

## MyHealth Frequently Asked Questions (FAQs) Re: Release of Clinical Documentation to Patient Portal

### Why are clinical documents being added to my MyHealth portal account?

The addition of clinical notes released to MyHealth will provide patients with 24/7 access to documentation, enabling them to participate more fully in their own health and care. This aligns with the first objective of Island Health's Strategic Framework: to improve the experience, quality and outcomes of health and care services for patients, clients and families.

### When will my clinical documents be available in MyHealth?

Clinical documents will be available from April 27, 2022 onwards. Clinical documents are available eight hours after they have been completed and entered in Island Health's electronic health record (EHR). There may be a delay between when you had your visit and when your health care provider creates the report in Island Health's EHR.

### Why is my document not showing in MyHealth?

MyHealth only provides some clinical document types from medical encounters that took place at Island Health facilities. See ***What type of document will I be able to see?*** for a list of document types that may be released to MyHealth. If you do not see the document you expected to be there, contact Island Health at [myhealth@islandhealth.ca](mailto:myhealth@islandhealth.ca).

### How do I request access to my health record?

If a document is not available in MyHealth and you would like to receive a copy of it, you may request your records through a Release of Information process. For more information:

- Review Island Health's [Accessing Information Records](#) web page for details
- Email [myhealth@islandhealth.ca](mailto:myhealth@islandhealth.ca)
- Phone your local hospital and ask to speak with Health Records

### I see a document in MyHealth, but nothing happens when I click on it. Why won't it open?

The 8-hour publishing delay has not passed. During this time, the document name will display with a "Pending until ..." notification and will not be viewable until the 8 hours have passed.

### Clinical Documentation

Viewing health record for  
**PLIS CCSCHNAKENBERG**

Note Type  
 Clinical Notes - All ▼

**Admission Note-Provider - To Portal**
Pending until Apr 13, 2022

Faux Transcribed Note for Med Student

### **I was able to open a document previously, but it won't open now. Why?**

If a document is modified after it was viewable in MyHealth, it will not be viewable until the 8 hour publishing delay completes. The document name will display with a "Pending until ..." notification.

### **What document types will I be able to see?**

Not all clinical document types will be available in MyHealth. Island Health is initially releasing 12 document types, with more to be added in the future.

Clinical document types available:

- Admission Note
- Cardiology Consult
- Discharge Summary
- Gastroenterology Consult
- General Surgery Consult
- Internal Medicine Consult
- Nephrology Consult
- Operative and Discharge Note
- Operative Report
- Orthopedic Consult
- Procedure Note
- Respiriology Consult

### **Will my primary care provider or clinic receive this information?**

If you confirmed or identified your primary health care provider during the Island Health registration process, they will automatically receive a copy of any clinical documents that are released to your MyHealth account.

### **If I have third-party (proxy) access to a patient's MyHealth account, will I be able to view clinical documents for them?**

Yes, when viewing the patient's MyHealth account, you will be able to view documents under the **Clinical Documentation** section of the Health Record in MyHealth.

### **What do I do if the information in my clinical document is not correct?**

If you believe any of the information in your health record is inaccurate, contact Health Information Management at [myhealth@islandhealth.ca](mailto:myhealth@islandhealth.ca) or call your local hospital and ask to speak to Health Records.

**Who do I call when there is something concerning in my report that I need help understanding?**

- Contact your specialist or family doctor (primary care provider)
- Call HealthLink BC at 811
- Access HealthLink BC online at [HealthLinkBC.ca](https://www.healthlinkbc.ca)

**What do I do if this document is not for me?**

If you notice a clinical document that doesn't belong to you, contact Health Information Management at [myhealth@islandhealth.ca](mailto:myhealth@islandhealth.ca) or call your local hospital and ask to speak to Health Records.