

Quick Tips: Information for Primary Care Providers about ConnectMyHealth

Patients in Ontario Health West have access to their electronic health records through the ConnectMyHealth patient portal. This digital health solution provides a free online single access channel for patients to view their health records from many health care facilities in Ontario Health West. Here are a few highlights about ConnectMyHealth that you may find helpful:

- It replaces the previous South West Ontario MyChart, available from Sunnybrook, that many patients have previously had access to since 2018.
- Evidence indicates that, in general, patients having access to their results has improved their understanding of their health conditions, increased engagement in their care, and built stronger relationships with their providers. Patient access to their health records supports transparent communication, can improve health outcomes and enhance care-planning conversations between patients and their providers.
- ConnectMyHealth is a web-based digital solution that leverages ClinicalConnect to provide patients with the ability to view certain parts of their health records in real time from participating healthcare organizations. Clinicians will continue to use ClinicalConnect to view health information.
- The most up to date list of what is viewable in ConnectMyHealth can be found at <https://info@connectmyhealth.ca>.
- The patient's record contains aggregated reports and results from many contributing facilities. Depending on the type of result/report, and the associated clinical practices at these facilities, patients may access their results before you have seen them. Patients may choose to use ConnectMyHealth to view their reports/results once they are made Final/Completed/Amended by the contributing facilities. They will also be able to sign up for notifications when new results are added to their record. This is important for you to know as it may affect how you have conversations with patients, for instance, when ordering tests.
- ConnectMyHealth can be an ideal complement to in-person or virtual visits by providing patients with easy access to some of their health information that can help them better prepare for visits.
- In jurisdictions where real time clinical results are available, clinicians report that, in general, there is not a significant net increase in workload related to patients' access to real time results and patients' ability to view their record can result in a more efficient and focused visit with the provider and improved patient experience.

Prepare your patients by:

- Talking to them about the ConnectMyHealth patient portal, how to access their health records, and what information they may have access to in real time.
- Reminding them that it's their choice not to access their records if they prefer to review their reports or results with their care team at their next appointment.
- Checking with them to see if they have questions about the information they see in their record. This can promote mutual understanding and allow you to gauge the level of understanding of the care plan.

Stay Up to Date

For the most up to date information and FAQ's about ConnectMyHealth, or for patients to register, please visit; <https://info.connectmyhealth.ca/home>

If you would like information to provide to patients about ConnectMyHealth, please contact your local Ontario Health Team or email ohr@connectmyhealth.ca.