

My Health My Way
**Patient Portal:
Patient Education**

What is *My Health My Way*?

- *My Health My Way* is a Patient and Consumer Health Portal that supports the hospital's vision to empower the patient, to facilitate access to healthcare information, to include families and loved ones in the recovery process and to promote self-management.
- It allows for patients to view information from their chart, such as reports and visit history, to view request or cancel appointments, to update contact information, to request medication renewals and to send electronic messages to physicians



Recovery and *My Health My Way*

- The *My Health My Way* Patient Portal is in keeping with the Ontario Shores Recovery Model and is based on the principles of empowerment, hope, recovery, collaboration, identity, responsibility and meaning in life
- It offers a care model that is holistic and patient centered.
- It promotes inclusion and empowerment of patients and their families.
- It offers treatment options that are tailored to the individual needs of patients to support their wellbeing.

Access to *My Health My Way*

- The *My Health My Way* Patient Portal is available to all Ontario Shores' inpatients and outpatients, if you are 16 years of age or older and capable to consent and have legal authority to access this information
- Access to the *My Health My Way* Patient Portal requires a valid email address and proof of identification provided to clinician or a Health Information Management staff

Enrollment is Easy!

1. Request access from staff
2. Provide a valid email and proof of identification (government issued ID)
3. Staff will provide link with one-time login ID and password
4. Access your e-mail for your one-time user name, password and link to *My Health My Way*
5. Click on the link to access *My Health My Way*
6. Enter your one-time user name, password, and security question and click Log On
7. Enter your new user name and password
8. Explore *My Health My Way*!

What is Proxy Access?

- A Proxy is defined as a person authorized to act on behalf of someone else
- The *My Health My Way* Patient Portal is available for any proxy users who have legal right to the Consent/Use/Disclosure of Personal Health Information (PHI) for the patient
- A Proxy who would like access to *My Health My Way* on behalf of a patient must provide the following information to the HIM department (in person or via email)
 - Legal form for the consent/use/disclosure of PHI to help with patient care (such as an SDM or POA) **OR**
 - Signed consent form by the patient for proxy to access the portal **AND**
 - Signed consent form to request access to the portal by proxy **AND**
 - Proof of ID

Main Page

- When you log into *My Health My Way*, you will be taken to the main page as displayed below:

The screenshot shows the main page of the My Health My Way portal. At the top, there is a header with the "My Health My Way" logo and a "Log Off" link. Below the header is a navigation bar with five icons: Messages, Health Record, Medications, Appointments, and Profile. A red arrow points to the Appointments icon, which has a red dot above it, with the annotation "Red dots indicate tabs with new activity". Below the navigation bar is an "Announcements" section with a heading "Announcements" and a sub-heading "Welcome to My Health. My Way.". Below the announcements is a "What's New Within the Last 30 Days" section with a heading "What's New Within the Last 30 Days" and a sub-heading "You have new Appointment activity.". Below this is a "Helpful Resources" section with a heading "Helpful Resources" and a sub-heading "COVID-19 outbreak survey". Below the resources is an "Upcoming Appointments" section with a heading "Upcoming Appointments" and a table of appointments. A red arrow points to the "Upcoming Appointments" section with the annotation "This will list the next three upcoming appointments".

My Health My Way

Log Off

Portal Demo

Messages Health Record Medications Appointments Profile

Announcements

Welcome to My Health. My Way.

For the most up-to-date information on the impact of COVID-19 on our hospitals, including visitor restrictions, service changes and assessment centres, visit your local hospital's website.

My Health. My Way. only contains a portion of the medical record. You can request your full legal record from the Health Information Department of the hospital where you receive your care.

ONTARIO SHORES
Telephone - (905)430-4061
Email - HealthCheck@ontarioshores.ca

THE ROYAL
Telephone - (613)722-6521 x6338
Email - releaseofinformation-Ottawa@theroyal.ca

What's New Within the Last 30 Days

You have new Appointment activity.

Helpful Resources

COVID-19 outbreak survey

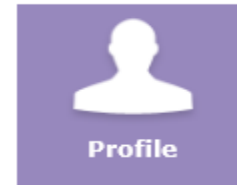
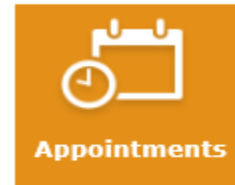
Patient and Family Resources

Geriatric Community Pages


Upcoming Appointments

Tue, 20 Oct 2020 9:00 am	Anxiety & Mood Disorders Follow Up Ontario Shores	Anxiety and Mood Disorders
Thu, 22 Oct 2020 10:00 am	eCBT Initial OTN	Anxiety and Mood Disorders

Messages





- When you click on the Messages tab, you have the option to view messages and send messages to any clinician that has been associated with your care.
- To send a message, from the right side select the send message button.

 **Lion King's
Messages**

Messages are a way of contacting your clinician and/or physician through a secure messaging system within Ontario Shores' HealthCheck for non-emergency issues/concerns only.

DO NOT use the Messages feature for communication of medical/mental health emergency information. If you have a medical emergency, you should call 911. Questions needing a quick response, e.g. symptoms changes or medication concerns must be directly communicated to a staff. Please call the Crisis line at 1-800-263-2679 if you require an immediate response.

 **Send Message**

 **Print**

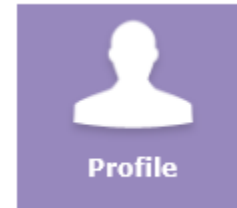
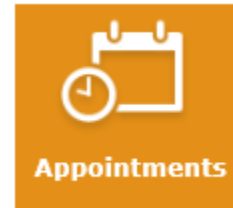
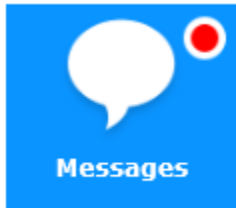
Messages

- You can also view all messages received from the doctor or the clinician. By clicking on the “View sent Messages” tab, you can see the messages that have been sent:


From	Subject	Date/Time
IP Nur PHM Train	None	14 Nov 2019 8:37 am
OP Nurse Train	subj	12 Oct 2016 3:20 pm
OP Nurse Train	None	05 Oct 2016 1:02 pm
OP Nurse Train	test	05 Oct 2016 11:43 am
OP Nurse Train	Testing messages	27 Sep 2016 9:19 am
Tan Nguyen	Testing messages	21 Sep 2016 8:59 am

[View Sent Messages](#)

Health Record



- The Health Record tab allows you to view parts of your health record. Navigate through the different menus on the right side to view information

**Lion King's Health Record**

Select an item below or a button to the right to view more details. To update, change or inquire about any information below, please contact your clinician.
This information does not constitute medical advice or treatment and should not be used in place of a consultation with a medical professional. [Learn More](#)

Allergies	Conditions
Fish Containing Products	Congestive Heart Failure
Penicillins	Diabetes Type 1
Medications	
Citalopram (CeleXA OR EQUIVALENT) 20 MG	
Cyanocobalamin/Folic Acid (B12 Plus Folic Acid Tablet) 1 MG	
diazePAM (Valium or Equivalent) 10 MG	
Digoxin (Lanoxin, Toloxin) 125 MCG	
LORazepam SL (Ativan or Equivalent) 1 MG	
Multivitamin (Omega 3-6)	
Propranolol (Inderal or Equivalent) 10 MG	
QUETiapine (SEROquel OR EQUIVALENT) 12.5 MG	
Zuclopenthixol (Clopixol) 10 MG	

[Contact Us](#)

[Visit History](#)

[Results](#)

[Medications](#)

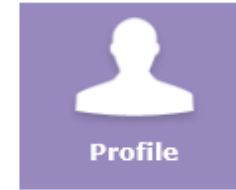
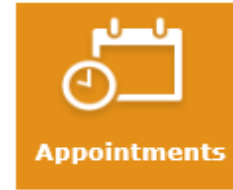
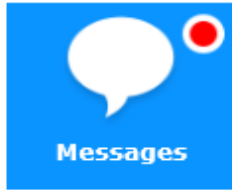
[Allergies & Conditions](#)

[Reports](#)


[Preventative Care](#)

[Print](#)

Medications



- The Medication tab allows the you to view your medications and prescriptions
- You also have the option to request an electronic medication renewal for any prescriptions entered by your provider.

 **Lion King's Medications**


Please note that these medications are the list of your Home/Ambulatory medications.
Please contact your clinician if you have any questions/concerns about your medications.
Select a medication to view the details or make a medication renewal request. [Learn More](#)

[Print](#)

Medication	Instructions
Citalopram (CeleXA OR EQUIVALENT) 20 MG	20 MG ORAL every morning
Cyanocobalamin/Folic Acid (B12 Plus Folic Acid Tablet) 1 MG	1 MG ORAL
diazepam (Valium or Equivalent) 10 MG	10 MG ORAL twice daily
Digoxin (Lanoxin, Toloxin) 125 MCG	125 MCG ORAL everyday at noon

Medication Renewal

- To request a medication renewal, you would select the medication and select the renewal request on the right side.

 **Lion King's Medications**

View the details of the selected medication. If this medication is a prescription, select Renew Medication to send a renewal request. If you have any questions regarding your medications please contact your physician, clinician or pharmacist. [Learn More](#)

LORazepam SL (Ativan or Equivalent) 1 MG

Dose:	1 MG
Form:	Tab
Route:	SUBLINGUAL
How Often:	as directed as needed
Reason for Use:	Agitation/Sedation
Prescribed By:	Train,Doctor, MD, FRCPC
Total Refills:	1
Last Updated:	Fri, 17 Mar 2017

[More Information About This Medication](#)

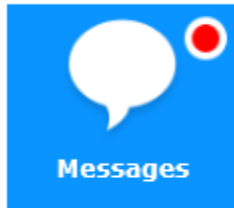
[Contact Us](#)

[Back to List of Medications](#)

Request Renewal

[Print](#)

Appointments - Viewing



Messages



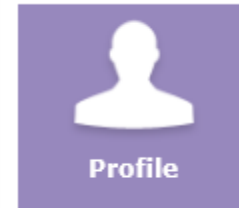
Health Record



Medications



Appointments



Profile

- The Appointments tab allows you to view appointments you have scheduled at Ontario Shores. By clicking on an appointment, you can view the duration and location of the appointment.



Lion King's Appointments

Your upcoming or pending appointments display on this page.

Pending means that the appointment has been requested but has not been confirmed by Ontario Shores or the clinic. [Learn More](#)

Your upcoming or pending appointments display on this page.

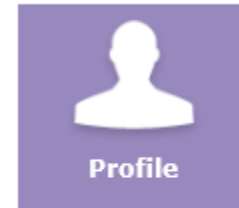
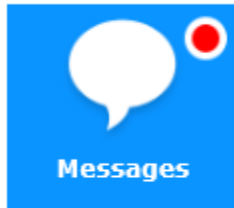
Pending means that the appointment has been requested but has not been confirmed by Ontario Shores or the clinic.

Date	Appointment	Location
Pending	ReACT Follow Up Community	REACT
Pending	Anxiety & Mood Disorders Follow Up Ontario Shores	ANXIETY AND MOOD DISORDERS
Pending	Memory Follow Up Ontario Shores	Geriatric Memory Clinic

 [Request Appointment](#)

 [Print](#)

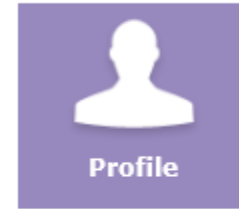
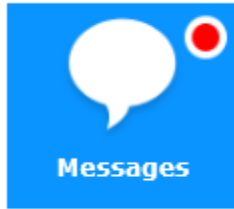
Appointments - Requesting



You can also request appointments via the Appointments Tab:

- Select Appointment Tab
- Select Request an Appointment
- Select the Appointment Type from the
- Select Reason for Visit
- Once submitted, the appointment will remain in a Pending Status until the Appointment is confirmed by the Clinic Secretary.
- Once confirmed, you will receive an email notification with the updated information for the Appointment

Appointments - Canceling

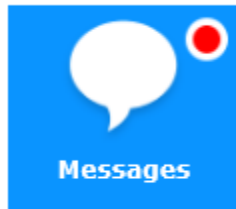


- You can also cancel appointments you have scheduled at Ontario Shores via the Appointments Tab by clicking on the Cancel Appointment Button.
- Once submitted, the Clinic Secretary will make contact with the patient to reschedule

Please Note:

- Consultations cannot be cancelled via the *My Health My Way* Patient Portal.
- Appointments that are scheduled within 72 hours cannot be cancelled via the *My Health My Way* Patient Portal.

Profile



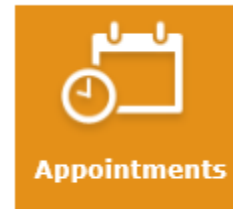
Messages



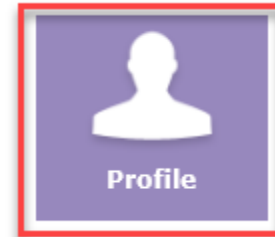
Health Record



Medications



Appointments



Profile

- In the Profile tab, you can view your demographic information and update as required. To update, simply select the Update Profile tab on the right hand side and update your information accordingly. This will be sent for verification by your clinician and then updated.



Lion King's
Profile

The Profile reflects the current information in your Electronic Medical Record. Select 'Update Profile' to request an update to your profile. [Learn More](#)

Demographic Information

Name: King,Lion
Address: 123 MAIN ST
BARRHEAD, Alabama T7N 1K4



Update Profile



Print

Support & Resources

- *My Health My Way* Telephone Support Line: 905.430.4061
- *My Health My Way* Email Support: myhealthmyway@ontarioshores.ca
- Educational tip sheets are available on the Ontario Shores' Webpage
- Contact Health Information Management or your Health Care Team

Frequently Asked Questions

Where does the health information in *My Health My Way* come from?

- All of the information comes from your Ontario Shores Electronic Health Record. This ensures that you have access to the most accurate, up-to-date information possible.

Can my family access my information on *My Health My Way*?

- Yes, you can give family members, such as parents or substitute decision makers, access to your information. This can be completed at Ontario Shores and requires consent from you and/or your substitute decision maker, if applicable.

Frequently Asked Questions

Is my information safe?

- Yes
- Passwords are encrypted and the URLs are re-written so that they cannot be copied and pasted.
- You and those you have authorized to have access are the only ones who can access your information.
- Also, a timeout feature protects your information if you leave the *My Health My Way* page open.

Frequently Asked Questions

What if I do not have a computer?

You can access the *My Health My Way* Patient Portal from any computer where internet access is available and by using an internet browser such as Explorer or Chrome to access the link.

There are also designated patient computers onsite at Ontario Shores that are connected to a patient VLAN for internet access.

Please reach out to your Health Care Team for more information regarding available devices.



Ontario Shores
Centre for Mental Health Sciences

Discovery. Recovery. Hope.

Thank You