



Joining compassion with technology

MyDovetale Patient Guide

May 2022



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About MyDovetale

St. Joseph's Healthcare Hamilton (St. Joe's) 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. Joe's Care Team; your Care Team can include nurses, physicians and other support staff
- *View all appointments* at St. Joe's
- *Cancel and request appointments* at participating clinics
- *Launch video visits* with your St. Joe's 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 **St. Joe's Health Information Management Department**. Please note this type of request may be subject to fees.

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

Contact HIM: 905-522-115 ext. 33415 or mydovetale@stjoes.ca

If you believe there is an error within your health record, you can request a correction of that information by submitting your request to the **St. Joe'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 a correction to personal health record can be found [here](#), and additional information about the process can be found [here](#).

Accessing MyDovetale

MyDovetale can be accessed either by the website or from the mobile application.

MyDovetale Website

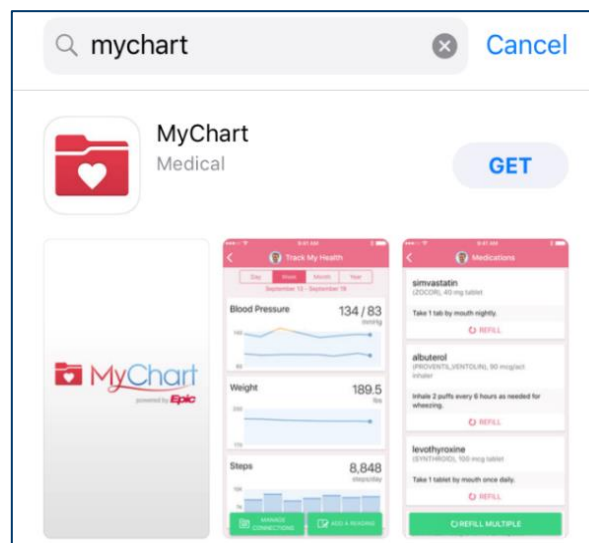
MyDovetale is accessible via the MyDovetale website. The link to the website is provided here:

<https://mydovetale.ca>

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 you will need to select 'St. Joseph's Healthcare Hamilton' as your organization, then the application will automatically re-brand to MyDovetale.



Signing-Up for a MyDovetale Account

Access MyDovetale online using a computer or a mobile device. Only patients receiving care at participating clinics can use MyDovetale. **Find out if your clinic is participating by asking your Care Team or by checking the list of participating units found at: www.stjoes.ca/dovetale/mydovetale.**

Enrollment can be completed at your clinic, at the Health Information Management Department, or at home with the instructions provided by your St. Joe's Care Team. 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 requesting a MyDovetale account.

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.

Register Yourself Online

You can submit a request to register for a MyDovetale account by following the link [here](#) and completing the applicable self-registration form under the **New User?** section.

New User?

- Due to the high volume of these requests and the manual processing required to activate these accounts, the activation time may be in excess of 72 hours.
- Please do not resend another request or email as this may result in further delays.

Please select and complete one of the following forms to request a new account:

I am over 16

I am 12-15

I want an account on behalf of a child 0-11

If you are uncertain which form is most suitable for your request, email mydovetale@stjoes.ca for assistance.

Complete the form and click **Submit** to request an activation link.

Sign-up with an Activation Code and Medical Record Number

Your clinic, the Health Information Management Department, or the MyDovetale Support Team can send you an activation code 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 St. Joe's. Please do not share this number with others.

1. From the [mydovetale.ca](#) login page, click **Activate Account** in the **Received an Activation Code?** Section.

Received an Activation Code?

Activate Account

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
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 signup 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

St. Joseph's

3. On the next page, setup the following:

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

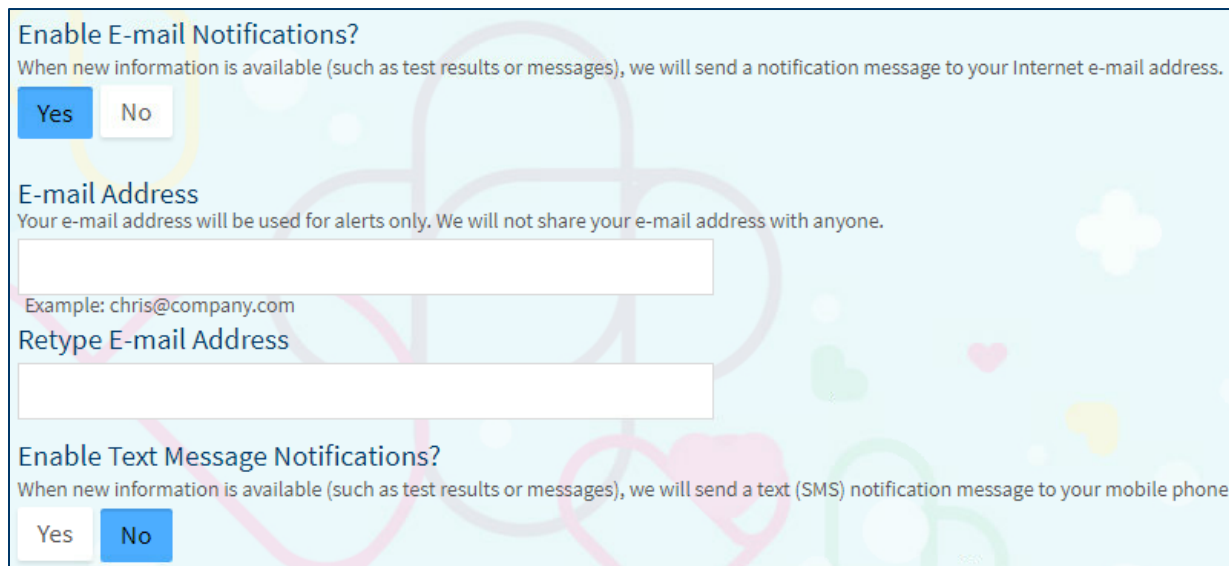
MyDovetale Password – Your password must meet the following requirements:

- 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.

4. On the next page, choose whether you want to receive notifications via email or text. If you decide to receive email alerts, enter your email address and if you decide to receive text alerts, enter your cell phone number. Email and text messages will notify you of messages or important changes in your MyDovetale

account. These messages will not contain any personal health information. Please ensure your MyDovetale account is up to date with a valid email address and/or phone number.



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.

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

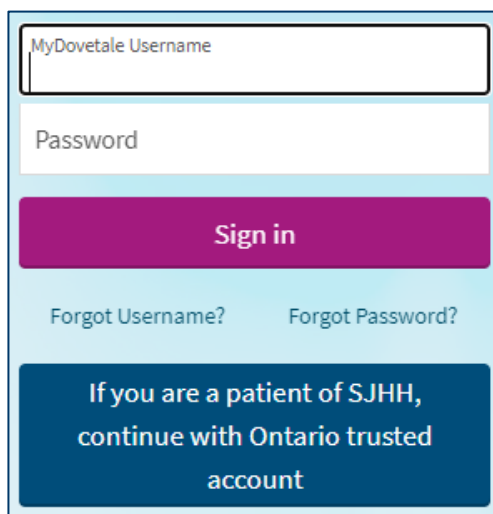
Enable Text Message Notifications?
When new information is available (such as test results or messages), we will send a text (SMS) notification message to your mobile phone.

Logging Into MyDovetale

From a Web Browser:

1. In your web browser, enter <https://mydovetale.ca> and access the login page.
2. Enter your MyDovetale username and password and click **Sign In**.

NOTE: Please note that MyDovetale is ending support for Internet Explorer browser. For best experience, please switch to a supported web browser such as Google Chrome, Mozilla Firefox, or Microsoft Edge to be able to easily access your MyDovetale account.




Sign in

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

**If you are a patient of SJHH,
continue with Ontario trusted
account**

From the Mobile Application:

1. Navigate to the MyChart application on your mobile device.
2. Ensure you select 'St. Joseph's Healthcare Hamilton' as your organization (this should only need to be selected the first time you log into MyDovetale after creating your account).
3. Enter your MyDovetale username and password and click **Log In**.



Recovering Your Username and Password

If you have forgotten your login credentials, you can select **Forgot Username?** or **Forgot Password?**.

NOTE: Your MyDovetale account will be disabled after 5 unsuccessful login attempts.

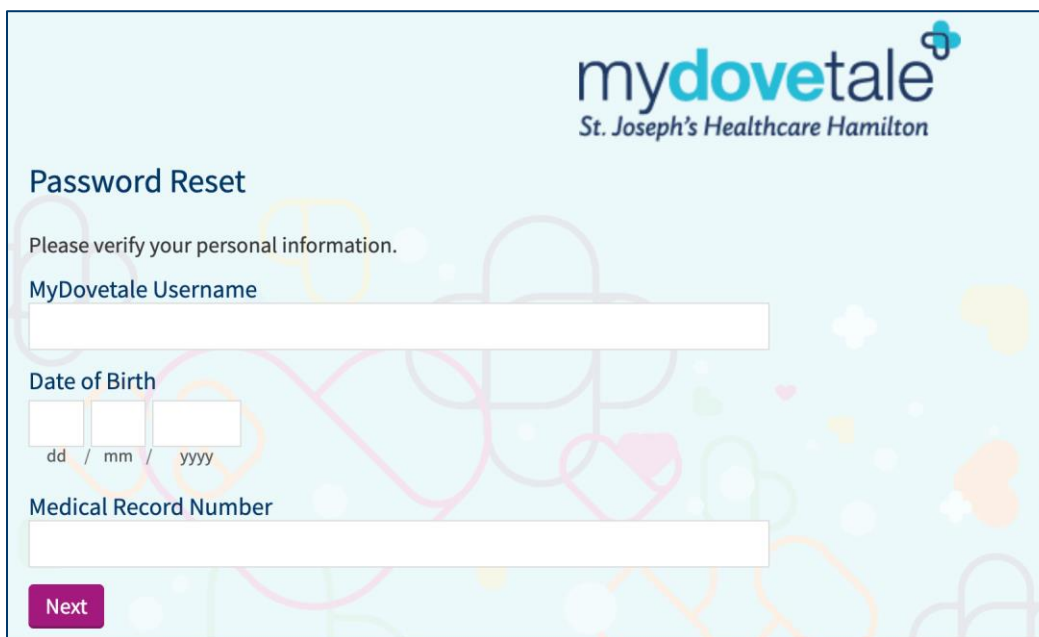
Selecting **Forgot Username?** will bring you to the screen below where you will enter your name, date of birth, and medical record number. Your username will then be sent to your email account.



The form is titled "Recover Your MyDovetale Username" and includes the MyDovetale logo and "St. Joseph's Healthcare Hamilton" text. It asks the user to "Please verify your personal information." and contains four input fields: "First Name", "Last Name", "Date of Birth" (with dd/mm/yyyy format), and "Medical Record Number". A purple "Submit" button is at the bottom left.

Selecting **Forgot Password?** will bring you to the screen below where you will enter your MyDovetale username, date of birth, and Medical Record Number. Then you will be able to reset your 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.



The form is titled "Password Reset" and includes the MyDovetale logo and "St. Joseph's Healthcare Hamilton" text. It asks the user to "Please verify your personal information." and contains three input fields: "MyDovetale Username", "Date of Birth" (with dd/mm/yyyy format), and "Medical Record Number". A purple "Next" button is at the bottom left.

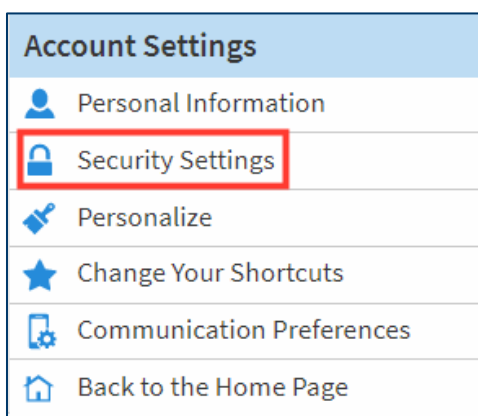
Deactivating Your MyDovetale Account

If you no longer want or need access to your MyDovetale account, you have the opportunity to deactivate your account. The following will apply once you deactivate your account:

- You will be logged out of MyDovetale and you will lose access to MyDovetale and its features
- You will no longer receive any communications directing you to log in to MyDovetale
- While you will no longer be able to access your account, your medical information and other associated data will not be deleted for legal requirements and to ensure that you continue to receive the best possible care from your healthcare providers
- MyDovetale Proxies associated with your account, will continue to have access to your medical information even after your account is deactivated, unless proxy access is revoked before deactivating your account

If you wish to deactivate your existing MyDovetale account:

1. Navigate to **Your Menu > Security Settings**.



2. Scroll to the bottom of the page and select **account deactivation page**.

Deactivate Your Account

To deactivate your MyDovetale account, go to the **account deactivation page**.

- Before deactivating your account please review the information regarding deactivation. If you have a MyDovetale Proxy please follow the steps provided to revoke any proxy's access before you deactivate your account, as needed.

Deactivate Your Account

By deactivating your MyDovetale account, you will be logged out and you will lose access to MyDovetale and its features.

You will no longer receive any communications directing you to log in to MyDovetale.

While you will no longer be able to access your account, your medical information and other associated data will not be deleted for legal requirements and to ensure that you continue to receive the best possible care from your healthcare providers.

If you have MyDovetale Proxies associated with your account please understand that they will continue to have access to your medical information even after your account is deactivated. In order to revoke proxy access before deactivating your account, follow these steps:

1. Log into MyDovetale
2. Select "Menu"
3. Select "Share My Record"
4. Select "Friends and family access"
5. Select the appropriate proxy/proxies and select "Revoke"

You will not be prevented from signing up for MyDovetale in the future. If you would like, you can contact your clinic or mydovetale@stjoes.ca to discuss options for reactivating your account.

Deactivate

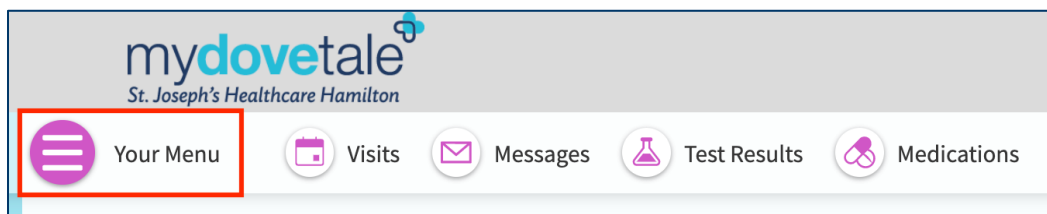
- To complete the deactivation process, select **Deactivate**.







Maintaining Your MyDovetale Account

Updating Your Contact Information

To update your contact information on your MyDovetale account

- Navigate to **Your Menu > Personal Information > Contact Information**.



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

- Under 'Contact Information', select **Edit**.

Contact Information

123 anywhere st

hamilton ON H0H 0H0

111-444-7777

Mobile phone not ent...

Work phone not entered

Email not entered

Going somewhere for a while?

[Add a temporary address](#)

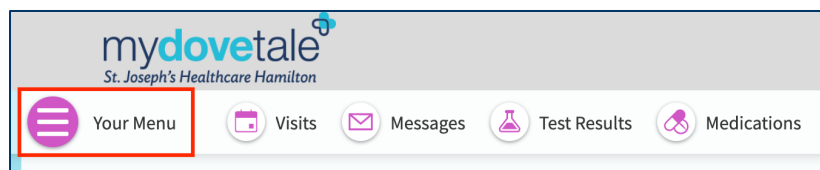
Edit

- Once your contact information has been updated, select **SAVE CHANGES**.

Changing the Email Address Associated with Your Account

To change the email that is associated with your MyDovetale account:

- Navigate to **Your Menu > Personal Information > Contact Information**.



Account Settings

Personal Information

Security Settings

Personalize

Change Your Shortcuts

Communication Preferences

Back to the Home Page

- Under 'Contact Information', select **Edit**.

Contact Information

123 anywhere st

hamilton ON H0H 0H0

111-444-7777

Mobile phone not ent...

Work phone not entered


Email not entered

Going somewhere for a while?

[Add a temporary address](#)

Edit

- Enter the new email address to associate with your MyDovetale account, 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

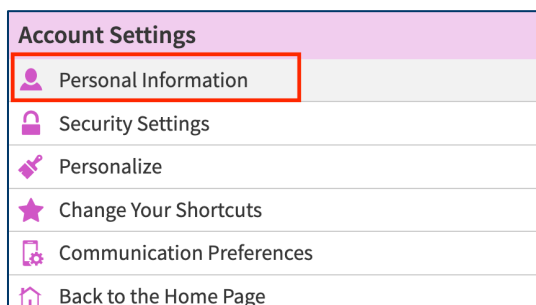
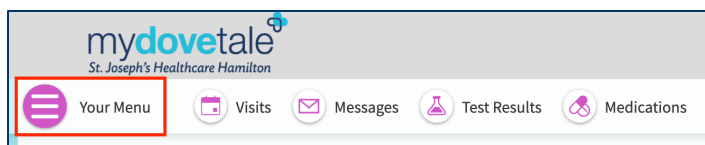
SAVE CHANGES

CANCEL

Updating/Adding Emergency Contact(s)

To add or edit your emergency contacts in your MyDovetale account:

- Navigate to **Your Menu > Personal Information > Family & Friends**.



Family & Friends

These people may be contacted in the event of an emergency.

Rosa Ravioli (Spouse)

Primary Contact

Address not entered

905-968-5215

Mobile phone not ente...

Work phone not entered

Email not entered

Edit

Remove

Roberto Ravioli (Brother)

Address not entered

519-653-5218

905-985-6789 (preferred)

Work phone not entered

Email not entered

Edit

Remove

- To add a new emergency contact, select **Add relationship**.

Family & Friends

These people may be contacted in the event of an emergency.

Rosa Ravioli (Spouse) Primary Contact

Address not entered

905-968-5215

Mobile phone not ente...

Work phone not entered

Email not entered

Edit Remove

Roberto Ravioli (Brother)

Address not entered

519-653-5218

905-985-6789 (preferred)

Work phone not entered

Email not entered

Edit Remove

Bob Walker (Other)

Address not entered

519-653-5218

Mobile phone not ente...

Work phone not entered

Email not entered

Edit Remove

John Smith (Adoptive Parent)

Address not entered

519-653-5218

Mobile phone not ente...

Work phone not entered

Email not entered

Edit Remove

+ Add relationship

- Once all necessary contact fields are complete, select **Save Changes**.

New Relationship

* First Name

* Last Name

Relationship

☐ Primary Contact

Country
Canada

Street Address

City Province Postal Code

Home Phone Mobile Phone

Work Phone Email

Save changes Cancel

To edit the contact information for an existing emergency contact:

1. Select **Edit** next to the contact information.

Family & Friends

These people may be contacted in the event of an emergency.

Rosa Ravioli (Spouse) Primary Contact

Address not entered

905-968-5215

Mobile phone not ente...

Work phone not entered

Email not entered

Edit Remove

Roberto Ravioli (Brother)

Address not entered

519-653-5218

905-985-6789 (preferred)

Work phone not entered

Email not entered

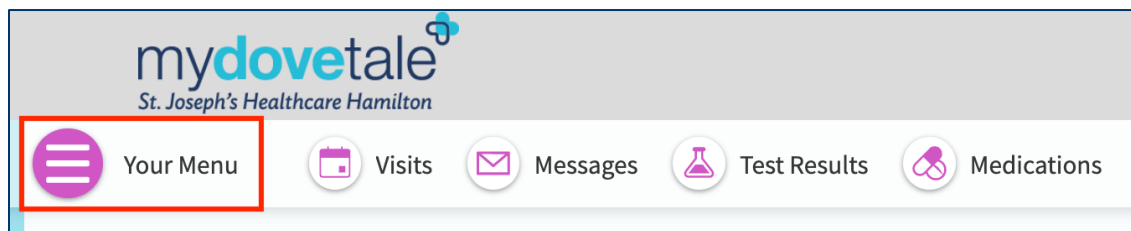
Edit Remove

2. Once Complete, select **Save Changes**.

Adding a Preferred First Name to Your Account

Preferred first name is the name by which you want to be addressed. This name can differ from your driver's license or birth certificate. If you would like to have a preferred first name associated with your MyDovetale account:

1. Navigate to **Menu > Personal Information > Details About Me**



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

- Under 'Details About Me', select **Edit**.

- Enter your preferred first name, and select **SAVE CHANGES**.

Adding Gender Identity to Your Account

If you would like to specify gender identity associated with your MyDovetale account:

- Navigate to **Your Menu > Personal Information > Details About Me**.

- Under the 'Details About Me' section, select **EDIT**.

Details About Me

Legal Sex Female

Gender Identity Transgender Male / Female-to-Male

Sex Assigned at Birth Female

Sexual Orientation Bisexual

Marital Status Married

Religion Catholic

Edit

- Enter your gender identity, and select **SAVE CHANGES**.

Details About Me

Information entered here may be visible to anyone with access to this legal medical record.

Preferred First Name

Preferred First Name is the name by which you want to be addressed. This name can differ from your driver's license or birth certificate.

Legal Sex
Female

Your legal sex is what is listed on your ID. This includes passports, driver's licenses, green cards, and other forms of official identification.

Gender Identity
Male

Save changes **Cancel**

Changing Your Password

To ensure that your medical information stays protected, consider changing your MyDovetale password periodically.

1. Navigate to **Your Menu > Security Settings > Change Password**.

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

Two-Step Verification Settings

Two-step verification is an additional level of security to help keep your account secure—even if someone has your password.

Turn on two-step verification

Setting Your Communication Preferences

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

Communication Preferences

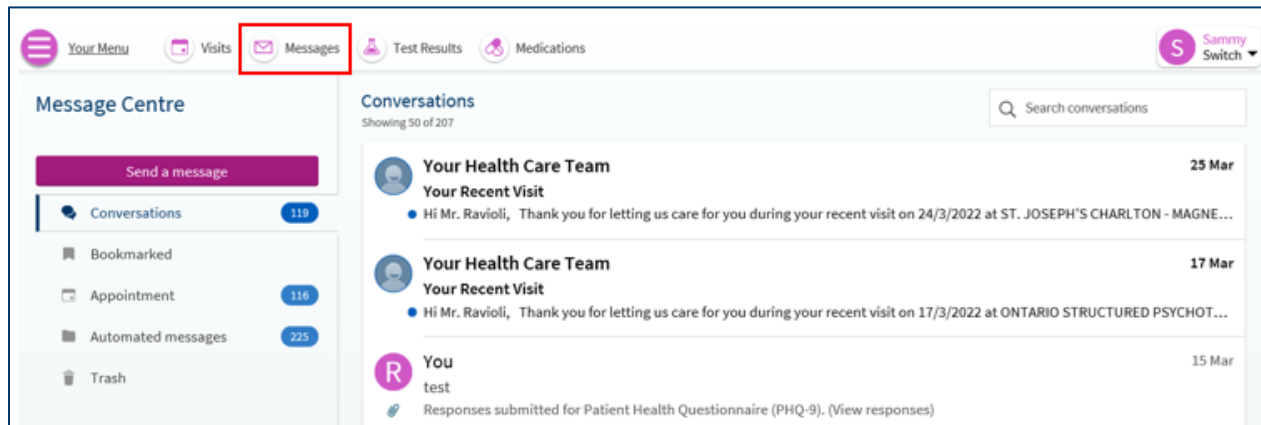
Choose how you would like to receive MyDovetale notifications. You can manage your settings for push notifications on your mobile device.

	Email	Text	Mail
Appointments Alerts and notifications about upcoming or past appointments.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Messages Receive updates from your healthcare organization.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Health Notifications when new information is available about your care.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Questionnaires Alerts when questionnaires are available or due.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Account Management Receive alerts about account updates.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Telehealth Alerts for current telehealth visits	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
To Do Notifications about tasks and changes to your To Do list.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Save changes

Messaging Within MyDovetale

You can view any messages sent to you by your St. Joe's Care Team by going to your **Message Centre** via **Menu > Messages** or by clicking **Messages** on the top toolbar. 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.



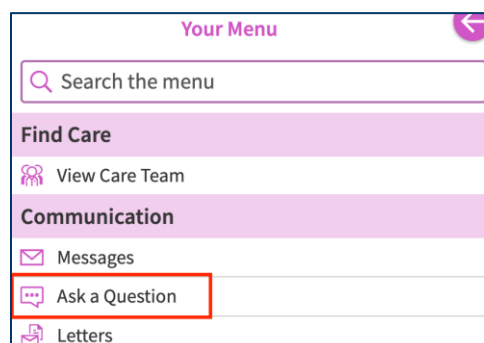
NOTE: Deleting a message from your inbox does not mean that it is deleted completely from MyDovetale. Any information provided through MyDovetale may become part of your legal medical record and as such, may be used and disclosed as permitted or required by law.

Asking Your Care Team a Medical Question

If you have a non-urgent medical question, you can send a message to your St. Joe'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 and/or text message when new information is available in your MyDovetale account. Please contact your clinic if you have not received a response after 3 business days.

NOTE: If you have any urgent concerns related to your health, please go to an Emergency Department or call 911 immediately.

1. Navigate to **Your Menu > Ask a Question**



2. A pop-up message window will appear on the screen. Read the information then select **Medical Question**.
3. You will now be brought to a screen where you can select a subject for your message.

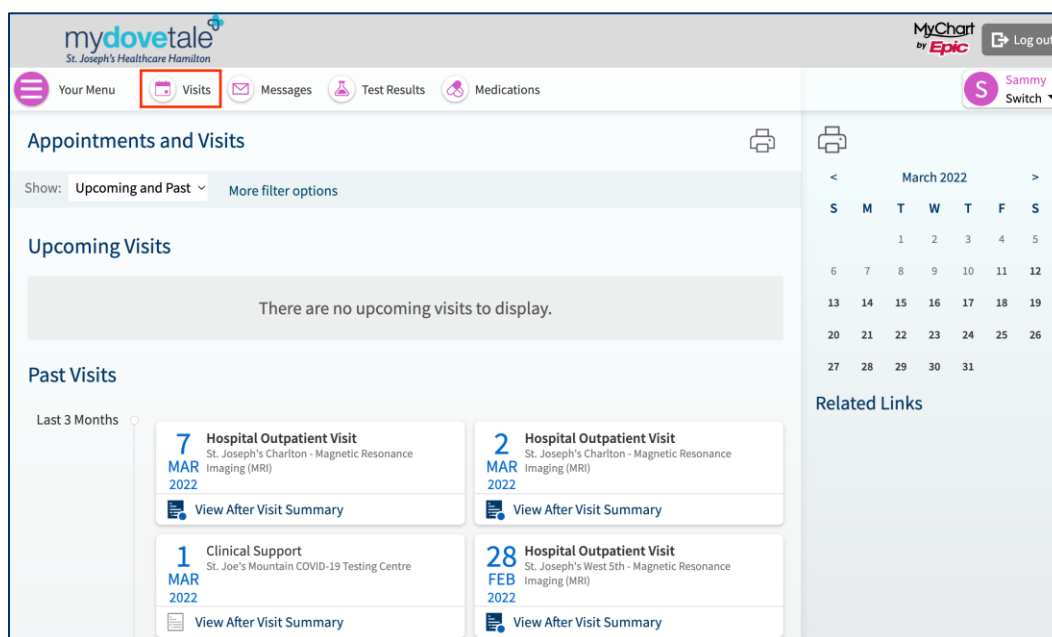
4. Once you have selected the type of message, select a recipient from the available list. You will only be able to send a message to a clinic or provider with whom you have had a visit with within the past year.
5. Enter a subject and your question or message.
6. When you are finished, select **Send**.

Viewing Your Upcoming & Past Appointments

You can view your upcoming appointments (up to 90 days) and your past appointments (up to one year) at St. Joe's by navigating to **Visits**.

Select a scheduled upcoming appointment or select **Details** to see more information such as:

- Date, time, and location of the visit
- Pre-visit instructions (if any)



Reviewing and Updating Your Information Before an Appointment

Within 7 days of your scheduled appointment, you will be able to review and update the following information:

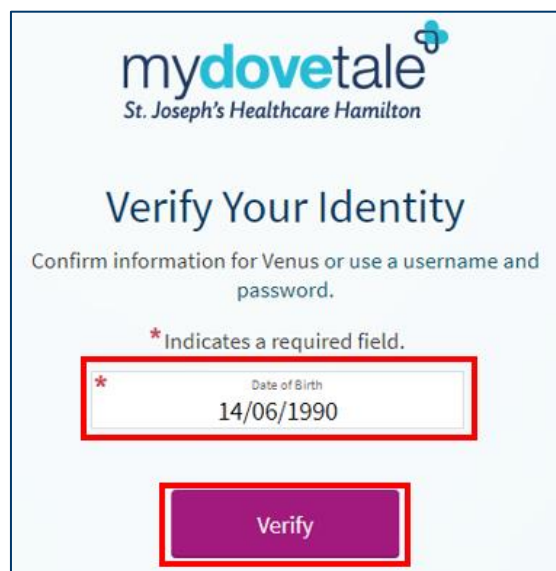
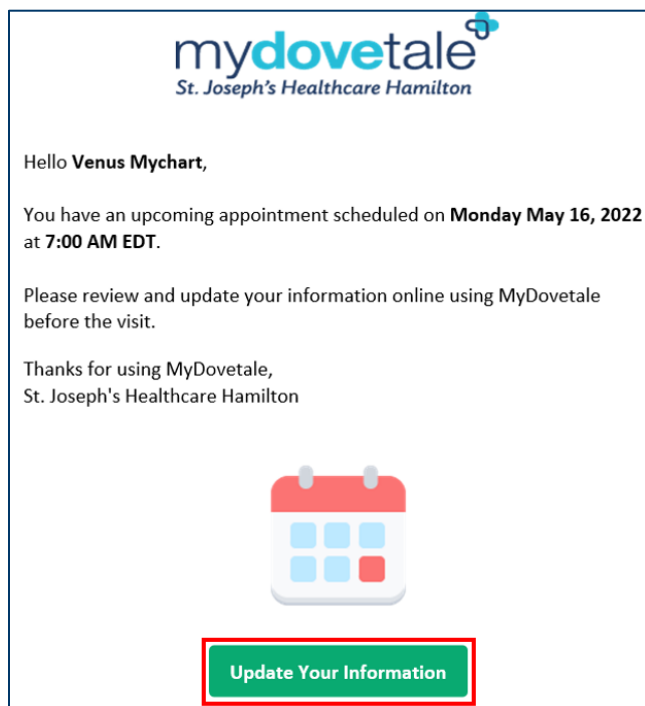
- Personal Information
- Medications
- Allergies
- Health Issues
- Appointment-related Questionnaires
- Hardware Test
- Location

NOTE: If you have multiple appointments within a 7-day period, you will only be prompted to review and update you information one time.

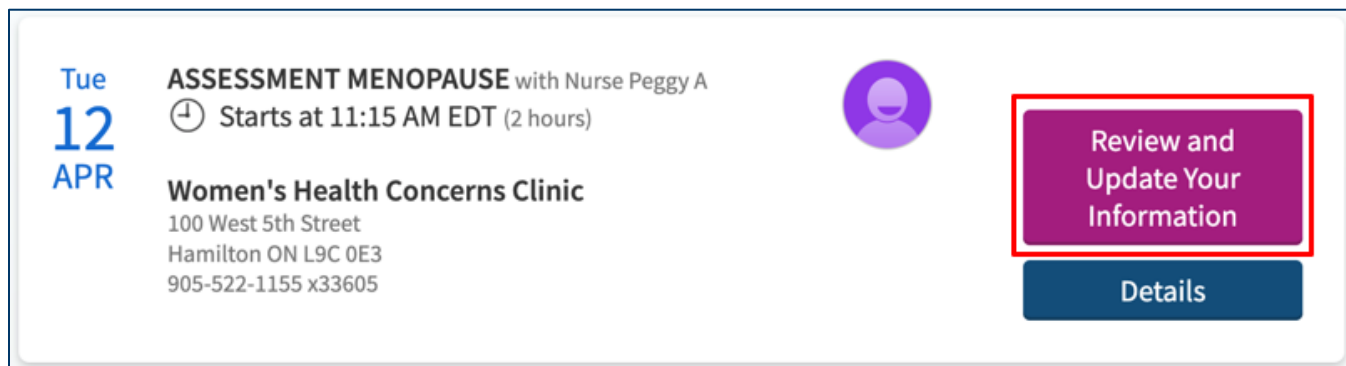
You can access the **Review and Update Your Information** section directly from the link automatically sent to your email/text (you will be prompted to enter your date of birth or by logging into your MyDovetale account 7 days prior to your scheduled appointment. Once logged into your MyDovetale account, any upcoming appointments will appear on the homescreen.

1. Select **Update Your Information** or **Review and Update Your Information**.

From the email/text notification:



When logged into your MyDovetale account:



2. Navigate through each of the prompts to review and update your personal information. Once complete, select **Next**.

Review and Update Your Information

Personal Info
 Medications
 Allergies
 Health Issues
 Questionnaires
 Hardware Test
 Location

Verify Your Personal Information

Contact Information

123 Main St W
SHELBURNE ON L9V 3K3

905-876-5748
905-000-0000
905-876-5748
bana@stjoes.ca

[Edit](#)

Details About Me

Legal Sex Female

Gender Identity Transgender Male / Female-to-Male

Sex Assigned at Birth Female

Sexual Orientation Bisexual

Marital Status Married

Language English

Religion Catholic

[Edit](#)

[Next](#)
[Finish later](#)

- On the next page, navigate through each of the prompts to review and update your current medications.
- If you are no longer taking a medication on the list, select **Remove**.

Review and Update Your Information

Personal Info
 Medications
 Allergies
 Health Issues
 Questionnaires
 Hardware Test
 Location

Do not take any medications during your admission unless your provider instructs you otherwise. Prescriptions are not refillable during your admission. If you have questions, consult your treatment team.

Current Medications

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

ibuprofen 200 mg tablet
Commonly known as: ADVIL
[Learn more](#)

Take 1 tablet (200 mg total) by mouth Every six hours if needed.

You have another medication with the same name.

Remove

bacitracin 500 unit/gram ointment
Commonly known as: BACITIN
[Learn more](#)

Apply 54 application topically Twice a day.

Remove

5. A pop-up window will display, where you can indicate the reason you are no longer taking the medication. This medication will be flagged to your Care Team for review. Once completed, select **Accept**.

Remove insulin glargine 100 unit/mL pen

Please give details about why you are no longer taking insulin glargine 100 unit/mL pen.

Medications will not be removed until your provider reviews them in a future visit.

Accept Go back

6. If you would like to report a new medication, select **Report a medication** at the bottom of the screen.

traZODone 100 mg tablet
Commonly known as: TRAZOREL
Learn more
Take 100 mg by mouth At bedtime.
Remove

multivitamin tablet
Learn more
Take 1 tablet by mouth Once a day.
Remove

+ Report a medication

Next Back Finish later


7. In the pop-up window, please search for the appropriate medication. Select the date you started taking the medication and any additional comments for your Care Team. Once complete, select **Accept**.


Report a medication that you are taking

Search for a medication

Report a medication that you are taking

This is not a refill request. Enter details about the medication below.

Name: Tylenol 325 mg capsule 

Start date: 


Comments:

Accept [Go back](#)


8. Once you have reviewed and updated your medications, select **Next** at the bottom of the screen.

omeprazole 20 mg EC tablet

Commonly known as: LOSEC


 [Learn more](#)

Take 20 mg by mouth Once a day. Do not crush, chew, or split.


 Remove


mometasone 100 mcg inhaler

Commonly known as: ASMANEX TWISTHALER

 [Learn more](#)

Inhale 1 puff (100 mcg total) At bedtime.

 Remove

 Report a medication

Next [Back](#) [Finish later](#)

9. On the next page, navigate through each of the prompts to review and update your current allergies.
10. If an allergy is incorrect or no longer applicable, select **Remove**.

Review and Update Your Information

Personal Info Medications **Allergies** Health Issues Questionnaires Hardware Test Location

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

Mango Rash Added 23/7/2021 Remove	Strawberry Itching, Rash Added 23/7/2021 Remove	Penicillins Swelling Added 23/7/2021 Remove
Sulfabenzamide Swelling, Rash Added 23/11/2021 Remove	Banana Rash Added 24/11/2021 Remove	1,4-Diaminobenzene Hemorrhagic stroke Added 6/12/2021 Remove

+ Report an allergy

11. A pop-up window will appear, here you can indicate the reason this allergy no longer applies. Once complete, click **Accept**.

Remove Environmental

Please describe why Environmental does not apply.

Accept Go back

12. If you choose to add a new allergy, select **Report an allergy**.

Ragweed Pollen Added 24/11/2021 Remove	Eggplant Hives, Swelling Added 24/11/2021 Remove	Abatacept Added 15/12/2021 Remove
Tomato Added 5/1/2022 Remove	Strawberry Added 6/1/2022 Remove	Carrot Added 17/1/2022 Remove

+ Report an allergy

Next Back Finish later

13. In the pop-up window, please search for the appropriate allergy. Select the appropriate allergic reactions to the allergen selected, when the allergy was identified, and any additional comments for your Care Team. Once complete, select **Accept**.

Report an Allergy

Search for an allergy

Report an Allergy

Enter details about your allergy below.

Name: Grass Pollen

Reactions:

Anaphylaxis Hives Shortness of breath Diarrhea Itching Photosensitivity

Swelling Anxiety Palpitations Dermatitis Rash Other (see comments)

Tinnitus GI bleeding Hemorrhagic stroke GI intolerance Angioedema

Drug hypersensitivity syndrome Stevens-Johnson Syndrome

Start date:

Comments:

Accept Go back

14. If you cannot find your allergy in the search options, select **Report your own allergy**. Enter the appropriate allergy, and select **Accept**.

Report an Allergy

Search for an allergy

Grass

Grass - Search

Grass Pollen

Grass Pollen-perennial Rye, Standard

Allerg Xt,grass Pollen-timothy

Can't find it? **Report your own allergy**

Report an Allergy

Report your own allergy

Grass

Accept Search again

15. Select the appropriate allergic reactions to the allergen selected, when the allergy was identified, and any additional comments for your Care Team. Once complete, select **Accept**.

Report an Allergy

Enter details about your allergy below.

Name: Pollen Extracts

Reactions: Anaphylaxis Hives Shortness of breath Diarrhea Itching Photosensitivity Swelling Anxiety Palpitations Dermatitis Rash Other (see comments) Tinnitus GI bleeding Hemorrhagic stroke GI intolerance Angioedema Drug hypersensitivity syndrome Stevens-Johnson Syndrome

Start date:

Comments:

Accept Go back

16. Once you have reviewed and updated your allergies, select **Next** at the bottom of the screen.

Ragweed Pollen Added 24/11/2021 Remove	Eggplant Hives, Swelling Added 24/11/2021 Remove	Abatacept Added 15/12/2021 Remove
Tomato Added 5/1/2022 Remove	Strawberry Added 6/1/2022 Remove	Carrot Added 17/1/2022 Remove

[+ Report an allergy](#)

Next Back Finish later

17. On the next page, navigate through each of the prompts to review and update your current health issues.
18. If a health issue is incorrect or no longer applicable, select **Remove**.

Review and Update Your Information

Personal Info Medications Allergies **Health Issues** Questionnaires Hardware Test Location

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

Follow up
Added 20/7/2021

Remove

Diabetes
Added 23/12/2021

Remove

+ Report a health issue

Next Back Finish later

19. A pop-up window will display where you can indicate the reason the health issue no longer applies. Once complete, select **Accept**.

Remove Depression

Please describe why Depression does not apply.

Accept Go back

20. If you choose to add a new health issue, select **Report a health issue**.

Seizure disorder

Remove

Mood problem
Added 6/1/2022

Remove

Disorder of thyroid gland

Remove

ADHD (attention deficit hyperactivity disorder)

Remove

Thyroid atrophy
Added 17/1/2022


Remove

+ Report a health issue

Next Back Finish later


21. In the pop-up window, please search for the appropriate health issue. Select the start date of the reported health issue as well as any additional comments for your Care Team. Once complete, select **Accept**.


Report a Health Issue



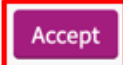
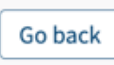
Report a Health Issue

Enter details about your health issues below.

Name: **Migraine** 


Start date: 


Comments:

22. If you cannot find the health issue in the search options, select **Report your own health issue**. Enter the appropriate health issue, and select **Accept**.

Report a Health Issue


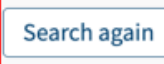


 ... - Search

No results found **Report your own health issue**

Report a Health Issue


Report your own health issue





23. Select the start date of the reported health issue as well as any additional comments for your Care Team. Once complete, select **Accept**.

Report a Health Issue

Enter details about your health issues below.

Name: **Migraine** 


Start date: 

Comments:


Accept **Go back**

24. Once you have reviewed and updated your health issues, select **Next** at the bottom of the screen.


Seizure disorder

 Remove


Mood problem
Added 6/1/2022

 Remove


Disorder of thyroid gland


 Remove

ADHD (attention deficit hyperactivity disorder)

 Remove

Thyroid atrophy
Added 17/1/2022

 Remove

 Report a health issue

Next **Back** **Finish later**

25. For any appointments that require a questionnaire to be completed prior to the scheduled appointment, the questionnaire will be included as part of the **Review and Update Your Information** section. Complete the questionnaire and select **Continue**.

* Feeling afraid as if something awful might happen







Not at all Several days More than half the days Nearly every day

* If you checked any problems, how difficult have they made it for you to do your work, take care of things at home, or get along with other people?

Not difficult at all Somewhat difficult Very difficult Extremely difficult

Continue **Cancel**








26. Please confirm your answers to the questionnaire. Once reviewed, select **Submit**.

Muscle and joint pains	Not at all	
Loss of feeling in hands or feet	Not at all	
Breathing difficulties	Not at all	
Hot flashes	Not at all	
Sweating at night	Not at all	
Loss of interest in sex	Not at all	

NOTE: If you are scheduled for a video visit appointment, there will be two additional tasks within the Review and Update Your Information section where you are to confirm your location and test your hardware to ensure it is functioning prior to your appointment.

27. On the next page, select **Test Hardware**.

Review and Update Your Information

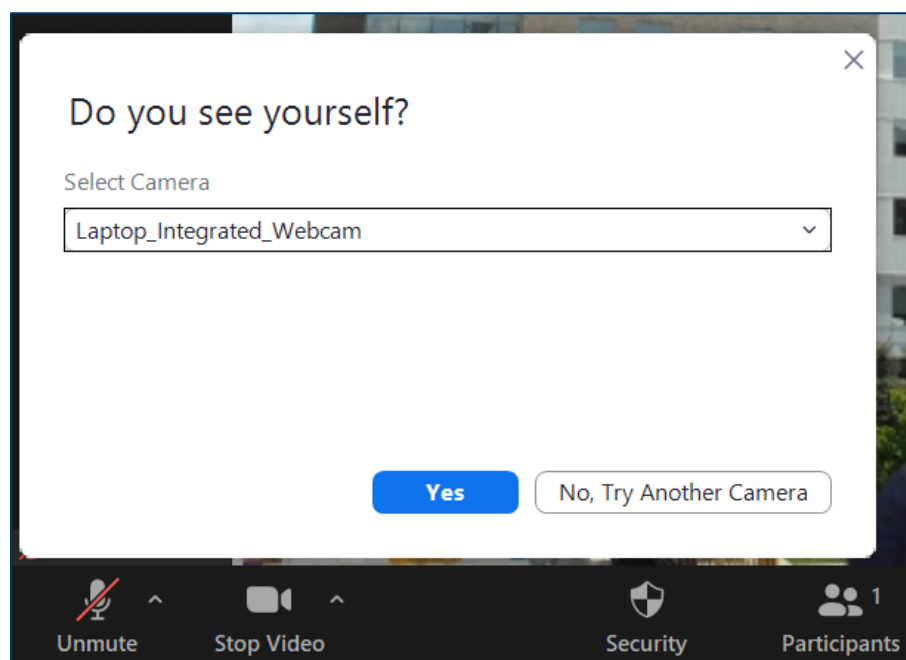
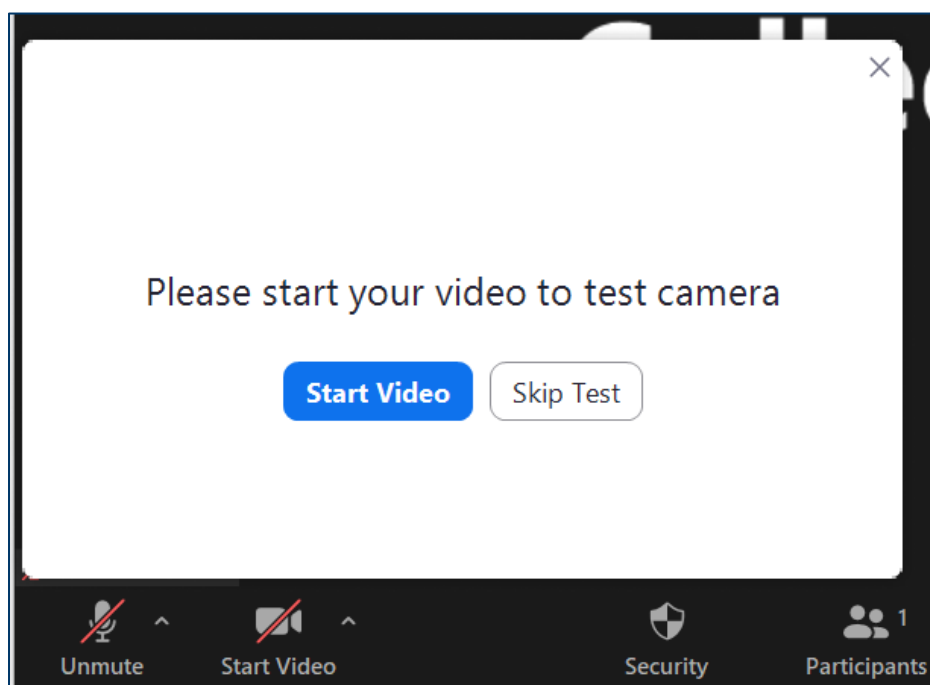








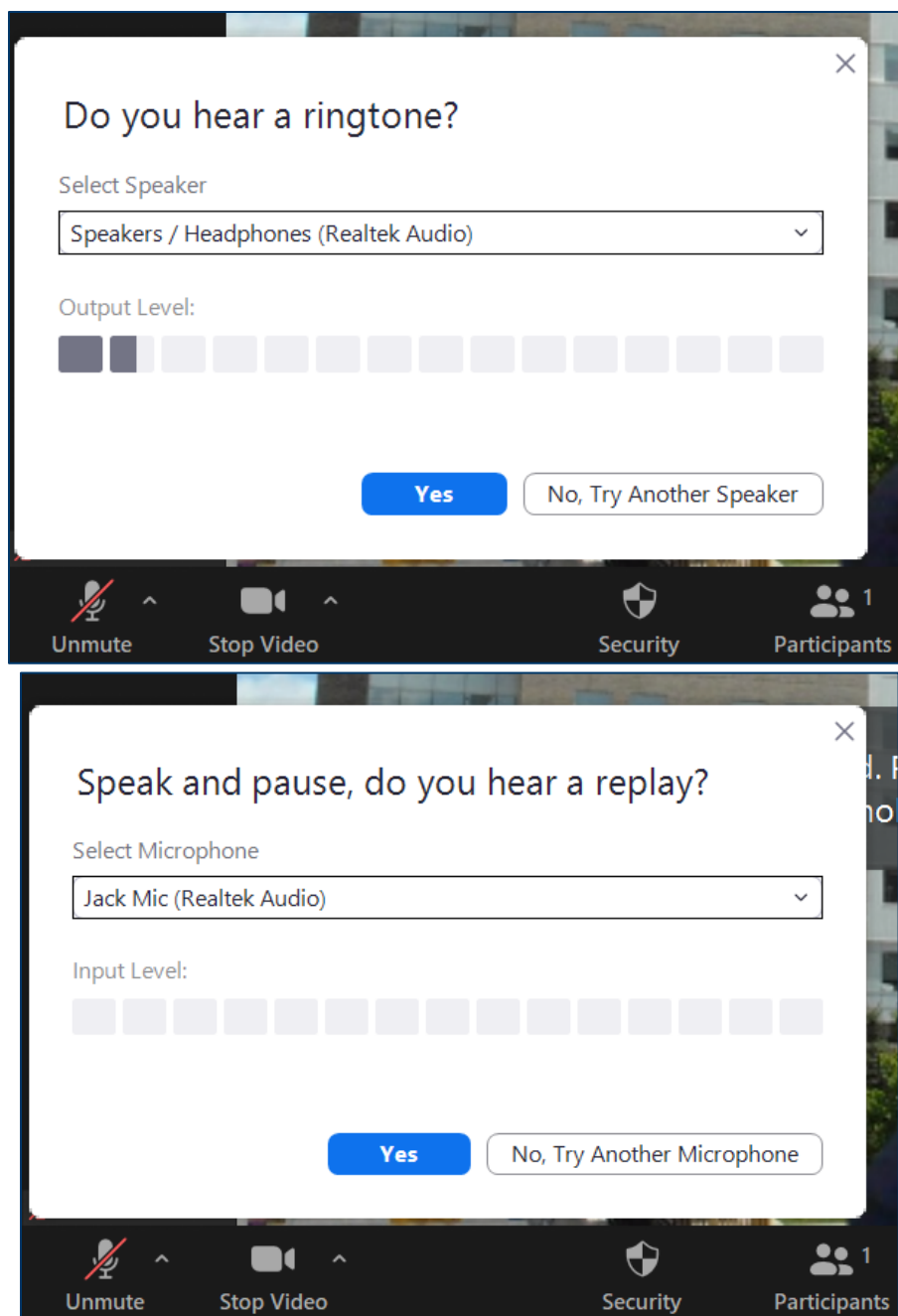
Personal Info
Medications
Allergies
Health Issues
Questionnaires
Hardware Test
Location

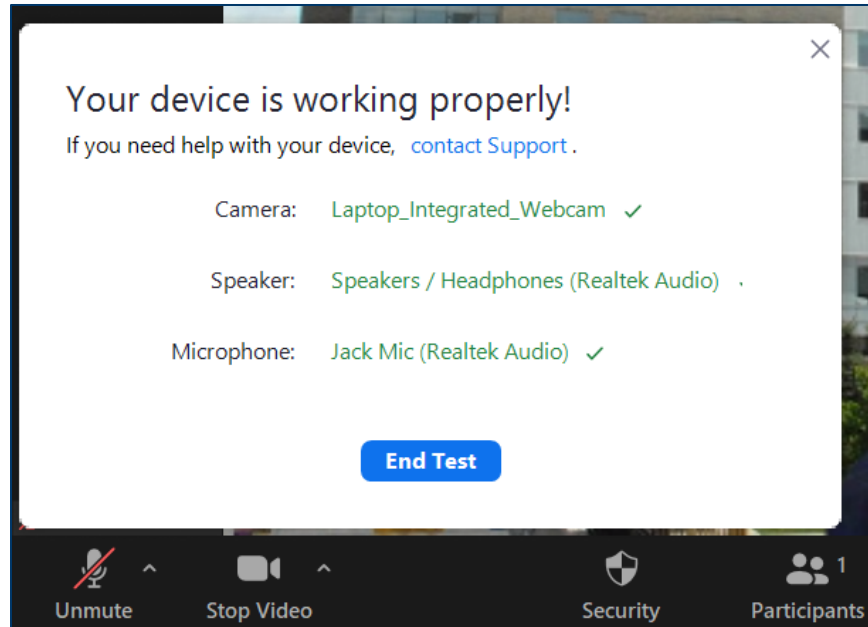
Hardware Test

Before it's time for your video visit, make sure you have a working camera, microphone, and speaker. Once you have successfully tested your hardware, make sure you manually return to your MyDovetale account in your web browser or mobile app.

28. **From a Computer:** Zoom will open in your browser. Navigate through the prompts to test your hardware (camera, speakers, and microphone).

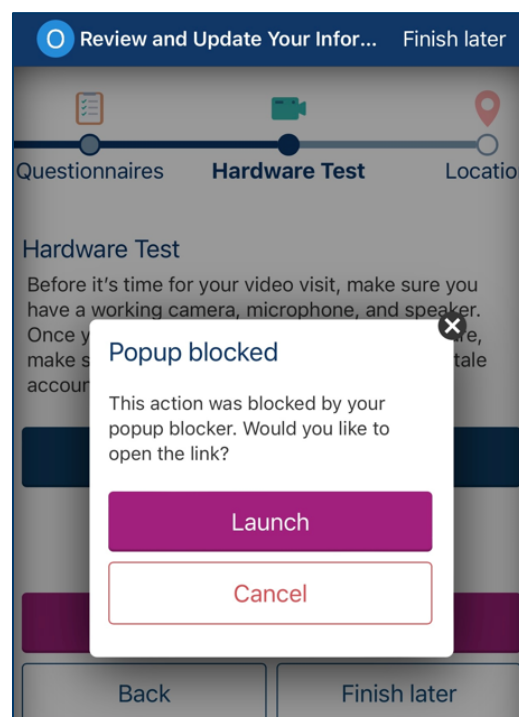


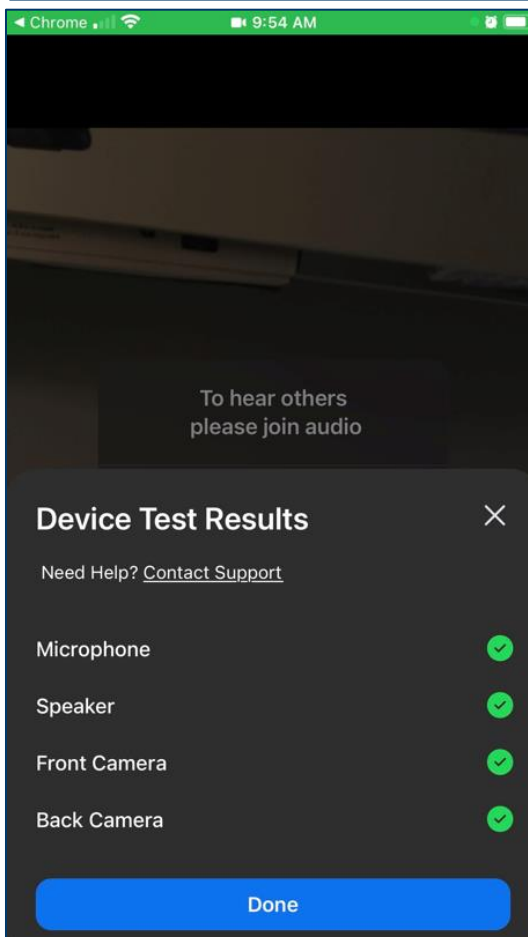




29. **From a Mobile Device:** Zoom will open in your browser or within the Zoom app itself (if already downloaded). Navigate through the prompts to test your hardware (camera, speakers, and microphone).

NOTE: If you are testing your hardware from a mobile device, you may see a message indicating that you have a popup blocker enabled on your phone. To successfully test your hardware, you will need to disable your popup blocker.





NOTE: Once you have completed the hardware testing, you will be brought back to the Zoom meeting browser/window. You will need to manually navigate back to the MyDovetale website (from a computer) or to the MyChart app (from a mobile device).

30. Once complete, select **Next**.

From a Web Browser:

Review and Update Your Information

Personal Info Medications Allergies Health Issues Questionnaires **Hardware Test** Location

Hardware Test

Before it's time for your video visit, make sure you have a working camera, microphone, and speaker. Once you have successfully tested your hardware, make sure you manually return to your MyDovetale account in your web browser or mobile app.

Test Hardware

✓ Hardware test complete.

Next Back Finish later

From the Mobile Application:

Review and Update Your Information Finish later

Questionnaires **Hardware Test** Location

Hardware Test

Before it's time for your video visit, make sure you have a working camera, microphone, and speaker. Once you have successfully tested your hardware, make sure you manually return to your MyDovetale account in your web browser or mobile app.

Test Hardware

✓ Hardware test complete.

Next

Back Finish later

- On the next page, navigate through the prompt to review and update your location. Now that all information has been reviewed and updated, select **Submit**.

Location

Identify your current location prior to your video visit.

Where are you currently located?

Country
Canada

Submit Back Finish later

Requesting an Appointment

To request an appointment, navigate to **Messages**.

- A pop-up message window will appear on the screen. Read the information then select **Medical Question**.
- Select **Scheduling Question** under **What type of medical question?**

Message Centre

Send a message

Conversations 117

Bookmarked

Hospital stays

Appointment 103

Automated messages 225

Trash

Conversations
Showing 50 of 202

You request appt tues at 12pm Mar 9

Your Health Care Team
Your Recent Visit
Hi Mr. Ravioli, Thank you for letting us care for you during your

Your Health Care Team
Your Recent Visit
Hi Mr. Ravioli, Thank you for letting us care for you during your

Your Health Care Team
Your Recent Visit
Hi Mr. Ravioli, Thank you for letting us care for you during your

Your Health Care Team
Your Recent Visit
Hi Mr. Ravioli, Thank you for letting us care for you during your

Medical question

What type of medical question?

Non-Urgent Medical Question →

Prescription Question →

Test Results Question →

Visit Follow-Up Question →

Referral Request →

Group Question →

Scheduling Question →

- Enter the subject of your message (i.e. Appointment Request).
- Enter a message and provide any additional details.
- When you are finished, click **Send**.

Viewing Your Health Information in MyDovetale

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 notifications via Communication Preferences.

Please note that the following test results are **NOT** released:

- Sensitive Results (all ages)
- Genetic and Pathology/Cytology and Microbiology Results
 - ONLY Microbiology Results for COVID testing are released

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

The screenshot shows the MyDovetale interface. At the top, there's a navigation bar with icons for 'Your Menu', 'Visits', 'Messages', 'Test Results' (highlighted with a red box), and 'Medications'. To the right of the navigation bar is a 'MyChart by Epic' logo and a 'Log out' button. Below the navigation bar, the 'Test Results' section is displayed. It includes a note: 'Please note, point of care testing results are not available in MyDovetale at this time (includes panbio testing)'. Below this note is a search bar and a checkbox labeled 'Show hospital results' which is checked. A table with the following columns: 'Test', 'Ordered By', and 'Date' is shown. The table contains four rows of test results:

Test	Ordered By	Date
COVID-19 PCR		1 Mar 2022
MR-BREAST HIGH RISK BIOPSY W GAD		28 Feb 2022
MR-BREAST HIGH RISK W GAD		28 Feb 2022
MR-BREAST HIGH RISK		28 Feb 2022

On the right side of the page, there is a sidebar with a 'Log out' button and a user profile for 'Sammy' with a 'Switch' button.

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

Once you have selected a specific result to review, you can also review past results for the same type of test. To do so, navigate to the **Past Results** tab.

CBC - Details

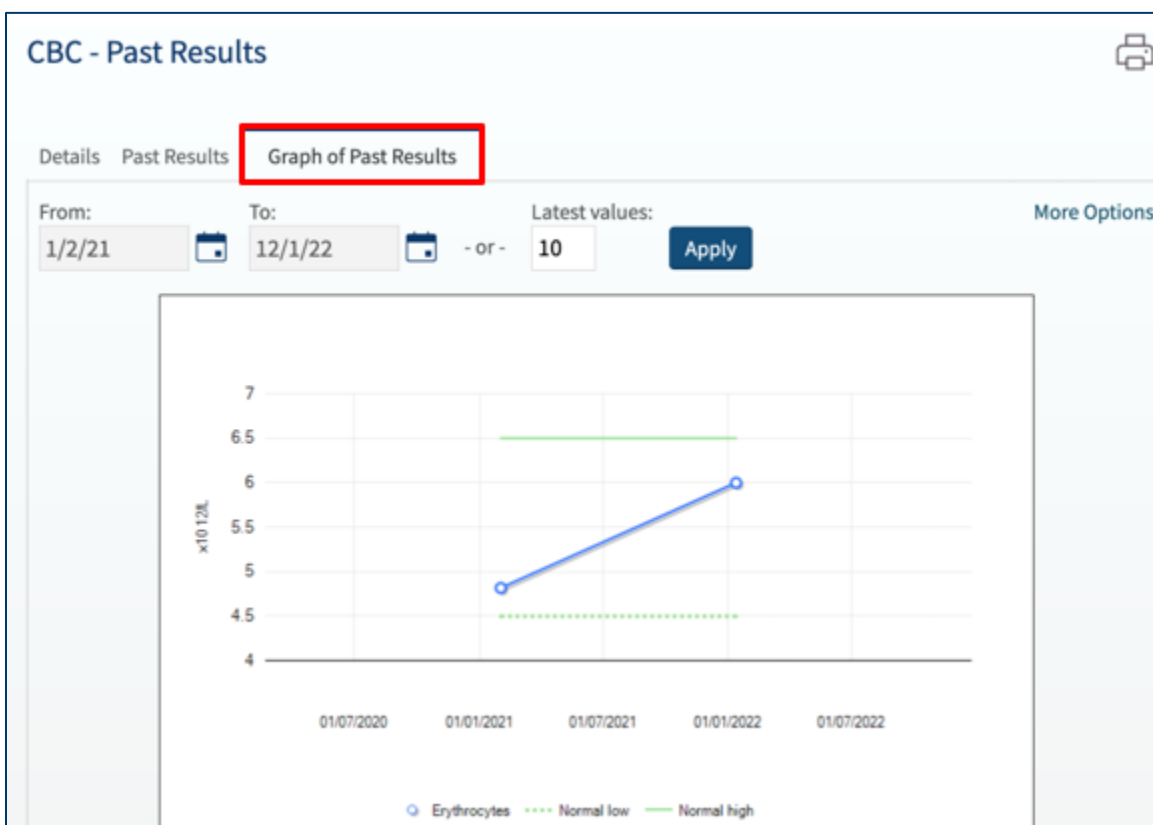


Details **Past Results** Graph of Past Results

Component Results

Component	Your Value	Standard Range	Flag
Leukocytes	5.0 x10 ⁹ /L	4.0 - 11.0 x10 ⁹ /L	
Erythrocytes	6.00 x10 ¹² /L	4.5 - 6.5 x10 ¹² /L	
Hemoglobin	140 g/L	130 - 180 g/L	

To track particular results over time, navigate to **Graph of Past Results** tab.



Viewing Your Diagnostic Imaging Reports

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

The following types of results will be available to you 24 hours after they have been finalized:

- Computerized tomography (CT)
- Fluoroscopy
- Interventional Radiology (IR)
- X-Ray
- Magnetic Resonance Imaging (MRI)
- Mammography
- Ultrasounds (US)
- Nuclear Medicine

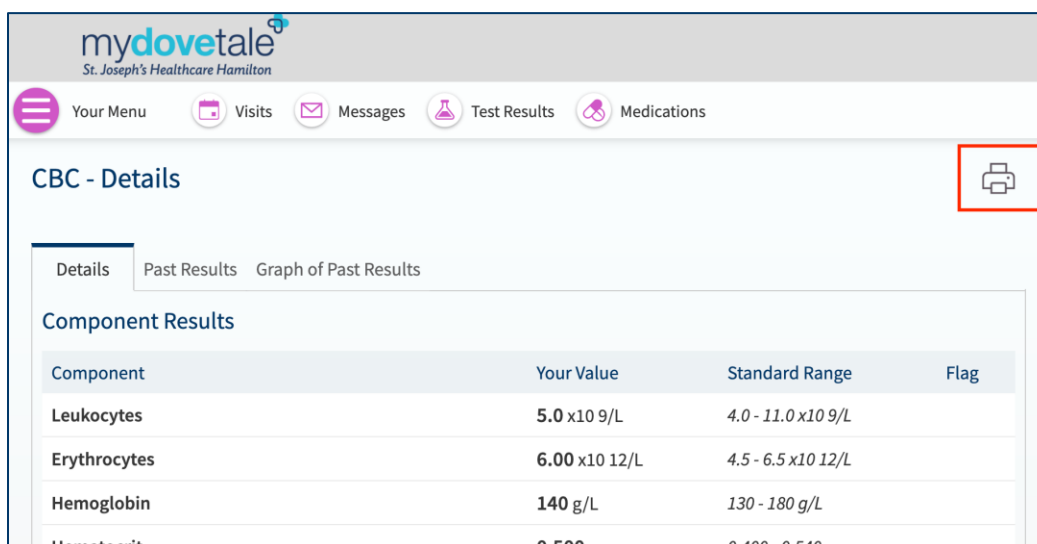
NOTE: Please note you will be able to view the diagnostic report only, not the diagnostic images themselves.

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

- If you wish to access a copy of your diagnostic images on a CD, please contact the St. Joe's Imaging 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 reports that cannot be found in MyDovetale, you will need to submit a formal [Request for Access to Personal Health Information](#). Please note that these requests may be subject to fees.

Printing Your Test Results

To print your test results, select the printer icon in the top right corner of the Test Results page.



The screenshot shows the MyDovetale patient portal interface. At the top, there is a navigation bar with icons for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. Below this, the page title is 'CBC - Details'. In the top right corner of the page content area, there is a printer icon highlighted with a red square. Below the title, there are tabs for 'Details', 'Past Results', and 'Graph of Past Results'. The 'Details' tab is selected, showing a table of 'Component Results'.

Component	Your Value	Standard Range	Flag
Leukocytes	5.0 x10 ⁹ /L	4.0 - 11.0 x10 ⁹ /L	
Erythrocytes	6.00 x10 ¹² /L	4.5 - 6.5 x10 ¹² /L	
Hemoglobin	140 g/L	130 - 180 g/L	
Hematocrit	0.500	0.400 - 0.540	

A printout window will open. Select **Print this page** to print the test results.

Print this page | Close this window

Name: Rocky Ravioli | DOB: 7/11/1961 | MRN: J0002001795 | PCP:

CBC - Details

NOTE: You can only print results when logged onto a desktop or laptop. Results cannot be printed from a mobile device.

Viewing Your Current Medications

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.

mydovetale
St. Joseph's Healthcare Hamilton

MyChart by Epic Log out

Your Menu Visits Messages Test Results **Medications**

Medications

Current 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.**

divalproex 500 mg EC tablet
Commonly known as: EPIVAL
[Learn more](#)

Take 1 tablet (500 mg total) by mouth Twice a day. Do not crush, chew, or split.

Prescription Details	Refill Details	Pharmacy Details
Prescribed 27 January 2022 Approved by Catherine Lucy Mancini	Quantity 60 tablets Day supply 30	SHOPPERS DRUG MART 1000 Golf Links Rd, Ancaster ON L9G 3K9 905-304-0097

Remove

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

Viewing Your Health Summary

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

This summary includes:

- Current Health Issues
- Medications
- Allergies
- Immunizations

The screenshot displays the MyDovetale patient portal interface. At the top, the 'mydovetale' logo and 'St. Joseph's Healthcare Hamilton' are on the left, and 'MyChart by Epic' with a 'Log out' button is on the right. Below the header is a navigation bar with icons for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. The 'Health Summary' section is highlighted, featuring a sub-header 'Health Summary' with a printer icon and a help icon. Below this, a message states: 'Use the links to jump directly to a section of your Health Summary.' There are four tabs: 'Current Health Issues' (selected), 'Medications', 'Allergies', and 'Immunizations'. A warning message reads: 'Please review your health issues and verify that the list is up to date. **Call 911 if you have an emergency.**' Below the warning, there are six cards representing health issues: 'Depression' (Added 23/4/2019), 'Mood problem', 'GAD (generalized anxiety disorder)' (Added 26/2/2020), 'Hepatitis A antibody positive' (Added 11/8/2020), 'COVID-19' (Added 11/8/2020), and 'Post COVID-19 condition' (Added 16/3/2021). On the right side of the page, there is a user profile section with a purple circle containing the letter 'S', the name 'Sammy', and a 'Switch' dropdown menu.

Viewing Your Plan of Care

Your Plan of Care can be found under **Menu > Plan of Care**. This plan displays 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.

Viewing and Completing Questionnaires


Your St. Joe'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 from the following three sections within MyDovetale:

1. Review and complete assigned questionnaires from **Your Menu > Questionnaires**.

My Record	
	To Do
	Visits
	Test Results
	Medications
	Health Summary
	Plan of Care
	Questionnaires
	Upcoming Tests and Procedures
	Medical and Family History
	Document Center

Questionnaires




Assigned Questionnaires

For an upcoming appointment with **Nurse Peggy A** ⓘ

Generalized Anxiety Disorder Questionnaire (GAD-7)	Due 12/4/2022 →
Greene Climacteric Scale	Due 12/4/2022 →
Patient Health Questionnaire (PHQ-9)	Due 12/4/2022 →

- If a member of your Care Team wants you to complete a questionnaire prior to an upcoming appointment, navigate to **Visits**. Select the upcoming appointment and select **Details**. Select the questionnaire link(s) under **Prepare for Your Visit** to complete the questionnaire(s).

Appointment Details



INDIVIDUAL TREATMENT with Nurse Peggy A

🕒 Tuesday April 12, 2022
2:15 PM EDT (30 minutes)
📅 Add to calendar

📍 Women's Health Concerns Clinic
100 West 5th Street
Hamilton ON L9C 0E3
905-522-1155 x33605

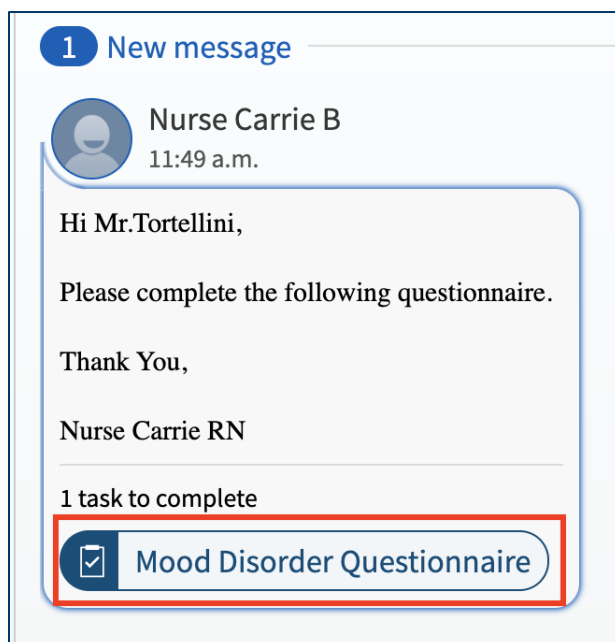
This appointment cannot be canceled online. To cancel, please call the clinic directly.

Prepare for Your Visit

Save time at the clinic by filling out the following questionnaires:

- ☒ Edinburgh Ante/Postnatal Depression Scale (Not Started)
- ☒ Generalized Anxiety Disorder Questionnaire (GAD-7) (Not Started)

- If a member of your Care Team sends you a MyDovetale message with an attached questionnaire, open it by navigating to **Messages**, then selecting the questionnaire link near the bottom 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. Once completed, select **Submit**.

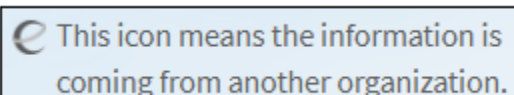
* You were much more interested in sex than usual	<input type="radio"/>	<input type="radio"/>
* You did things that were unusual for you, or that others thought were excessive, foolish or risky	<input type="radio"/>	<input type="radio"/>
* Spending money got you or your family into trouble	<input type="radio"/>	<input type="radio"/>
* If you checked yes to more than one of the above, have several of these happened during the same period of time?		
<input type="button" value="Yes"/> <input type="button" value="No"/>		
* How much of a problem did any of these cause you - like being unable to work; having family, money or legal trouble; getting into arguments or fights		
<input type="button" value="No problem"/> <input type="button" value="Minor problem"/> <input type="button" value="Moderate problem"/> <input type="button" value="Serious problem"/>		
<input type="button" value="Continue"/> <input type="button" value="Finish later"/> <input type="button" value="Cancel"/>		

Viewing Your Health Information From Other Organizations in MyDovetale

You can now see your health information from St. Joe's and a selection of data from other participating external organizations across the country at which you received care.

Through this feature, if you have an existing MyDovetale account and an existing MyChart account from another participating organization, you can link your accounts from a single login and easily jump between accounts. By linking accounts, you will be able to schedule visits, message your care team members, and review results, health information, and medications in one place, across organizations.

You will start seeing the 'Care Everywhere' symbol which will appear on all information coming from an external organization. You can hover their mouse over the symbol (from a web browser) or click on the Care Everywhere symbol (from the mobile application) to see which organization the information is coming from.



Definitions:

Participating External Organizations - Organizations throughout Canada that use Epic as their Health Information Software System and offer the Happy Together feature through their MyChart patient portal.

MyChart - The terms MyDovetale and MyChart are used interchangeably. MyDovetale is the MyChart patient portal rebranded specifically for St. Joe's.

Patients **WITHOUT** an active external MyChart account can see:

Allergies

Problem List

Medications

Patients **WITH** an active external MyChart account can see:

Allergies

Problem List

Medications

Test Results

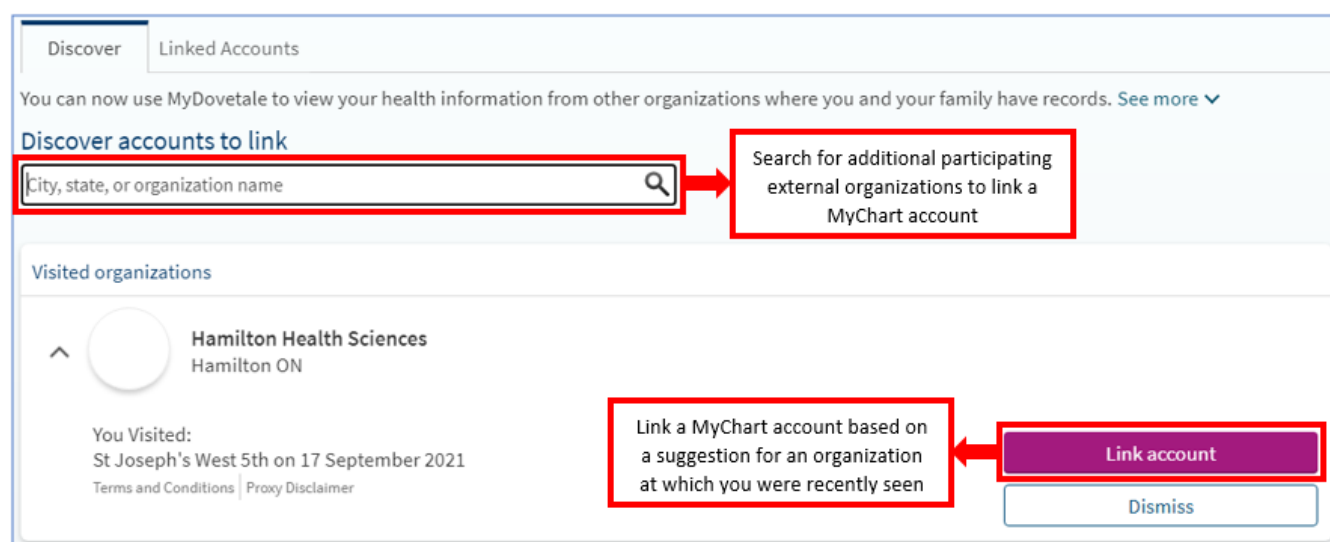
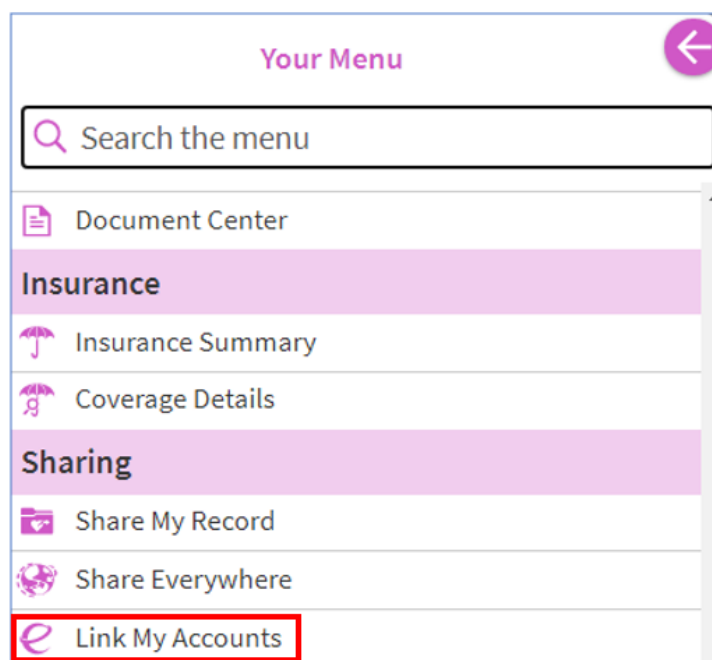
Scheduling

Messaging

Linking Accounts Through MyDovetale

You are prompted to link your accounts the first time you log in to MyDovetale after being seen at another participating external organization. If you choose not to link your account at that time, you can go to [Sharing > Link My Accounts](#) to link the account at a later time.

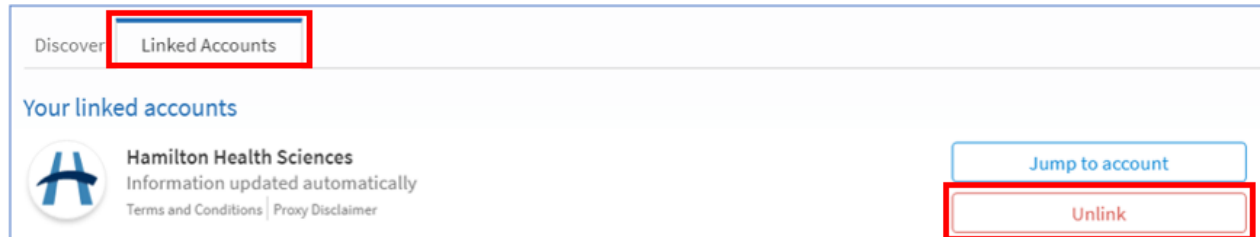
You can use the **Discover tab** on the **Link My Accounts** page to see suggested organizations or search for them. Other organizations appear in the search results if they are considered a participating external organization.



Unlinking Accounts Through MyDovetale

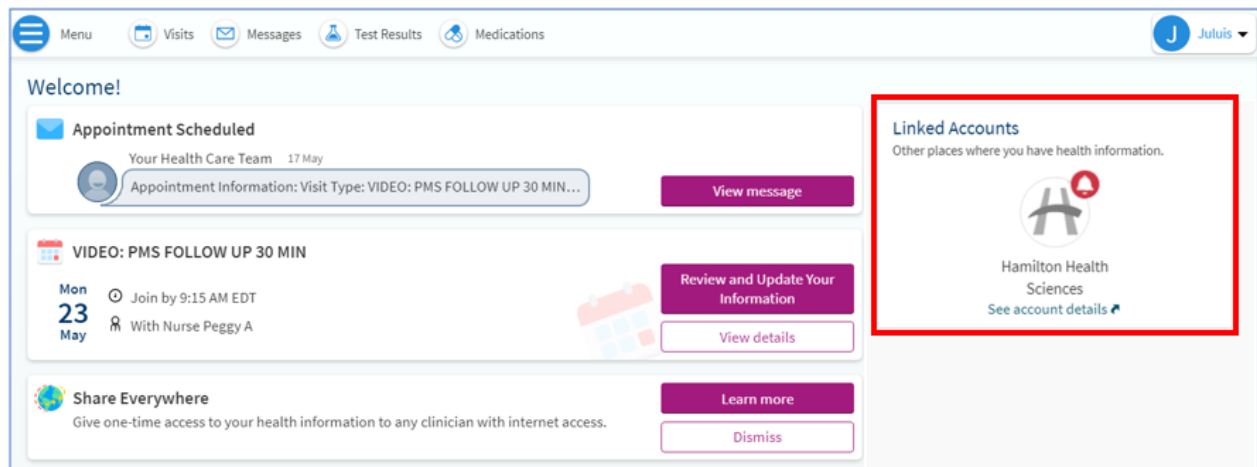
At any time, you can unlink any of your MyChart accounts. If you choose to unlink your account, you can go to **Sharing > Link My Accounts** and select the **Linked Accounts** tab.

You can select **Unlink** next to the organization for which they want to unlink their account from.

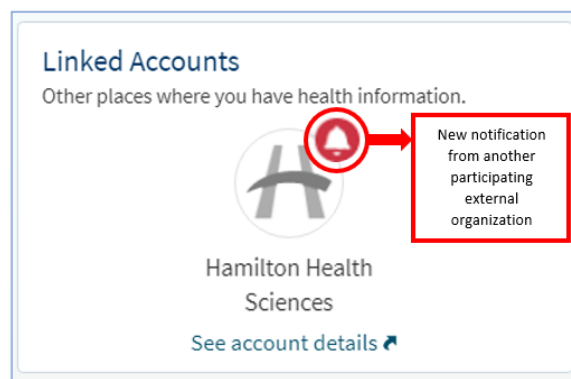


New Notifications Available from Another Organization

The red notification bubbles appear if you have a notification(s) available at an external organization. You can click the organization icon to jump into that external organization's MyChart, where you can view the notifications.

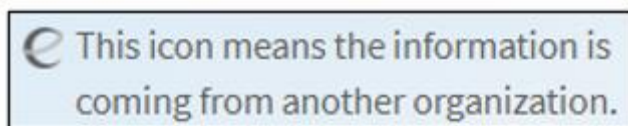


NOTE: Red notification bubbles appear only if you have an active MyChart account at the external organization.



Identifying Information From Another Organization

The following symbol is known as the Care Everywhere symbol. This symbol appears on all information coming from a participating external organization. You can hover the mouse over the symbol (from a web browser) or click on the Care Everywhere symbol (from the mobile application) to see which organization the information is coming from.



	YAG CAPSULOTOMY - OD - RIGHT EYE	Comprehensive	25 Feb 2021	
	GLUCOSE, 24 HOUR URINE	Physician	Information from  Hamilton Health Sciences Up to date	
	GLUCOSE, 24 HOUR URINE	Physician	1 May 2020	

Happy Together for Proxies

You must have a proxy account at both St. Joe's and the participating external organization to see information for patients to whom you have proxy access from the external organization. If you are expecting to see a proxy account from the external organization, you must reach out to the external organization to establish a proxy relationship.

Viewing Allergies & Health Issues From St. Joe's & Other Organizations

The Allergies from both St. Joe's and other participating external organizations appear as a single list on the [Allergies page](#).

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.**

Amoxicillin Rash Added 14/8/2019	Perfume Added 14/8/2019	Cat Dander Added 8/9/2021
Peanut Oil Added 6/10/2021	Ragweed Pollen Added 24/11/2021	Latex Added 5/1/2022
Carrot Added 17/1/2022	Carrot Added 17/5/2022	Peanut Oil Added 17/5/2022
Strawberry Added 17/5/2022	Gluten Added 17/5/2022	Peach Added 17/5/2022

From another participating external organization

Health issues from both St. Joe's and other participating external organizations appear as a single list on the **Current Health Issues** page.

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.**

Depression Added 18/5/2022	Anxiety problem Added 18/5/2022	Enlargement of thyroid gland Added 18/5/2022
Trauma Added 18/5/2022	Depression Added 23/4/2019	COVID-19 Added 11/8/2020
Chronic kidney disease Added 2/7/2021	Anxiety problem Added 24/11/2021	ADHD (attention deficit hyperactivity disorder)

From another participating external organization

NOTE: If the external allergies or health issues matches your data in your St. Joe's health record, the information appears only once in MyDovetale.

Viewing Medications From St. Joe's & Other Organizations




















Medications appear on the **Medications** page and are separated into tabs by organization.

The screenshot shows the 'Health Summary' page with tabs for 'Current Health Issues', 'Medications', 'Allergies', and 'Immunizations'. The 'Medications' tab is active. Below the tabs, there are two organization filters: 'St. Joseph's Healthcare...' and 'Hamilton Health...'. A red box highlights these filters, and a red arrow points from the 'Hamilton Health...' filter to a text box that says 'Switch between your medication lists for each organization by selecting one of the available tabs.' Below the filters, the 'Current Medications' section is visible, showing a list of active medications. The first medication listed is 'divalproex 500 mg EC tablet', commonly known as EPIVAL. Below the medication name, there is a 'Learn more' link. The medication details include: 'Take 1 tablet (500 mg total) by mouth Twice a day. Do not crush, chew, or split.' Below this, there are three columns of details: 'Prescription Details' (Prescribed 27 January 2022, Approved by Catherine Lucy Mancini), 'Refill Details' (Quantity 60 tablets, Day supply 30), and 'Pharmacy Details' (SHOPPERS DRUG MART, 1000 Golf Links Rd, Ancaster ON L9G 3K9, 905-304-0097). At the bottom of the medication entry, there is a 'Remove' button with a trash icon.

NOTE: Medications are not de-duplicated meaning all medications documented at St. Joe's and participating external organizations appear, regardless of similarity.

Viewing Test Results From St. Joe's & Other Organizations



Test results from both St. Joe's and participating external organizations appear as a single list on the **Test Results** page.

Test Results			
Please note, point of care testing results are not available in MyDovetale at this time (includes panbio testing).			
Search this list 	Show: All Organizations 	<input checked="" type="checkbox"/> Show hospital results	
Test	Ordered By	Date 	
 POCT GLUCOSE METER	Physician	21 Dec 2021	
 POCT GLUCOSE METER	Physician	21 Dec 2021	
 POCT GLUCOSE METER	Physician	21 Dec 2021	
 LITHIUM LEVEL	Physician	16 Aug 2021	
 JOINT ARTHROCENTESIS SMALL	Physician	10 Aug 2021	
 JOINT ARTHROCENTESIS LARGE	Physician	14 Apr 2021	
 JOINT ARTHROCENTESIS LARGE	Physician	14 Apr 2021	
 YAG CAPSULOTOMY - OD - RIGHT EYE	Comprehensive	25 Feb 2021	
 GLUCOSE, 24 HOUR URINE	Physician	1 May 2020	
 GLUCOSE, 24 HOUR URINE	Physician	1 May 2020	

From another participating external organization

NOTE: Results from external organizations are only retrieved if the patient has an active MyChart account at the external organization.

Patients can also filter by organization to view all test results from only a specific organization, as desired.

Test Results		
Please note, point of care testing results are not available in MyDovetale at this time (includes panbio testing).		
Search this list 	Show: All Organizations 	<input checked="" type="checkbox"/> Show hospital results

Sending Messages & Scheduling Appointments With Another Organization

Messages and appointments appear in a combined view only if you have an active MyChart account at the participating external organization.

Message Centre

Send a message

- Conversations 119
- Bookmarked
- Appointment 131
- Automated messages 225
- Trash

Conversations

Showing 53 of 214

Search conversations

You

New Diet Plan

Hi, Can you please remind me what the new frequency of expected exercise is?

You

Results

Hi, Have my results been finalized?

You

Plan of Care

Hi, I have been feeling very sick lately and have not been able to stick to the program.

You

Upcoming Appt

Hi, I need to reschedule my appointment currently scheduled for May 25th.

You

Prescription Expired

Hi, I need a prescription renewal.

From another participating external organization

Appointments and Visits

Organization: All Show: Upcoming and Past

Upcoming Visits

Future Visits

26 MAY 2022 FOLLOW UP

Stefanie Goyert

Mood Disorders Clinic

Starts at 8:30 AM EDT

8 JUN 2022 FOLLOW UP

Katie McCabe

Mood Disorders Clinic

Starts at 8:15 AM EDT

Past Visits

Last 3 Months

24 MAR 2022 Hospital Outpatient Visit

St. Joseph's Charlton - Magnetic Resonance Imaging (MRI)

View After Visit Summary

17 MAR 2022 Telemedicine

Matilda Nowakowski

Ontario Structured Psychotherapy (OSP) West Region

View After Visit Summary

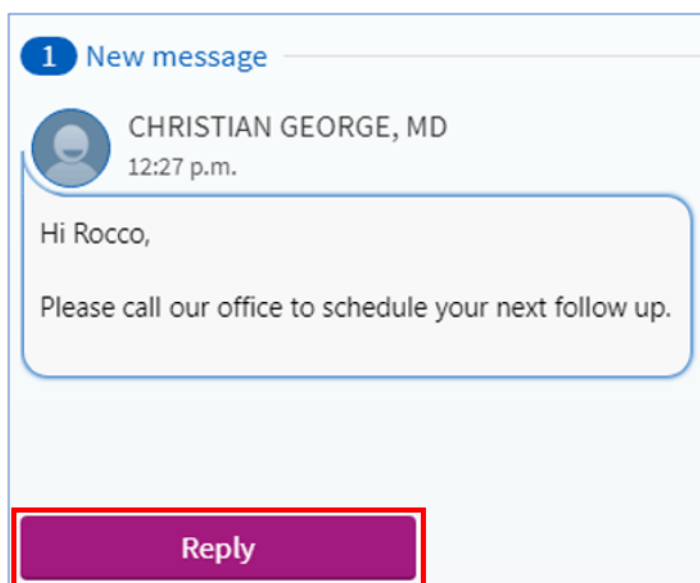
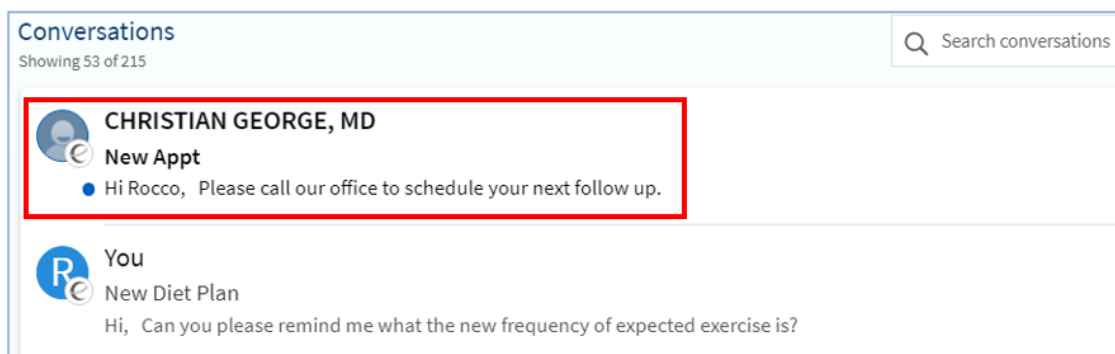
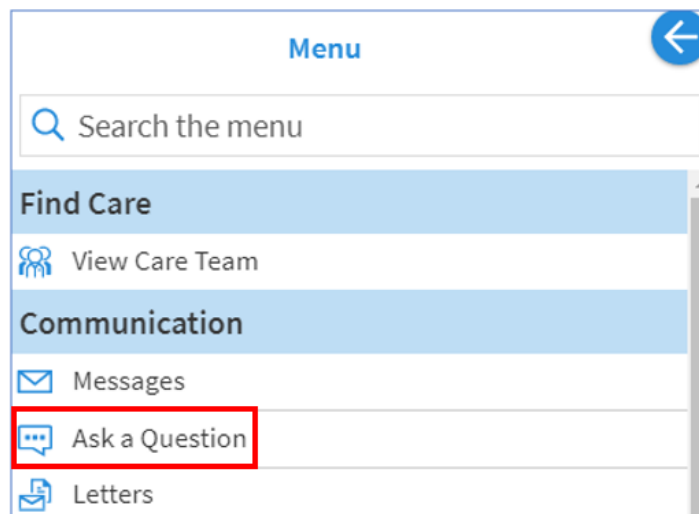
From another participating external organization

You can also filter by organization to view all appointments from only a specific organization, as desired.

Appointments and Visits

Organization: All Show: Upcoming and Past

You can reply directly to an outside provider's message in the Messages activity by selecting the message from the provider and then clicking **Reply**. You can also initiate a message by going to **Communication > Ask a Question**.

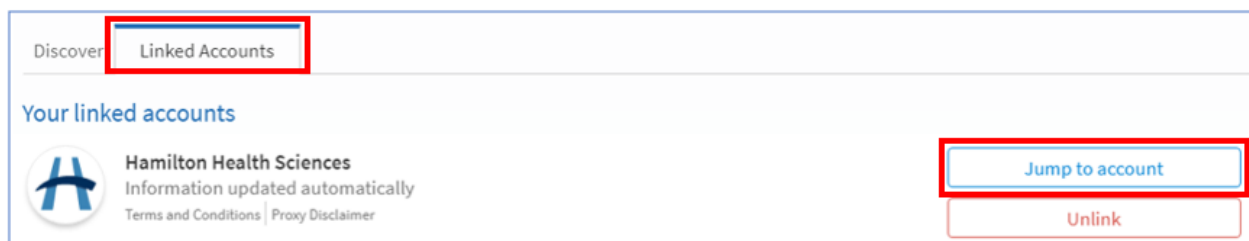
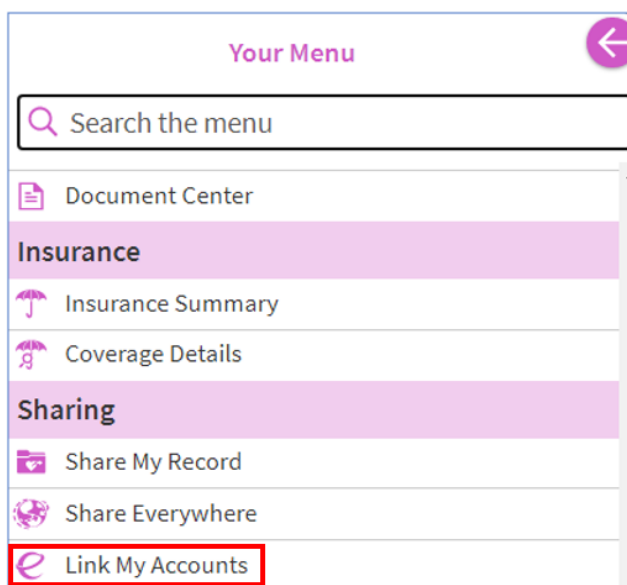


Switching Between MyChart Accounts

Once you have linked more than one account, you can easily switch between each of the accounts without having to log out, navigate to the other MyChart patient portal, and log in.

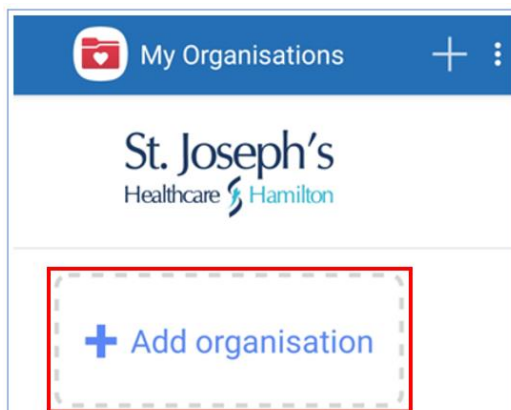
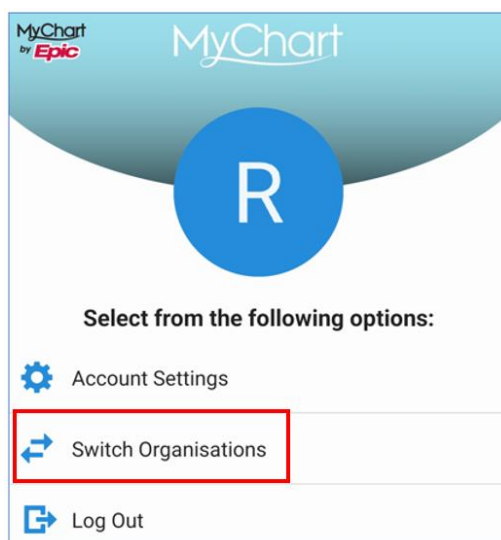
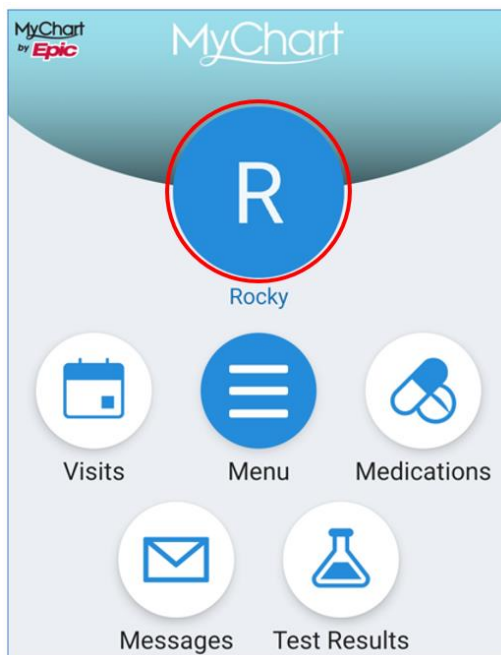
From a Web Browser: The patient can go to **Sharing > Link My Accounts** and select the Linked Accounts tab.

The patient would select **Jump to account** next to the organization name for which they want to navigate to the associated MyChart account.



From the Mobile Application: Select your profile image, select **Switch Organizations**, and select **Add Organization**. Search for the appropriate organization; you can add as many organizations as needed.

When you select an organization, you will be taken to the login screen for that MyChart account; sign in as you normally would.



Conducting a Virtual Video Visit

MyDovetale offers you the option to conduct an appointment 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 mobile device. To participate in a video visit you must:

- Ensure you have an appropriate device and internet connection.
- Ensure you are able to log into MyDovetale and can see your scheduled video appointment.
- Ensure you have downloaded the latest version of the Zoom app on the device being used during the visit (phone or computer).
- Ensure your webcam is operational and in working order.
- Ensure your speakers are not muted and test them using an online video or song in advance.
- Check your microphone in your Control Panel and test the sound quality.
- Plug in your device in advance of the start of the video visit to ensure you do not lose power during your session.
- Close any unnecessary programs to improve the quality of the video conference.
- Prepare your space to have minimal sound disruptions, so that you can be heard and can hear your care team clearly.
- Prepare your space to have sufficient lighting, so that you can be seen clearly.

Providing Access to Your Health Information

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 account. 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 years old. Should the patient so wish, they can reassign the previous proxy access to their MyDovetale account.

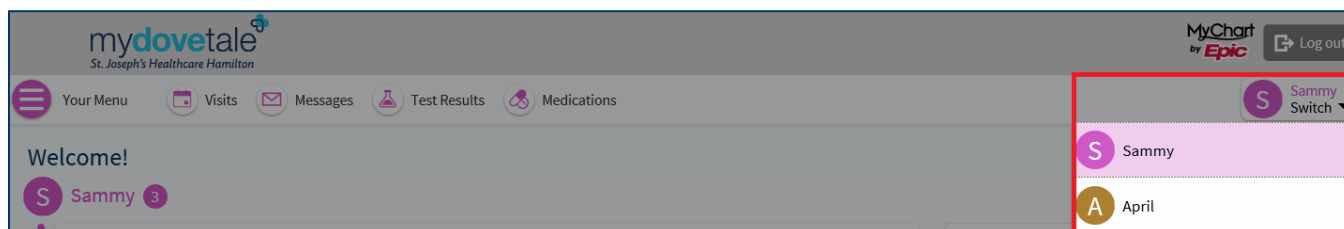
Granting Proxy Access to Your MyDovetale Account

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 assess your request and assist as appropriate.

Contact HIM: 905-522-115 ext. 33415 or mydovetale@stjoes.ca

Viewing a Proxy Account

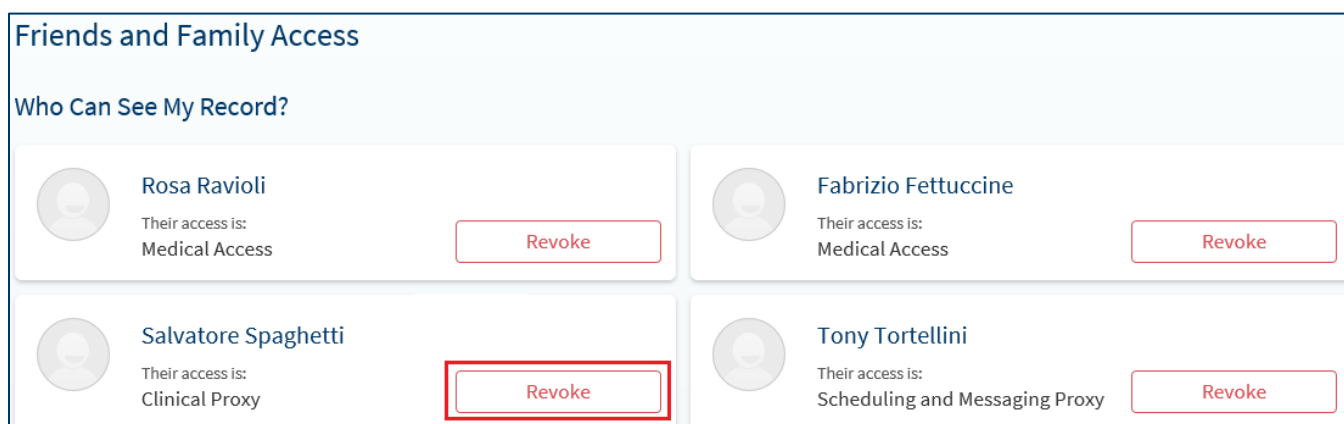
If you have been granted proxy access to another patient, you will be able to toggle between your personal MyDovetale account and those you have been granted proxy access to by clicking on the various profiles beside the Log Out button. The screenshot below shows an example of a proxy view in a web browser.



Revoking a Proxy's Access to Your MyDovetale Account

Should you wish to revoke proxy access from an individual, you can do so through your MyDovetale account. This can be done by navigating to **Your Menu > Share My Record > Share With People (Family and friends access) > Revoke**, or by contacting the Health Information Management Department.

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



Requesting Access to Your Personal Health Information

If you would like to request access to your full health record, you will need to submit a formal [Request for Access to Personal Health Information](#).

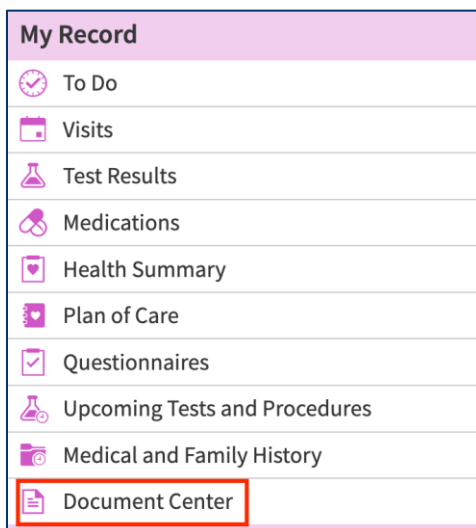
To do this, contact the Health Information Management Department at St. Joe's ([click here](#)). You can also contact the Health Information Management Department at 905-522-1155 ext. 33415 or relinfo@stjoes.ca. You will have the option to receive your documents one of three ways:

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 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. Once payment has been received, your request will be completed. You can find a copy of **Fee Schedule** [here](#).

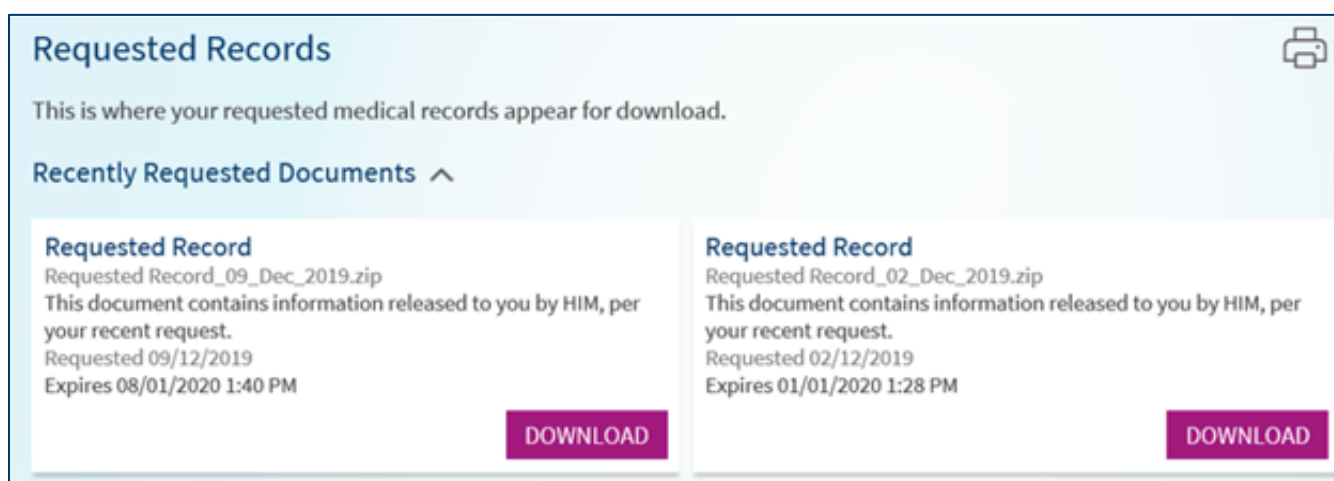
Viewing the Requested Information through MyDovetale

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



In the **Document Center** you will see the records that you have requested, 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 **DOWNLOAD**.



Health Records on iPhone

St. Joe's is pleased to be among the first healthcare organizations in Canada to offer **Health Records on iPhone**, which brings together hospitals, clinics and the existing Apple Health app to make it easy for patients to see their available medical data from multiple providers whenever they choose.

Health Records on iPhone is only available to St. Joe's patients who are currently enrolled in a clinic that is using **MyDovetale**.

These patients can collect their health data through this feature by:

- Accessing Health Records on iPhone from within the Health app
- Selecting 'St. Joseph's Healthcare Hamilton' to download their health records
- Authenticating with their MyDovetale username and password to access health data

NOTE: While Health Records on iPhone security features have been reviewed by St. Joe's, the feature is a separate platform from the hospital's digital medical records platform, MyDovetale. As such, patients who elect to use Health Records on iPhone do so at their own risk.

To learn more, see these [Frequently Asked Questions \(FAQs\)](#).

MyDovetale Support Contact

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

Frequently Asked Questions (FAQs)

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

St. Joe's is continuing to implement MyDovetale to additional outpatient clinics where appropriate. There is no identified timeline for when MyDovetale will be available to inpatient units.

Can I view medical notes written by my St. Joe's Care Team?

At this time, you cannot see clinical notes written by your St. Joe's Care Team within MyDovetale. To access this information or to request a copy of your legal medical record, contact the Health Information Management team at St. Joe'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 with Google Chrome, Mozilla Firefox, or Microsoft Edge. The MyDovetale mobile app works best on Android OS 7.0 and higher, and iOS 14.0 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. Joe'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. Joe'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 instant activation link does not work?

Your instant activation link will expire after 24 hours and will no longer be valid after the first use. To obtain your activation code (valid for 14 days) contact mydovetale@stjoes.ca or the Health Information Management Department. 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 email and text, as well as the proxies who have access to your health information, via MyDovetale. Edits to personal information will be reviewed by the Health Information Management Department prior to updating the hospital database. You may be contacted by phone to verify these details.