

# MyChart Frequently Asked Questions

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## About MyChart

### What is MyChart?

MyChart is a secure online patient portal that gives you 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 your Application Storefront.
  - a. Apple App Store (if you have an iOS device like an iPhone or iPad) or the
  - b. Google Play Store (if you have an Android device).



*Figure 1 Mobile Application Storefront: Apple App Store or Google Play Store.*

2. Search for the **MyChart** application.



*Figure 2 MyChart Application-Red file folder icon with a heart.*

3. Tap **Install**.
4. After you have 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 make sure your health information is kept private and secure. All health information is stored securely and can be accessed through secure activation codes, personal usernames, and passwords.

If you use an Apple or Android device, you may also be able to sign in using **Face ID** or **fingerprint login**.

To help keep your account even more secure, we strongly encourage you to turn on **two-step verification**. When this feature is on, you will need to enter a one-time code sent to your email or cell phone when you sign in, along with 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 receive an invitation to sign up for MyChart by email or if you receive 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	From October 10, 2020 onwards: <ul style="list-style-type: none"> <li>• After Visit Summary (AVS)</li> <li>• Out-patient test results including:               <ul style="list-style-type: none"> <li>○ Labs</li> <li>○ Diagnostic Imaging reports (x-ray, 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> </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>• 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> <li>• EEG, EMG and PFT test reports</li> <li>• Endoscopy test reports</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 Visit or Queensway Health Centre Urgent Care Visit	<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>

Figure 3 Table displays what information is and is not available in MyChart based on clinical setting.

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

PocketHealth is a separate patient portal that allows you to download and share diagnostic imaging records including images and reports. PocketHealth is free for imaging done at Trillium Health Partners. Fee may apply for [additional services](#), while MyChart is a free patient portal to view **diagnostic imaging reports**, along with other health information as well as support with additional services.

## How can I access PocketHealth from MyChart?

PocketHealth is now available for THP Patients directly within MyChart. To access it, follow these steps:

1. Open **MyChart** and select **Main Menu**.
2. Go to **Resources**.
3. Click on **PocketHealth**.

## What if I do not have PocketHealth account?

If you do not have PocketHealth account, you will still be able to view imaging done at THP. Access to images outside of THP requires a PocketHealth account. For any questions or support related to PocketHealth, please contact the PocketHealth support team directly at:

- **Email:** [help@pocket.health](mailto:help@pocket.health)
- **Phone:** 1-855-381-8522

## 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, if you have blood work done during a clinic appointment. Once those lab tests are completed, you will be able to view your results using MyChart. Over time, more of your lab and imaging test results will become available in MyChart.

While we provide you with test results once they are available, you should talk to your healthcare provider to understand what your results mean and how they 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?

From Oct 10, 2020 onwards Test results and After Visit Summaries 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.

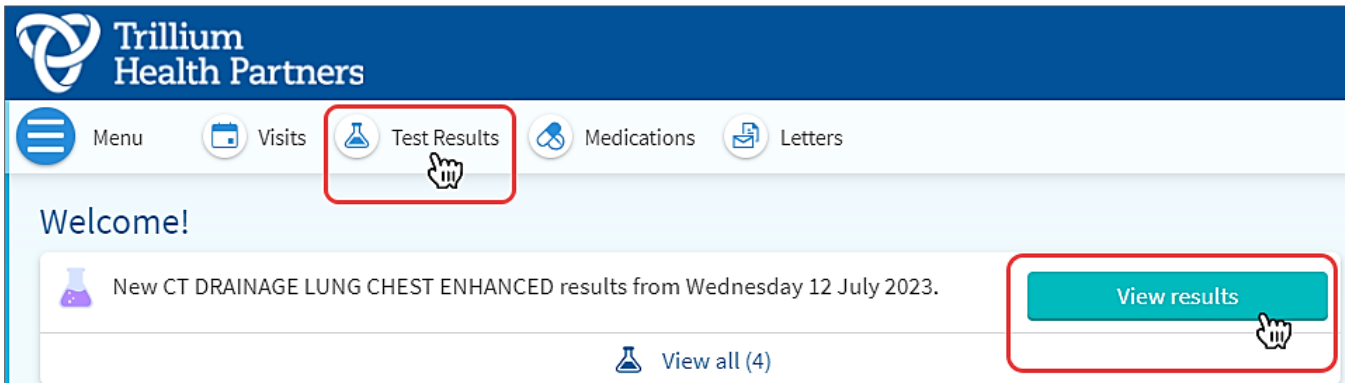


Figure 4 Test Results and View results buttons.

## 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:

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



Figure 5 Result release preferences.

## Where can I view a photo of my wound in MyChart?

In the **Track My Health** section (available from the Main Menu), shared wound images may appear. To view an image, select **Reveal Images** to show images.

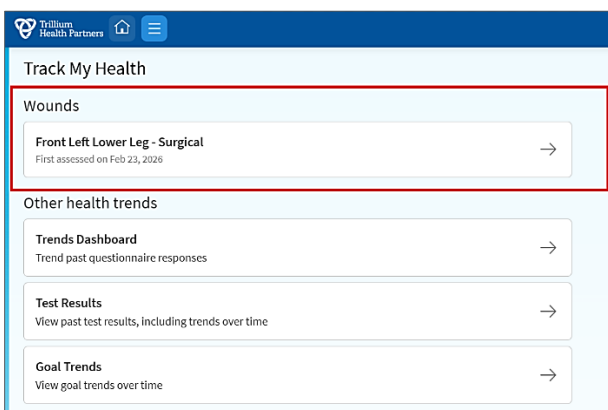


Figure 6 Track My Health to view wound images.

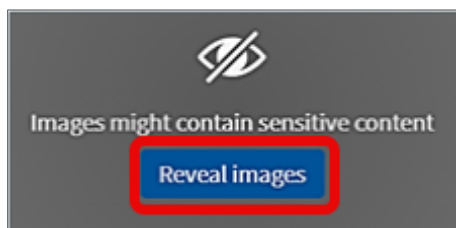


Figure 7 Select Reveal Images to view image.

## 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, select the appropriate date, and visit to view the clinical notes.

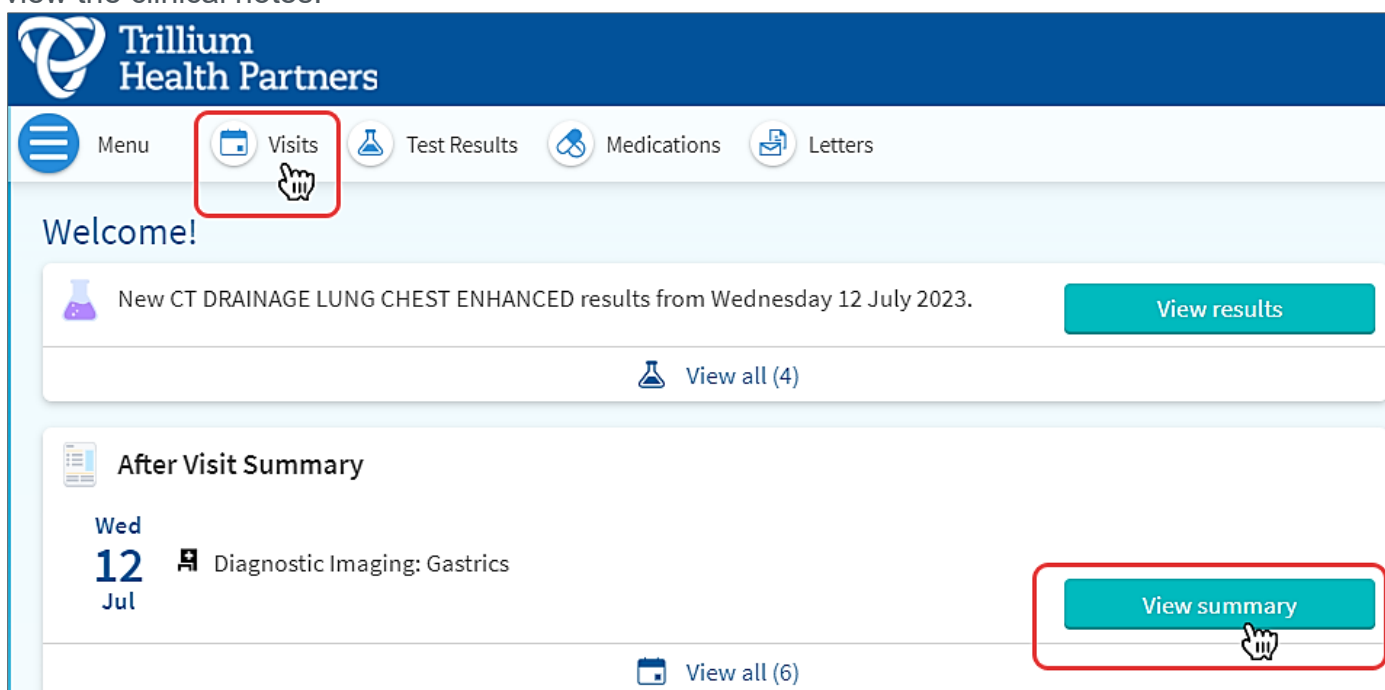


Figure 8 View summary button to view clinical notes and Visits button to access a specific visit.

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

eCheck-In Complete 

**Thanks for using eCheck-In!**  
The information you've submitted is now on file.

**Social Work Visit**

 Tuesday 11 July 2023  
8:45 AM EDT

 [Add to calendar](#)


 **Renal Care Centre 1**  
Renal Dialysis Unit  
Credit Valley Hospital  
2200 Eglinton Ave W  
Mississauga ON L5M 2N1  
905-813-2672

Figure 9 eCheck-in Complete: In-Person visit confirmation of completion.

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](#)

You cannot join the video visit at this time.

Test that your camera and microphone are working.

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 10 Appointment Details: eCheck-in virtual visit confirmation of completion.

## 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.

## Billing

### How can I view my account balance in MyChart?

1. From the welcome page, select the Billing icon to go to the Billing Summary page. You can view your Amount Due and Last paid amount here. Select View Balance Details to see more information about your account, your past statements, and documents. For questions related to your hospital account balance or your bill statement(s) please contact THP Finance at **416-521-4040**.

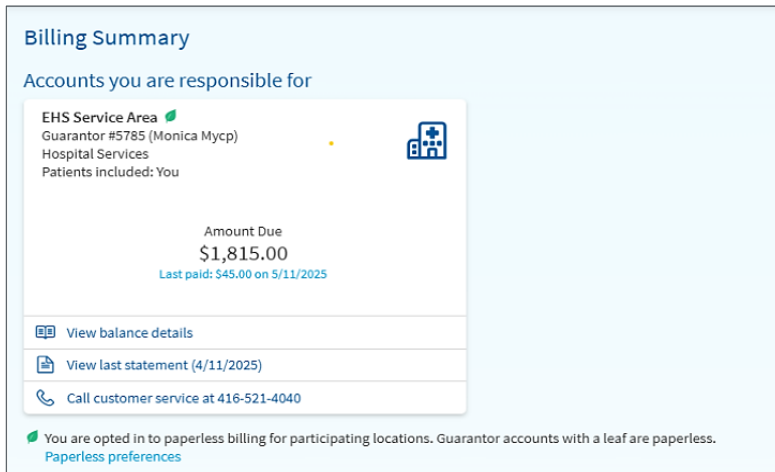


Figure 11 Billing Summary page displaying amount due and last payment

- From the Billing Details page, use the different tabs (Overview, Details, Payments, Documents) to access your account information e.g., bill statements, payments, and letters.

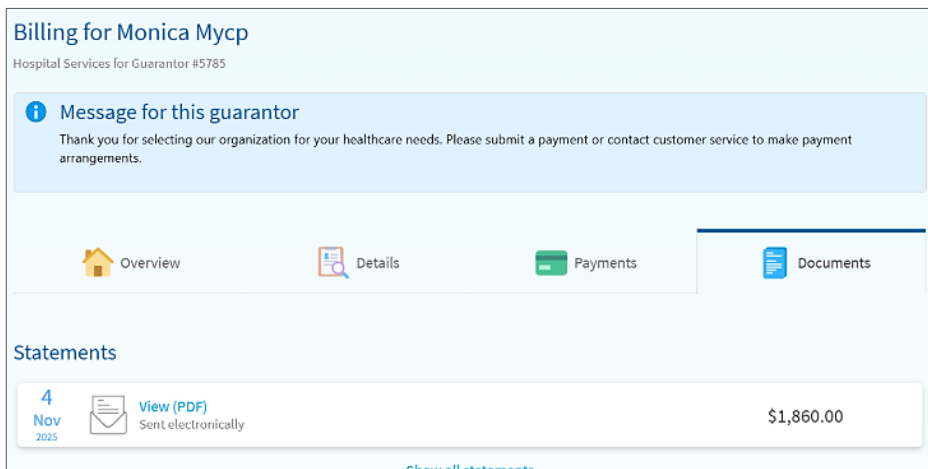


Figure 12 Billing details with tabs for Overview, Details, Payments, and Documents.

## Can I receive my hospital bills digitally?

Yes, you can opt-in for paperless billing via account settings or follow these steps:

- Select **Get Started** from the banner on the Billing Summary page.

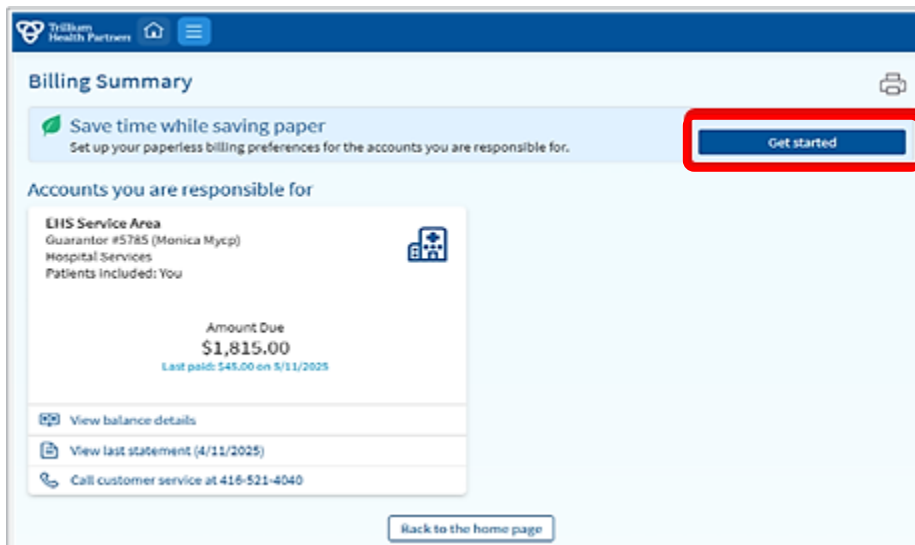


Figure 13 Get Started button to sign up for paperless billing.

2. Click the **Toggle** button to sign up and click **Save Changes** to confirm your selection.

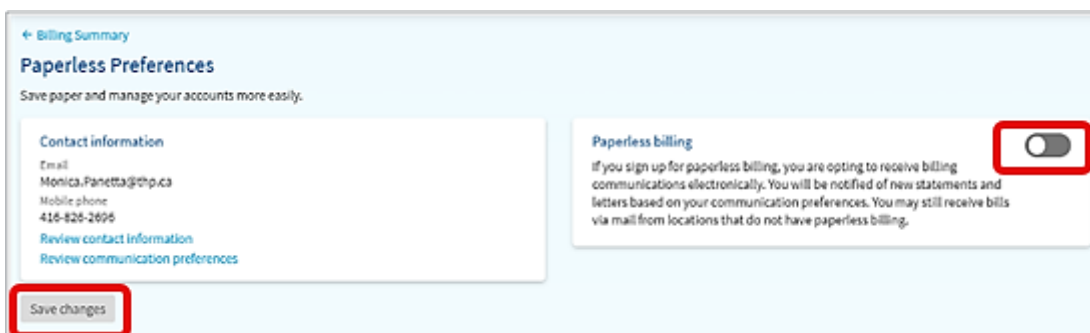


Figure 14 Paperless billing preferences screen displaying a toggle and Save Changes button.

## 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 caring for 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.

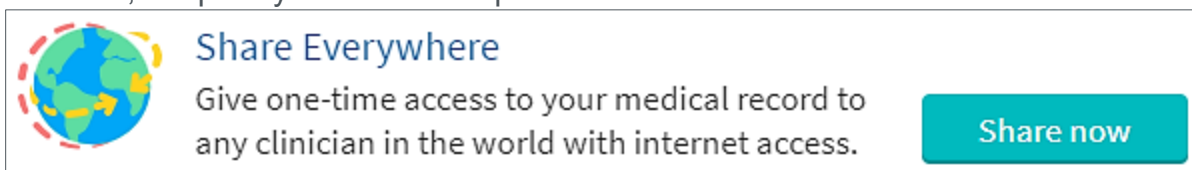


Figure 15 Share Everywhere and the share now button.

### 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 has not made a particular part of the chart available to the patient in MyChart, it also will not 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 is used, for 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 on 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 has 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 did not 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 have not received 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 do not 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 brief period.

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

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

### How do I delete my account?

You can request that we deactivate your account by contacting the MyChart Patient Support 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 07:00 am - 3:00 pm