



What You Need to Know About MyChart

Lakeridge Health implemented a new electronic health record and patient portal (a free and secure online health record) on December 3, 2021. MyChart Central East Ontario is the name of this new patient portal.

MyChart allows you to:

- View and print a list of your future and past appointments (view under 'visits')
- View and print your bloodwork results
- View and print your diagnostic imaging results (examples: x-rays, CT scans, MRIs)
- View and print consult and other notes written by your healthcare team
- Update, view and print a list of your medications

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 and print 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

When your results are released to MyChart:

1. Pathology/cytology results (examples: tissue and urine samples) are released after 10 days.
2. Diagnostic imaging reports are released after 5 days.
3. Bloodwork results are released as soon as they are available. Bloodwork results outside of the 'normal' range are released after 5 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 5 days.

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
- Use the activation code included on the After Visit Summary provided by a member of your healthcare team or
- Sign up at <https://mychart.ourepic.ca>.

You can download the MyChart app for your Apple or Android device from the App Store or Google Play Store (the app with the red heart). Select the hospital where you receive care before signing in.

Viewing your appointments:

We ask you to review your appointments on MyChart. You can see your upcoming appointments under 'visits' on MyChart. You will receive appointment reminders by email or text 2 days before your scheduled appointment. Please provide us with an email address and/or cell phone number. Update your 'communication preferences' on MyChart. Look for communication preferences in the MyChart menu under 'account settings'.

Checking in for your appointments:

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

- Your Symptoms Matter or Your Symptoms Matter: Prostate Cancer and
- Communicable Disease (COVID) screening

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.

If you have a problem with the sign up for MyChart or have a concern to share:

Call Debbie Devitt, Patient Experience Lead for the Durham Regional Cancer Centre at 905-576-8711 extension 36401.



Please be patient with us!

It will take time for us to get used to our new electronic health record. We continue to work together to support what is working well and manage areas that need improvement.