

Who can enroll in MyHealth?

Access to MyHealth is available to consenting individuals who are 19 years of age or older and who use Island Health services.

What do I do if I am concerned about a result or what I see in MyHealth?

Questions or concerns about any information or results you see in MyHealth should be directed to your healthcare provider.

Do I have to pay to enroll in or use MyHealth?

There is no cost for MyHealth.

How will I benefit from enrolling in MyHealth?

If you use Island Health services (such as outpatient clinics, lab services, or medical imaging), MyHealth is a way to view your results and appointments in one convenient location. Access to your health information can help you engage with your healthcare providers, track your health over time, and make informed decisions.

What's next for MyHealth?

Island Health is working on adding self-enrollment, as well as access for minors under age 19 and proxy access (for loved ones to access your MyHealth account, if desired).

As Island Health builds its electronic health record system, more information will become available to healthcare providers and patients. Island Health is working with patients to determine how MyHealth can expand and provide more information and more features to help you participate in your healthcare.

MyHealth does not provide medical advice.

Questions about your healthcare, including lab results and medical imaging reports, should be directed to your healthcare provider.

Always call 911 in an emergency.

Information and Support

For more information about MyHealth, how to enroll, and how to use the portal, visit:

- www.islandhealth.ca/myhealth

For technical support, call the MyHealth Help Desk, available at any time, toll free:

- 1-800-249-1024

For non-emergency health information and advice, contact HealthLink BC, available at any time:

- Call 811
- Visit HealthLinkBC.ca



MyHealth

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MyHealth

Island Health's Patient Portal

Access your Island Health personal health records from your computer or mobile device.

Securely view your laboratory results, medical imaging reports, and appointments anytime.

Enroll today to help you take an active role in your health and care.



islandhealth.ca/myhealth island health

Features

MyHealth currently features:

- Laboratory results
 - General laboratory
 - Microbiology
 - Pathology
- Medical imaging reports
- Appointments for medical imaging and ambulatory (outpatient) clinics

Most medical imaging and outpatient clinics use the same scheduling system; however, some use a different system, so not all appointments are available in MyHealth. Please refer to islandhealth.ca/myhealth or ask your clinic for more information.
- Download and print options for results and reports

Computer and Device Requirements

You can use any computer, tablet, or smartphone to access MyHealth.

You will need the latest version of a web browser like Internet Explorer, Chrome, or Safari installed on your computer or device.

Privacy and Security

Island Health is committed to ensuring that your personal and medical information is protected.

Island Health protects MyHealth users' personal information by ensuring security measures are in place to protect against risks such as unauthorized access, collection, use, disclosure, or disposal.

All MyHealth data is securely stored within Canada.



Enrolling

Enroll at your next Island Health laboratory visit or medical imaging appointment, or by visiting the main admitting desk at any Island Health hospital.

1. Speak with the clerk at the Island Health lab, medical imaging clinic, or hospital main admitting.
2. Request access to MyHealth.
3. Provide your personal email address, so it can be added to your patient record. (The MyHealth invite will be sent to this email address.)
4. Log into your personal email and find your MyHealth email invitation.
5. Open the invitation email and follow the instructions for setting up your MyHealth account. (The invitation will expire after 90 days.)
6. Visit islandhealth.ca/myhealth and click on the *Log in to MyHealth* link.
7. Use your new username and password to log in to MyHealth.

Currently you must visit an Island Health facility to enroll, to ensure your identity can be confirmed. Island Health is working on a secure system for self-enrollment, so enrollment can be completed at home.