



Joining compassion with technology

MyDovetale Patient Guide

June 2021



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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 the people involved in your care take a more active role in managing 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, lab test results and diagnostic imaging reports.*
- *View and download a Request for Access to Personal Health Information*
- *Access help materials* such as *Guides, Tip Sheets, and Videos*
- *Identify and update communication preferences*
- *Update your demographic information such as address and phone number*

Additionally, you will be able to use the following features with some of our participating clinics:

- *Securely message* your ST. JOSEPH'S care team. *Your care team can include nurses, physicians and other support staff.*
- *View all appointments* at St. Joseph's Healthcare Hamilton. *Cancel and request appointments with the clinics that have MyDovetale.*
- *Launch virtual video visits* with your care team

MyDovetale may not be available to all St. Joe's patients. If you do not have access to MyDovetale, you can still access your Personal Health Information by contacting the [Health Information Management Department \("HIM"\)](#). Please note these requests may be subject to fees.

Web Address: www.stjoes.ca/patients-visitors/privacy-information-security

Contact HIM at ext. 33415 or at mydovetale@stjoes.ca

Charlton Campus
50 Charlton Avenue East
Hamilton, Ontario L8N 4A6
Phone: 905-522-1155 ext. 33415
Fax: 905-521-6096
one team, one record, one number to call



If you believe there is an error within your health record, you can request correction of that information by submitting your request to the St. Joseph's Health Information Management Department or the Privacy office. However, if you feel there are incorrect or missing allergies or medications in your records, please contact your care team. The request form for correction to personal health record can be found [here](#), and additional information about the process can be found [here](#).

Signing-Up for a MyDovetale Account

Access MyDovetale online using a computer or a mobile device. Any patient of St. Joe's may be eligible for a MyDovetale account.

Enrolment can be done at your clinic, at the Health Information Management Department ("HIM") or online. Each patient must register using their own email address or cell phone number. We are not permitted to send an instant activation link to a shared email address or cell phone number that does not belong solely to the patient.

Although using a shared email is technically possible, we do NOT recommend this because details about your MyDovetale account, all future MyDovetale notifications, scheduling information, and other aspects about your sensitive personal health information may be sent to that address.

Sign-up through the MyDovetale Support Team

To request a MyDovetale account, you may contact the MyDovetale Support Team by sending an email to mydovetale@stjoes.ca. A staff member will assist with activating your account by sending an email or text message containing a link to register for your MyDovetale account. We will also update your contact information to reflect the most recent/current email you have provided.

Sign-up with an Activation Link and Medical Record Number

Your clinic, HIM, or the MyDovetale Support Team can send you an activation link and your Medical Record Number (MRN) to sign up for a MyDovetale account. Please note, your MRN is a unique number that identifies you, as a patient at SJHH. Please do not share this number with others.

Register Yourself Online

You can register for a MyDovetale account by following the link [here](#) and complete the self registration form that applies to you under **New User?**.

Requirements for Your Username and Password

MyDovetale username – Your username should **not** be your email address.

- **Password** – Your password must meet the following requirements:
 - Your password must be different from your MyDovetale username.
 - Must be 8 characters or more
 - Must include at least one letter
 - Must include at least one number
 - Must include one uppercase character
 - Must include one special character (such as ! @ # \$ % ^ & *, etc.)

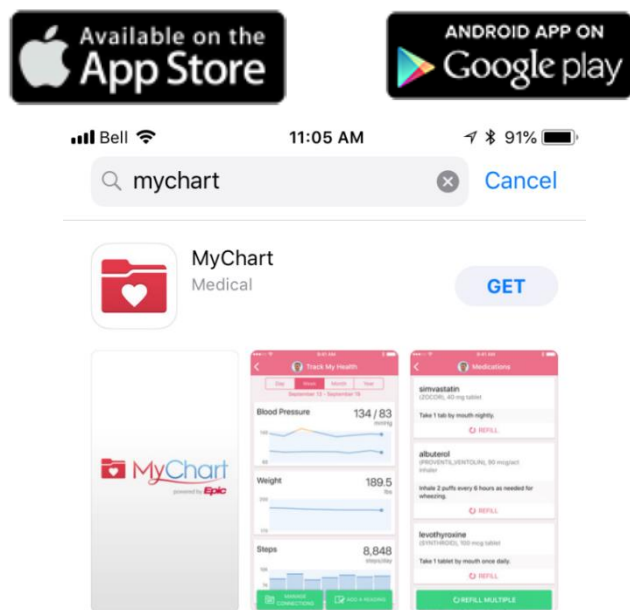
NOTE: Your password will never expire; however, your account will be disabled after 5 unsuccessful login attempts.

When you are setting up your account, make sure to set your notification preferences. For more information, see the heading 'Setting your Communication Preferences' below.

MyDovetale Mobile App

MyDovetale is accessible via the mobile application, **MyChart**. Download the mobile application MyChart via the application store available on your mobile device (App Store or Google Play Store).

NOTE: Please note that when you download the application it will be called MyChart and when you log into the Mobile Application it will re-brand to MyDovetale.



Providing Others Access to your Health Information via MyDovetale

***All screenshots of MyDovetale from this point forward in the guide are taken from the MyDovetale website**

Proxy access is a method of permitting patients to authorize others to view their records in a secure way.

Patients, or their legal representative may authorize access to their MyDovetale account to a designated individual such as another person, spouse or family member. Legal guardians of minor patients (under 12 years of age) can also be linked to their child(ren)'s accounts. Regardless of the relationship of the designated and authorized individual, they are referred to as a "proxy". You can enable multiple proxies and each can be assigned a different level of access to your MyDovetale account based on your information sharing preferences and the individual's authority.

All proxies assigned to a minor patient's account will expire when the patient turns 12 and 16 years old. The patient may choose to reassign their guardian or a loved one as a "proxy", however, this decision is left to their discretion.

To enable proxy access via MyDovetale, the patient or their legal representative must contact the Health Information Management Department by email or phone. HIM staff will then happily assess your request and assist as appropriate.

Contact HIM at:

Charlton Campus
50 Charlton Avenue East
Hamilton, Ontario L8N 4A6
Phone: 905-522-1155 ext. 33415
mydovetale@stjoes.ca

Revoking a Proxy's Access to your MyDovetale Account

Should you wish to revoke proxy access from an individual, you can do so through MyDovetale. This can be done by navigating to **Menu > Personalize > Revoke Access**, or by contacting HIM.

NOTE: You are responsible for managing access of identified proxies, including termination of access for proxies (when applicable).

The screenshot shows the 'Personalize' section of the MyDovetale interface. At the top, there's a navigation bar with 'Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. The 'Personalize' section is titled 'Whose Records Can I View?'. It contains a table with columns: Photo, Account Name, Nickname, and Access Until. The first row shows 'Mike Smith' with nickname 'Mike' and 'This is your own MyDovetale account.' Below this is an 'Edit' button. The second section is 'Who Can View My Record?' with a toggle set to 'Active'. It contains a table with columns: Access Until, Account Stat..., and a 'Revoke access' button circled in red.

Photo	Account Name	Nickname	Access Until
	Mike Smith	Mike	This is your own MyDovetale account.

Edit

Who Can View My Record? Active

	Access Until	Account Stat...
<input checked="" type="radio"/> Leaf Autumn	31/12/2023	Inactive

Revoke access

Viewing a Proxy Account

If you have been assigned proxy access to another patient, you will be able to toggle between your personal MyDovetale account and those you have been granted proxy access to by clicking on the various profiles beside the Log Out button. The screenshot below shows an example of a proxy view in a web browser.

The screenshot shows the MyDovetale interface with a 'Welcome!' message and a user profile 'Priscilla' with a notification badge '2'. On the right side, there's a 'Log out' button and a dropdown menu for account switching. The dropdown menu is open, showing 'Priscilla Switch' and two options: 'P Priscilla' and 'T Teen'.

MyChart by Epic | mydovetale | St. Joseph's Healthcare Hamilton | Log out

Menu | Visits | Messages | Test Results | Medications

Welcome!

P Priscilla 2

P Priscilla Switch

- P Priscilla**
- T Teen**

Logging Into MyDovetale

1. In your web browser, enter www.mydovetale.ca and access the login page.
2. Enter your MyDovetale username and password and click **Sign In**.
3. Your account will be disabled after 5 unsuccessful login attempts.

Coronavirus/COVID-19 Alert

Please call ahead to notify and speak to your clinic if you have:

- A fever 37.8 degrees or greater
- A new onset cough or worsening cough or difficulty breathing
- One or more of the following – new or worsening symptoms? (not attributed to any other cause), sore throat, difficulty swallowing, headache, runny nose, nasal congestion, nausea, vomiting, diarrhea, abdominal pain, muscle aches, chills, unexplained fatigue/malaise, loss of sense of smell, or taste or both, conjunctivitis (Pink eye)
- Been in contact with someone with probable or confirmed COVID-19? (Without wearing appropriate PPE)
- Are 70 years or older and experiencing any of the following: delirium, acute cognitive decline, unexplained or increased number of falls, worsening of chronic conditions
- Travelled outside of Canada in the last 14 days?

MyDovetale Username

Password

Sign in

[Forgot Username?](#) [Forgot Password?](#)

Received an Activation Code?

Activate Account

Recovering Your Username and Password

If you have forgotten your login details, you can select **Forgot Username?** or **Forgot Password?** Your MyDovetale account will be disabled after 5 unsuccessful login attempts.

mydovetale
St. Joseph's Healthcare Hamilton

Recover Your MyDovetale Username

Please verify your personal information.

First Name

Last Name

Date of Birth

dd / mm / yyyy

Medical Record Number

SUBMIT

If you have an e-mail address on file then your MyDovetale Username will be sent to your e-mail account.

If you do not remember any of this information, or you do not have a valid e-mail address on file, you will have to contact your MyDovetale clinic at 905-522-1155 to help you regain access to your MyDovetale account.

New to MyDovetale?

SIGN UP ONLINE

Download on the App Store

GET IT ON Google Play

FAQs Terms and Conditions High Contrast Theme

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Selecting **Forgot Username?** will bring you to this screen where you will enter your name, date of birth, and medical record number. Your username will then be sent to your e-mail account.

mydovetale
St. Joseph's Healthcare Hamilton

Password Reset

Please verify your personal information.

MyDovetale Username

Date of Birth

dd / mm / yyyy

Medical Record Number

NEXT

If you do not remember any of this information, you will have to contact MyDovetale support at mydovetale@stjoes.ca to regain access to your MyDovetale account.

Download on the App Store | GET IT ON Google Play

[Interoperability Guide](#) [FAQs](#) [Privacy Policy](#) [Terms and Conditions](#) [High Contrast Theme](#)

MyChart® licensed from Epic Systems Corporation © 1999 - 2020

Selecting **Forgot Password?** will bring you to this screen where you will enter your MyDovetale username, date of birth and medical record number. Then you will be able to reset the password.

If you do not remember your username, password and/or medical record number, please contact the Health Information Management Department or send an email to mydovetale@stjoes.ca

Changing the Email Address Associated with Your Account

To change the email that is associated with your MyDovetale account, go to **Menu > Personal Information > Contact Information**

Account Settings

- Personal Information**
- Security Settings
- Personalize
- Change Your Shortcuts
- Communication Preferences
- Back to the Home Page

Once under the 'Contact Information' page, select **EDIT**.

Contact Information

123 highway drive
Stoney Creek ON L8J 2Y4

Going somewhere for a while?
[Add a Temporary Address](#)

905-968-5215

Not entered

EDIT

Enter new email address, and select **SAVE CHANGES**.

Contact Information

Going somewhere for a while? [Add a Temporary Address](#)

Country
Canada

Street Address
123 highway drive

City
Stoney Creek

State
Ontario

ZIP

Home Phone
905-968-5215

Mobile Phone

Work Phone

Email

SAVE CHANGES

CANCEL

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Changing Your Password

To ensure that your medical information stays protected, consider changing your MyDovetale password periodically. To do so, go to **Menu > Account Settings > Security Settings**.

Security Settings

Change Password

Your password must meet the following requirements:

- Your password must be different than your MyDovetale Username.
- Must be 8 characters or more
- Must include at least one letter
- Must include at least one number
- Must include one uppercase character
- Must include one special character (such as ! @ # \$ % ^ & *, etc.)

Current Password:

New Password:

Confirm New:


Save password














Setting Your Communication Preferences

You can select your communication/notification preferences by navigating to **Menu > Account Settings > Communication Preferences**. Here you can choose the method of notification – either e-mail, text, or mail – for upcoming appointments, new messages, new test results, questionnaires, account management items, and more. After you have selected your preferences, click **Save**. These messages will not contain any personal health information. Please ensure your MyDovetale account is up to date with a valid email address or phone number.

Communication Preferences

Choose how you would like to receive MyDovetale notifications. You can manage your settings for push notifications on your mobile device.

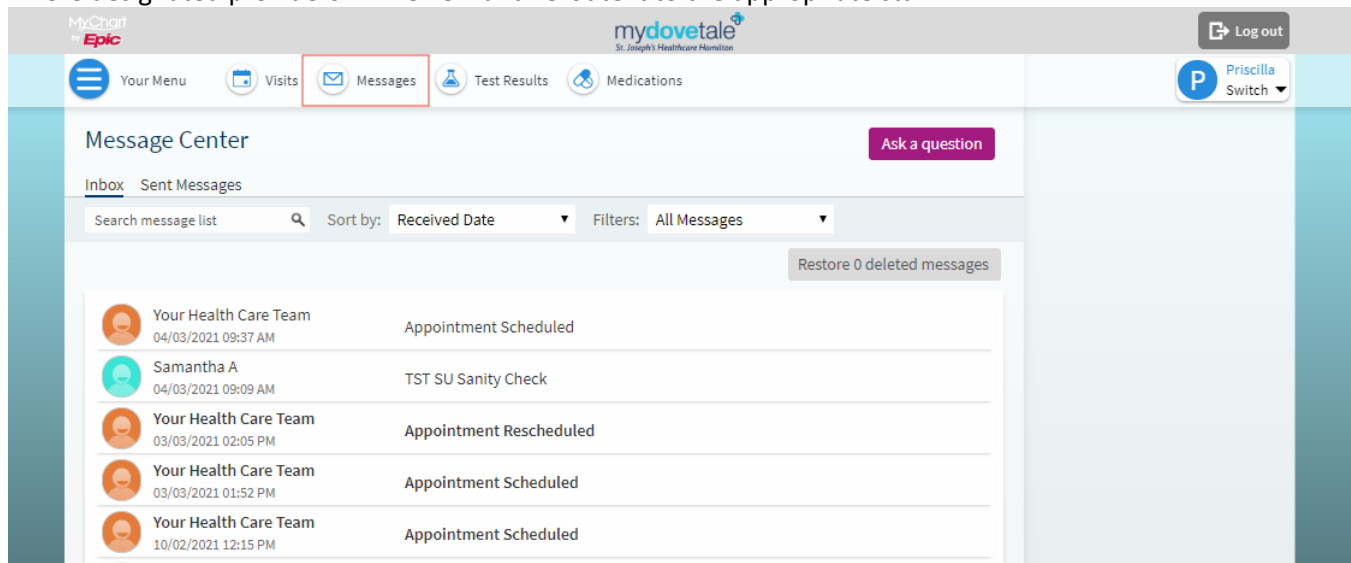
 You have elected to not receive text message notifications from MyDovetale. Sign up now.

	Email	Text	Mail
Appointments Alerts and notifications about upcoming or past appointments.			
Messages Receive updates from your healthcare organization.			
Health Notifications when new information is available about your care.			
Questionnaires Alerts when questionnaires are available or due.			
Account Management Receive alerts about account updates.			
Telehealth Alerts for current telehealth visits			

[Save changes](#)

Messaging Within MyDovetale

You can read any messages sent by your St. Joseph's care team by going to your InBasket via **Messages > Message Center**. Click on the message you want to read. Please note, the message will be routed to the clinic, where designated providers will review and reroute it to the appropriate staff.



NOTE:

- Remember that deleting a message from your inbox does not mean that it is deleted in MyDovetale.
- Any information provided through MyDovetale may become part of your legal medical record and as such, may be used and disclosed as permitted or required by law.

Asking your Care Team a Medical Question

If you have a non-urgent medical question, you can send a message to your St. Joseph's care team. The message will be reviewed by your care team and you will receive a response from one of your providers within 3 business days. You can elect to have MyDovetale notify you via email or text message when new information is added to your MyDovetale account. Please contact your clinic if you have not received a response after 3 business days.

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.

1. Navigate to **Messages > 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.
3. Select a subject for your message and enter your question.
4. When you are finished, click **Send**.

The screenshot shows the 'Ask a Medical Question' interface within the MyChart by Epic system. The top navigation bar includes 'Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. A user profile for 'Daniel' is visible in the top right corner. The main content area is titled 'Ask a Medical Question' and includes a help icon. Below the title, there is instructional text: 'All pieces of information are required to request medical advice. You will receive message responses from your care team members in MyDoveTale within 3 business days. As a reminder, any urgent questions should be directed to your care team via phone or in-person. Please contact your clinic at 905-522-1155 if you have not received a response after 3 business days. Please note, when selecting a physician as the recipient, your message will be sent to a group of SJHH staff supporting the physician and their clinic.' The form contains two required dropdown menus: '* Choose a Recipient' and '* Select a Subject -'. Below these is a large text area for the question, marked with a red asterisk. At the bottom, there are 'Send' and 'Cancel' buttons.

If you would like to view all your sent messages, navigate to **Messages > Message Center** and click **Sent Messages**

The screenshot displays the 'mydovetale' web application interface. At the top, there's a navigation bar with 'MyChart by Epic' and 'mydovetale St. Joseph's Healthcare Hamilton' logos. A 'Log out' button is in the top right. Below the navigation bar, a menu includes 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. The 'Messages' section is active, showing a 'Message Center' with an 'Inbox' and 'Sent Messages' tab. A search bar and a 'Sort by: Sent Date' dropdown are present. A list of five sent messages is shown, all from 'Samantha A' and marked as 'Not yet read by staff'. A 'Restore 0 deleted messages' button is also visible.

Sender	Subject	Status
Samantha A 04/03/2021 09:11 AM	RE: TST SU Sanity Check	Not yet read by staff
Samantha A 04/03/2021 09:11 AM	Questionnaire Submission	Not yet read by staff
Samantha A 12/01/2021 11:20 AM	RE: Testing	
Samantha A 12/01/2021 11:20 AM	Questionnaire Submission	Not yet read by staff
Samantha A 14/12/2020 02:54 PM	Questionnaire Submission	Not yet read by staff

This screen will show your sent messages.

Viewing Your Upcoming & Past Appointments

You can view your past appointments up to a year or future appointments up to 90 days at St. Joseph's by navigating 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)

The screenshot displays the 'mydovetale' interface for 'Appointments and Visits'. The top navigation bar includes 'Menu', 'Visits' (highlighted with a red box), 'Messages', 'Test Results', and 'Medications'. The user is logged in as 'Daniel'. The main section is titled 'Appointments and Visits' and shows a 'Show: Upcoming and Past' filter. Under 'Upcoming Visits', a card for 'Fri 5 MAR' shows a 'GN Follow Up' with a physician and interfaces, starting at 11:00 AM EST at 'Kidney Care Clinics'. Buttons for 'eCheck-In' and 'Details' are present. The 'Past Visits' section shows a 'Last 3 Months' view with cards for telemedicine and treatment sessions from February 2021. A calendar on the right shows the current date as March 5th.

Viewing Your Plan of Care

Your plan of care is found under **Menu > My Record > Plan of Care**. It shows your current health goals, any items on your 'To-Do' list, and a summary of your most recent test results. Along the right side of the page is also a list of your current medications, and the members of your care team.

My Plan of Care

Summary

Goals

Your care team has not set any goals for you.

To Do

AMB REFERRAL TO CONCURRENT DISORDERS (YOUNG ADULT) DT
Expires: 19 Feb 2023
Ordered by RABBAT, CHRISTIAN GEORGE, MD on 19 Feb 2021
Expected: 19 Feb 2021

March 2021

S M T W T F S

1 2 3 4 5 6

Medications

This Medication Review section is a list of your active SJHH medications. This is not a prescription and cannot be used to re-order or replace a paper prescription at your pharmacy. **Call 911 if you have an emergency.**

carBAMazepine 200 mg CR tablet
Commonly known as: TEGretol CR

LORazepam 1 mg tablet
Commonly known as: ATIVAN

a-carnit-ALA-choline-biot-lut 282-133.3-33.3 mg capsule

View your pending updates

Care Team and Recent Providers

Viewing Your Test Results

You can view test results 24 hours after they become available. You will receive a notification when new results are available in MyDovetale, if you have turned on your notification settings.

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

Test Results

Please note, point of care testing results are not available in MyDovetale at this time (includes panbio testing).

Search this list ☒ Show hospital results

Test	Ordered By	Date
COVID-19 PCR	Physician Cardiothoracic S...	3 Sep 2020

There are no more test results available.

[Back to the home page](#)

NOTE: You can filter the test results to show only external test results (results from outside of St. Joseph's) by un-checking **Show Hospital Results**. Most of the external labs in Ontario show results in MyDovetale, but not all.

Viewing Your Diagnostic Imaging Reports

As of February 10, 2020, you will have access to your St. Joseph's Healthcare Hamilton Diagnostic Imaging Results.

The following types of results will be available to you: Computerized tomography (CT), Fluoroscopy, Interventional Radiology (IR), X-Ray, Magnetic Resonance Imaging (MRI), Mammography and Ultrasounds (US), one day after they are finalized. Please note you will be able to view the diagnostic report only, not the diagnostic images themselves.

We cannot guarantee that your physician has reviewed these results by the time they are made available in MyDovetale.

- If you wish to access a copy of your diagnostic images on a CD, please contact the SJHH Film Library at 905-522-1155 ext. 33606. Please note that these requests may be subject to fees.
- If you wish to access a copy of any diagnostic imaging reports from prior to February 10, 2020 or not found on MyDovetale, you will need to submit a formal [Request for Access to Personal Health Information Information](#). Please note that these requests may be subject to fees.

Viewing Your Current Medications & Allergies

To view your current medications, navigate to **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. If there are medications missing please contact your care team.

The screenshot shows the MyDovetale interface. At the top, there's a navigation bar with 'Menu', 'Visits', 'Messages', 'Test Results', and 'Medications' (highlighted with a red box). A 'Log out' button is in the top right. Below the navigation bar, the 'Medications' section is displayed. It includes a disclaimer: 'This Medication Review section is a list of your active SJHH medications. This is not a prescription and cannot be used to re-order or replace a paper prescription at your pharmacy. Call 911 if you have an emergency.' Below this, two medication entries are shown:

- carBAMazepine 200 mg CR tablet**
Commonly known as: TEGretol CR
Take 1 tablet (200 mg total) by mouth twice a day. do not crush, chew, or split.
- LORazepam 1 mg tablet**
Commonly known as: ATIVAN
Take 1 tablet (1 mg total) by mouth at bedtime if needed for up to 28 days.

Each medication entry has a 'Remove' button. The 'carBAMazepine' entry also has a table with details:



Prescription Details	Refill Details	Pharmacy Details
Prescribed 10 February 2021 Approved by RABBAT, CHRISTIAN GEORGE, MD	Quantity 60 tablets	SHOPPERS DRUG MART 1000 Golf Links Rd, Ancaster ON L9G 3K9 905-304-0097

NOTE: The Medication Review section is a list of your active St. Joseph's medications. This is not a prescription and cannot be used to re-order or replace a paper prescription at your pharmacy.

To view your current allergies, navigate to **Menu > Health Summary > 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. If there are incorrect or missing allergies please contact your care team.

MyChart by Epic mydovetale⁺ St. Joseph's Healthcare Hamilton Log out


Menu Visits Messages Test Results Medications


Health Summary  


Use the links to jump directly to a section of your Health Summary.

Current Health Issues Medications **Allergies** Immunizations

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


Penicillin G Benzathine
Rash
Added 28/10/2020


Penicillin G Procaine
Added 6/11/2020


Penicillins
Hives
Added 6/11/2020

Viewing a Summary of Your Health Information



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

This summary includes:

- Current Health Issues
- Medications
- Allergies
- Immunizations

MyChart by Epic mydovetale⁺ St. Joseph's Healthcare Hamilton Log out

Menu Visits Messages Test Results Medications

Health Summary  

Use the links to jump directly to a section of your Health Summary.

Current Health Issues Medications Allergies Immunizations

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

Asthma
Added 21/12/2020

Chronic airway obstruction
Added 30/12/2020

Responding to Questionnaires from Your Clinic

Your St. Joseph's care team can opt to 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 **Menu > My Record > 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.

Questionnaire	Due Date
Patient Questionnaire (Bedtime) Attached to a message from Emma S received 22/2/2021 ⓘ	-
Patient Questionnaire (Morning) Attached to a message from Emma S received 23/2/2021 ⓘ	-
Patient Questionnaire (Bedtime) Attached to a message from Emma S received 23/2/2021 ⓘ	-

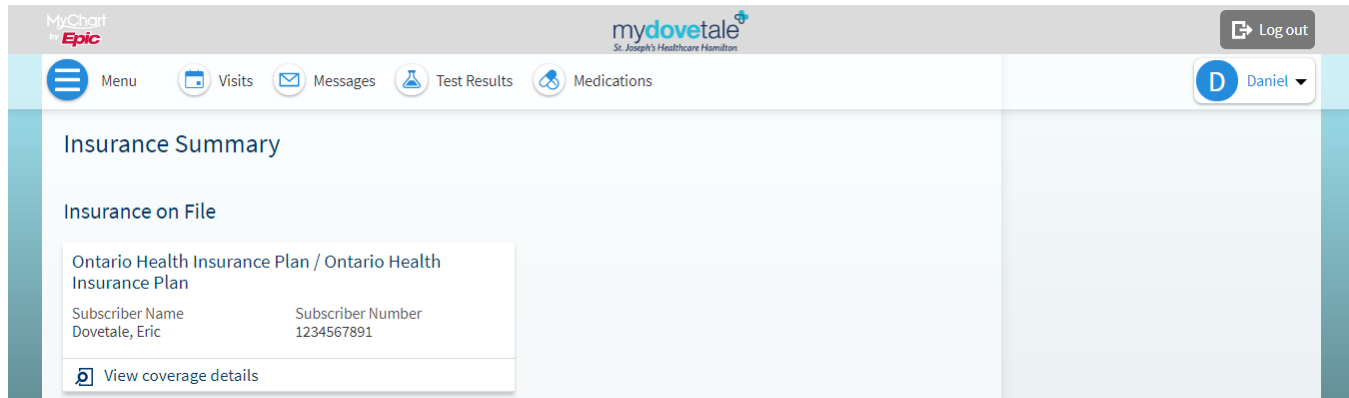
Conducting a Virtual Video Visit with Your Care Team

MyDovetale offers you the option to conduct medical visits with your care team virtually through the Zoom application. If you would like to conduct your visit virtually, ask your clinic if you are eligible to do so. If you would like to know more about our virtual care process, click [here](#).

You can conduct a video visit from a desktop computer or a personal device like an iPhone, Android, or Tablet.

Billing Information

By navigating to **Menu > Insurance Summary** you will be able to see your insurance information on file. The **Coverage Details** option shows the same information.



Requesting Access to your Personal Health Information through MyDovetale

If you would like to request access to your health records that are not found in MyDovetale, you will need to submit a formal [Request for Access to Personal Health Information Information](#).

To do this, contact the Health Information Management team at St. Joseph's ([Click Here](#)). You can also contact HIM at ext. 33415 or relinfo@stjoes.ca. You will have the option to receive your documents one of three ways:

1. Receive paper copies of your original documents
2. Receive your documents online through secure email
3. Receive your documents via MyDovetale

Please note that all requests are subject to a \$30 + HST processing fee and additional fees for copying, retrieving and special handling where applicable. You will receive a letter informing you of any expected fees for processing your request. You can then submit payment by cash, credit (in person or over the phone), or certified cheque (made payable to "St. Joseph's Healthcare Hamilton"). Once payment has been received, your request will be completed. You can find a copy of HIM Fee Schedule [here](#).

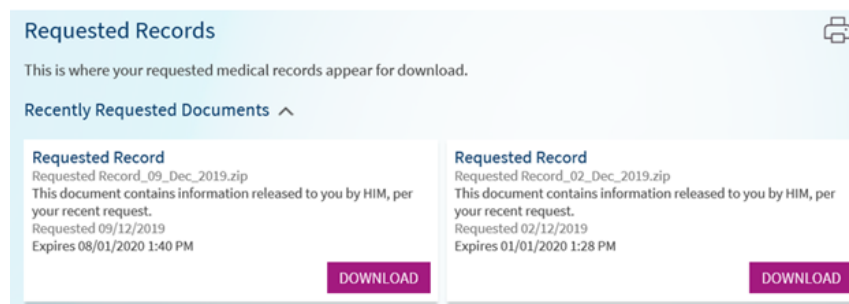
Viewing the Requested Information through MyDovetale

To view the requested information in MyDovetale, navigate to **Menu > My Record > Document Center**



In the document center you will see the records that you have requested in the past (if any), the date they were requested and the date they will expire. Your released records will be available to download for 30 days after the date of release.

To download the documents, select the **download** button.



MyDovetale Technical Support

Please contact your clinic or the MyDovele Support Office at mydovetale@stjoes.ca if you have any questions related to MyDovetale.

Additional FAQs

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

Over the next few months, MyDovetale will be expanded to several St. Joseph's outpatient clinics. An evaluation will be completed after each roll-out to teach us about how patients will use MyDovetale. We will also ensure that the patients that use MyDovetale will have adequate time to tell us what they find helpful or what can be improved.

Can I view medical notes written by my St. Joseph's care team?

In MyDovetale, you cannot see clinical notes written by your St. Joseph's care team. To access this information or to request a copy of your legal medical record, contact the Health Information Management team at St. Joseph's ([Click Here](#)).

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. Joseph's recommends that patients review and follow the below strategies to ensure that their health information is protected 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.
- Do not share your username and password with anyone.
- The application will automatically log you out if the screen remains idle for 10 minutes or more. It is strongly 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 (rather than just closing your browser).
- Please ensure proxy access is up to date; should you decide that you would like to take away proxy access from your family member or loved one, you can do this through your MyDovetale account.

If you have concerns or believe there has been a privacy breach, please connect with the Privacy Office 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 my care providers and I) 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, excluding secure messaging. Messages are intended for non-clinical communication; however if messages are clinical in nature, the care provider will make a note of the discussion which will then 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 St. Joseph's care team and that 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.

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 St. Joseph's 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 St. Joseph's 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 initiate a request for correction to personal health record, please submit the chart correction request form found [here](#)

What happens if my activation link does not work?

Your activation link will expire after 24 hours and will no longer be valid after the first use. To generate a new activation code you may contact mydovetale@stjoes.ca or HIM. You may also resubmit your request by completing one of our self registration forms found on the www.MyDovetale.ca homepage.

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 (ie. Demographic information, telephone number, next of kin etc.) will be reviewed by HIM prior to updating the hospital database. You may be contacted by phone to verify these details.

To activate/deactivate your account, contact the MyDovetale Support office (information below).

Contact Information

If you require further assistance with using your MyDovetale account, contact the MyDovetale email account: mydovetale@stjoes.ca.