

What is MyChart?

MyChart is a secure online service that gives you, or your substitute decision maker, access to your medical records, from various [participating hospitals](https://healthrecordsonline.ca/partner-sites) (https://healthrecordsonline.ca/partner-sites), to be better informed and engaged in your care. It also provides you with a personal health record, which can be used to document your health information, including but not limited to: allergies, medications, immunizations, mood, weight and height. MyChart is owned and operated by Sunnybrook Health Sciences Centre.

I signed up for an account but I didn't get an activation email. What do I do?

If you do not receive an email with a four digit PIN from "mychart@sunnybrook.ca", please check your Spam/Junk folder. If you have done so and have not received an email with your PIN, please call the Sunnybrook MyChart support line at 1-833-221-2202.

MyChart can be accessed at www.mychart.ca, from anywhere at any time, through any device that supports a web-browser.

What happens if I forget my password?

If you lose or forget your password, you can reset it by clicking the "forgot password" link on www.mychart.ca or by calling the MyChart Support Team at 1-833-221-2202.

Can I authorize access to view my health record to a friend or family member?

Yes, you can provide your healthcare providers, friends and family members with delegate access to your MyChart account, through the "Share my Records" feature within MyChart.

Similar to an online banking e-transfer, you will be required to provide a valid email and specify a secret keyword that your delegate must successfully enter, upon receiving an email invite, to successfully gain access to information you have authorized.

Can my spouse and I share one MyChart account?

Health information must be handled carefully. Each adult must create his or her own account, by registering in person with a registration clerk at the hospital. This helps protect patient privacy.

How secure is health information in MyChart?

MyChart is secured through the same encryption technologies used by the major banks for online banking.

How do I cancel or opt-out of an existing MyChart account?

You have to call MyChart directly at 1-833-221-2202 to disable or cancel an existing account.

What will I see in MyChart?

- A profile including your name, age and personal contact details.
- A personal health record enabling you to enter allergies, medical conditions, immunizations, health measurements, medications, mood, weight and tests.
- Health information records from [participating hospitals](https://healthrecordsonline.ca/partner-sites) (https://healthrecordsonline.ca/partner-sites) and home and community care services, where you have been treated, including lab results, medication lists, allergies, microbiology results, radiology reports, discharge summaries, pathology

- Messages you have sent or received by a delegate, to whom you have provided access to your MyChart profile.
- An option to share your records

Can I view my health information from organizations outside of south west Ontario that use MyChart?

Initially when you register for MyChart, only records from participating sites within the south west Ontario region will be available for viewing on the portal. If you have or continue to receive care from other health care organizations that offer MyChart, you can request to view this health care information in Mychart by using the 'manage sites- request access' feature or by contacting the MyChart Support Team at 1-833-221-2202 or at support@mychart.ca.

What if I would like to correct a record?

Making changes and/or corrections to your medical record will ensure the quality of your record is maintained. This can be done by contacting the Health Records Department.

I've been to the hospital in the past but I don't see all of those visits in MyChart. Why not?

MyChart will include health records finalized at a participating hospital in south west Ontario from January 1, 2018 onwards. To view records completed before that, you can request access to obtain a paper copy by contacting your Health Records department.

I'm a minor. Can I register for a MyChart account?

Yes, everyone is eligible for a MyChart account. If you are under 12, your parent or legal guardian will be responsible for registering and managing your account on your behalf (unless requested otherwise*). At 12 years old, you will re-register your account and take ownership as account manager, unless otherwise noted based on capacity assessment.

**Children 12 and over may register for their own account if deemed appropriate based on capacity and requested by the child. All children 12 and over must be present at the time of registration for a MyChart account. Children under the age of 12 may be fully registered by a parent or legal guardian.*

Why are some results subject to a delay, while others are not?

Extensive consultation with patients and clinical stakeholders informed the need to delay certain results. This is to provide doctors and health care professionals with enough time to meet with you to review sensitive test results if necessary.

Caregiver FAQs

Will I have access to my child's MyChart account?

If your child is under 12 years old, you will be responsible for registering and managing your child's account on their behalf*. At age 12, your child's account will lock out and they will assume management of their account. They may delegate access to you to allow you to view their account at this time, however to protect patient privacy, it is not expected or required.

**Children 12 and over may register for their own account if deemed appropriate based on capacity and requested by the child. All children 12 and over must be present at the time of registration for a MyChart account. Children under the age of 12 may be fully registered by a parent or legal guardian.*