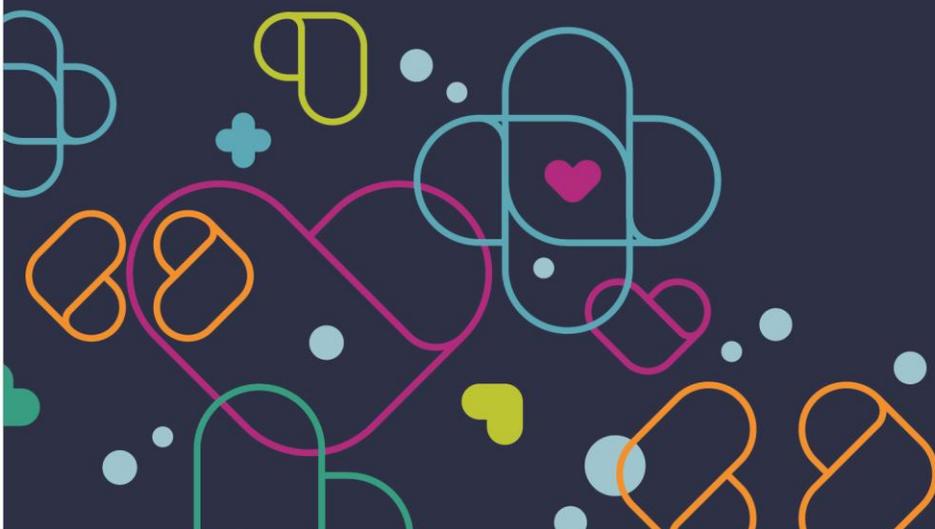




Joining compassion with technology

MyDovetale Patient Guide

2018



About MyDovetale

St. Joseph's Healthcare Hamilton joined compassionate care with the latest technology with the launch of MyDovetale, a secure online portal that will help you and your loved ones take a more active role in managing your care and monitoring your health. MyDovetale is free for you to use!

Accessible online from any computer or smartphone via the mobile app, MyDovetale gives you and your loved ones the opportunity to:

- **View** current health **information**, medication list, allergies, medical history and lab test results.
- Securely **message** your care team.
- View all **appointments** at St. Joseph's Healthcare Hamilton. You will also be able to cancel and request appointments with the two clinics that will have MyDovetale available to patients, the Kidney Transplant Clinic and Mood Disorders Clinic.
- Fill out **questionnaires** that will automatically be available to your care team. Your care team may include: Doctors, Nurses, Pharmacists, Occupational Therapists, Social Workers, Registered Dietitians, Speech and Language Therapists, Physiotherapists, Recreation Therapists, Spiritual Care and Respiratory Therapists.
- View basic information about yourself, like your name, date of birth and address. You will also be able to **personalize your MyDovetale account**, by adding a photo or providing your preferred name.

Should you have any questions about MyDovetale while navigating through this guide, please contact your care provider team, and they will be able to assist you.

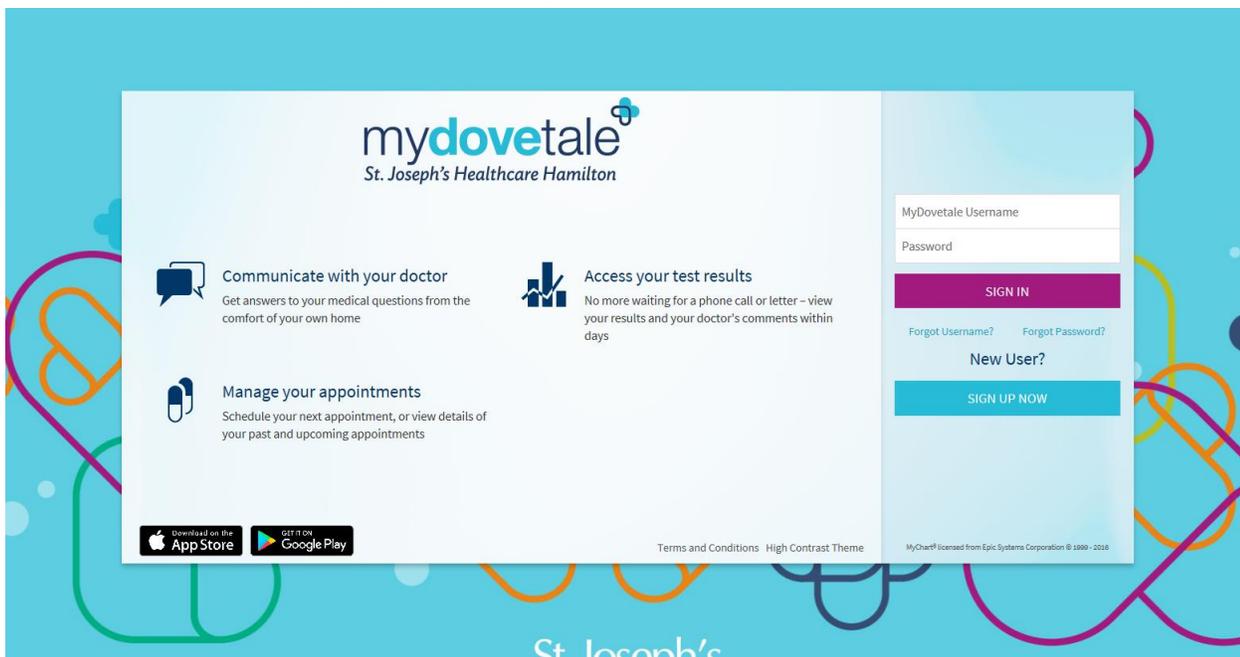


Sign-Up for a MyDovetale Account

Access MyDovetale online using a computer or a mobile device. At your next clinic visit, your care team may talk to you about MyDovetale to see if you are interested in signing up. Enrolment can be done right at the clinic, at the St. Joe's Health Information Management office, or at home with the instructions provided by your care team. A member of your care team will provide you with an activation code during your visit.

Use your activation code to sign up

1. From the MyChart login page, click **Sign Up Now** in the **New User?** section.



2. Enter your activation code and other personal required verification items, such as your Medical Record Number (MRN) and your date of birth. Click **Next**.

mydovetale⁺
St. Joseph's Healthcare Hamilton

Please Identify Yourself

Step 1 of 3
All fields are required.

MyDovetale Activation Code
Enter your Activation Code as it appears on your enrollment letter (your code is not case sensitive). You will not need to use this code after you complete the sign-up process.

XXXXX - XXXXX - XXXXX

Date of Birth
Enter your date of birth in the format shown, using 4 digits for the year.

dd / mm / yyyy

Medical Record Number
Please enter your medical record number.

NEXT

Download on the App Store | GET IT ON Google Play

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St. Joseph's
Healthcare Hamilton

3. On the next page, choose the following:

- **MyChart username** – This should be something that others wouldn't be likely to guess but easy for you to remember. Once you have created a username, it cannot be changed.
- **Password** – This should be a unique combination of at least 8 numbers and letters, using both uppercase and lowercase letters. Your password must be different from your MyChart username.
- **Security question** – This question will be used to verify your identity if you forget your MyDovetale password. Choose a security question from the list and enter your answer.

Choose a Username & Password

Step 2 of 3
All fields are required.
You have an existing MyDovetale Username.

MyDovetale Username

Password
Create a password. Your password must be different than your MyDovetale Username. For increased security, use a combination of numbers and letters (lowercase and uppercase).

Eight characters or more; case sensitive

Retype Password

Security Question
If you forget your password, MyDovetale will present you with your selected security question and ask you for your secret answer. Make sure your answer is meaningful, but not easy for others to guess.
--Choose a security question--

Secret Answer

Cannot include your password

NEXT

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4. On the next page, choose whether you want to receive a notification message in your personal email when there is new information available in your MyDovetale account. If you decide to receive email alerts, enter your email address.

Step 3 of 3

Enable E-mail Notifications?
When new information is available (such as test results or messages), we will send a notification message to your internet e-mail address.

Yes No

E-mail Address
Your e-mail address will be used for alerts only. We will not share your e-mail address with anyone.

Example: chris@company.com

Retype E-mail Address

Enable Text Message Notifications?
When new information is available (such as test results or messages), we will send a text (SMS) notification message to your mobile phone.

Yes No

Mobile Phone Number
Your mobile phone number will be used for alerts only. We will not share your mobile phone number with anyone.

Example: 555-555-5555

Retype Mobile Phone Number

SIGN IN

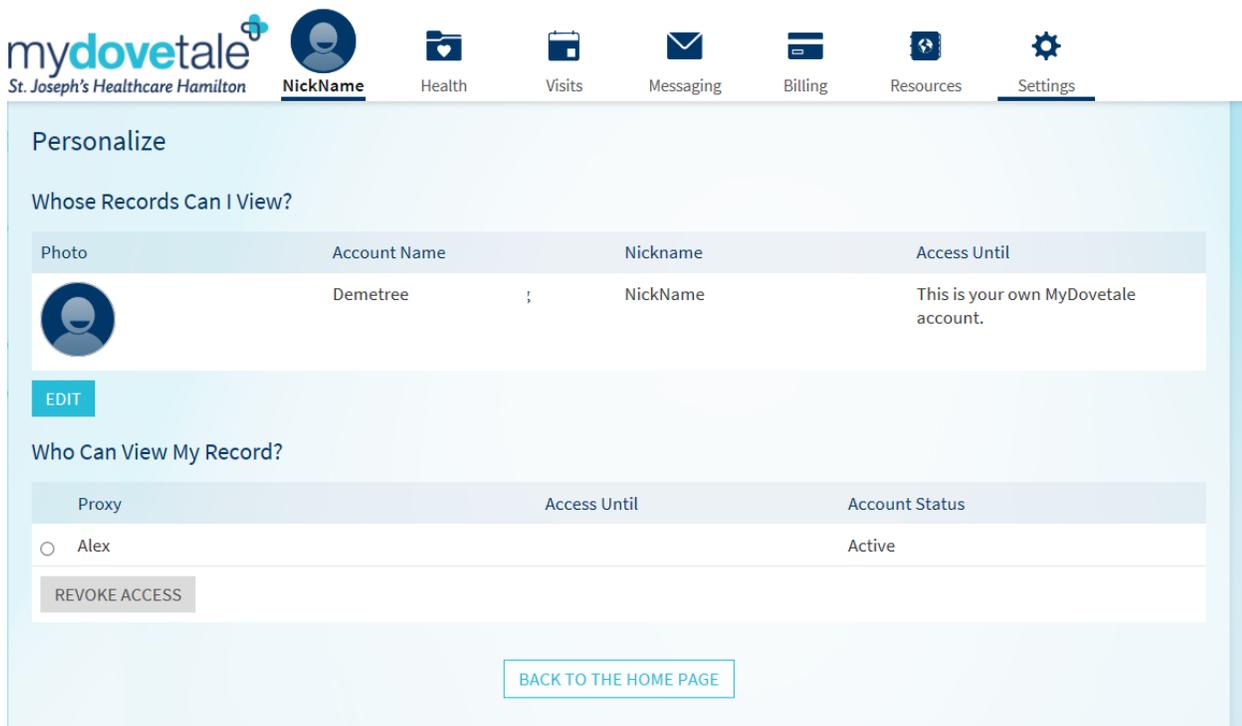


Providing Loved Ones with Access to your Health Information via MyDovetale

MyDovetale lets you to *decide to provide access to your account to others, like family members or loved ones*. This feature helps those who are most important to you *take an active role in your care*.

To request access to your health information via MyDovetale for a family member or loved one, you and your loved one will need to come into the Health Information Management office and let a staff member know that you would like to provide access to your MyDovetale account. Proxy access will allow your family member or loved one to view your entire MyDovetale portal information and will allow them to send and receive messages with your care team.

Should you decide that you would like to take away proxy access from your family member or loved one, you can do this automatically through your MyDovetale account. This can be done by navigating to **Settings** → **Personalize** and **“Revoke Access”**. If you would like to give back access, you and your loved one need to go to the Health Information Management office.



The screenshot shows the MyDovetale user interface. At the top, there is a navigation bar with icons for NickName, Health, Visits, Messaging, Billing, Resources, and Settings. The 'Settings' icon is highlighted. Below the navigation bar, the 'Personalize' section is active. It contains two main areas: 'Whose Records Can I View?' and 'Who Can View My Record?'. The 'Whose Records Can I View?' section shows a table with one entry for the user's own account. The 'Who Can View My Record?' section shows a table with one entry for a proxy user named Alex, with a 'REVOKE ACCESS' button below it. A 'BACK TO THE HOME PAGE' button is located at the bottom of the page.

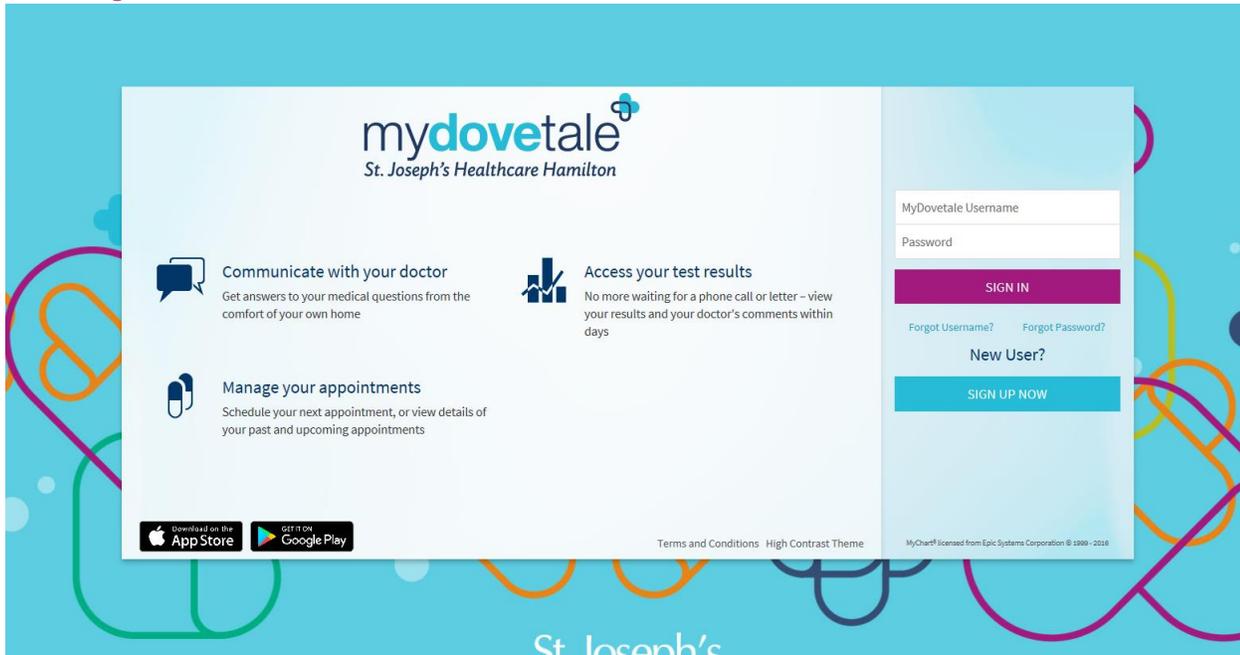
Photo	Account Name	Nickname	Access Until
	Demetree	; NickName	This is your own MyDovetale account.

Proxy	Access Until	Account Status
<input type="radio"/> Alex		Active

More questions? Connect with your care team or the Health Information Management Team.

Log in to MyDovetale

1. In your web browser, enter www.mydovetale.ca and access the login page.
2. Enter your MyDovetale username and password.
3. Click **Sign In**.



What if I forget my MyDovetale Username or password?

Patients who use my MyDovetale have a unique username and password that is known only to them. Patients will always set their own passwords. If you forget your password, you can select **Forgot Username?** or **Forgot Password?** and answer your security questions to gain access to your account. If you are unable to answer your security questions, you will need to come into the [Health Information Management office](#) at St. Joe's, where a member of the team will be able to help you reset your password.

Change your MyChart password or update your security question and answer

To ensure that your medical information stays protected, consider changing your MyDovetale password periodically. To do so, go to **Preferences > Security Settings**. From this page, you can also update the security question and answer that are used when you forget your MyDovetale username or password.

Messaging Within MyDovetale

You can read any messages sent by your care team by going to your Inbox (**Messaging > Message Center**). Click on the message you want to read and decide if you will respond to the message. You will be able to review:

- Inbox Messages
- Sent Messages



The screenshot shows the MyDovetale Message Center interface. At the top, there is a navigation bar with icons for Health, Visits, Messaging, Billing, Resources, and Settings. The main content area is titled 'Message Center' and contains a list of messages. The messages are from 'Your Health Care Team' and 'PERRI, DANIEL, MD'. The messages include 'Appointment Scheduled', 'test 2', 'testing function', 'Your Recent Visit', 'RE:fdfs', and 'RE: Non-Urgent Medical Question'.

Remember that deleting a message from your inbox does not mean that it is deleted in MyDovetale.

Ask a Question

If you have a non-urgent medical question, you can send a message to your care team. The message will be reviewed by the care team and you will receive a response from one of your providers within 72 hours. If you have any urgent concerns related to your health, please go to the Emergency Department or call 911. Additionally, please call the Crisis Outreach and Support (COAST) line at 905-972-8338 if you require an immediate response.

If you have questions about an appointment, test results, follow-up visit information, or health information in MyDovetale, you do not have to wait until your next appointment to ask your care team. You will receive message responses from your care team members in MyDovetale within 72 hours. As a reminder, any urgent questions should be directed to your care team via phone or in-person. You can elect to have MyDovetale notify you via email or text message when new information is added to your MyDovetale account.

1. Go to **Messaging > Ask a Question**
2. Select a recipient from the list. You will only be able to send a medical advice request to a clinic or provider with whom you have had a visit with within the past year. This functionality is only available in select clinics.
3. Select a subject for your message and enter your question.
4. When you are finished, click **Send**.

Viewing Your Upcoming & Past Appointments

You can view your past or future appointments by going to **Visits > Appointments and Visits**.

Select a scheduled future appointment or click **Details** to see info such as:

- The date, time, and location of the visit
- Pre-visit instructions (if there are any)



Request an Appointment

To request or schedule an appointment, go to **Visits > Schedule an Appointment**. Click on **Request an Appointment**. You will be asked to provide the reason for the requested visit. You will be directed to the **Request an Appointment** page.

After you submit your request, you will be contacted **within 72 hours** to verify an appointment date and time.

The screenshot shows the 'Request an Appointment' form in the MyDovetale system. The form is titled 'Request an Appointment' and includes a printer icon in the top right corner. Below the title, there is a note: 'If you would like to schedule an appointment for a different reason, please call the clinic. Expect a response within 2 business days.' The form is from 'Demetree Hospital Billing'. It has several fields: 'Want to see:' with a dropdown menu set to 'Other: Please specify in the box below'; 'Reason for visit:' with a dropdown menu set to 'Request an Appointment'; 'Preferred dates:' with a date field set to '25/06/2018' and a 'To:' field; and 'Limit times to:' with three buttons: 'All available', 'Use my preferences', and 'Other'. Below these fields, there is a section for online viewing permissions, stating 'The following people will be able to view this message online.' with two checkboxes: 'Myself' (checked) and 'Alex' (checked). At the bottom of the form, there are two buttons: 'SEND' and 'CANCEL'.

Cancel an Appointment

You can cancel an upcoming appointment at any time before your appointment with MyDovetale.

To cancel an appointment:

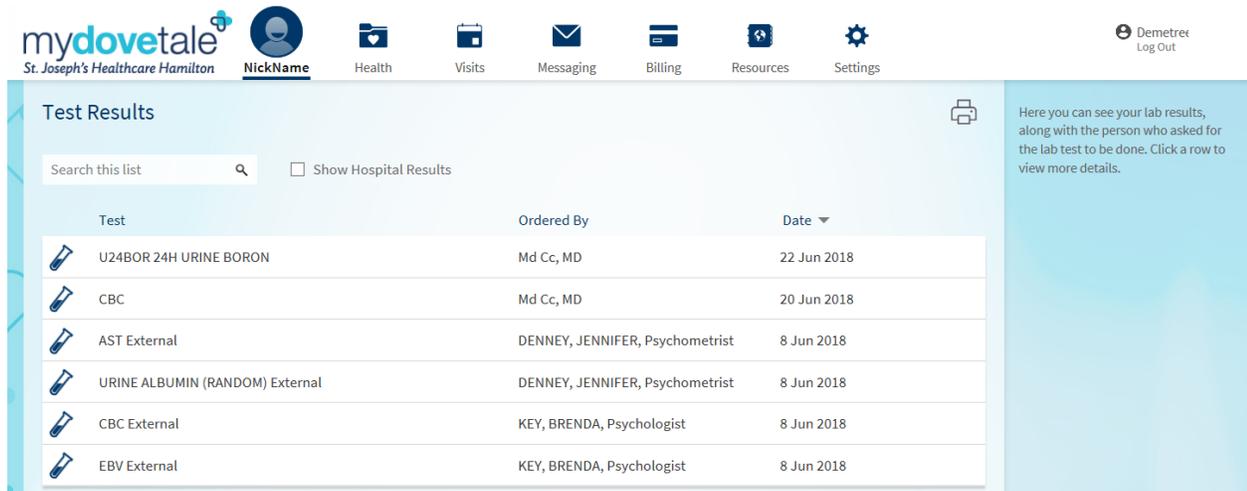
1. Go to **Visits > Appointments and Visits** and select the appointment from the list. Click **Cancel**.
2. Enter cancellation comments.
3. Click **Confirm Cancellation**.

View Your Test Results

Within MyDovetale, you can view test results as soon 72 hours after they become available, rather than waiting for a phone call or letter from your care team. You can receive an email or text message when new results are available.

To view test results, go to **Health > Test Results**.

1. Go to **Settings > Notifications**.
2. On the **Email** or **Text** tab, select the **New Test Result** check box under Test Results.
3. Update your email address and/or mobile phone number if needed.
4. Click **Save Changes**.

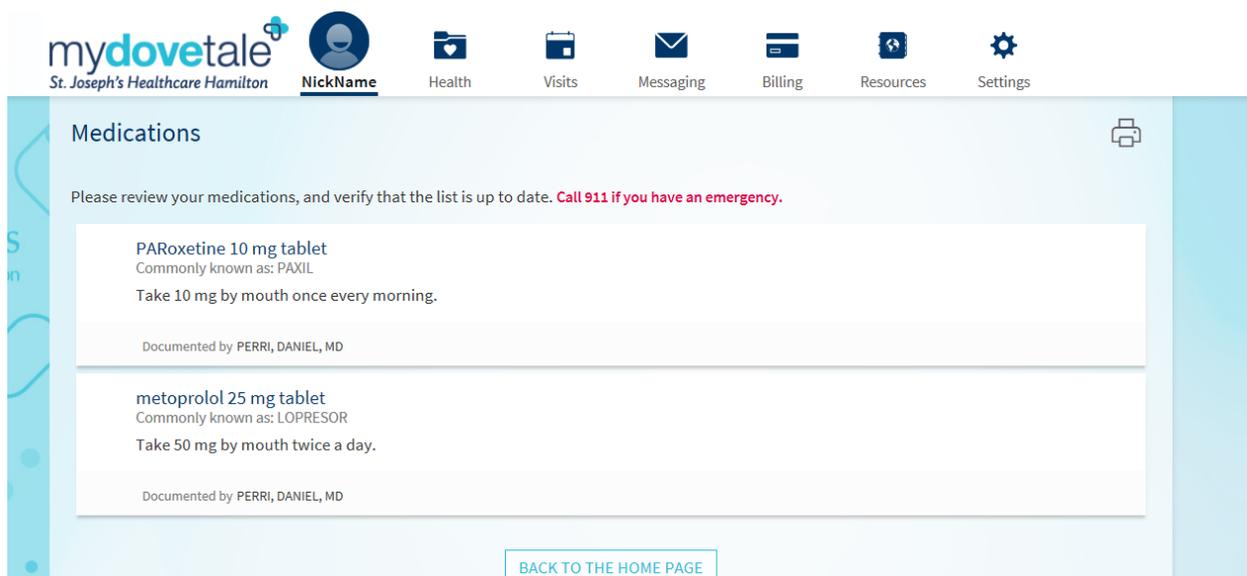


The screenshot shows the MyDovetale interface for viewing test results. At the top, there is a navigation bar with icons for Health, Visits, Messaging, Billing, Resources, and Settings. Below this is a header for "Test Results" with a search bar and a "Show Hospital Results" checkbox. A table lists several tests with their names, ordered by, and dates. A sidebar on the right provides instructions on how to view more details for a specific test.

Test	Ordered By	Date
U24BOR 24H URINE BORON	Md Cc, MD	22 Jun 2018
CBC	Md Cc, MD	20 Jun 2018
AST External	DENNEY, JENNIFER, Psychometrist	8 Jun 2018
URINE ALBUMIN (RANDOM) External	DENNEY, JENNIFER, Psychometrist	8 Jun 2018
CBC External	KEY, BRENDA, Psychologist	8 Jun 2018
EBV External	KEY, BRENDA, Psychologist	8 Jun 2018

View Your Current Medications & Allergies

Go to **Health > Medications** to see all of your current medications in one place. You can see details for each medication, including the prescribed dosage, instructions, and the physician who prescribed the medication.



The screenshot shows the MyDovetale interface for viewing current medications. At the top, there is a navigation bar with icons for Health, Visits, Messaging, Billing, Resources, and Settings. Below this is a header for "Medications" with a print icon. A message prompts the user to review their medications and verify that the list is up to date. Two medication entries are shown, each with its name, commonly known name, dosage, and the physician who documented it.

Please review your medications, and verify that the list is up to date. **Call 911 if you have an emergency.**

<p>PARoxetine 10 mg tablet Commonly known as: PAXIL</p> <p>Take 10 mg by mouth once every morning.</p> <p>Documented by PERRI, DANIEL, MD</p>
<p>metoprolol 25 mg tablet Commonly known as: LOPRESOR</p> <p>Take 50 mg by mouth twice a day.</p> <p>Documented by PERRI, DANIEL, MD</p>

[BACK TO THE HOME PAGE](#)

Go to **Health > Allergies** to see all of your currently listed allergies in one place. You can see any noted reactions for each allergy, view additional information about an allergy and review your personal notes about your allergies.

View a Summary of Your Health Information

To get a summary of your medical record, go to **Health > Health Summary**.

This summary includes:

- Current Health Issues
- Medications
- Allergies
- Immunizations



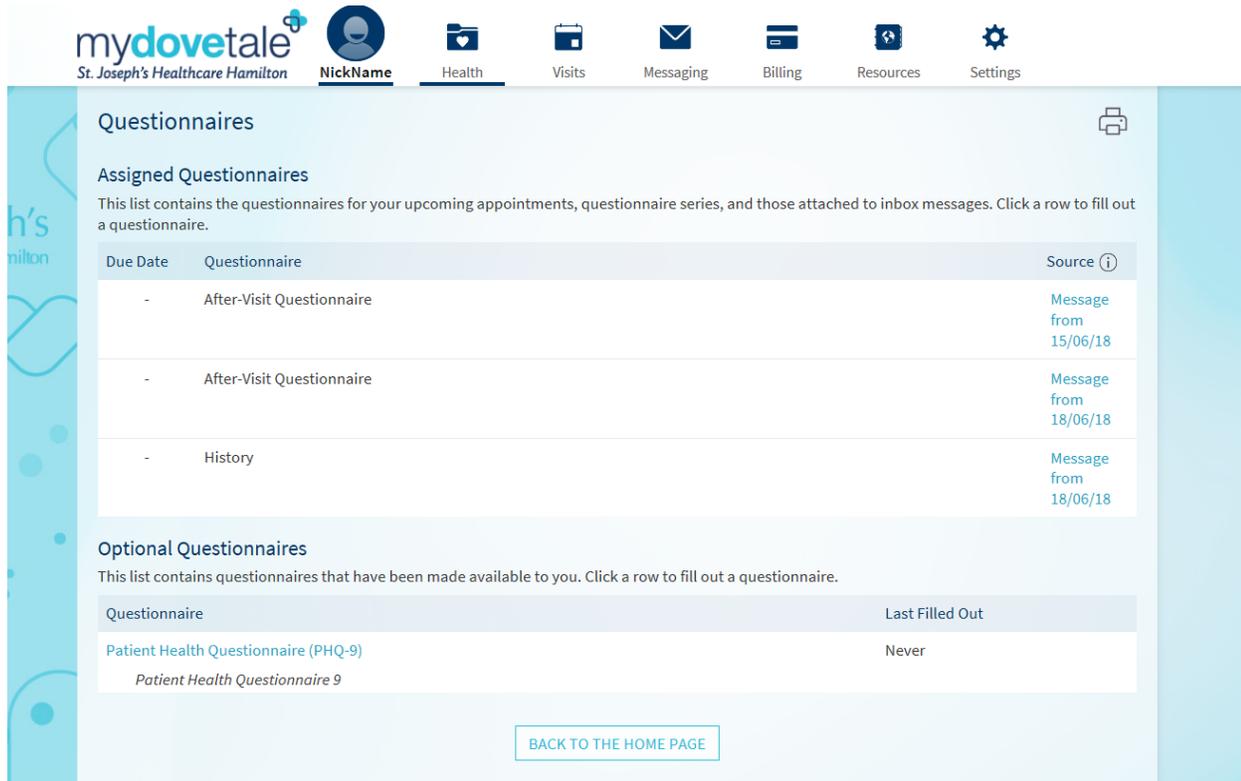
Respond to Questionnaires from Your Clinic

Your care team might make questionnaires available within MyDovetale so you can complete them online instead of filling out a form when you arrive for your appointment.

You are able to respond to questionnaires in three different places:

- Open available questionnaires from **Health >Medical Tools> Questionnaires**.
- If your care provider wants you to complete a questionnaire for an upcoming appointment, go to **Visits > Appointments and Visits**. Select the upcoming appointment and click **Details**. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
- If your care provider sends you a MyDovetale message with an attached questionnaire, open it by clicking the questionnaire link near the top of the message.

If you need to close a questionnaire before you finish it, click **Finish Later** to save your progress. You can return to the questionnaire to finish and submit later.



mydovetale
St. Joseph's Healthcare Hamilton

NickName Health Visits Messaging Billing Resources Settings

Questionnaires

Assigned Questionnaires

This list contains the questionnaires for your upcoming appointments, questionnaire series, and those attached to inbox messages. Click a row to fill out a questionnaire.

Due Date	Questionnaire	Source ⓘ
-	After-Visit Questionnaire	Message from 15/06/18
-	After-Visit Questionnaire	Message from 18/06/18
-	History	Message from 18/06/18

Optional Questionnaires

This list contains questionnaires that have been made available to you. Click a row to fill out a questionnaire.

Questionnaire	Last Filled Out
Patient Health Questionnaire (PHQ-9) <i>Patient Health Questionnaire 9</i>	Never

BACK TO THE HOME PAGE

Additional FAQs

When will other St. Joe's outpatient clinics and inpatient units use MyDovetale?

Over the next few months, the pilot will teach us a lot of lessons about how patients will use MyDovetale. We want to ensure that the patients who first pilot MyDovetale will have adequate time to tell us what they find helpful or what can be improved. Sometime within the next year, St. Joe's will announce a plan to expand MyDovetale to other areas.



Can I view medical notes written by my care team?

In MyDovetale, you cannot see clinical notes written by your care team. To access this information, you can request your legal medical record by [contacting the Health Information Management team](#) at St. Joe's ([Click Here](#)). In the future, additional functionality like viewing your medical records will be available.

Is my private health information secure on MyDovetale?

Yes. MyDovetale is a secure online solution, meaning your private health information is safe and protected. Remember to always use trusted devices when viewing your MyDovetale information.

We realize that making your health information digitally available can bring up new concerns regarding privacy. St. Joe's has implemented a number of strategies to protect our patients' health information in MyDovetale:

- Access to information is controlled with each person having a unique username and password. Patients will always set their own passwords. MyDovetale encrypts your session using the latest encryption technology.
- By agreeing to the terms and conditions when you sign into MyDovetale, you also agree to secure your health information.
- You can secure information on your end by always using trusted devices when viewing your MyDovetale information. Always use a device that has the latest operating system and security patches installed and if applicable has antivirus software that has recent updates installed.
- Keep your username and password confidential.
- The application will automatically log you out if the screen remains idle for 10 minutes or more. It is recommended that you log out of your MyDovetale session if you need to leave your computer for a short period of time.
- When you are finished using MyDovetale, to ensure the application is not active with your private health information, always log out (instead of just closing your browser).

Dovetale was designed to guide care team users to only access information related to patients in their care. If a user searches for information about patients that are not in their care, it triggers a report that is reviewed by the Privacy Office. All activity in Dovetale is recorded and monitored for appropriate use.

If you ever have concerns, or believe that there may have been a privacy breach, please connect with the Chief Privacy Officer by calling 905-522-1155 ext. 35088, or by emailing privacy@stjoes.ca.

What happens to the information in my MyDovetale account and how long is it kept for? Does information (like messages between patients and care providers) become part of my legal medical record?

All information in MyDovetale is part of your patient chart and may become part of the legal medical record. Retention periods for any information accessible or entered into your MyDovetale portal will follow hospital information system retention guidelines and will be kept for a minimum of 10 years.



Please note that access to your MyDovetale account may be taken away at the discretion of your care team, and that the all information will still remain part of your health record.

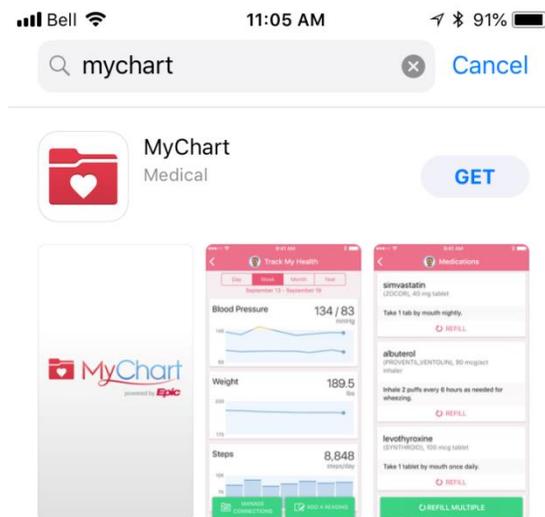
If I am using a computer, what Internet browser should I use?

MyDovetale works best on Internet Explorer 11.0, Mozilla Firefox 5.2x and above, Safari 9+ on Mac, Google Chrome 52.x and above and Microsoft Edge. The MyDovetale mobile app works best on Android OS 5.0 and higher, and iOS 9.0 and higher.

How do I download the MyDovetale App?

Download the Mobile Application **MyChart** via the application store available on your mobile device (App Store or Google Play Store).

Please note that when you log in to the Mobile Application it will be called MyDovetale.



When can I see my information in MyDovetale?

MyDovetale provides you with real time access to the most up-to-date information in Dovetale, with the exception of lab tests. Test results may be delayed for 7 days or longer if your care team feels a face-to-face explanation is more appropriate. Some test results may not be released within MyDovetale. If you are expecting a certain test result and do not see it in MyDovetale, please contact your care team.

Some of MyDovetale health information is not correct, what should I do?

MyDovetale provides you with the most up-to-date information available in Dovetale. If you would like to correct inaccurate information, you may contact St. Joe's Health Information Management office.



What happens if my activation code does not work?

Your activation code will expire after 14 days and will no longer be valid after the first use. To generate a new activation code you may contact St. Joe's Health Information Management office.

How do I manage my account?

You may manage your username, password, and notifications you receive via e-mail and text, as well as the loved ones who have access to your health information, via MyDovetale. Edits to personal details will not update the hospital database and you will need to contact St. Joe's Health Information Management office. To activate/deactivate your account, contact St. Joe's Health Information Management office (information below).

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50 Charlton Avenue East
Hamilton, Ontario L8N 4A6
Phone: (905) 522-1155 Ext. 33417
Fax: (905) 521-6096

Email: relinfo@stjoes.ca

West 5th Campus

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