



What You Need to Know About MyChart

We need you to have a MyChart Central East Ontario account. MyChart is a safe and secure patient portal that allows you to view your appointments and hospital health record. There is no fee to use it. 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 clinical notes written by your doctor (click 'visits', look under 'past visits', scroll down to the date you saw the doctor, and then click 'view clinical notes').
- See your pathology results (click 'visits', look under 'past visits', scroll down to the date your biopsy was completed during surgery, and then click 'view clinical notes').
- Update and see a list of your medications (click the 'medications' button)
- Print your results and clinical notes.
- Share access to MyChart with your care partner.

Bloodwork results, test results, and clinical notes written by your doctor are available back to 2018. Your healthcare team can see all of your hospital health records in your electronic hospital chart.

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. The email comes from 'donotreply@eo.ca'.

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 can see your upcoming appointments under 'visits' on MyChart. You need to review and confirm your appointments on MyChart. Review your appointments for any changes in day or time a few days before they are scheduled. Check every day for possible changes to radiation treatment appointment times. It is also important to check where your appointment will be located. This information is also included in your appointment reminder.

Appointment reminders

You will receive an automated telephone reminder 2 days before your scheduled appointment in the cancer centre. Not all hospital programs have appointment reminders turned on. This means you may not receive appointment reminders for every appointment you have in the hospital.

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 cancer centre.

You will receive email updates (example: new results have been added) to your MyChart account. The email sender address is donotreply@eo.ca. Add donotreply@eo.ca to your safe email senders list. This ensures you receive the needed email messages.

Checking in for your appointments:

You will receive a 'Get Ready' email reminder to complete pre-appointment tasks 24 hours before your appointment. This allows you to complete the:

- **Infectious Diseases Questionnaire** – this questionnaire asks you about flu-like symptoms and travel, and
- **Your Symptoms Matter or Your Symptoms Matter: Prostate Cancer Questionnaire** (these questionnaires ask you to rate your cancer-related symptoms).

Reminder: 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. 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. If you did not complete the pre-appointment tasks on MyChart before your appointment, the questionnaires will appear for you to complete when you check-in at a cancer centre computer.

Sharing your health record on MyChart

You can share your health record on MyChart with your care partner (example: family member). Sharing your health record allows your care partner to see all 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.

Keeping your health record on MyChart safe

Epic and your healthcare organization will never ask for your password or verification codes. The only safe place to enter them is on the MyChart website or app. No one should ask for them by phone, text, or email. For more information about this, go to mychart.org/en-us/help/staying-safe-from-scams-and-fraud

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 need help with sign-up for MyChart. You can also call the MyChart Support Line at 1-833-789-3742.