



JUNE 2023

FREQUENTLY ASKED QUESTIONS

CONNECTMYHEALTH

WINDSOR-ESSEX ONTARIO HEALTH TEAM



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FAQ: General

What is ConnectMyHealth?

ConnectMyHealth is a digital health solution that provides you with an online, single access channel to view your own health records from participating hospitals in Ontario Health West Region (Southwestern Ontario). ConnectMyHealth can be used on desktop and mobile devices from within Canada, and there is no cost to use it. ConnectMyHealth is a web-based tool, so there is no app to download when accessing your account on an ongoing basis.

What types of health records, and from where, can I view using ConnectMyHealth?

You can view many of your own health records from data-contributing healthcare facilities that are located in Ontario Health West Region (South West Ontario). Visit <https://info.connectmyhealth.ca/data-availability> learn more about what health data is available through ConnectMyHealth.

How far back are my health records available in ConnectMyHealth?

ConnectMyHealth is set up to display certain types of health records from the source systems of healthcare facilities that contribute data to the portal. This will include your historical data, except for Discharge Summaries which are only available from October 1, 2018 onwards (older Discharge Summaries are not available in ConnectMyHealth, but can be requested directly from the hospital where you received your care if required).

One other aspect to take of is that there are currently limitations on the data you can view from two Hamilton-based hospitals: St. Joseph's Healthcare Hamilton (SJHH) and Hamilton Health Sciences (HHS). From SJHH, you will only be able to see lab data from before June 4, 2022, and from HSS, you will only be able to see your data from before June 4, 2022. Work is underway to make more current data viewable in ConnectMyHealth, but also from SJHH, to add non-lab historical data.

When will my records be available to view in ConnectMyHealth?

For records contributed to ConnectMyHealth by participating healthcare organizations, you will be able to see most of your reports/results in real-time once they've been reviewed by a healthcare provider, who then marks them as Final/Completed.

Please note that sometimes you may see your results before your health care team had the chance to review them. If you have any questions or concerns about your results, please follow-up with your health care provider.

Can I see health records from my Family Doctor's clinic?

No, currently you are not able to see clinical notes prepared by your Family Doctor. However, if your Family Doctor ordered tests for you that were performed at a hospital that contributes that kind of data to ConnectMyHealth (for instance, a lab test), you may be able to see the result of that test in ConnectMyHealth.

How can I help ensure my access to ConnectMyHealth is safe and secure?

ConnectMyHealth is a secure, web-based patient portal which allows patients to view their health data from multiple healthcare facilities in Ontario. Hamilton Health Sciences, in its capacity as operator of ConnectMyHealth, has worked to ensure ConnectMyHealth meets all Ontario's health data privacy requirements, uses the same encryption standards as banks do, and operates in compliance with Ontario's Personal Health Information Protection Act (PHIPA). Here are some key components you should be aware of that help make ConnectMyHealth safe and secure:

- 1) ConnectMyHealth does not store copies of your health data. Instead ConnectMyHealth connects to, or queries, in real-time, the source systems of healthcare organizations that contribute data to the portal, so you may view your health records (but copies of what you view in ConnectMyHealth are not then stored in the system).
- 2) Access to ConnectMyHealth is controlled through personal usernames and passwords, and multi-factor (two-step) authentication at each login.
- 3) To help ensure that your private health information is safe from unauthorized access, ConnectMyHealth is hosted in a secure location in Ontario.
- 4) ConnectMyHealth is managed by a dedicated team with extensive technical expertise in the healthcare sector.
- 5) ConnectMyHealth is encrypted to meet Ontario Health's Cryptography Standards, has strict access controls in place to prevent unauthorized third-party data accesses, and is equipped with auditing capabilities that record who accessed your information and when.
- 6) Certain identifying information obtained through the account registration process, is stored in ConnectMyHealth to provide support services and auditing of ConnectMyHealth. No information is shared nor sold to third parties.
- 7) After 20 minutes of inactivity, you will be automatically logged out of your ConnectMyHealth account as a security measure.

However, as is the case with any information sent, received or viewed over the Internet, safety and security cannot be completely guaranteed. As a user of ConnectMyHealth, there are some precautionary steps you can take to help protect yourself and your use of ConnectMyHealth as listed below:

- 1) Access ConnectMyHealth using your personal device and ensure the device is secured with a good/strong password. Turn on any encryption options that may be available on the device, and make sure your device has all appropriate security and operating system patches applied.
- 2) Ensure you log out of your account after every session, and delete or securely store any reports you may have downloaded to your device from ConnectMyHealth.
- 3) Create a secure password for your ConnectMyHealth account and do not share your password with anyone.

The ConnectMyHealth User Agreement that you will be asked to review and accept prior to using the patient portal also reminds you of these obligations, and you may also wish to review ConnectMyHealth's Technical Specifications – both documents are available at <https://info.connectmyhealth.ca/helpful-info>.

For more information on steps you take to protect yourself online and become cyber safe in general, please visit: <https://www.getcybersafe.gc.ca/en>.

Can my spouse and I share one ConnectMyHealth account?

No, due to the sensitive nature of medical information, each person must have their own ConnectMyHealth account, each with a unique email address.

How can I download and/or print my health records from ConnectMyHealth?

ConnectMyHealth provides a print option on all screens when viewing your records using a desktop device. Click the "Print" icon located on the right side of your screen when you are viewing your health records. By clicking the Print icon, a PDF of the report will be created that you can save to your device, or print. All reports will be watermarked for security purposes with the word "ConnectMyHealth", and are stamped with the name of the user who is printing/creating a PDF of the report, and the date and time.

Be sure to refer to the ConnectMyHealth [security tips provided in the FAQ above](#) if downloading or printing your health records from ConnectMyHealth.

Who do I call if I have any questions about my health records or test results?

If you have any questions or concerns about your health information viewable in ConnectMyHealth, please contact your health care provider that requested the test or procedure for you.

Can I subscribe to be notified by email when I have new results available in ConnectMyHealth?

Yes, you can subscribe to be notified by email when you've got new results for tests or procedures performed at select hospitals in Ontario Health West Region available to view in ConnectMyHealth. Under "My Record", in each category of health information, you'll see a "Not Subscribed" button. Click it to subscribe and follow the prompts to identify how frequently you wish to be notified, and for what kinds of results you wish to be notified of. When you first log into ConnectMyHealth, your New Results page displays first, for quick and easy viewing.

What are the differences if I'm using ConnectMyHealth on a mobile device instead of a desktop/laptop computer?

When using ConnectMyHealth on mobile as opposed to a desktop/laptop devices, there is no difference in terms of the of health records that are available to you, but you'll notice there is no "Resources" section which means you won't be able to submit a support request online or view System Notices – you can perform these actions using ConnectMyHealth on a desktop or laptop computer though. In addition, on mobile devices, you will not see a "Print" icon. If your health record is already available as a PDF in ConnectMyHealth, you can still print it.

Can ConnectMyHealth be accessed outside of Canada?

No, access to ConnectMyHealth is restricted to authorized ConnectMyHealth users accessing the portal from within Canada.

What is Multi-Factor Authentication (MFA) and a One-Time Password (OTP)?

Multi-Factor Authentication provides you with extra security each time you log into ConnectMyHealth to view your health records, by requiring a 'second factor' be entered that only you should have, beyond your username and password. The 'second factor' is a unique code – also known as a "One-Time Password" – that is automatically generated by an Authenticator application that you will need to download from the App Store or Google Play Store, for free, preferably onto your mobile device.

You only need to install the Multi-Factor application once, on one device that you commonly have with you, and then going forward, your Authenticator application on that device will provide you with a real-time, unique code for you to enter each time you log into ConnectMyHealth from that device, or other devices (i.e. a computer or tablet).

If in the future, you get a new phone for instance, you'll need to re-install your MFA application. In this case, please email the ConnectMyHealth Program Office

at support@connectmyhealth.ca and we can assist, after verifying your identity. Please do not include Personal Health Information in email correspondence with the ConnectMyHealth office.

How do I set up Multi-Factor Authentication on my mobile or desktop device?

Instructions of how to set up MFA are available at <https://info.connectmyhealth.ca/helpful-info>. Select the guide that pertains to the type of device(s) you have available as you activate your account. Using two devices (i.e. a computer, and a mobile phone) can make the account activation and MFA installation simpler, however the process can certainly still be completed using one device.

FAQ: Healthcare providers

Who can health care providers contact if they have questions about ConnectMyHealth?

ConnectMyHealth is being deployed in collaboration with many Ontario Health Teams (OHTs) in the Ontario Health West Region. Please contact your local OHT at weohtteam@weoht.ca for questions specific to the deployment of ConnectMyHealth in your area.

As a provider, I use ClinicalConnect. How is it different than ConnectMyHealth?

ConnectMyHealth is a web-based digital health solution, operated by the HITS eHealth Office at Hamilton Health Sciences (HHS), which provides patients with the ability to view certain parts of their health records stored in the health information systems of participating healthcare facilities in Ontario (Data Contributing Facilities). Such health records are accessed on a real-time basis through another service operated by HHS called ClinicalConnect, whose purpose is to provide similar access to such health records by participating healthcare providers.

Your access or intended use as a health care provider of ClinicalConnect should not change with the deployment of ConnectMyHealth to patients. Information about ClinicalConnect for health care providers is available at <https://info.clinicalconnect.ca>.

What are my responsibilities with respect to ConnectMyHealth, and my patients' use of it?

The availability of ConnectMyHealth for patients is not intended to create any additional responsibilities for health care providers. As a health care provider, you may choose to promote the use of ConnectMyHealth with your patients as you see fit, but you are not required to do so. It is meant to act as a tool that patients can leverage to access their health records, understand their health care, and improve their patient experience.

ConnectMyHealth is being made available to patients in collaboration with various Ontario Health Teams (OHTs). You may wish to consult with your OHT if applicable for direction about how ConnectMyHealth should be promoted and/or made available to your patients.

Are health care providers required to learn how to use ConnectMyHealth?

No, health care providers are not required to learn how to use ConnectMyHealth. However, health care providers should be aware of the tool and the types of data your patients will be able to view using ConnectMyHealth. In addition, health care providers are able to register for their own ConnectMyHealth account to view their own health information, if they wish.

Will any data restrictions be applied to the information available to patients in ConnectMyHealth?

ConnectMyHealth is built on a unified data release model for aggregated records from across the region guided by the following principles:

- Follow the [Patient, Family and Caregiver Declaration of Values for Ontario](http://www.ontario.ca/page/patient-family-caregiver-declaration-values-ontario). www.ontario.ca/page/patient-family-caregiver-declaration-values-ontario
- The patient owns their Personal Health Information (PHI), which should be designed in a user-friendly and portable format.
- The patient has the right to fully access their PHI anytime via the source facilities' Release of Information Office.
- All efforts should be made to allow PHI to patients with little or no restrictions; failing that, a clear pathway to real-time access should be in place.
- The patient has the right to be informed and control who accesses the relevant PHI being shared.
- The patient has the right to ensure the accuracy and completeness of their PHI.

Certain types of data are restricted and not available to view in ConnectMyHealth. Please see <https://info.connectmyhealth.ca/data-availability> for complete details. Data in ConnectMyHealth will be expanding to align with the principles above.

Could my patient see their results/reports before I review them?

The patient's record contains aggregated reports and results from many contributing facilities and depending on the type of result/report, and the associated clinical practices at these facilities, patients may access their results before you've seen them, particularly if you rely on paper or fax delivery of patient results. Patients are able to use ConnectMyHealth to view many types of reports/results once they are made Final/Completed/Amended by the contributing facilities.

Evidence indicates that 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. Transparent communication through a patient portal can be a powerful way to reduce care partner stress, improve health outcomes and enhance care planning conversations between patients and their providers.

Can patient access to health records result in increased workload for providers?

Studies have shown that, in most cases, patients being able to view their health records in patient portals has not increased a health care provider's workload.¹ Additionally, feedback from clinicians suggests patient portals such as ConnectMyHealth do not increase workload. By making health information and services available online to patients, there may be a decrease in the number of phone calls and text messages between patients and providers.²

Will patients be able to easily understand the information presented in ConnectMyHealth?

ConnectMyHealth is not a data repository; it simply presents the report made available from the contributing healthcare facility. What a patient sees in ConnectMyHealth is the same report they could obtain from the facility's Health Records or Release of Information departments. ConnectMyHealth links knowledge resources within the portal for patients to use at their own discretion. As with any test result, you should review results with patients according to your normal clinical practices.

Aside from viewing data, what are ConnectMyHealth's other features?

ConnectMyHealth features additional functionality that can help empower patients in their health journey, such as:

- **New Results Alerts:** Subscribe to be notified by email when patients have new results available to view in ConnectMyHealth; the patient's New Results page displays first when they log in, for quick and easy viewing
- **Patient Dashboard:** Patients can customize their dashboard by organizing the types of health records (modules) that are most important to them
- **Patient Visits Timeline:** View upcoming scheduled hospital appointments, where available

Functionality for users to 'share their records' with family and care partners who are also ConnectMyHealth users is expected to be available in the near future.

¹ <https://edhub.ama-assn.org/steps-forward/module/2767762>.

² Patient Portal Provincial Implementation Guide: <https://www.ontariohealth.ca/system-planning/digital-standards/patient-portals-standards>.

Why is ConnectMyHealth different than patient portals hospitals are offering patients?

ConnectMyHealth is different than other patient portals (often called "tethered portals") because it combines various types of health records created at hospitals patients have been to in the Ontario Health West Region into one, consolidated view. By comparison, patient portals provided by hospitals normally contain health records and other functions like appointment scheduling specific to each hospital and is connected directly, or 'tethered', to their Hospital Information System which does not provide the broader data aggregation that ConnectMyHealth offers.

Work is underway to consolidate additional data from other health care organizations including community-based laboratories, diagnostic imaging clinics, the Digital Health Drug Repository for dispensed medications, hospitals outside of Ontario Health West Region, and from Ontario's Home and Community Care Support Services, so it can be viewable to patients in the near future using ConnectMyHealth. Think of ConnectMyHealth as more of as an evolutionary 'one-stop-shop' that consolidates health information from multiple, otherwise disparate systems into one solution. ConnectMyHealth can be an ideal complement to in-person or virtual visits by providing patients with easy access to their hospital records, and to tethered portals offered by health care organizations like hospitals, community-based laboratories and diagnostic imaging clinics.

Where can I learn more about Ontario's vision for patient-facing digital health solutions?

Please visit <https://www.ontariohealth.ca/system-planning/digital-standards/patient-portals-standards> for more information about how Ontario is supporting patients' online access to their health information.

FAQ: Registration

How do I register for a ConnectMyHealth account?

Registration for ConnectMyHealth accounts can be done online. More information about registration is available at <http://info.connectmyhealth.ca/register>.

Who can register for a ConnectMyHealth Account?

Those who are 16 years of age or older, with a valid, green Ontario health card and unique email address (not shared with anyone else) are able to register for a ConnectMyHealth account.

ConnectMyHealth will be most beneficial to patients who have health records at data-contributing healthcare facilities as posted at <https://info.connectmyhealth.ca/data-availability>.

What do I need to register for a ConnectMyHealth account, and why is this information required?

When registering for their own account, patients over the age of 16 are required to provide information about themselves, including their name, Ontario Health Card Number, date of birth, and unique email address, phone number and postal code. Three photos are also required as part of the registration process to verify that 'you are who you say you are'. The three photos are of:

- 1) Your valid, green Ontario Health Card
- 2) You holding your Ontario Health Card beside your face
- 3) A secondary piece of valid, government-issued identification from the List of Acceptable Identity Documents (available to view on the ConnectMyHealth website's [Helpful Info](#) page)

Your personally identifiable information is required in order to identify you, to ensure a ConnectMyHealth account to access Personal Health Information is being authorized by, and to, the rightful owner of that information.

A unique email address (i.e. not shared with anyone else) is required since email is used to communicate information about your account that pertains to you, and due to the sensitive nature of medical information, each person must have their own ConnectMyHealth account.

Why do I have to have a valid, green (not red and white) Ontario Health Card to register for ConnectMyHealth?

You require a current valid Ontario Health Card as ConnectMyHealth uses its health card number to be able to query data-contributing source systems and retrieve your matched health records. Red and white health cards are no longer considered valid by the Province of Ontario and cannot be used during your ConnectMyHealth registration.

How do I upload the photos that are required as part of my account registration?

A tip sheet to assist in uploading your photos is available at <https://info.connectmyhealth.ca/helpful-info>.

What photo file types can I upload, and is there a maximum allowable file size?

Acceptable photo file types include: JPG, PDF and PNG, and the maximum allowable file size is 20MB.

How long is information I provide when registering for a ConnectMyHealth account kept for?

Hamilton Health Sciences Corporation (HHS) operates ConnectMyHealth and manages the account registration and creation process. HHS however does not claim ownership of the Personal Information that you provide during your account registration process. Copies of any documents you upload (i.e. the three required photos) to HHS are used by HHS to help confirm your identity of ConnectMyHealth users and are then deleted within thirty (30) days following verification. Certain identifying information, such as your name, Date of Birth, Health Card Number, Email Address and Postal Code, obtained by HHS will continue to be stored in ConnectMyHealth in order to support your ongoing access to the portal, and thereafter to support providing any access log reports.

What happens after I complete and submit my account registration form?

Once your account registration request has been reviewed and processed by the ConnectMyHealth Program Office at Hamilton Health Sciences, which normally occurs within five (5) business days after you submit your request, you will receive an email which includes instructions to complete your ConnectMyHealth account activation.

I used to use my Ontario trusted account to access ConnectMyHealth and can't anymore. What should I do?

Accessing ConnectMyHealth using the Ontario trusted account is currently unavailable. If desired, you may request a ConnectMyHealth User ID & Password as an alternate means of accessing the portal. To register, go to <https://info.connectmyhealth.ca/register>.

FAQ: Account

How do I activate my new ConnectMyHealth account?

You will receive an email from the ConnectMyHealth Program Office that includes information on how to complete the one-time account activation. Instructions on how to activate your account, based on the device type(s) available to you, are available at <https://info.connectmyhealth.ca/helpful-info>.

I forgot my ConnectMyHealth password. What should I do?

Go to the login page for ConnectMyHealth (<https://connectmyhealth.ca>) and click “Forgot Password”. Follow the instructions and you’ll receive a link to reset your password.

How do I change my legal name for ConnectMyHealth?

Please contact the ConnectMyHealth Program Office by phone at 1-833-824-0265, or by email to support@connectmyhealth.ca to request help with your legal name change. Please do not include Personal Health Information in correspondence with the ConnectMyHealth office.

What should I do if some of my information in ConnectMyHealth is incorrect?

If you wish to request corrections to your health records, please contact the Privacy Office of the healthcare facility (i.e. hospital) that is listed as having provided your health records in ConnectMyHealth.

If you need help identifying which facility contributed your data to ConnectMyHealth, please contact the ConnectMyHealth Program Office by phone at 1-833-824-0265, or by email to support@connectmyhealth.ca and they’d be happy to assist. Please do not include Personal Health Information in correspondence with the ConnectMyHealth office.

I want to close my ConnectMyHealth account. What should I do?

If you wish to close your account, please contact the ConnectMyHealth Program Office by phone at 1-833-824-0265, or by email to support@connectmyhealth.ca and they will provide instructions to complete your request.

FAQ: Support

Note: Do NOT include personal health information in your email please, but do include your preferred phone number in the event a ConnectMyHealth representative needs to speak with you

Deployment support

If you have questions related to the deployment of ConnectMyHealth in Windsor-Essex you can contact the Windsor-Essex Ontario Health Team at weohtteam@weoht.ca.

Account Support

If you need account-related support, you may contact the ConnectMyHealth Program Office's Support Desk by phone (1-833-824-0265) or email (support@connectmyhealth.ca).

Technical Support

If you're able to log into ConnectMyHealth but are experiencing a technical issue, or need help related to a security matter associated with your use of ConnectMyHealth, you may contact the ConnectMyHealth Program Office's Support Desk by phone (1-833-824-0265), email (support@connectmyhealth.ca), or submitting a support request while logged into ConnectMyHealth on a web browser. You can submit a support request by accessing the *Report Technical Issue* form by clicking the *Resources* menu.

Privacy support

If you need help related to a privacy matter associated with your use of ConnectMyHealth, you may contact the ConnectMyHealth Program Office's Privacy Service by phone (1-833-824-0265) or email (privacy@connectmyhealth.ca).

Training Resources

PDF and video-based resources are available within the patient portal itself. Log into ConnectMyHealth, and where you see the Help symbol, shown as "?", click it to view resources that can help you learn how to optimize your use of ConnectMyHealth.