



Quick Start Guide

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WHAT IS MYUHN

myUHN (Epic's MyChart app) is a secure website or mobile app that enables patients to become active partners of their own health and allows them to communicate with their health care team. The myUHN portal can be accessed through a website (myuhn.ca) or by downloading the MyChart app on a smartphone.

With myUHN, patients can:

- View health information in one place such as their medications, test results, and more
- View their appointments and receive appointment reminders
- Schedule in-person or virtual appointments, depending on the level of care they need
- Complete pre- and post-visit questionnaires
- Review clinical reports such as pathology and imaging reports, and After Visit Summary (AVS) as soon as they are ready
 - An AVS is a note that summarizes patient's clinic, inpatient, or emergency visit.
- Send secure messages to their health care team
- Confirm and update demographic details, such as patient's address, health card number and emergency contact
- Review and update allergies, past medical history, and even billing and insurance information
- Input details and documents related to advanced care planning
- Share health information with others
- View and address other people's myUHN account that they have been granted access to
- Review clinically relevant patient brochures and find other educational resources.

This guide provides an overview of many of myUHN's features and how to use them.

HOW TO ACCESS MYUHN PATIENT PORTAL

- On patient's computer, go to www.myUHN.ca.
- On patient's mobile device, go to Apple App store or Google Play and download the EPIC MyChart app.
 - Once the app is downloaded, either search for "**UHN**" or "**University Health Network**" or click "**Canada**" and look for the UHN app

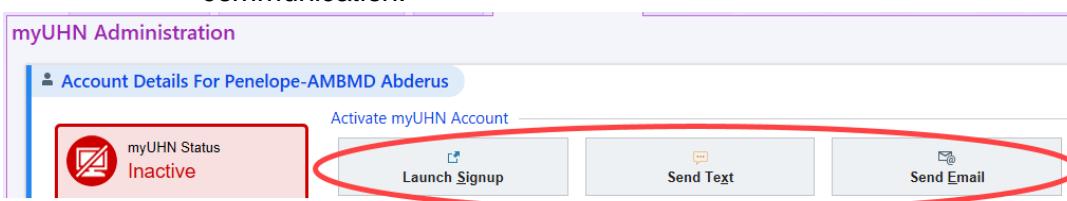
HOW TO SIGN UP

- To sign up for myUHN, the patient must be at least 13 years old. For a child under 13, a parent's email address will be used to request access to a child's account.
- Patients may sign up for myUHN in one of the following ways:
 - With patient's permission, staff can send patient an instant activation code. Patient must sign up within **24 hrs** of receiving the instant activation code.
 - With the patient's chart open, click the myUHN icon from Storyboard to open the myUHN Administration activity.



- Alternatively, chart search for **MyChart Administration** in the Search field.
2. If the patient is physically in the clinic, the fastest way to assist patient with myUHN sign up is to click **Launch Signup**.

Alternatively, staff can text (**Send Text**) or email (**Send email**) the code to the patient as long as the patient has consented to email and/or text communication.



3. The patient will follow the prompts once code is received.
 - A myUHN activation code will be provided on patient's AVS if patient has not signed up. Patient must sign up within **30 days** of receiving the code in the AVS.
 - Patient can also choose to sign up at their own time (refer to [next topic](#) for more info).

IF PATIENTS WANTS TO SIGN-UP AT THEIR OWN TIME

Patients need an activation code to be able to sign up for myUHN. If they do not have an activation code, they can request for one online. To request for one, patients must:

1. Go to myUHN.ca or open the myChart/myUHN app from their mobile phone.
2. Click **Sign Up Now**.



3. Click **Sign Up Online**.
4. Complete the myUHN Online Registration – enter Name, Date of Birth, MRN or OHIP # and Email Address.
5. Click **Submit**. If the records match what is in the system, the activation code will be sent to the patient's email.

If the patient does not see the code in her Inbox, she can check the Spam or Junk folder.

Note that it may take a few days for the activation request to be processed. Once approved, the activation code will be sent to the email address provided.

If the records do not match, a request for an activation code can be sent to myUHN Support at myUHN@uhn.ca or by calling (416) 340 3777.



- Calls and emails to the myUHN Support team will be answered between 9 am & 5 pm, Monday to Friday.
- If patients need any help signing up or have other questions once they have an active myUHN account, they can send a message to myUHN Support once logged in to their myUHN portal.

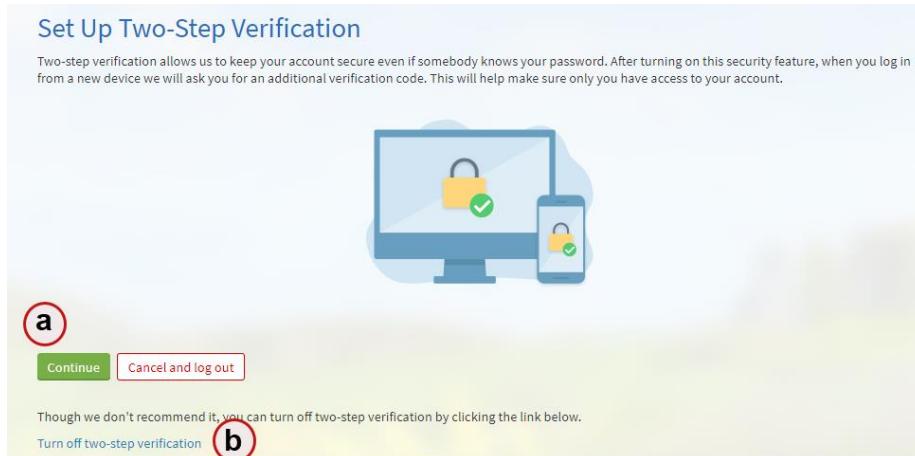
SET UP AN ACCOUNT ONCE AN ACTIVATION CODE IS RECEIVED

1. From myUHN website or myUHN mobile app, click **Sign Up Now**.
2. Enter the activation code and other personal verification items such as date of birth.
3. Select **Next**.
4. Choose whether to set up the two-step verification for extra account security.
 - a. If choosing to turn it on, click **Continue** then enter the email address to receive a code.
 - b. If choosing to not turn it on at this time, click **Turn off two-step verification**.
There is an option to turn it on at a later time once the account is active (refer to [Protect account with two-step verification](#) topic below for more info).



Set Up Two-Step Verification

Two-step verification allows us to keep your account secure even if somebody knows your password. After turning on this security feature, when you log in from a new device we will ask you for an additional verification code. This will help make sure only you have access to your account.



5. On the next page, choose the following:
 - **myUHN username.** Minimum requirement has to be **6 characters in length, with maximum of 20 characters.** Choose something that others wouldn't be likely to guess but is easy to remember. It cannot be changed at any time.
 - **Password.** Requires minimum of **8 characters in length, with at least 1 uppercase letter, 1 lower case letter, and a number.** Password must be different from the myUHN username.
6. On the next screen, patients can choose to opt in or out of email and text messaging notifications.
7. Click **Sign in** and **Accept** the Terms and Conditions of Use.

SIGN IN TO MYUHN

If the patient declines to set up Two-Step Verification during sign up, he may be prompted to set up Two-Step Verification upon initial sign in. The patient can opt out by clicking **Turn off two-step verification**. Otherwise, the patient can follow the steps below to set it up:

1. Go to myUHN.ca or open the myChart/myUHN app from their mobile phone.
2. Enter username and password, and click **Sign In**.
3. Click **Continue** then answer the verification questions such as email address and enter the code sent to email.

If the patient initially refuses and decides to turn on the two-step verification at a later time, they can click **Menu > click Security Settings > click Turn on two-step verification**.

FORGOTTEN USERNAME OR PASSWORD

1. Click the **Forgot Username?** or **Forgot Password?** from the myUHN sign in page.



A screenshot of the myUHN login page. At the top, there's a navigation bar with "English" and a dropdown arrow. Below it is a sign-in form with fields for "myUHN Username" (containing "pedro.myuhninterim") and "Password". A large green "Sign in" button is at the bottom of the form. Two "Forgot" links ("Forgot username?" and "Forgot password?") are located just below the "Sign in" button. To the left of the sign-in form, there are four service icons: a speech bubble for "Communicate with your clinic", a test tube for "Access your test results", a prescription bottle for "Request prescription refills", and a calendar for "Manage your appointments". Each icon has a brief description below it.

2. Answer the following personal information questions to recover the username or reset password, whichever applies.
3. Click **Next** or **Submit**.

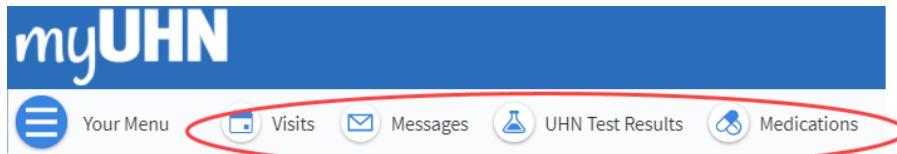
Two-factor authentication is needed to reset password. A numeric code will be sent via email or text message.

If the patient fails to recover the password after 5 attempts, she will be directed to reset her password. And after 5 unsuccessful attempts at resetting the password, the patient's account will be deactivated, and she'll need to contact myUHN Support.

MYUHN SHORTCUTS

When patients first sign in to myUHN, they will see the myUHN home page.

- At the top of the home page are shortcuts they can use to get to the most commonly used activities.



Patients can customize the shortcuts for commonly used activities by clicking on their name at the top right then click **★Change Your Shortcuts**.

- Below the shortcuts is the health feed, which shows the most important alerts and notifications for patients and any family member they have access to, like a new message from the health care team and reminders for an upcoming appointment.
- Patients can search for specific information or activities by clicking the **≡ Your Menu** button at the top left and typing in free-text in the **Search the menu** field.

HEALTH RECORDS AND RESULTS

June 3, 2022



Clinician notes will be automatically released to the patient's myUHN as soon as the visit is signed off. Similarly, all results once finalized are also automatically shared with the patient's myUHN. Only in very special circumstances the clinician can choose to not share the note for a specific time frame. And in that case, the clinician must disclose to the patient about the decision to not share and the rationale for doing so.



Decision on not sharing notes will be monitored by the Privacy team.

[VIEW AND UPDATE A SUMMARY OF HEALTH INFORMATION](#)

To get a summary of patient's medical record, go to **Your Menu** > scroll to **My Record** > click **Health Summary**. This summary includes:

- Current health issues
- Current Medications
- Allergies
- Immunizations
- Recommended Preventive Care e.g. vaccines, annual physical, etc.

Patients can update the Current Health Issues, Medications, and Allergies sections when they echeck-in for an upcoming visit. Any updates made will then have to be verified by the clinician on their next visit.

[VIEW TEST RESULTS](#)

With myUHN, patients can view test results as soon as they are finalized. To view test results, click **Your Menu** > scroll to **My Record** > click either **UHN Test Results** or **Ontario Lab Results (OLIS)** whichever applies. Patient can also see more information about a selected result, such as:

- The standard range for the result
- Any additional comments patient's provider entered about the result



To find a specific result, enter keywords in the search field on the **Test Results** page e.g. CBC



Test Results

You can see your results as soon as they see your results before you see your doctor. Your care team will contact you if they need to.

Search this list

A screenshot of a web page titled "Test Results". It contains a message about seeing results before a doctor. Below the message is a search bar with the placeholder "Search this list" and a magnifying glass icon. A red oval highlights the search bar.

VIEW OR DOWNLOAD VISIT RECORDS

Patients can view or download their health records for a specific visit or set of visits.

1. Go to **Your Menu** > scroll to **Sharing** > click **Share My Record** and select **Download or send your record**.
2. Select either **Single Visit**, several visits within a specific **Date Range**, **All Visits**, or the **Lucy summary**.



Lucy is a portable copy of the patient's allergies, medications, current health issues, procedures, test results, and immunizations from myUHN. Patients can put their Lucy record on a USB drive and take it with them to share with other healthcare providers.

3. Choose either of the following next steps:
 - Click **View** to view a copy of the visit summary.
 - Click **Download** to save a copy of the visit summary.

REQUEST FOR HEALTH RECORDS THAT ARE NOT VIEWABLE IN MYUHN

Some records might not be viewable in myUHN. Other health records can be requested by contacting the Health Records Department.

To request for records through myUHN:

1. Go to **Your Menu** > scroll to **My Record** > click **Document Center** > click **Requested Records**.
2. Click the **send us a medical record request** link and fill in the details.
3. Click **Submit Request**.



The Health Records Department will receive a message in their In Basket re: the request for records.

If the records submitted have to be scanned by Medical Records, then a fee may apply.

Scanned documents starting at Go-Live date and beyond will be visible in the portal. Any scanned documents before Go-Live has to be requested by patients using the steps above.

To contact Health Records directly:



- Phone #: (416) 946 4501 ext. 4711
- Email: HealthRecordServices@uhn.ca
- Website: [Health Records website](#)

Patients can also see who has accessed their record in the Document Center page (Go to **Your Menu** > scroll to **My Record** > click **Document Center**).



The screenshot shows the 'Document Center' interface. It includes sections for 'Visit Records' (with sub-options for Health Issues, Medications, Allergies, Immunizations, and Plan of Care), 'Requested Records' (with sub-options for Legal Information, Coordination of Care, Government Reporting, Worker's Comp Information, Accounting Disclosure, and Visit and Health Summaries), 'My Documents' (for signing, viewing, downloading, and printing), and 'Who's Accessed My Record?' (which is highlighted with a red arrow pointing to it). A note below it says 'View actions of people who have accessed your record.'

PATIENT MEDICATIONS

MANAGE MEDICATIONS

VIEW AND REMOVE MEDICATIONS FROM THE LIST

Go to **Your Menu** > scroll to **My Record** > click **Medications** to see all of the patients' current medications in one place.

- a. Patients can view additional information about a medication, such as precautions to consider when taking the medication and potential side effects, by clicking the [Learn more](#) link.
- b. Patients can see details of each medication, including the prescribed dose, instructions, and the physician who prescribed the medication.
- c. Patients may click on [Request refill](#) to request for a refill of an existing medication.

- d. Patients may remove a medication from the list by clicking  **Remove** and then adding the reason for removing before clicking **Accept**.

a **insulin glargine 100 units/mL insulin pen insulin pen**
 Commonly known as: LANTUS SOLOSTAR
 [Learn more](#)
 Inject daily as directed
 11 refills remaining

b Prescription Details	Refill Details	Pharmacy Details
Prescribed 2 September 2021 Approved by Physician Endocrinology, MD	Quantity 10 mL	Toronto General Hospital Pharmacy Department - 200 Elizabeth St, Toronto ON M5G 2C4 416-340-4800

 [Map](#)

c  [Request refill](#)
d  [Remove](#)

 Any medications added or removed will need to be verified by the provider before they become an official part of the patient's chart or removed from the chart, respectively.

REQUEST A MEDICATION REFILL

- From the Medication page, click **Request refills** at the top right.

[Medications](#) 

 University Health...  University Health...

Current Medications

Please review your medications and verify that the list is up to date. [Call 911 if you have an emergency.](#)
 Need to update your list of pharmacies? [Go to Manage My Pharmacies.](#)

Request refills 

- Select the check box next to the medication needed for refill.
- Click **Next**.
- Select the pharmacy location for pick up. Optionally, you may be able to select the delivery method depending on the pharmacy.
- Click **Next**.
- Review the details and click **Submit**. A message stating the request has been submitted will appear.

Patients will receive a message in their myUHN Messages page when the prescription refill has been reviewed by the health care team.

 Patients can request refills only for prescriptions that were filled at a pharmacy within patient's healthcare organization. If the prescription is from an external pharmacy, patient will have to contact that pharmacy to request a refill.



VISITS

VIEW PAST OR UPCOMING VISITS

Patients can view their past or upcoming visits by going to **Your Menu** > scroll to **My Record** > click **Visits**.

For Past Visits, patients can click **View After Visit Summary®** as well as **View notes** to see pertinent details about previous visits.

The screenshot shows the 'Upcoming Visits' section of a patient portal. At the top, there's a header 'Upcoming Visits' and a 'Future Visits' section. Below that is a 'Past Visits' section labeled 'Last 3 Months'. The 'Future Visits' section lists three appointments:

Date	Details
1 MAR 2022	Consult Kim-Ambnp Endocrinology Clinic Starts at 1:00 PM EST
5 MAR 2022	Consult Marvin-Sump General Internal Medicine Clinic Starts at 10:00 AM EST
21 MAR 2022	Consult Tulin GENERAL SURGERY Starts at 12:30 PM EDT

The 'Past Visits' section lists five entries:

Date	Details
10 JAN 2022	Hospital Outpatient Visit Ent ENT TGH CLINIC View After Visit Summary
6 JAN 2022	Emergency Department TRN Shared Emergency View After Visit Summary
6 JAN 2022	Telephone Finn-Ambnd General Internal Medicine Clinic View After Visit Summary
15 DEC 2021	Office Visit Diana General Internal Medicine Clinic View notes View After Visit Summary
27 NOV 2021	Office Visit Physician Bariatric Clinic View notes View After Visit Summary

For Upcoming Visits, patients can select the visit or click **Details** to do the following:

1. Confirm the appointment
2. Reschedule the appointment
3. Cancel the appointment
4. Echeck-in before the appointment
5. Add the appointment to a personal phone calendar
6. Add self to the wait list for earlier visits



Consult with Physician Internal Medicine, MD

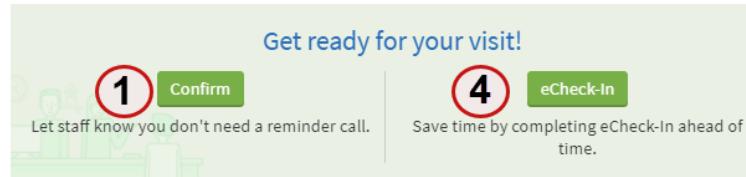
⌚ Sunday 19 September 2021
9:00 AM EDT (20 minutes)

Add to calendar **5**

📍 General Internal Medicine Clinic
200 Elizabeth Street, Norman Urquhart Wing,
12th Floor
Toronto ON M5G 2C4
416-340-4851

2 Reschedule appointment

3 Cancel appointment



Want an earlier time? [Get on the Wait List](#) **6**

Visit Instructions

[Download your visit guide](#) for more information about your upcoming visits.

ECHECK-IN FOR AN UPCOMING VISIT

If an upcoming visit is eligible for echeck-in, patients can use it to complete tasks such as the following before the visit:

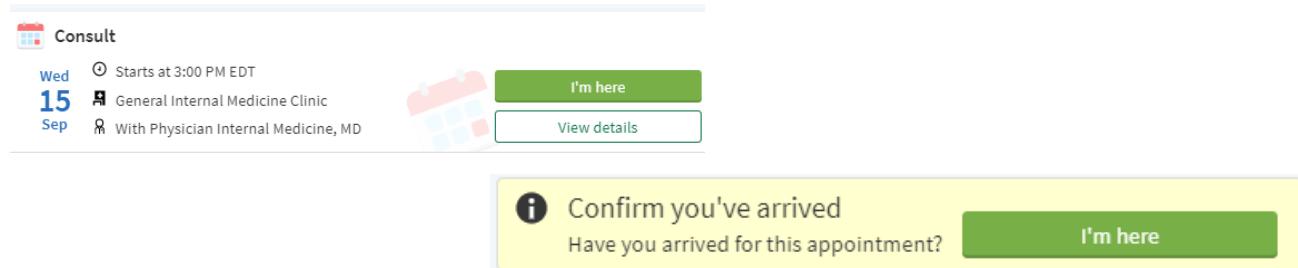
- Review and input medication information, allergies and current health issues
- Verify travel history
- Verify or update insurance and demographic information
- Answer visit-related questionnaires

Please note that some questionnaires are time-sensitive and will be sent by the staff at appropriate dates/times. The assigned questionnaires may be included in the echeck-in or sent as a separate document.

	<ul style="list-style-type: none"> • If the visit has been cancelled or rescheduled and echeck-in has been previously completed, previous echeck-in is not required to be re-done. If there are time-sensitive information that need to be filled out again, the patient will be prompted to complete it through another echeck-in. • Echeck-in can also be emailed or sent to patient via SMS (text message) if patient does not have an active myUHN account as long as the patient has consented to receive it via those methods. • Patients will be able to complete echeck-in 2 days before the scheduled visit. • Completing echeck-in does not activate the visit. There is separate functionality in myUHN that allows patients to confirm the visit. They can do so by clicking Details > Confirm (see image on p.13). • During the scheduled visit, the health care team will review with the patient all the patient-entered information completed during echeck-in before any of the information can become official part of the chart.
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NOTIFY STAFF OF PATIENT ARRIVAL

Patients can let the staff know that they have arrived for their appointment by clicking **I'm here** either from their myUHN Home Page or from the **Visits** page of their myUHN portal.



The screenshot shows the myUHN Home Page. At the top, it displays an appointment for "Wed Sep 15" at "General Internal Medicine Clinic" with "With Physician Internal Medicine, MD". Below this, there is a "Consult" section with a calendar icon. To the right of the calendar, there are two buttons: "I'm here" (in green) and "View details" (in white). Further down the page, there is a yellow callout box containing the text "Confirm you've arrived" and "Have you arrived for this appointment?". To the right of this text is another "I'm here" button.

SCHEDULE OR REQUEST FOR AN APPOINTMENT

Ticket scheduling will be in place whereby patients can choose from a pre-determined appointment dates & times based on the procedure or referral that has been previously ordered by their care team. Patients will be able to choose a preferred date and time for their upcoming visit.

To schedule or request an appointment, go to **Your Menu > scroll to Find Care > click Schedule an Appointment**.



Schedule an Appointment

[Start over](#)

Reason for visit: Consult Locations: [Edit](#) Toronto General Hospital Providers: [Edit](#) Physician Surgery, MD Time Verify and schedule

What time works for you?

Start search on: 31/03/2022 [Calendar](#)

Times:

All available times Use my preferences Filter times

Friday 1 April 2022

1:00 PM	1:15 PM	1:30 PM	1:45 PM	2:00 PM
2:15 PM	2:30 PM	2:45 PM	3:00 PM	3:15 PM
3:30 PM	3:45 PM	4:00 PM	4:15 PM	4:30 PM

Monday 4 April 2022

1:00 PM	1:15 PM	1:30 PM	1:45 PM	2:00 PM
2:15 PM	2:30 PM	2:45 PM	3:00 PM	3:15 PM
3:30 PM	3:45 PM	4:00 PM	4:15 PM	4:30 PM

Patients can also add themselves to the wait list. They will either get a notification in myUHN or be contacted by the clinic staff if an earlier slot becomes available.



If none of the appointment date/times work when trying to schedule an appointment, patients need to contact the clinic to schedule one.

Visit confirmations are sent via patient's preferred communication preference such as email or SMS. Alternatively, patient can confirm the appointment in myUHN by going to **Menu > scroll to Visits > find the scheduled appointment > click Details > click Confirm** (see image on p. 13).

CANCEL AN APPOINTMENT

Depending on the date and time of the patient's next appointment, patient might be able to cancel it through myUHN. If patient is not able to cancel the appointment through myUHN, then she needs to call the clinic to cancel the appointment.

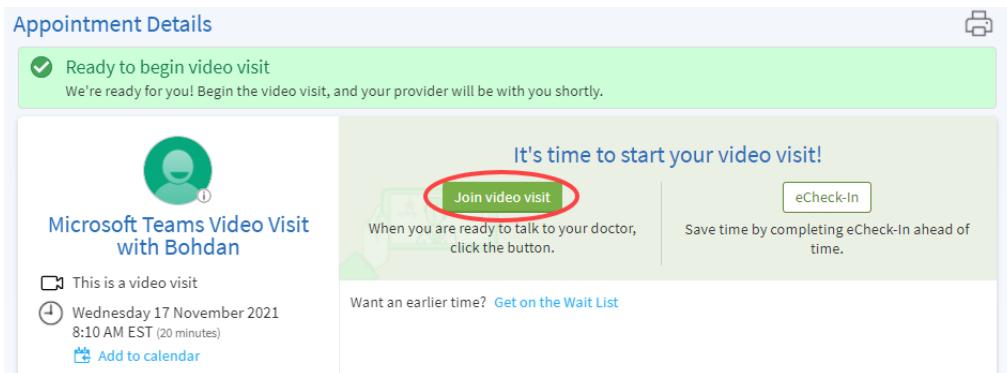
1. Go to **Menu > scroll to My Record > click Visits**, and select the appointment from the list or click **Details**.
2. Click **Cancel appointment**, enter cancellation comments, and click **Confirm Cancellation** (see image on p. 13).

VIDEO VISIT

Video Visit is a convenient way to receive care without physically coming to the hospital or clinic.



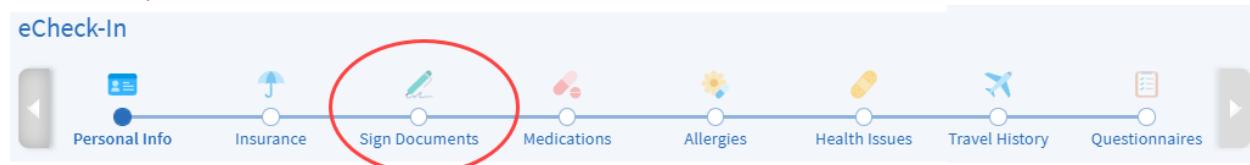
Patients can use a desktop computer or a mobile application (MyChart app) to start a video visit. Mobile devices are preferred because most already have the appropriate camera and microphone setup for video visits.



Patients will be able to connect to their video visits via the website or mobile app. For non-myUHN users, clinicians will be able to send a *direct join* link via email or text message to patients if patients don't have a myUHN account or if they are having difficulty connecting.

Non-myUHN patients will also receive an email or text message (if patient has consented) to a link 1-2 hours before the scheduled appointment where they can echeck-in prior to the scheduled visit.

Patients will be able to sign a one-time consent to virtual visit during echeck-in which will remain valid for 1 year.



If provider is on a mobile device while on a video call, they can't access other activities while they're connected to the video because mobile devices won't run the camera in the background.



If a provider navigates to a different activity, for example to document information about a patient's visit, the video visit is paused and the patient will see the provider's initials in a circle instead of a video image until the provider returns to the video visit activity.



Refer to **Video Visit Outpatient Guide** in Epic Learning Homes for more information.



PREPARE FOR THE VIDEO VISIT

To ensure a smooth connection, patients must complete the following tasks before the video visit:

- If using a mobile device, make sure the camera app is up-to-date.
- If using a desktop computer:
 - Make sure there is a webcam set up. This can be a webcam that's part of a laptop or a separate USB webcam.
 - Make sure any required browser plug-ins, software, or apps with the most recent updates have been installed.

Patients should complete this test at least 15-30 minutes prior to the video visit start time.

SCHEDULE A FUTURE VIDEO VISIT (IN EMERGENCY DEPARTMENT ONLY)

For more information on how to schedule a virtual (video) visit in the Emergency Department, please visit this website: [Virtual ED Visits](#)

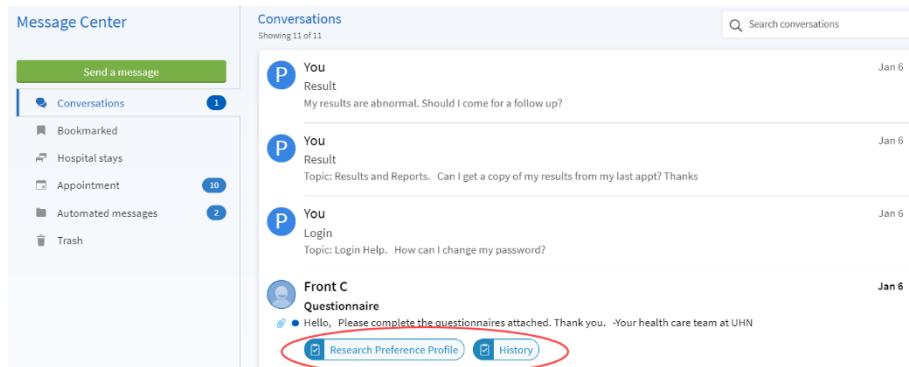
QUESTIONNAIRES & FLOWSHEETS

COMPLETE VISIT-RELATED QUESTIONNAIRES

The patients' clinic might make questionnaires available from the myUHN portal so patient can complete them online ahead of the visit instead of filling out a form when they get to the clinic.

Patients are able to respond to questionnaires in three different places:

- Open generally available questionnaires from **Your Menu** > scroll to **My Record** > click **Questionnaires**.
- If the clinician wants the patient to complete a questionnaire for an upcoming appointment, go to **Your Menu** > scroll to **My Record** > click **Visits**. Select the upcoming appointment and click **Echeck-in** to answer the necessary questions prior to the visit including questionnaires. Note that echeck-in can be done **2 days** before the scheduled appointment.
- If the provider sends a myUHN message with an attached questionnaire, open it by clicking the questionnaire link within the message.



The screenshot shows the 'Conversations' section of the myUHN portal. It displays a list of messages from the patient ('You') and the healthcare team ('Front C Questionnaire'). The messages are dated Jan 6. The last message from the questionnaire includes two buttons at the bottom: 'Research Preference Profile' and 'History'. These buttons are circled in red.

When the questionnaire is completed, it will be added to the patient's record.

If the patient needs to close a questionnaire before finishing it, click **Finish Later** to save what has been completed so far.

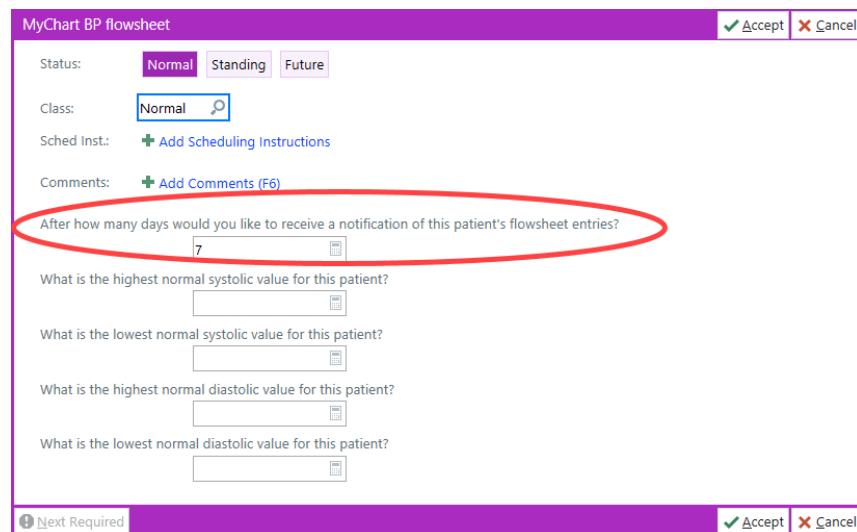


If the questionnaire is sent by the clinician via In Basket, once completed by the patient, they will go to the clinician or pool's In Basket.

COMPLETE DAILY ASSIGNED FLOWSHEETS

Patients' clinicians might want patients to monitor and record specific patient information such as daily glucose or blood pressure readings through the myUHN portal. When patient enters the information in the **Track My Health** page, the clinician automatically receives the readings in the In Basket so she can monitor patient's progress between visits.

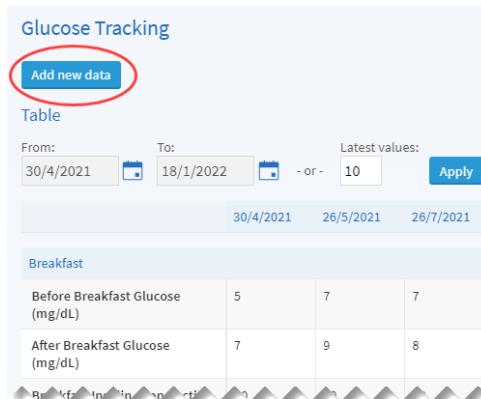
The clinician will need to specify when to receive a notification in In Basket for patient-entered flowsheets upon placing an order.



The dialog box is titled 'MyChart BP flowsheet'. It contains fields for 'Status' (Normal, Standing, Future), 'Class' (Normal), 'Sched Inst.' (+ Add Scheduling Instructions), and 'Comments' (+ Add Comments (F6)). Below these is a question: 'After how many days would you like to receive a notification of this patient's flowsheet entries?'. An input field contains the number '7'. Other questions include: 'What is the highest normal systolic value for this patient?', 'What is the lowest normal systolic value for this patient?', 'What is the highest normal diastolic value for this patient?', and 'What is the lowest normal diastolic value for this patient?'. At the bottom are 'Next Required' and 'Accept/Cancel' buttons.

RECORD A NEW READING IN TRACK MY HEALTH

1. Patients will get a notification when new flowsheet has been ordered. The flowsheet is what patients use to enter readings and results in the Track My Health feature.
2. They can also go to Track My Health to record readings and results by going to **Your Menu > scroll to My Record > click Track My Health.**
3. Click the flowsheet's name to open it, and then click **Add New Data** to start recording readings and results.



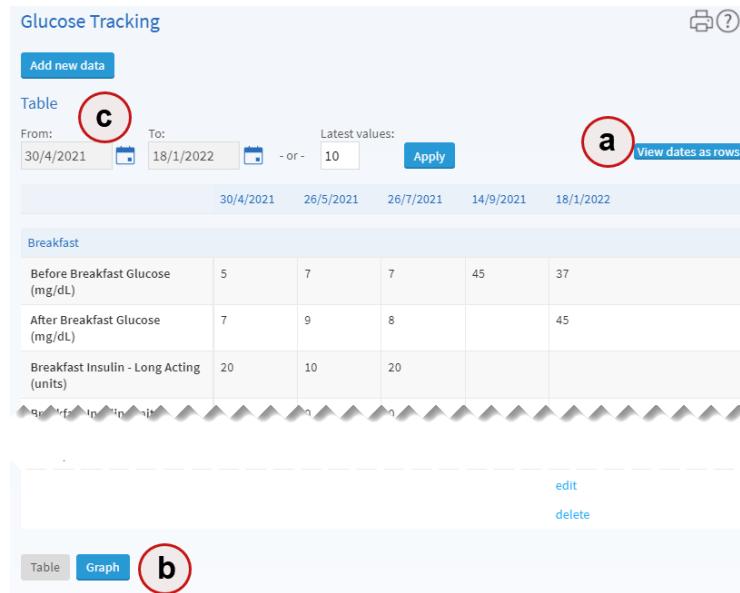
The screenshot shows the 'Glucose Tracking' page. At the top, there is a blue button labeled 'Add new data' which is circled in red. Below this is a search bar with 'From: 30/4/2021' and 'To: 18/1/2022'. To the right of the search bar are buttons for 'Latest values: 10' and 'Apply'. Underneath the search bar, there are three date options: '30/4/2021', '26/5/2021', and '26/7/2021'. The main area is titled 'Breakfast' and contains a table with two rows:

Before Breakfast Glucose (mg/dL)	5	7	7
After Breakfast Glucose (mg/dL)	7	9	8

4. Enter the reading with the date and time and click **Continue**.
5. Verify that correct information have been entered then click **Submit**.
6. If the patient needs to change or remove a reading after it has been submitted, he can do so by clicking **edit** or **delete**.

TRACK THE READINGS AND RESULTS OVER TIME IN A TABLE OR GRAPH

1. On the Track My Health page, click a flowsheet's name to view previous readings in a table.
2. From this page, patients can:
 - a) Change the orientation of the table. The options are: **View dates as rows** or **View dates as columns**.
 - b) View the readings in a graph. Click **Graph** to change the display.
 - c) Customize the date range or the number of readings that appear. Change the **From** and **To** fields or the **Latest values** field and click **Apply** to update the display.



Glucose Tracking

Add new data

Table c

From: 30/4/2021 To: 18/1/2022 - or - Latest values: 10 a Apply

Breakfast

	30/4/2021	26/5/2021	26/7/2021	14/9/2021	18/1/2022
Before Breakfast Glucose (mg/dL)	5	7	7	45	37
After Breakfast Glucose (mg/dL)	7	9	8		45
Breakfast Insulin - Long Acting (units)	20	10	20		

edit
delete

Table b Graph

MESSAGING

VIEW SENT AND RECEIVED MESSAGES

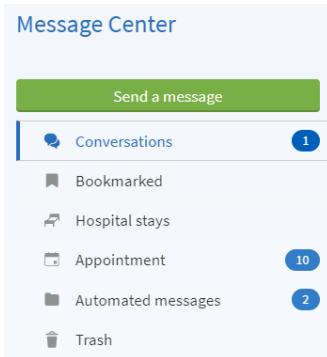
Patients can read any messages sent by the staff by going to **Your Menu** > scroll to **Communication** > click **Messages**. Messages sent between clinicians and patients will become part of the patient's chart.

- The **Conversations** folder is the primary folder and includes messages between the patient and the health care team or other clinic staff. The list of messages in this folder is organized by conversation to keep messages and replies together.



To flag a conversation for easy access in the future, open the conversation and **Bookmark** it (top right of the message). The conversation then appears in the **Bookmarked** folder.

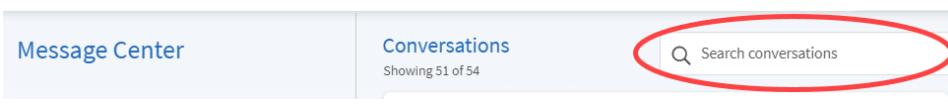
- The **Hospital Stays** folder includes any admission-related reminders and other relevant information.
- The **Appointment** folder includes appointment reminders and confirmations.
- The **Automated Messages** folder includes system messages automatically sent to and from patient's account, like payment confirmations and questionnaire submissions.
- The **Trash** folder includes any conversations patients have deleted from the main folders. If patients realize they need a message again, they can click **Restore conversation** to move it to its original folder.



To view a sent message, go to **Your Menu** > scroll to **Messages** > click **Conversation**.



Patients can look for a specific message by entering any keywords in the search field e.g. *search for 'questionnaire' if looking for messages that have questionnaires link in it*



SEND A MESSAGE

If patients have a **non-urgent medical question**, they can send a message to the health care team currently on file to whom patients have had previous encounters with over the last year or have upcoming visits booked within a year. If the message is about patient care, it may be added to patient's health record.

Someone at the clinic should respond to the message within **3 business days** and either address the patient message or acknowledge the message and let the patient know that you need more time and will respond within 7 business days.

To send a message, patients must:

1. Go to **Your Menu** > scroll to **Communication** > click **Ask a Question**. Alternatively, patient can go to **Your Menu** > scroll to **Messages** > click **Send a message**.
2. Click **Medical Question**. Or click **Contact myUHN Support** for non-medical queries.
3. Select a recipient from the list. This list might include patient's physician with whom the patient has had recent visits with, or a pool of nursing staff or front desk staff at the clinic. Even if a specific provider is selected, the message will still go to a pool of users first.



Note that if it is a myUHN Support message, there won't be an option to select a specific recipient.

4. Select a subject for the message and enter the question.
5. When finished, click **Send**.



- Messages will be routed to a pool of staff that can triage and reply to the message, or they can forward the message to the appropriate staff.
- Messages will **not** go directly to individual providers, unless forwarded by a staff member that has already triaged the message.
- Patients can only message clinics if they have had a visit with them within the past 12 months, or if they have an upcoming visit within 12 months.
- Acute and Emergency Department providers will not be included in the recipients list.
- Providers who don't provide ongoing care will not be included in the list of recipients (ex. radiologists, anesthesiologists).

Medical Questions	myUHN Support Questions
<p>Prescription Question →</p> <p>Test Results Question →</p> <p>Appointments →</p> <p>Visit Follow-Up Question →</p> <p>Non-Urgent Medical Question →</p>	<p>Registration →</p> <p>Proxy Inquiry →</p> <p>Record Correction Request →</p> <p>Appointments →</p> <p>Login Help →</p> <p>Results and Reports →</p> <p>Access to Patient Education Information →</p> <p>Billing Inquiry →</p> <p>Other →</p>

Messages re: **“Access to Patient Education Information”** and **“Billing Inquiry”** (under **myUHN Support Questions**) will go directly to Patient and Family Education and Billing Office, respectively. All the other non-clinical messages will go to myUHN Support's In Basket.

PROXY ACCESS

With proxy access, patients can allow someone else such as a family member, a friend or someone they trust to have access to their personal health information. People who have been granted proxy access can view most information in the patient's records in the same way that the patients can view their own information such as test results and appointments.

With the patient's consent, the staff can also assign the level of access to a proxy user.

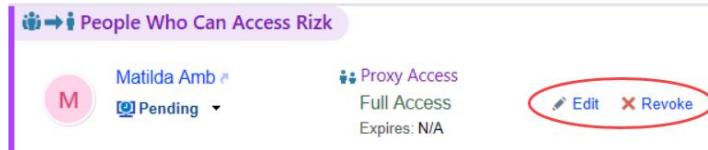


Provision of consent from the patient must be documented in the chart.

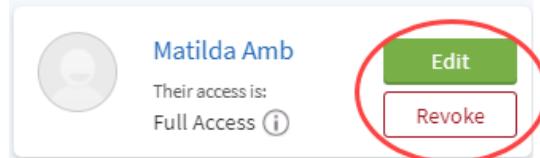
STAFF ENABLING PROXY ACCESS ON PATIENT'S BEHALF FROM HYPERSPACE

1. In Hyperspace, chart search **Proxy Access**
2. Search and open the patient's chart from the **Patient Lookup** window.
Alternatively, if the patient's chart is already open, click on the myUHN icon in Storyboard to open the myUHN Administration activity.
3. Click **Give Proxy Access** in the **People Who Can Access <patient's name>** section.
4. Search for the proxy (staff can only grant another UHN patient to become proxy). If the proxy is not a UHN patient, a UHN account has to be created in order for the non-UHN individual to become proxy. Contact myUHN Support for assistance.
5. Complete the required fields such as **Relationship** to determine Level of Access (see next page for more info on Level of Access) and when the access will start then click **Accept**.
6. Choose how the activation code will be provided – either through email, text, or automatic launch of the code.
7. From there, the proxy can complete the sign up process.

- In Hyperspace, proxy Access can be edited or revoked as per patient request by clicking **Edit** or **Revoke** next to the proxy access' name in the myUHN Administration activity.



- Alternatively, patients may edit or revoke proxy access from the myUHN portal.



There are several different levels of Proxy Access:

- For patients younger than 13 years old, parents can have “Parent-Child” access to their child’s record until the child turns 13. When the child turns 13, the child can decide to decline further proxy access or keep it and specify the level of access the child wishes for the parents to have:
 - Full Access or,
 - Partial Access: View Only or,
 - Partial Access: Schedule Appointment and Send Messages
- For Adult to Adult proxy e.g. an adult proxy e.g. son accessing their parent’s account, the same types of proxy access are available to them:
 - Full Access or,
 - Partial Access: View Only or,
 - Partial Access: Schedule Appointment and Send Messages



Besides the patients, the following UHN staff have the ability to delete proxy access if inappropriately used by the proxy or requested by the patient. These requests will be tracked and audited:



- Front desk staff upon check-in/check-out
- Clinician (in clinic)
- myUHN Support



- The appropriate staff must obtain the patient’s consent before they can provide the activation code to the Substitute Decision Maker (SDM) or Power of Attorney (POA). This can be provided verbally over the phone or in person and must be documented in the chart.
- If the patient is not able to provide consent, then the SDM or POA must provide the correct documentation in order for staff to create an account for the patient and/or for the SDM/POA to be granted proxy access. The myUHN Support team and Health Record Services can assist the SDM and POA with access provision.

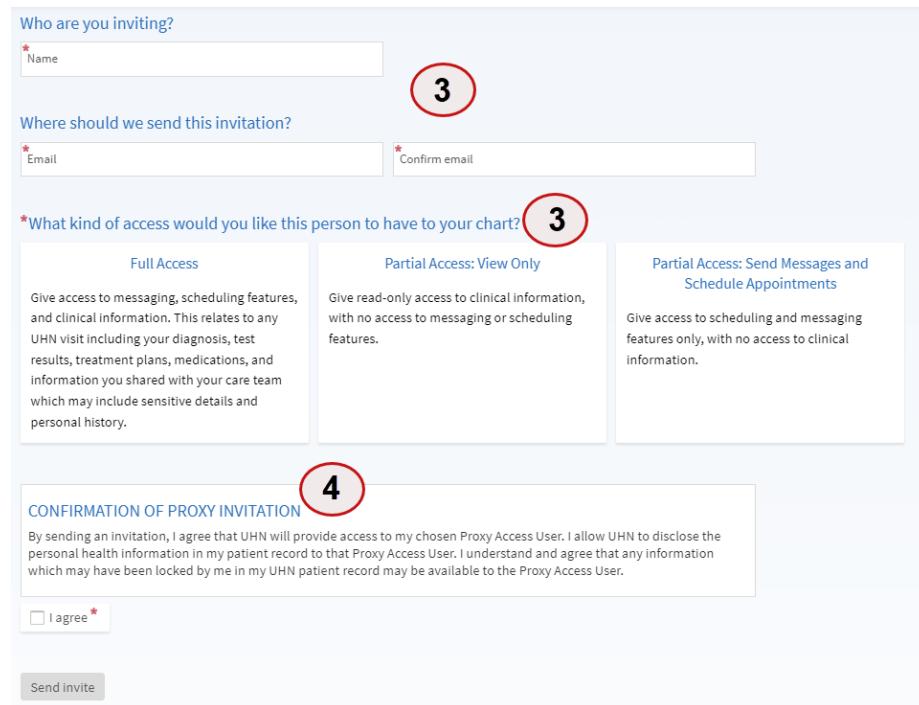
Refer to this link for more info: [Information on Patient's Health Records](#)

PATIENTS ENABLING PROXY ACCESS THEMSELVES FROM THE PORTAL

1. Go to **Your Menu** > scroll to **Sharing** > click **Share My Record** and select  **Proxy access**.



2. On the Proxy Access page, click **+ Invite Someone** under the Who Can See My Record? section.
3. Enter that person's name and email address, and select the Level of Access.
4. The patient must also agree to the **Confirmation of Proxy Invitation** conditions of use before clicking **Send Invite**. The invitation then appears as Pending at the top of the page



The screenshot shows a web-based form for inviting someone to access a patient's health records. The form is divided into several sections:

- Who are you inviting?**: A field labeled "Name" with a red asterisk, circled with a red number 3.
- Where should we send this invitation?**: Fields for "Email" and "Confirm email" with red asterisks, circled with a red number 3.
- *What kind of access would you like this person to have to your chart?**: A dropdown menu with three options, each with a red number 3 circled:
 - Full Access**: Allows access to messaging, scheduling features, and clinical information.
 - Partial Access: View Only**: Allows read-only access to clinical information.
 - Partial Access: Send Messages and Schedule Appointments**: Allows access to scheduling and messaging features.
- CONFIRMATION OF PROXY INVITATION**: A box containing a statement of agreement and a checkbox labeled "I agree *". A red number 4 is circled around this entire box.
- Send invite**: A button at the bottom of the form.

The recipient will be asked to do the following next steps:

- a) They will receive an invitation email to become proxy.
- b) From the email, they will log in to their myUHN portal to accept the invitation.
- c) They must verify they know the patient by entering the patient's date of birth.

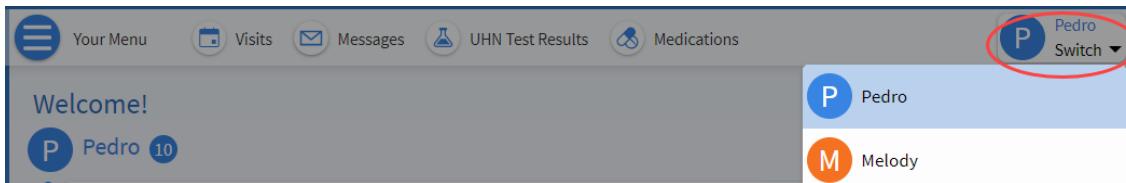
After the verification process, the patient will receive a tickler message informing the patient that the invitation has been accepted and the Pending label is removed next to that person's name.

Patient can return to this page at any time to **Edit** or **Revoke** a proxy's access.

[VIEW ANOTHER PATIENT'S HEALTH RECORDS THROUGH MYUHN](#)

After proxy access is granted, the proxy can sign in to their own myUHN account and view the other patient's account from there:

1. Once logged in, click **Switch ▾** at the top right of the window.
2. Select the patient's name whom you have access to view the records.



SHARE HEALTH RECORDS WITH OTHER CLINICIANS VIA “SHARE EVERYWHERE”

PROVIDE TEMPORARY ACCESS TO ANOTHER CLINICIAN

Share Everywhere is a way for patients to share their health records with the other clinicians who do not have direct access to their records through Epic such as a family doctor or another specialist. Using their myUHN account, patients can generate a temporary share code and provide it to the clinician they want to share their records with. The share code recipient enters that code and patient’s date of birth on the Share Everywhere website to receive one-time, time-limited access (until the clinician logs out) to the patients’ health information.

External providers are not able to edit information within the patient’s UHN chart.

To grant Share Everywhere access from the portal, patients must:

1. Go to **Your Menu** > scroll to **Sharing** > click **Share Everywhere**.
2. Enter the name of the person who will be granted temporary access to the health records and click **Request share code**.
3. Provide the generated share code to that person and tell him to go to www.shareeverywhere.com to enter the code and answer security questions such as the patient’s date of birth.

The code has to be used within 60 minutes of requesting for it.

To learn more, go to <https://shareeverywhere.epic.com/FAQ>.

LINK MULTIPLE PATIENT PORTAL ACCOUNTS VIA “HAPPY TOGETHER”

VIEW PATIENT’S MYCHART RECORDS FROM OTHER HEALTHCARE ORGANIZATIONS

If patients have been seen at another healthcare organization, they might be able to view information from other organizations right in the myUHN portal (the “Happy Together” feature).

To view this information, patients must link their myUHN account with their other health records’ account.

Go to **Your Menu** > scroll to **Sharing** > click **Link My Accounts** to get started. Then, select the right account from the list or search for it and click **Link Account**.



Bring Your Health Information Together

Discover Linked Accounts

You can now use myUHN to view your health information from other organizations where you and your family have records. [See less ^](#)

When you connect your accounts from the participating organizations, you may be able to see the following types of information all right here in your account with myUHN. Want to learn more? [See our FAQ page.](#)

Allergies Care Team Health Issues Medications
Messages Test Results Visits

Discover accounts to link

mac

Your search returned 1 results.

 Mackenzie Health - POC
Richmond Hill ON

Login Required
You will temporarily leave myUHN to log in to your account with Mackenzie Health - POC.
Your providers may not be able to see this linked information.

[Link account](#)

Once accounts are linked, information from other organization appears in myUHN with an  icon.



For more information about how linked accounts work and what information patient can see from each healthcare organization, click the **See our FAQ page** link. Patients may have to click **See more** to view the above link (see image above).

RESEARCH STUDIES AND PATIENT EDUCATION RESOURCES

RESEARCH STUDIES

To view research study-related information, patient must go to **Your Menu** > scroll to **Resources** > click **Research Studies**.

Within the **Research Studies** page, patients can choose to be contacted for applicable UHN research studies. They can also directly link to the **UHN Research** website for more research related info (see image below).



Research Studies



Ok to contact: Researchers may contact me to give me information about research studies that may interest me. (Answering 'Ok to contact' does not mean that you are agreeing to take part in any of the research studies we tell you about.)

Do not contact: Researchers will not contact me about research opportunities directly. (If you select 'Do not contact', your care at UHN will not be impacted. Please note: You may still hear about research studies through your doctors or other health care providers.)

Participation Preferences ^

May we contact you about opportunities to participate in research studies?

Please note: Researchers may access your personal health information to see which studies may interest you

You can choose how to be contacted in [Communication Preferences](#).

OK to contact

Do not contact

Your Studies

You are not enrolled in any research studies or your research studies are not visible in myUHN.

If you have questions, please visit the [UHN Research](#) website, or contact [myUHN Support](#).

Patients will be able to see the names of which research studies they're actively enrolled in, and which ones they've completed in the past.

Active Studies

Asthma Treatment Study

Enrolled - Active

Epic Medical Center Research Institute is conducting a study of a new treatment for people with chronic asthma. People who agree to particip...

Insomnia Study

Enrolled - Active

This research study compares the effectiveness of diphenhydramine vs. melatonin supplements to improve sleep. Diphenhydramine is an anti...

Other Studies

Diabetes Study

Completed

PATIENT EDUCATION RESOURCES

Any patient education resources such as brochures assigned by the clinician from Hyperspace will be viewable in the myUHN portal from the **Patient Education** page (click **Your Menu** > scroll to **Resources** > click **Patient Education**).



Education

Cardiac Rehab Program Education

39 pages

Assigned January 7, 2022

[Open education](#)

Heart attack

6 topics, 24 pages

Assigned January 6, 2022

[Open education](#)

Heart attack

6 topics, 24 pages

Signs of a heart attack

2 pages

Are you having an attack? (Last page visited)

Risk factors

Managing a heart attack

6 pages

Are you having an attack?

Help to quit smoking

Flu shots

Activity at home

Patients can also use the Medline Plus portal to search for general information related to their medical condition e.g. look up a certain diagnosis, look up a newly prescribed medication, etc. To do so, patients can click on **Your Menu** > scroll to **Resources** > click **Search Medical Library**.

Health Reference Library

Search our health reference library for information on medications, procedures, medical conditions and more.

Find information on:

[MedlinePlus Search](#)

REFERRAL STATUS

Patients will be able to view their referral statuses by clicking **You Menu** > scroll to **Insurance** > click **Referrals**. Patients will be able to view the status of internal referrals (referrals within UHN) ordered by the clinician. The different statuses are as follows:

- **Authorized** – referral has been approved



- **Cancelled** – referral has been cancelled by the staff for reasons such as order has been cancelled, new referral is a duplicate of an already existing referral
- **Closed** – referral no longer active due to reasons such as referral order expired, patient refused, patient deceased
- **Denied** - referral has been rejected for whatever reason e.g. referral received not done by the clinic/provider, referral does not meet internal department guidelines
- **Incomplete**– could be from many reasons i.e. there's not enough info in the referral order hence need further follow up with the referring provider; coverage has to be verified
- **Pending Review** – referral order sitting in the workqueue waiting for review

The following added referral statuses are visible to the staff in Hyperspace in addition to the ones listed above:

- **New Request** – referral has just been created
- **Open** – referral has yet to be triaged or scheduled

BILLING AND INSURANCE

Patients will have access to statements, billing letters and balances within the myUHN portal and they will receive notifications when they become available.

No bill payments will be processed via the portal.

Patients will receive paper bills by default but can enrol in paperless billing through the myUHN portal.

[VIEW BILLING SUMMARY](#)

1. To see any outstanding account balance, go to **Your Menu > scroll to Billing > click Billing Summary**. To view additional information about the bill, click the **View balance details** link.
2. To pay for the outstanding balance online, patients can click the **UHN Online Account Payment** link.



Billing Summary

To pay your account, please go to [UHN Online Account Payment](#) 2

Save time while you save paper! Sign up for paperless billing.

University Health Network
Hospital Services
Guarantor #289 (Andrew Him)
Patients included: You

Amount Due
\$0.00

[View balance details](#) 1

- i
- For billing inquiries, patients can send a message directly to the Billing office by going to **Menu > scroll to Messages > click Send a message > select Contact myUHN Support > click Billing Inquiry.**
 - The Billing Office can also be contacted at 416-946-2100.

SIGN UP FOR PAPERLESS BILLING

- From the **Billing Summary** page, click the icon to sign up for paperless billing alert.
- Acknowledge the message about patient no longer receiving paper invoice in the mail.
 I understand that I will no longer receive statements in the mail.
- Click **Sign me up**.

REVIEW AND UPDATE INSURANCE INFORMATION

To review the insurance information on file, go to **Your Menu > scroll to Insurance > click Insurance Summary**. Click **View coverage details** to see more information about the coverage.

In the Insurance Summary page, patients can do the following:

- Request a change to an existing coverage.
- Remove a coverage.
- Add a new coverage.

Coverage details are verified during Registration or when it is time to process billing if not already verified.



OHIP / Tb-up Program Ohip

Subscriber Name
Ambulatory, Rk

Subscriber
Number
00000000aa

Add insurance card photos

Uploading images of your card now will help speed up the check-in process for your next visit.

Add a coverage

View coverage details

Update coverage

Remove coverage

PERSONAL PREFERENCES AND CUSTOMIZATIONS

PERSONALIZE MYUHN

With personalization, patients can do the following:

- Upload their photo
 - Change the colour scheme of their myUHN page and of the people they have access to
 - Add a nickname that will show up on their page instead of their legal name.
1. Go to **Your Menu > scroll to Account Settings > click Personalize.**
 2. Click the pencil icon to make the above changes (bulleted points).
 3. Make any of the changes described above and then click **Save**.

They can also **Revoke access** to an existing proxy from this page.

Personalize

Whose Records Can I View?

Photo	Account Name	Nickname	Access Until	Color Scheme
	Pedro Zzmyuhninterim	Pedro	This is your own myUHN account.	Skylight

Save **Cancel**

Who Can View My Record?

Proxy	Access Until	Account Status
Marcus Zzambmodel		Active

Revoke access



UPDATE DEMOGRAPHIC AND PERSONAL INFORMATION

Patients can verify and update demographic information such as their address, phone number, email address, and other personal details at any time to keep up-to-date information in the chart.

1. Go to **Your Menu** > scroll to **Account Settings** > click **Personal Information**.
2. Click **Edit** in the section that needs to be updated.
They can also click **Edit** to edit an existing emergency contact or **Add Relationship** to add more under the **Family & Friends** section.
3. Once done, click **Save Changes**.

The screenshot shows the 'Contact Information' and 'Details About Me' sections of the myUHN account settings. In the 'Contact Information' section, there is a yellow warning box stating 'Verification needed' with the message 'We need to verify that we can reach you at your email address.' A 'Verify' button is present. Below this, there are fields for address (2880 Madrid Dr., Toronto ON), phone numbers (416-555-7972, mobile phone not entered, work phone not entered), and email (devnull@epic.com). There is also a note about temporary addresses and an 'Edit' button. In the 'Details About Me' section, there are fields for Preferred First Name (Pedro), Gender Identity (Male), Sex Assigned at Birth (Male), Sexual Orientation (Choose not to disclose), Marital Status (Married), and Language (Not entered). An 'Edit' button is also present here. Below these sections is the 'Family & Friends' section, which lists two contacts: 'Harriet Jones (Significant Other)' and 'Jane Dose (Case Worker)'. Both contacts have 'Address not entered' and 'Home phone not entered', 'Mobile phone not entered', 'Work phone not entered', and 'Email not entered'. Each contact has an 'Edit' and 'Remove' button. At the bottom of the 'Family & Friends' section is a '+ Add relationship' button.

CUSTOMIZE NOTIFICATION PREFERENCES

myUHN can send patient notifications by email or text message when there is new information available in the patient's myUHN account. Patients can specify their preferences for different types of notifications, including new appointments, messages, test results, billing statement, and more.

1. Go to **Your Menu** > scroll to **Account Settings** > click **Communication Preferences**.
2. Select a notification group (for example, Appointments) or expand a notification group to select options for individual notifications.
3. Select email, text, or both next to the notification group or item.
4. Click **Save changes**.



Communication Preferences

Choose how you would like to receive myUHN notifications.

Email Text

<input checked="" type="checkbox"/>	Appointments	Alerts and notifications about upcoming or past appointments.		
<input checked="" type="checkbox"/>	Messages	Receive updates from your healthcare organization.		
<input checked="" type="checkbox"/>	Health	Notifications when new information is available about your care.		
	Advance Care Planning			
	Health Maintenance Reminder			
	Research Study Invitation			
	Test Result			
<input type="checkbox"/> Receive a daily summary between 6-8 PM.				
<input checked="" type="checkbox"/>	Billing	Updates about billing and insurance information.		

5. Optionally, update demographic information such as home address, email address and mobile phone number if needed at the bottom of the page.

CHANGE PASSWORD OR UPDATE SECURITY SETTINGS

To ensure that the health information stays protected, patients must consider changing the myUHN password periodically. To do so, go to **Your Menu** > scroll to **Account Settings** > click **Security Settings** (see image on p. 35).

PROTECT ACCOUNT WITH TWO-STEP VERIFICATION

Patients can ensure that their account stays secure by turning on two-step verification. When this feature is turned on, patients must enter a code that is sent to their email or text message to sign in to myUHN, in addition to entering their username and password.

When patients sign in to myUHN for the first time or are using a device different from what they were using before to sign in, they might be prompted to verify their email address and phone number to enable two-step verification.

During initial sign in, if patients decide to turn off two-step verification, they can turn it on later.

1. Go to **Your Menu** > scroll to **Account Settings** > click **Security Settings** and click **Turn on Two-Step Verification**.
2. Confirm the email address, enter password, and then click **Continue**.
3. Enter the code sent to the email then click **Verify**.



Security Settings

Change Password

Your password must be different than your myUHN Username. For increased security, use a combination of numbers and letters (lowercase and uppercase).

Current Password:

New Password:

Confirm New:

Save password

Two-Step Verification Settings

Two-step verification is an additional level of security to help keep your account secure—even if someone has your password.

Turn on two-step verification

MOBILE MYUHN APPS

myUHN for iOS and Android are portable versions of myUHN that patients can use to manage their health information on the go. The mobile apps contain many of the same features as the myUHN website, allowing patients to do all of the following, and more!

- View test results
- Send and receive messages
- Schedule and confirm upcoming visits and view visit summaries from past visits
- View health summary, including allergies, immunizations, current health issues, and medications
- Request for medication refills
- View billing and insurance information
- Access family members' charts

DOWNLOAD THE MYUHN APP (MYCHART APP)

To install the myUHN app, go to the App Store or Google Play Store and search for “myChart.”

1. On patient's mobile device, open the Apple App Store (if patient has an iOS device) or the Google Play Store (if patient has an Android device). Look for one of the following icons to find the app store on the device:  
2. Search for **myChart**. Look for the following logo to make sure patient has the right app: 
3. Tap **Install**.
4. After that app is installed, tap **Open** or find the myUHN icon on the mobile device and tap to open it.



5. Select University Health Network or UHN from the list of organizations. Alternatively, patients can search for “UHN” or “University Health Network”.



Patients can easily add or switch between their myUHN account and other healthcare organizations who use the Epic MyChart system by using the **Switch Organizations** button on the login screen.



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