

Who can enroll in MyHealth?

Access to MyHealth is available to consenting individuals who are 12 years of age or older and use Island Health services. Individuals who are 12-18 years of age require a physician or nurse practitioner approval before access will be granted.

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 clinical notes, messaging between individuals and their care teams, as well as expansion of appointment booking features and forms.

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 features to help you participate in your health care.

MyHealth does not provide medical advice

Questions about your health care, 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

October 2020



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 (including COVID-19 results)
 - 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
- Forms that patients can complete at home before their appointment (in limited clinics)

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

If you are above the age of 19 and would like access to your own MyHealth account, enroll using one of the following methods:

- Online using your BC Services Card:
<https://getmyhealth.islandhealth.ca>
- Call the MyHealth Virtual Enrollment Line at 1-844-844-2219 Monday to Friday from 8:30 am-4:30 pm.
- Go to a Laboratory, Medical Imaging, or Main Admitting department at an Island Health acute care facility.

If you are between the ages of 12 and 18 and would like access to your own MyHealth account:

- Download the *Adolescent Access to MyHealth* form from the MyHealth website.
- Fill in the required fields and obtain a signature from a physician or nurse practitioner.
- Submit the form to Island Health per the instructions on the form.

If you would like proxy access to another person's record (e.g. child, parent, spouse):

- Download the *Request Access to Someone Else's MyHealth Account* form from the MyHealth website.
- Fill in the required fields, attach any required documentation and submit per the instructions.