

What is MyChart?

MyChart is a secure online tool for patients to see some of their own health records. It lets you securely manage and receive information about your health. With MyChart, you can:

- See future appointments and pre-check in for them.
- Enter updates on medicines, allergies and other health issues for your GHC Physician or Nurse Practitioner to review at your next clinic visit.
- Review and track your lab results, vital signs and more.
- Answer questionnaires from the comfort of your own home.
- View the results from recent clinic visits, such as the After-Visit Summary.
- Review information about health insurance.
- Review bills that need to be paid.

What do I need to use MyChart?

To use MyChart on your computer, you need:

- A computer that connects to the Internet.
- An up-to-date browser (such as Microsoft Edge or Google Chrome).
- Your log-in information.

To use the mobile MyChart app, you need:

- A mobile phone running IOS or Android.
- Access to a network to download the app.
- Your log-in information.

Is there a fee to use MyChart?

No, MyChart is a free service offered to patients assigned to a GHC Family Physician or Nurse Practitioner.

Am I eligible for MyChart?

GHC patients that **are eligible** for MyChart access are:

- Patients aged 16 or older assigned to a GHC Family Physician or Nurse Practitioner
- Patients aged 11 or under (can be registered through the proxy process)
- Patients with locum care may have restricted features (may not have access to "Patient Med Advice" and "Refill Request" features as depends on the level of locum participation)
- Dependent adults with a GHC Family Physician or Nurse Practitioner (request through proxy process)

GHC patients that **are not eligible** for MyChart access are:

- Patients aged 12-15
- Patients without a GHC Family Physician or Nurse Practitioner
- Patients denied access by their GHC Family Physician or Nurse Practitioner

How do I sign up?

There are a number of ways to sign up for MyChart, including:

- When you check into your appointment, your check-in clerk will ask if you are interested in MyChart. If you are, the clerk will send you an email that contains your activation code and a link to the MyChart signup page.
- You may also be issued a MyChart activation code during your clinic visit or at discharge from your visit. This code will let you log in and create your own username and password.
- If you wish to sign up for MyChart but do not have an upcoming appointment, you may sign up at the GHC main reception desk in the front lobby of 240 McNabb Street or by calling 705-253-2273.

My activation code doesn't work. What should I do?

For your security, your activation code expires 14 days after your activation code is issued and is no longer valid after the first time you use it. If you are having problems with your activation code, you can call 705-253-2273.

Can you send me a new activation code? I have lost it or let it expire.

You can contact us at MyChart@ghc.on.ca or call 705-253-2273, and after we verify your information, a new code will be sent to your email. You can also choose to activate your account during your next appointment with your primary care provider.

Whom do I contact if I need technical help?

If you need technical help to use MyChart or you have questions, contact our MyChart staff by email at MyChart@ghc.on.ca or call 705-253-2273.

When can I see my test results in MyChart?

The only results you'll see in MyChart are those that are marked Final, Completed, or Corrected/Amended.

Your results, including lab results, pathology reports, and diagnostic imaging, are now available to you at the same time as the rest of your care team. This may result in you viewing your results before your Family Physician or Nurse Practitioner or Specialist. We encourage you to discuss any concerns or questions you may have regarding your results at your next appointment. If your concern is urgent, please call your Physician or Nurse Practitioner's office to discuss with a nurse. Alternatively, you can also message your Physician or Nurse Practitioner's office. You will be contacted by your care team if the results need urgent attention.

If you want to talk about these results with your healthcare provider, please contact them to make an appointment.

Information in MyChart is not exhaustive or complete. Do not use MyChart as a substitute for medical or other professional health advice. If you have questions about the information you use on MyChart, ask your care team.

If some of my health information in MyChart is not correct. What should I do?

Your MyChart information comes directly from your electronic medical record at GHC. If you think some information may be wrong, please contact the GHC Privacy Officer at 705-541-2649.

I forgot my password. What should I do?

There are two ways to reset your password. Go to the sign-in page for MyChart. Click on the "Forgot password" link and follow the steps. Or you may also contact our MyChart staff by calling 705-253-2273.

Where can I update my personal information (such as home address, phone number or email)?

Log into MyChart, and from the Profile menu, go to the Personal Information option to go to the Personal Information page. On this page, hover over the content you want to update, and an "Edit" button will appear. Click this button to edit your information, then click the "Save Changes" button.

If I send a message to my Physician, Nurse Practitioner or nurse. When can I expect a reply?

Group Health Centre staff may not be immediately available to respond, and there is no guarantee of a response time. Please note that MyChart should not be used for urgent situations. If you need emergency attention, please dial 911.

Can I view a family member's health record in MyChart?

If your family member is a patient of the Group Health Centre, and if they give their consent, then - yes, you can. This is called **Proxy Access** and it allows you to log in to your own MyChart account, and then connect to information regarding your family member.

Before you can connect to another person's chart, you must first complete a **Proxy Consent Form** and return it to the Group Health Centre to request access. **Proxy Consent Forms** can be requested from the Family Physician office of the person whose chart you're requesting access to.

Can I ask questions regarding a family member from my MyChart account?

MyChart offers direct access to your personal health record and your own healthcare team. Should you attempt to communicate about another individual, any messages sent or received would be placed in your health record, and could potentially jeopardize your medical care. We do not recommend using MyChart messaging features to communicate on another person's behalf.

That said, if you have proxy access to a family member's account, you can navigate to their chart and send a message on their behalf to their healthcare provider. Just be careful to ensure you're in their MyChart chart when you're sending a message regarding their care.

Can my spouse and I share one MyChart account?

No - due to the sensitive nature of medical information, each adult must sign and submit a Release of Information request and establish their own MyChart account. You can then request proxy access to one-another's accounts, should you so desire.

How is MyChart secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure activation codes, personal usernames, and passwords. Each person controls their password, and the account cannot be accessed without that password.

Further, MyChart uses the latest 128-bit SSL encryption technology with no caching to automatically encrypt your MyChart session. Unlike conventional email, all MyChart messaging is done while you are securely logged on to our website.

What is your Privacy Policy?

MyChart is owned and operated by Atlas Alliance and is fully compliant with federal and provincial laws pertaining to your privacy. Your name and email address will be treated with the same care and privacy given to your health records and will never be sold or leased by the Group Health Centre.

I was logged out of MyChart. What happened?

If you are logged in to MyChart but haven't touched the keyboard for 15 minutes or more, you will be automatically logged out. If you need to leave your computer for even a few minutes, it's best to log out of MyChart. This will help keep your personal health information private and secure.

I was locked out of MyChart. What happened?

Sometimes, patients may have their MyChart access taken away if they are not following all the rules (which are called the "Atlas Alliance MyChart Terms and Conditions"). If you feel you have been unfairly locked out of MyChart, please contact your Family Physician's office.

Can I opt out of MyChart after I have signed up?

If you no longer want to use MyChart to manage your health, contact the MyChart staff by email at MyChart@ghc.on.ca or call 705-253-2273. Ask to have your account closed.

Who do I contact if I have further questions?

Patients can email MyChart@ghc.on.ca or call 705-253-2273