cancer Program?

As of November 22, 2021, appointments scheduled after December 2, 2021, will not appear in the appointment calendar of the current MyChart. Ask a member of your health-care team for a list of your future appointments. These appointments will be available in the new MyChart Central East Ontario as of December 3, 2021.

Who do I contact with questions or concerns about this change?

You can send an email to mychartinfo@lh.ca or call 905-576-8711, ext. 32489.

How can I obtain a list of my future appointments?

After December 3, 2021, your future appointments will appear in the new MyChart Central East Ontario. Ask a member of your health-care team if you want a printed list of your future appointments.

Will information in my current MyChart account automatically transfer to the new MyChart Central East Ontario?

Your health record from Lakeridge Health will be available in the new MyChart Central East Ontario. Information you entered into the current MyChart account will not be transferred over. This information will remain in your current MyChart account unless you close the account. You may choose to re-enter this information in your new MyChart account.

What about PocketHealth? Do these systems work together?

There is no link between PocketHealth and MyChart. PocketHealth is a secure, online storage hub for medical imaging records. When you visit an imaging centre linked to PocketHealth, you can have access to a permanent, digital copy of your imaging record that can be shared with any health-care professional. Click [here](#) for more information or to sign up for PocketHealth.