

MyChart FAQs

Created by Renfrew Victoria Hospital

What is MyChart

MyChart is a secure, online patient portal that gives you access to some of your health information from anywhere, at any time and at no cost. It allows you to access your medical and personal health information in one record, and helps you monitor your health status to make more informed decisions about your health.

All you need is access to a computer or mobile device connected to the Internet with an up-to-date browser and an email address. You can access MyChart from Apple or Android devices if you have installed the MyChart app.

Logging into MyChart

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.
- There are some cases where an Out of Province Health Card will not be accepted in the health card number field. If this happens to you, please contact the hospital in which you receive care, and they can help you out.
- Your password for your MyChart accounts must be at least 8 characters long and contain at least one capital letter, one lower case letter and one number.

What can I see in MyChart?

With MyChart, you can see:

- A list of your health issues, allergies, and medications.
- Most lab and imaging results.
- Upcoming and post ambulatory care appointments, along with summaries from your visits.
- Visit summaries from the Emergency Department and inpatient units.

MyChart will show your medical information from January 2016 forward.

****Only visits to The Ottawa Hospital (Civic, General, Riverside), Renfrew Victoria Hospital, St. Francis Memorial Hospital and Hawkesbury General Hospital will be available on MyChart. Visits to your Family Physician will not be included. ****

How do I see my test results?

In MyChart, click on “Test Results” icon. On the “Test Results” page, click anywhere within the row to display the results for that test. Please note that some results will not be available in MyChart. Results from lab work done at a community laboratory, such as Dynacare, do not automatically appear in MyChart. Labs from OLIS (Ontario Laboratories Information System) become available in MyChart only after you attend to one of the supporting hospitals that populate the MyChart repository.

How do I see my notes?

To view clinical notes, log on to MyChart and click on the “Visits” icon.” If applicable, you can view your After Visit Summary and notes by clicking on “View After Visit Summary” or “View Notes”

Can't find a visit?

To view visits prior to June 1, 2019, log on to MyChart and click on the “Menu” icon. Scroll down to Document Centre and select My Documents. Click on the visit you want to see then click download.

**Note: this will not work on the app. You must log into the web version of MyChart to view these documents. **

Can my family member have access?

Yes, you can. This is called a proxy access.

There is a procedure in place if you would like access to a patient's MyChart or give someone access to your MyChart. Please ask about this feature during your next registration or visit our Health Records Department to complete a Proxy Consent Form.

You can also grant someone Proxy access through MyChart. Go to “Share my Record” and select “Friends and Family access”. Follow the steps to invite someone to have access to your mychart.

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.

Is there an App for that?

MyChart for iOS and MyChart for Android are portable versions of MyChart that you can use to manage your health information on the go! The mobile apps contain many of the same features as the MyChart website.

To install the MyChart app, go to the App Store or Google Play Store and search for “MyChart.”



Help, I forgot my Username or Password.

Click the link below the login or password field for assistance. You will have to enter your username, date of birth and health card number or medical record number. The next screen will explain the process to regain access.

You will be sent a code by email that you will have to enter. Once this is done, you will be logged in. If you are still having trouble logging in, you can contact the support team at the hospital where you typically receive care.

Contact Information

If you run into any issues along the way, please contact your local hospital. We can help with 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/>

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