MyHealth Frequently Asked Questions

Dec 17, 2020

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, medical imaging results, 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.

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. medical 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 electronic health record (EHR).

Enrolling in MyHealth

What are the options for me to 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 and 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 enrollment requires verification of your identity with Citizen Services using BC Services Card. Have your valid photo BC Services Card available.

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.

I am already enrolled in MyHealth; do I need to sign up for a BC Services Card account as well?
No, if you have already signed up for MyHealth, you can use the [Log in to MyHealth](#) option to access your MyHealth account directly.

What do I do if I am unable to set up a BC Services Card account?
Help creating your BC Services Card account is available on the [BC Services Card website](#).

I have successfully created a BC Services Card account, but why did I receive an error when completing the MyHealth enrollment form?
There could be several reasons for this error. Common reasons include:

1. You are not 19 years of age or older
2. Your personal information displayed on the screen and the information you have entered does not match.

If after troubleshooting you are still unable to enroll, call the MyHealth Virtual Enrollment Line at 1-844-844-2219, available Monday to Friday from 8:30 a.m. – 4:30 p.m. for assistance.

What should I do if my personal information (first and last name, birthdate, and Personal Health Information) displayed on the MyHealth enrollment form is incorrect?
If you notice incorrect personal information displayed during enrollment, please inform a Registration Clerk the next time you visit an Island Health facility to update your personal information record.

I have not received a MyHealth invitation email within a few days after registering, who can I call?
Please call the MyHealth Help Desk at 1-800-249-1024 (toll free), available 24 hours a day, 365 days a year.

Using MyHealth

When will my laboratory results be available on MyHealth?
General Laboratory and Microbiology results are available as soon as testing has been completed and results are published in Island Health's electronic health record (EHR). Testing completion times vary depending on the test type. Pathology results will display 7 days after they have been completed and sent to your health-care provider.

Why can't I see my results from LifeLabs?

MyHealth only provides results on tests performed in Island Health laboratories. Samples sent to external laboratories for testing are not available. Laboratory tests done at private laboratories, such as LifeLabs, are also not available. Please contact your health-care provider for these results.

Why can't I see all of my General Laboratory test results?

The default display timeframe for General Laboratory is one week back from your most recent result. Change the Start date filter to expand the displayed result timeframe.

To view more results for a test, click **View all for this result**, if available, or the far right arrow.

Sodium Level	
140 mmol/L	>
Date: Jan 04, 2019 03:00 PM PST	**Reference Range:** 135 mmol/L - 145 mmol/L
View all for this result	

Note: If you change the date range filters and click on a result to view more details, when you navigate back to the prior page, the date range reverts to the original one-week time frame.

How will I be able to determine whether my laboratory results are normal?

General laboratory tests display your result with Island Health's normal reference range. If your result is outside of the normal reference range, it will show in **orange** with an indicated value in brackets (low, high, critical, abnormal). Not all out-of-range results represent disease; please follow up with your health-care provider.

Why do some of my tests display 'See E-Health Viewer' or 'See CareConnect' in the results section?

Some specimens are sent to non-Island Health laboratories for testing; these results do not display in MyHealth. To see where the test was referred to, click the far right arrow and then **Show More Info**.

Selenium Level
See E-Health Viewer
Date: Dec 17, 2018 09:10 AM PST
▾ Show less info
Ordered By: PLISVIHF, DILLON
Note: Dec 17, 2018 02:07 PM PST Analysed at BC Children's Hospital

Lipoprotein a
See CareConnect
Date: Feb 04, 2020 12:00 PM PST
▾ Show less info
Ordered By: TestPhysician DR, VystaOne
Note: Feb 04, 2020 12:17 PM PST Analysed at St. Paul's Hospital

Why do some of my tests display 'See Comment' in the results section?

Some tests have additional information available as a comment. To see the comment, click the far right arrow and then **Show More Info**.

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eGlomerular Filtration Rate Comment

See Comment

Date: Jan 24, 2019 09:00 AM PST

▼ Show less info
Ordered By: PLISVIHA, ROCCO

Note: Jan 24, 2019 09:59 AM PST
Kidney function estimate based on assumption of a stable serum creatinine: diet, drugs, pregnancy, clinical state and muscle mass will affect accuracy of the estimate. Urinary ACR may assist interpretation. See BC GPAC Chronic Kidney Disease Guidelines (2014). http://www.bcguidelines.ca/guideline_ckd.htm

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Who should I contact if I have a question about my test results?

If you have questions about specific test results, you should contact your health-care provider. Please do not contact the lab or medical imaging department with questions regarding information displayed in MyHealth.

My health-care provider's office is closed for the day and/or weekend. Is there someone I can talk to about my test results?

HealthLink BC provides access to non-emergency health information and advice in British Columbia 24/7. Please visit their website, www.healthlinkbc.ca, or call **8-1-1**.

When will my medical imaging results be available on MyHealth?

Medical imaging results are available 7-days after they have been completed and entered in Island Health's EHR. This publishing delay gives health-care providers time to review results before contacting you. Medical imaging tests done at private medical imaging clinics will not be available in MyHealth.

What do the Medical Imaging abbreviations stand for?

- BI = Breast Imaging
- BMD = Bone Mineral Densitometry
- CT = Computed Tomography (CT scan)
- FL = Fluoroscopy
- IR = Interventional Radiology
- MRI = Magnetic Resonance Imaging
- NM = Nuclear Medicine
- US = Ultrasound
- XR = X-Ray

Are past laboratory / medical imaging results available in MyHealth?

Past General Laboratory results are available back to 2006; Microbiology, Pathology and medical imaging results are only available from January 1, 2019 onwards.

Can I download my records from MyHealth?
Yes, you can download your results and reports from MyHealth. You can also add health care appointments to your personal calendar (e.g. Gmail).

Can I message my health-care provider using MyHealth?
At this time, only specific clinics can receive messages from MyHealth. We may expand this feature to additional clinics and/or health-care providers in the future.

Can I schedule or change my appointment in MyHealth?
At this time, only appointments from specific clinics can be scheduled or changed within MyHealth. We may expand this feature to additional clinics/programs in the future.

Why can't I see all my health care appointments?
MyHealth is currently limited to displaying appointments booked using Island Health's electronic health record scheduling application. We may expand this feature in the future.

What if my appointment details (time/location) in MyHealth are different than the information I received from the Hospital?
If you have questions about your appointment time or instructions, please clarify by phoning the facility where your appointment is scheduled or by contacting your health-care provider's office.

What do I do if I am missing results or appointments?
If you notice missing health information in your 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.
We will direct your questions/concerns to the appropriate Island Health team to investigate and follow-up with you.

What happens if I discover a result that is not mine?
If you notice a test result or report that doesn't belong to you, call the MyHealth Help Desk at 1-800-249-1024 (toll free) which is available 24 hours a day, 365 days a year. We will direct your questions/concerns to the appropriate Island Health team to investigate and follow-up with you.

Who do I call if I have technical difficulties when accessing MyHealth?
Technical difficulties? Call the MyHealth Help Desk at 1-800-249-1024 (toll free) which is available 24 hours a day, 365 days a year.

How do I cancel my MyHealth account?
To cancel your 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.

What should I do in the event of an emergency?
Always call **9-1-1** in an emergency. MyHealth is not a replacement for your health-care team.

Privacy and Security

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.
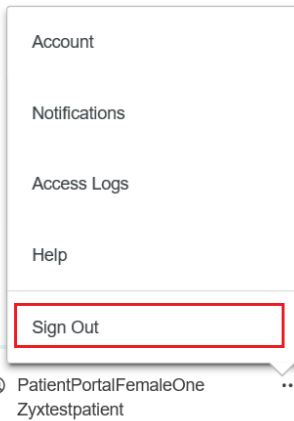
Reporting Suspicious Behaviour

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.
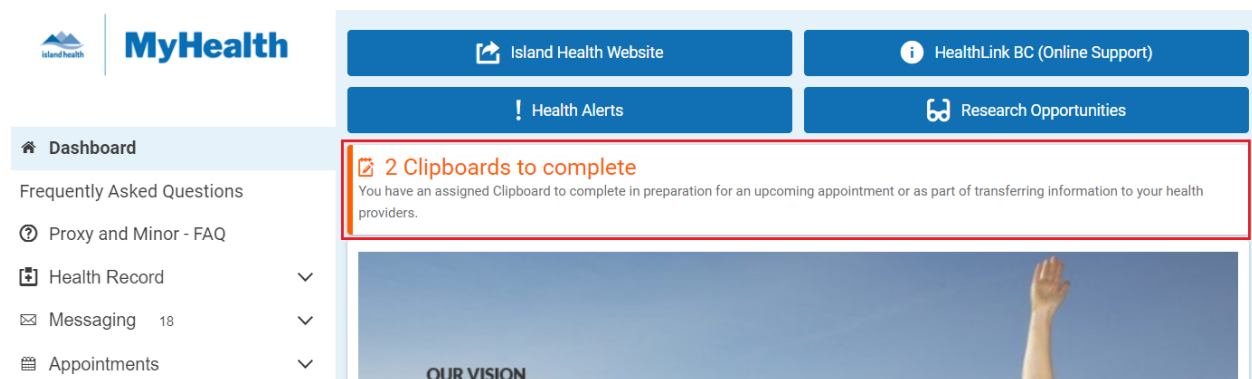
Clipboards

What is clipboard?

Clipboard is a feature within MyHealth that lets you review and enter information about your health before your next appointment, including any concerns about your visit and health. For example, you may receive a Clipboard form with health questions to complete for an upcoming appointment that transfers to your health care provider.

How do I see the clipboard(s) assigned to me?

When you log in to your MyHealth account, a message will be displayed on the main Dashboard screen with the clipboard that you need to complete.

Why do I need to complete the clipboard assigned to me?

As clipboard contains questions about your health status and basic information, completing this form allows your health-care provider to review the information prior to your appointment.

Who can I call for help if I am unsure on how to complete my clipboard?

Please call the MyHealth Help Desk at 1-800-249-1024 (toll free) which is available 24 hours a day, 365 days a year. We will direct your questions/concerns to the appropriate Island Health team to investigate and follow-up with you.

When should I submit my clipboard?

Complete and submit Clipboard forms as soon as you can. In an event when you are unsure about how to answer clipboard questions, please contact MyHealth Help Desk at 1-800-249-1024 (toll free) which is available 24 hours a day, 365 days a year.

Why did a health-care provider contact me after my clipboard was submitted?

A health-care provider may call you to confirm the information on the form matches the information stored in our system – ensuring your personal health information is accurately recorded. They may also need to collect additional information that was not captured in the Clipboard form.

What happens if I did not complete and submit the clipboard form in time for my appointment?

If you are unable to complete clipboards that are assigned to you in MyHealth, please be assured the same questions will be asked during your in-person or virtual visit. Your care will not be impacted.