September 8, 2021

What is MyHealth?

MyHealth is a secure website that gives you convenient, 24/7 access to your personal health information from anywhere with an internet connection. Through MyHealth, you can access Island Health laboratory results, imaging reports, and outpatient appointments that are booked through Island Health's electronic health record scheduling application. MyHealth empowers patients to actively participate in their own care journey by providing patients with secure, online access to their own personal health information.

What is an Electronic Health Record (EHR)?

Island Health has been working on the development of an integrated EHR for a number of years. An EHR is a single, high-quality record of a patient's health history, current health status and health plans across all of Island Health care services. An EHR ensures health-care providers have the most complete patient information possible to inform their decision making and benefits patients through improved quality, safety and timeliness of care. MyHealth empowers patients with their own view into the EHR and to have access to a subset of their own data. It allows the users to take ownership of their health and participate actively in the health-care system.

How do I enroll in MyHealth?

To enroll in MyHealth, you must have received services from an [Island Health location](#).

Children 0-11 years of age
To request access to a child's MyHealth account, you must have your own active MyHealth account. From there, you can [request access to someone else's account](#).

Individuals between 12-18 years of age
Individuals 12 to 18 years of age, can request their own MyHealth account with the support of a doctor or nurse practitioner. More information and the required form is available at: [www.islandhealth.ca/our-services/virtual-care-services/myhealth/access-someone-elses-myhealth-account](#)

Individuals 19 years of age and older
Sign up for MyHealth online, by phone or in-person at Island Health laboratory and medical imaging locations, or the main admitting desk at any of our hospitals.

1. *Enroll Online*
   Visit www.islandhealth.ca/myhealth to enroll online. Online MyHealth enrolment requires verification of your identity with Citizen Services using BC Services Card. Please ensure you are age of 19 years and older, and have valid photo BC Services Card when choosing to enrol online.

2. *Enroll by Phone*
   Call the MyHealth Virtual Enrollment Line at 1-844-844-2219, available Monday to Friday from 8:30am – 4:30pm. Have your valid BC Services Card or Care Card ready.

3. *Enroll In-Person*
   Enroll in person at the central admitting desk of any of our main hospitals. You may also request to enroll in MyHealth during your Island Health medical imaging or outpatient laboratory appointment.

Adolescents (age of 12-18 years old) enrollment requires signature from a Physician or a Nurse Practitioner. The request form can be found here: https://www.islandhealth.ca/our-services/virtual-care-services/myhealth/access-someone-elses-myhealth-account

How do I get access to someone else's MyHealth account?
A request form must be completed and submitted to MyHealth@islandhealth.ca prior to obtaining access to someone else's account. Learn more and find the request form at: https://www.islandhealth.ca/our-services/virtual-care-services/myhealth/access-someone-elses-myhealth-account

How often do I need to enroll?
Individuals 19 years of age and older only need to enroll in MyHealth once to gain access to their own MyHealth account. In compliance with BC legislation, all proxy access to a minor's MyHealth account is automatically removed when the minor turns 12 years of age, and again when they turn 19 years of age. This means you will need to request proxy access again 12 and 19 if applicable. More information is available at: www.islandhealth.ca/our-services/virtual-care-services/myhealth/access-someone-elses-myhealth-account

Is MyHealth the only way I can access my health record?
No. Existing Health Records request processes are still available for patients to obtain access to information that is not available in MyHealth. While MyHealth supplements existing processes, it does not replace them.

Do I have to pay a fee to register or use MyHealth?
No. There is no cost to register or use MyHealth.

Are there any risks to using MyHealth?
You may see results before your health-care provider has a chance to review and discuss the significance of them with you. To reduce this risk, MyHealth currently has a 7-day publishing delay for more potentially sensitive results (i.e. imaging and pathology results), meaning that you will see these results 7 days after they are available to your health-care provider in Island Health's EHR.

Do I need any special equipment to use MyHealth?
No. MyHealth is designed to be very easy to use. You do not have to download or install any programs. You simply need to log on to MyHealth with your username (email address) and password. You can access your MyHealth account from any computer or smartphone with an internet connection.

What web browser is recommended for maximum compatibility with MyHealth?
For an optimal experience with MyHealth, computers require the latest version of one of the following web browsers: Apple Safari, Mobile Safari, Mozilla Firefox, Google Chrome or Internet Explorer.

How do I know when a new result is available in MyHealth?
MyHealth currently *does not* have the ability to send a notification when results or information has been added to your MyHealth. Currently, the only way to know if something new has been added is to login.

What should I do in the event of an emergency?
Always call **911** in an emergency. MyHealth is not a replacement for your health-care team.

How do I cancel my MyHealth account?
Call the MyHealth Help Desk at 1-800-249-1024 (toll free) which is available 24 hours a day, 365 days a year, if you want to cancel your account.

Where is MyHealth data stored?
All MyHealth data is stored within Canada with the exception of calls to the MyHealth Help Desk; these calls are recorded and stored outside of the country. Should you require the support of the MyHealth Help Desk, you will be asked to provide certain Personal Information that will be used to validate your identity and to track and monitor the support call. This information will be collected and stored by Cerner Corporation (who is contracted to operate the Help Desk) outside Canada. Specifically, your full name, phone number, email address, date of birth and any further information you voluntarily supply to the Support Desk will be collected and stored outside Canada by Cerner.

How is my personal information collected?
Island Health takes privacy very seriously and collects only the personal information necessary when enrolling you for MyHealth. This information is collected under the *Freedom of Information and Protection of Privacy Act* of BC (FIPPA) and includes personally identifiable information such as your first name, last name, date of birth, sex, and personal health number (PHN), which are used to positively

identify you in Island Health's electronic health record system. Your email address and a challenge question and answer will also be collected so that an automated MyHealth invitation email can be sent to you and used by you to complete your account setup.

What security safeguards does Island Health have in place?
Island Health is obligated to protect your personal information by ensuring reasonable security provisions are in place against risks such as unauthorized access, collection, use, disclosure or disposal.

What can I do to ensure my MyHealth information remains secure?
Keep your MyHealth user ID and passwords in a secure place and do not share these details with anyone. If you choose to download or print results and reports from your personal health record through MyHealth, you are responsible for ensuring appropriate security of your personal information. Accessing MyHealth from publicly accessible devices or networks (such as Internet café kiosks and other public Internet access points) is a security risk and is not recommended. Accessing personal health records in public areas where others can easily view your computer screen is also not recommended.

What is the best way to end my MyHealth sessions?
To ensure that no one else can access your personal information, always use the Sign Out option, located on the bottom left-hand navigation panel, to end your MyHealth session.
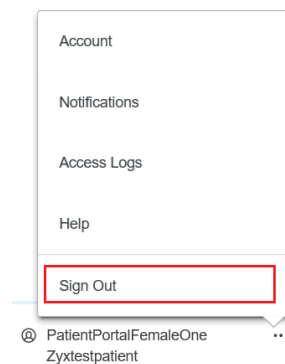
Reporting Suspicious Behaviour
If you suspect your MyHealth user ID and password have been compromised, that your MyHealth account has been accessed by someone else, or if you see log in activity or information on your MyHealth profile that does not belong to you, call the MyHealth Help Desk at 1-800-249-1024 (toll free) as soon as possible.