

## Frequently Asked Questions

### Do I have to pay a fee to register or use MyHealth?

There is no cost to register or use MyHealth.

### Who can enroll in MyHealth?

Access to MyHealth is available to consenting individuals who are 19 years and older. Access for those under 19 as well as proxy/guardian access will be added in the future.

### What do I do if I have concerns about a result?

Questions or concerns about a result should be directed to the health-care provider who ordered the test.

### MyHealth Does Not Provide Medical Advice.

Questions about your health care, including Laboratory results and Medical Imaging reports, should be directed to your health-care provider.

### For Further Support

**HealthLink BC:** Provides access to non-emergency health information and advice in British Columbia 24/7.

- Call HealthLink BC at 811
- Access HealthLink BC online at [HealthLinkBC.ca](http://HealthLinkBC.ca)

### MyHealth Help Desk:

Provides technical support 24/7.

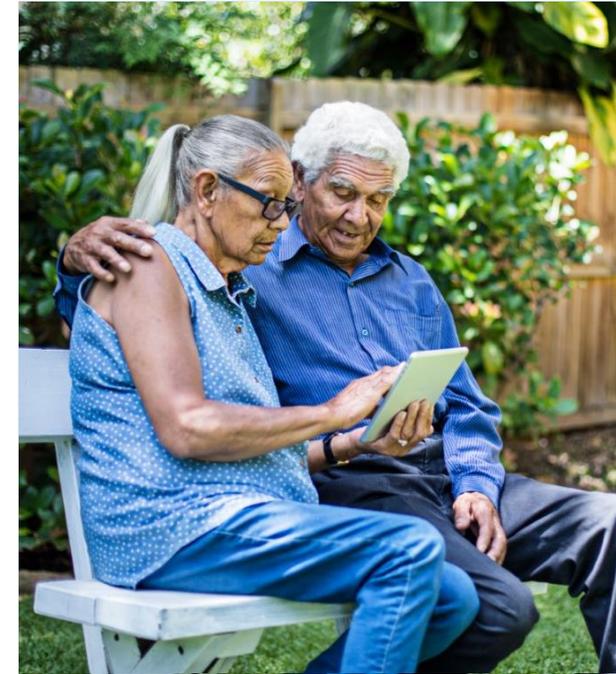
### For More Information

[islandhealth.ca/myhealth](http://islandhealth.ca/myhealth)



# MyHealth

Updated on September 20, 2019



# MyHealth

## Island Health's Patient Portal

**Secure 24-hour online access** to your Island Health patient record from your computer or mobile device.

View your **Laboratory Results, Medical Imaging Reports,** and some **Appointments** to help you take an active role in your own health and well-being.

## Features

MyHealth currently displays:

- Laboratory results
  - General Laboratory
  - Microbiology
  - Pathology
- Medical Imaging reports
- \*Appointments for Medical Imaging and Ambulatory Clinics
- Download/printing options for selected results and reports.

\*MyHealth is currently limited in what appointments are available because not all health-care appointments are booked through the same electronic system.



## Privacy

The privacy of your health information is a high priority and Island Health is committed to ensuring that your MyHealth information is protected. All MyHealth data is stored within Canada.

## Security

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

## Computer/Device Requirements

MyHealth operates on any computer, tablet or smartphone using the latest version of Internet Explorer, Chrome and Safari web browsers.

[islandhealth.ca](http://islandhealth.ca)

## How to Enroll

Enrollment can take place at your next Island Health Laboratory visit, Medical Imaging appointment, or at any time by visiting the main admitting desk at any of Island Health's acute care facilities.

1. Request access to MyHealth and have your email address added onto your patient record.
2. Access your personal email account and find your MyHealth email invitation.
3. Open the MyHealth invitation email for instructions on how to set up your account.
4. With your newly created username and password, log on to MyHealth.

