



What You Need to Know About MyChart

We need you to have a MyChart account as a patient of the Durham Regional Cancer Centre. A MyChart account allows you to manage your appointments and view your health record. MyChart Central East Ontario is a safe and secure patient portal. This handout offers information on what you need to know about MyChart.

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. Diagnostic imaging (examples: MRI, CT scan, X-ray, ultrasound etc.) reports are released after 5 days.
3. Bloodwork results are released as soon as they are finalized. 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 as soon as they are finalized.

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 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 and white heart). Choose 'Central East Ontario' as the organization.

Viewing and confirming your appointments:

You need 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 choose to 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. Appointment reminders are not available by email in the DRCC.

Checking in for your appointments:

You receive an email reminder to complete eCheck-in 24 hours before your appointment. This allows you to complete the:

- **Communicable Disease Questionnaire** – this questionnaire asks you about cold and flu-like symptoms (this includes COVID and other viruses), 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. Your appointment reminder includes instructions on where you need to check-in (main level or B1 level) for your appointment. You need to check-in at a computer on this level.

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

Need help or have questions about MyChart

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. You can also call the MyChart Support Line at 1-833-789-3742.