

Using myUHN Patient Portal: What you Need to Know

For patients and families about myUHN

Congratulations on signing up for a myUHN Patient Portal account!

You told us you want to have quick and convenient access to your health records – and we listened. Signing up for an account means you can now see your University Health Network (UHN) appointments, results and reports, including Ontario lab results, as soon as they are ready.

Read this information to help you learn more about:

- how it works
- how it can help you manage your care
- who to speak to if you have any questions



Will having a myUHN account change the way I receive care at UHN?

Having a myUHN account will not replace any part of the care you normally receive. myUHN is an added service that can improve your patient experience by allowing you to access your health record quickly and conveniently.

How does the myUHN website work?

- **myUHN is a safe website.**

We use many layers of security to make sure your information is safe.

This includes:

- data encryption technology (similar to banking websites)
- strong password and security question rules
- regular checks of the system to protect against illegal access

Unless you share your sign-in information, no one else can see your records other than your health care team.

- **myUHN lets you see your information from all UHN hospitals— Toronto Western, Toronto General, Princess Margaret and Toronto Rehab.**

- Results, such as radiology and clinic notes, done outside of these hospitals are available in your myUHN account.
- Ontario Lab Results from over 150 hospitals, community and public health labs stored in the Ontario Laboratories Information System (OLIS). Or visit the OLIS website: <https://ehealthontario.on.ca/files/public/support/DataContributorsOLIS.pdf>

- **Your myUHN account gets information from the UHN systems that your health care team uses every day.**

Your health care team does not enter your information into your portal account. They enter appointments and results in the main electronic systems they already use. myUHN simply lets you see that information too.

You will not see information in your account if your health care team does not use the main hospital computer systems.



How can myUHN help me manage my care?

Seeing your appointments

Seeing your appointments in myUHN helps you plan and prepare for your visit to UHN. There may be important information about your upcoming appointments in your myUHN account, such as:

- **What type of appointment you have**

Your appointment may be in-person or a virtual visit (a phone or video appointment). Visit UHN Virtual Visits webpage (https://www.uhn.ca/PatientsFamilies/Virtual_Care/Pages/default.aspx) to learn more.

See Appointment Details to find the type of appointment you have. Your clinic or doctor will send you instructions for your virtual visit.

- **When you need to arrive**

Your appointment time and the time you need to arrive are not always the same. Read the appointment details to find out when you need to arrive.

- **What you need to do to prepare for your appointment**

Some appointments have important instructions. For example, you may need to stop eating or drinking for a certain time before your appointment. Or, you may need to bring some items with you, like your medications.

- **Who to call if you have questions**

Each of your appointments include a phone number for the clinic or area that scheduled the appointment. Call this number if you have questions about how to prepare or to reschedule your appointment.

You can also see your past UHN appointments up to 3 years back in your myUHN account

Email reminders

You get email reminders about upcoming appointments 1 week before your scheduled appointment. You can add or remove reminders by changing your settings in the Email Notices section in Account Settings.

When you receive an appointment reminder, always sign in to your myUHN account to see and confirm important appointment information. The full appointment details will not be in the appointment reminder email for security reasons.

Seeing your results and reports

One of the benefits of having a myUHN account is that new or updated results and reports are available as soon as they are complete.

Seeing your results and reports can improve your care in many ways:

- **Help you prepare for your appointments**

Seeing your results before your appointments gives you time to think about them and write down any questions you want to ask your doctor. It can sometimes be hard to think of questions when you are hearing your results for the first time.

- **Remember what you and your doctor talked about**
You can review any instructions you and your doctor talked about, which can help you keep track of results and manage your care.
- **Make sure the information is correct**
Having access to your UHN health records online means you can regularly check to make sure your information is correct. Your help in finding and reporting any mistakes improves the safety of your care.
- **Improve communication between you and your health care provider**
Being able to see notes and reports about your visit or health care plan can build trust and improve communication between you and your health care team. Reviewing your notes allows you take a more active part during your appointments.

Having a myUHN account means **you can choose** when you want to see your results. No matter when you choose to see them, the information will be there when you need it.

Please note: Choosing to see your results as soon as they are ready could mean you see a confusing, unexpected or worrisome result before you have a chance to meet with your health care team.

Some common questions about myUHN

What should I know about seeing my results and reports as soon as they are complete?

Many patients say they prefer to see their results and reports as soon as they are ready. But, if you do decide to see them right away, remember:

- The clinics or areas you visit schedule appointments as soon as there is available time. This is the case for all patients, whether they decide to use myUHN or not. Your doctor will review your reports and let you know if they need to see you before your next scheduled appointment.

- You may have questions or concerns about the information in your results and reports. Only your doctor has the training to explain your results. The other staff at the clinics or areas you visit are not able to discuss your results. Your doctor will answer your questions at your next appointment.

I was surprised to see some personal details in my clinic note. How do doctors decide what needs to be included?

Each type of doctor (for example, psychiatrist, oncologist, or surgeon) follows professional rules for the information they include in their notes.

Sometimes this information can include:

- your age, your marital status or other personal information
- what you and your doctor talked about, your symptoms, or your health care plan

If you have any questions, talk to your doctor about what information you can expect to see in your notes.

Be careful when you share access to your health record.

For more information, read, “What should I think about before making someone a shared access user?” in the Shared Access section of your portal account.

I’ve already seen my results and have no questions, so why should I still go to my doctor’s appointment?

Talking about your results is not the only reason for your doctor’s appointments. One of the benefits of having your myUHN account is you and your doctor now have more time to talk about your care and treatment plan instead of just your results.

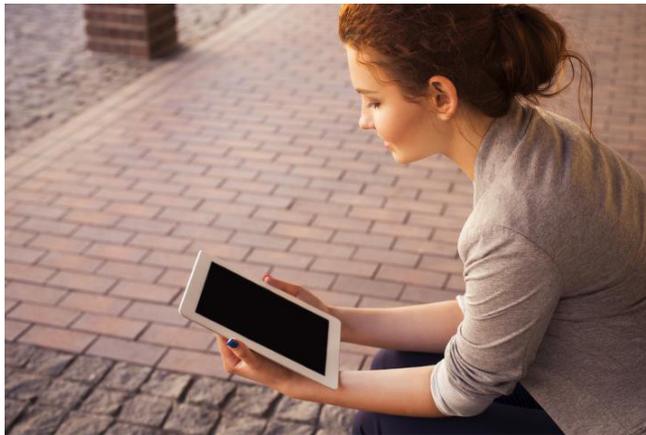
Keeping your appointments is important. It gives you and your doctor a chance to make sure you fully understand your health care plan.

I don't agree with or like what my health care provider wrote in my report. Who can I speak to?

What is included in your reports depends on the kind of report. Reports often include both facts and opinions, such as:

- what your health care provider finds or thinks after examining you
- your health care provider's opinion about your health
- a plan for managing your health, including tests, referrals and follow-up care

Your health care team follows professional guidelines to write their reports. If you disagree with what they write, you can let them know. But, it's important to understand they may not make any changes if they feel they used their best judgement.



What if I see a mistake in my record?

Something wrong or missing could affect your treatment now or in the future. Make sure you:

- Check to see that your name, address, phone, and other contact information on the home page of your portal account is correct.
- Review any notes about meetings you had with your doctor or member of your health care team. Check that your symptoms, medications, test results, and plan for treatment are correct.

If you think there is a mistake, but you are not sure, it's always better to contact your health care team to confirm the information.

- If you want to update or correct your name, address, phone or other contact information, please contact your clinic or let them know the next time you check in for your appointment. You can also email Health Record Services at healthrecordservices@uhn.ca.
- If you want to make a change to your health records (like reports or clinic notes), talk to your doctor or contact Health Records Services.

Who can I speak to if I have questions about myUHN?

- For questions about appointment times, call the number in the appointment details in your portal account.
- For questions about test results, reports, discharge summaries, and clinic notes, please contact your UHN health care provider.
- For questions about sign-in, registration, or using myUHN, please contact myUHN Support by calling 416 340 3777 or by emailing myuhn@uhn.ca. myUHN Support responds to patient questions between 9:00 am and 5:00 pm, Monday to Friday.

You can also find a lot of information in the 'Help' section of your portal account.



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