



MYCHART FAQs

1. WHAT IS MYCHART

MyChart is a FREE secure online tool for patients to see some of their own health records. It lets you securely manage and receive information about your health. With MyChart, you can:

- You can view a list of your past visits to the Atlas Alliance Hospitals by selecting “appointments and Visits” under the “Visit” icon.
- Track your health-care goals.
- See future appointments and pre-check in for them.
- Enter updates on medicines, allergies and other health issues for your doctor to review at your next clinic visit.
- Review and track your lab results, vital signs and more.
- Answer questionnaires from the comfort of your own home.
- View the results from recent clinic visits, such as the After-Visit Summary or doctor’s notes that have been released.

2. ACTIVATING MYCHART

You will receive an email from “Your MyChart Team

Select the blue “Sign Up” Button

Please follow these instructions when creating your account;

- Please note that your activation code is already entered. Please do not edit it.
- When entering your Health Card Number:
 - Ontario - Enter only numerical values. **Do not enter any space, dashes or letters**
 - Quebec – Do not insert any spaces or dashes.

Example on how to enter an Ontario Health Card:



Please Identify Yourself

Step 1 of 3
All fields are required.

MyChart Activation Code
Enter your Activation Code as it appears on your enrollment letter (your code is not case sensitive). You will not need to re-enter this code.

W7V32 RHZN4 WDCDC

Date of Birth
Enter your date of birth in the format shown, using 4 digits for the year.

dd / mm / yyyy

Health Card Number or Medical Record Number
Please enter your health card number or your medical record number.

5555555123

NEXT

3. WHAT CAN I SEE ON MYCHART

After Visit Summaries

Progress Notes

Upcoming appointments

Discharge Notes

Test and Pathology Results

Medical Imaging Reports

You can view records from Jan 1, 2016 to present by doing one of the following:

- Selecting Health – Document Centre – My Documents
- Selecting Health – Document Centre – Visit Records

You can print a list of your encounters by doing the following:

- Visits – Appointment and Visits
 - If required, select the “Load more past visits” link to view all of your encounters
 - Select the printer icon to print

Please note that not all records will be available on MyChart.

More information is available by logging to the MyChart website compared to the downloadable app for your device.

Only visits to the hospitals within the atlas alliance will be available on MyChart. Visits to your Family Physicians will not be included.

You can record your medications, allergies and health measures such as blood pressure and weight.

Lab & Microbiology, Pathology – No Delay	Notes about surgery – 7 Days
Medical Imaging Reports – Only after the results have been reported by the Radiologist.	Other Records – No Delay

4. PROXY ACCESS

There are different types of Proxy Access that can be issued by the Health Records Department at any of the Atlas Alliance sites. Please visit the Atlas Alliance site nearest you to fill out the appropriate form for activation.

NOTE: You may deactivate your proxy’s access at any time by completing the MyChart Deactivation Request Form and submitting it to the Health Records Department at the Atlas Alliance Location nearest to you.

5. WHO DO I CONTACT IF I NEED HELP?

If you run into any issues along the way, please contact your local hospital. We are able to help resetting password, activation issues, etc.

Before calling, make sure you are logging into the correct website (displays red & white tulips)

<https://epicapps.toh.ca/mychart/>

Send an email to: mychartkdh@kdh.on.ca