

## How do I access MyChart?

### 1 Get a MyChart Access Request Form

Available from the main information desk, the clerk in your clinic, online at [www.CHEO.on.ca](http://www.CHEO.on.ca), or the Health Records Department.

### 2 Return the form

Return it to the clerk in your clinic or the Health Records Department (email, fax and mail instructions are on the form). For children age 0 – 11, a parent or guardian must sign. For youth age 12+, the youth must sign. When you submit this form, make note of your Medical Records Number (MRN). You will need this number to access MyChart.

### 3 Check your email

Within five business days, the Health Records Department will activate your MyChart account and send you an email with your activation code and instructions. Your activation code expires after 45 days. If you have not received this email after five days, contact Health Records – (613) 737-7600, ext. 2348 or [MyChart@CHEO.on.ca](mailto:MyChart@CHEO.on.ca).

### 4 Logon to MyChart

With your MRN and your activation code, logon with the MyChart app for mobile devices or online at [MyChart.KidsHealthAlliance.ca/MyChart](http://MyChart.KidsHealthAlliance.ca/MyChart)



# CHEO

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Find us on



[www.CHEO.on.ca](http://www.CHEO.on.ca)

# MyChart

CHEO's Secure Online  
Patient Health Portal

## What is MyChart?

MyChart is a secure, online health records portal. It connects children and youth receiving care (and their parents or guardians) to parts of their CHEO health record – anytime and anywhere. It may be viewed online or via the CHEO MyChart app for mobile devices.

## Can I view a family member's health record with MyChart?

For children age 0 – 11, MyChart access is controlled by the parent or guardian. Youth age 12+ have control of their health information and must grant “proxy access” for their parents or guardians to view MyChart. Youth may grant this access when they sign the MyChart Access Request Form.

## What information is in MyChart?

- A list of health issues, allergies and medications
- Most lab and imaging test results
- Select letters from health-care providers
- Upcoming and past ambulatory care appointments, along with summaries from your visits
- Summaries of visits to the Emergency Department and inpatient units
- Surgery reminders and upcoming surgery date information
- Surgery visit summaries
- Growth chart information
- Password protected PDF versions of other health information you have requested from Health Records
- In a number of outpatient clinics, CHEO provides interactive MyChart access which allows two-way, secure communication between clinicians, patients and families.

## Where does this information come from?

Your health-care provider enters personal health information into your personal electronic health record. MyChart makes this information available to you anytime, anywhere.

## Who can use MyChart?

All children, youth and families receiving care at CHEO are able to access MyChart.

### Is MyChart secure?

Yes. We take great care to ensure that your personal health information is kept private and secure. Every user (child, youth, family member or guardian) controls his or her own username and password. CHEO uses an encrypted connection.

**MyChart is free**

