



Joining compassion with technology

Happy Together for MyDovetale

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Tip Sheet

Using Happy Together for MyDovetale to Link Accounts and View Health Information From Multiple Organizations

The following tip sheet outlines how patients can see their health information from St. Joe's and a selection of data from other participating external organizations across the country at which they received care. This feature is referred to as 'Happy Together'. Through this feature, if patients have an existing MyDovetale account and an existing MyChart account from another participating organization, they can link their accounts from a single login and easily jump between accounts. By linking accounts, patients will be able to schedule visits, message their care team members, and review results, health information, and medications in one place, across organizations.

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

NOTE: 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

If a patient has been seen at a participating organization, but does not have a MyChart account there, they will see some information still flowing to both accounts (see box 1). If a patient has an external MyChart, they will have additional functionality (see box 2).

Table of Contents

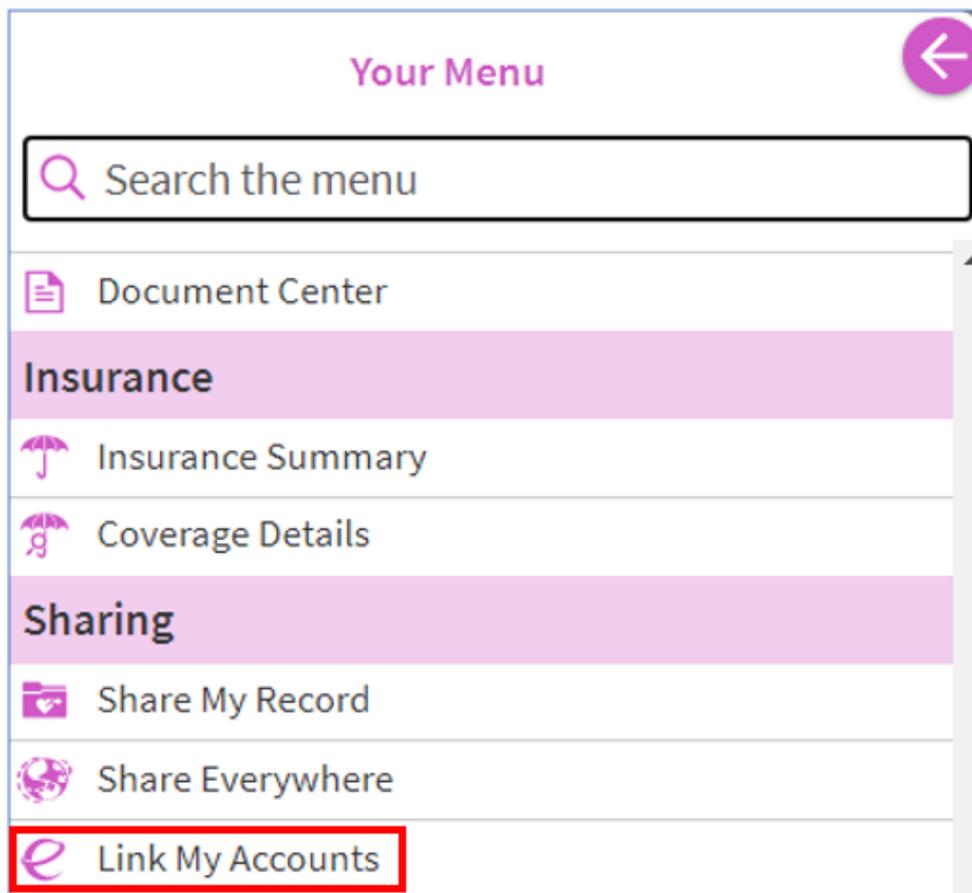
Linking Accounts Through MyDovetale..... 4
Unlinking Accounts Through MyDovetale..... 5
New Notifications Available from Another Organization..... 5
Identifying Information From Another Organization..... 6
Happy Together for Proxies..... 7
Viewing Allergies & Health Issues From St. Joe's & Other Organizations 7
Viewing Medications From St. Joe's & Other Organizations..... 9
Viewing Test Results From St. Joe's & Other Organizations..... 9
Sending Messages & Seeing / Scheduling Appointments With Another
Organization..... 10
Switching Between MyChart Accounts..... 13

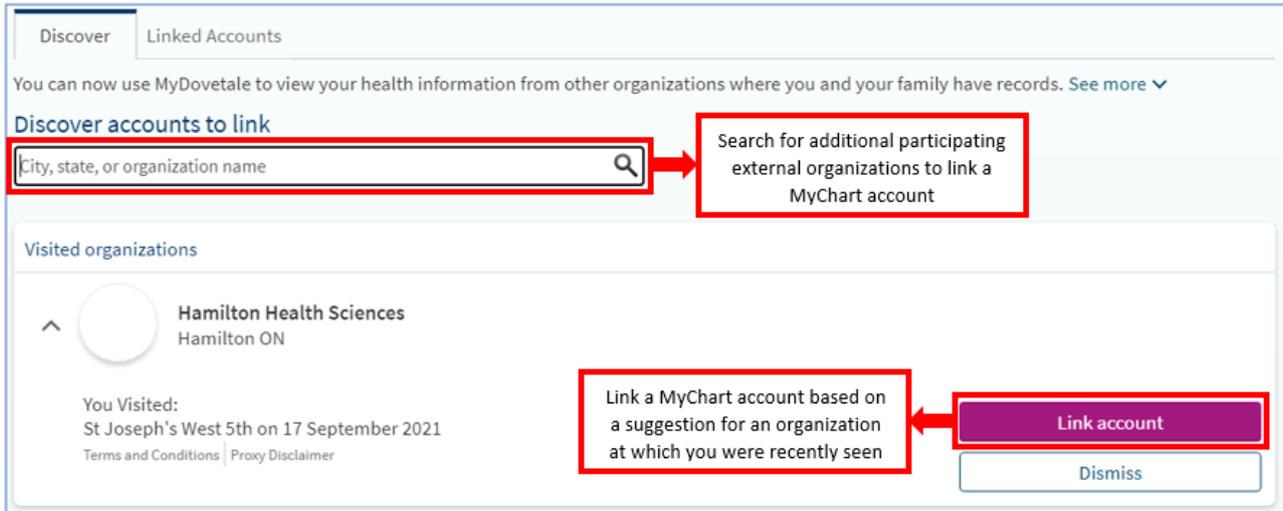


Linking Accounts Through MyDovetale

- Patients are prompted to link their accounts the first time they log in to MyDovetale after being seen at another participating external organization. If they choose not to link their account at that time, they can go to Sharing > Link My Accounts to link the account at a later time.

Patients 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.



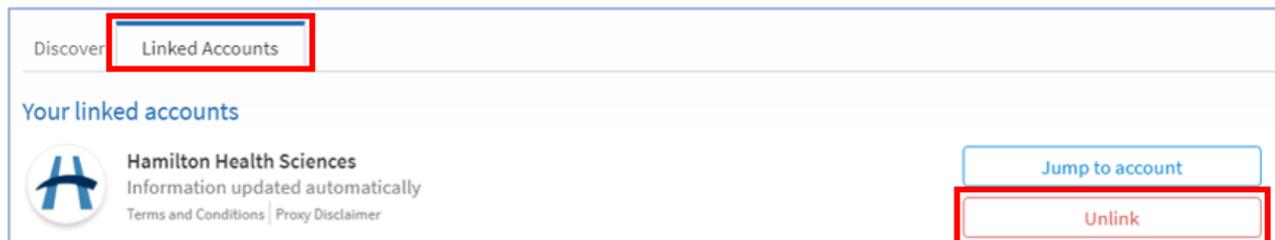


The screenshot shows the 'Linked Accounts' tab in MyDovetale. At the top, there is a search bar labeled 'Discover accounts to link' with the placeholder text 'City, state, or organization name'. A red box highlights this search bar, with an arrow pointing to a text box that says 'Search for additional participating external organizations to link a MyChart account'. Below the search bar is a section titled 'Visited organizations'. It lists 'Hamilton Health Sciences' with a location of 'Hamilton ON'. Underneath, it says 'You Visited: St Joseph's West 5th on 17 September 2021'. A red box highlights the text 'Link a MyChart account based on a suggestion for an organization at which you were recently seen', with an arrow pointing to a purple 'Link account' button. A 'Dismiss' button is also visible below it.

Unlinking Accounts Through MyDovetale

- At any time, patients can unlink any of their MyChart accounts. If they choose to unlink their account, they can go to Sharing > Link My Accounts and select the Linked Accounts tab.

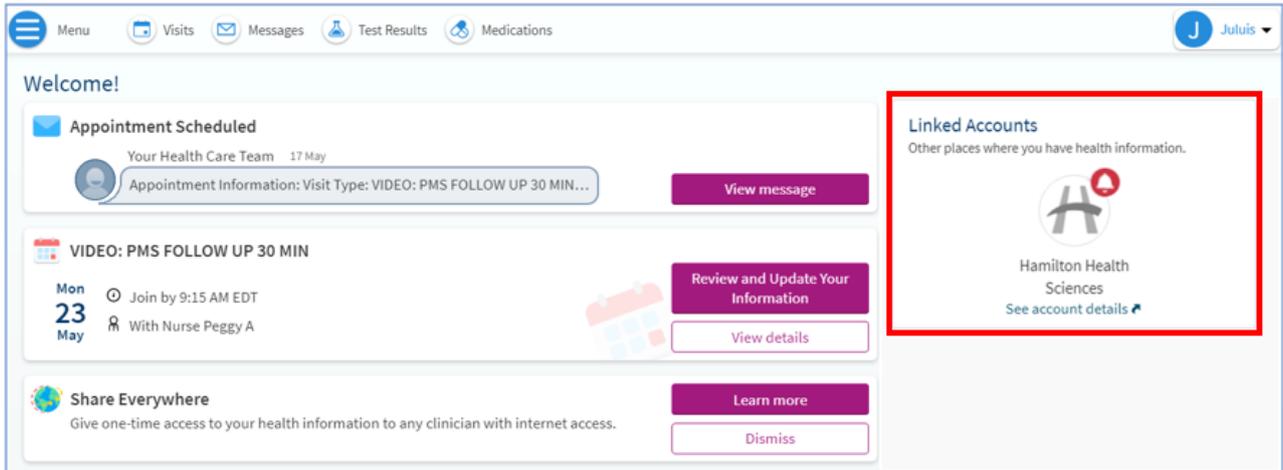
The patient would select 'Unlink' next to the organization for which they want to unlink their account from.



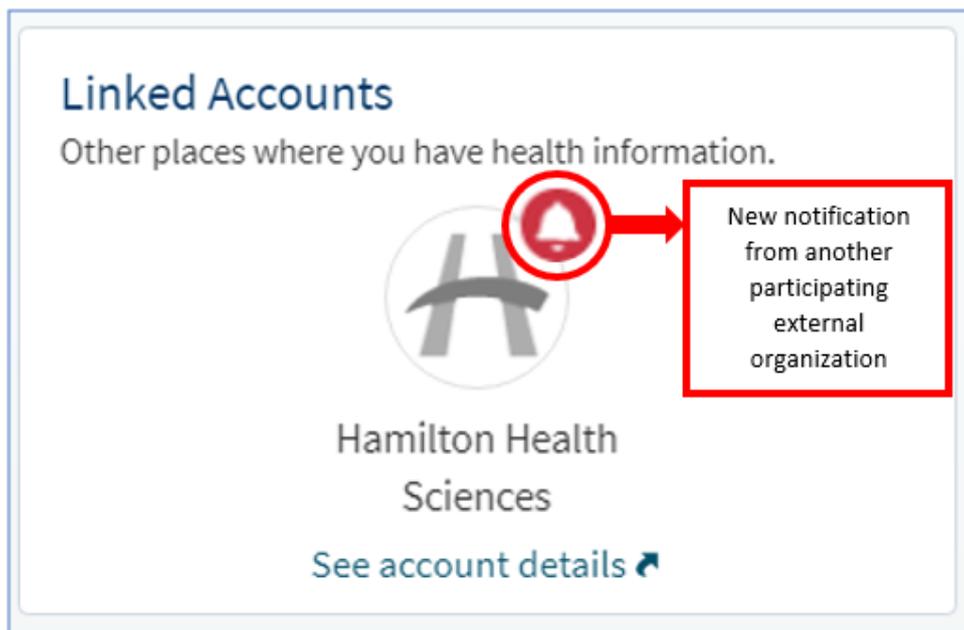
The screenshot shows the 'Your linked accounts' section. The 'Linked Accounts' tab is highlighted with a red box. Below, there is a card for 'Hamilton Health Sciences' with the text 'Information updated automatically' and links for 'Terms and Conditions' and 'Proxy Disclaimer'. To the right of the card are two buttons: 'Jump to account' and 'Unlink'. The 'Unlink' button is highlighted with a red box.

New Notifications Available from Another Organization

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



Red notification bubbles appear only if the patient has 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. The patient 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.

 This icon means the information is coming from another organization.

	YAG CAPSULOTOMY - OD - RIGHT EYE	Comprehensive	25 Feb 2021	
	GLUCOSE, 24 HOUR URINE	Physician		
	GLUCOSE, 24 HOUR URINE	Physician	1 May 2020	

information from
 Hamilton Health Sciences
 Up to date

Happy Together for Proxies

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

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

- 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	 Wheat 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

Note: A red box highlights the text "From another participating external organization" with an arrow pointing to a red 'e' icon in the Carrot entry.

- 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	Swelling of thyroid gland Added 11/8/2022
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)

Note: A red box highlights the text "From another participating external organization" with an arrow pointing to a red 'e' icon in the COVID-19 entry.

NOTE: If the external allergies or health issues matches the patient's data in their 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 a 'Medications' tab selected. Below the tabs, there are two buttons: 'St. Joseph's Healthcare...' and 'Hamilton Health...'. A red box highlights these buttons, and an arrow points to a text box that says: 'Switch between your medication lists for each organization by selecting one of the available tabs.'

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: 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 Show hospital results

Test	Ordered By	Date	
POCT GLUCOSE METER	Physician	21 Dec 2021	
POCT GLUCOSE METER	Physician	21 Dec 2021	From another participating external organization
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	



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 Show hospital results

[Sending Messages & Seeing / Scheduling Appointments With Another Organization](#)

- Messages and appointments appear in a combined view only if the patient has a linked 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

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)
- 17 MAR 2022** Telemedicine
Matilda Nowakowski
Ontario Structured Psychotherapy (OSP) West Region

From another participating external organization

Note:

HHS will have Direct Scheduling for the following pilot areas:
 Children's Exercise and Nutrition Program – Psychologist and 2 NP's participating
 Ron Joyce Audiology – all audiologists are participating
 *Patients may need to toggle to the HHS MyChart to complete Self-Scheduling

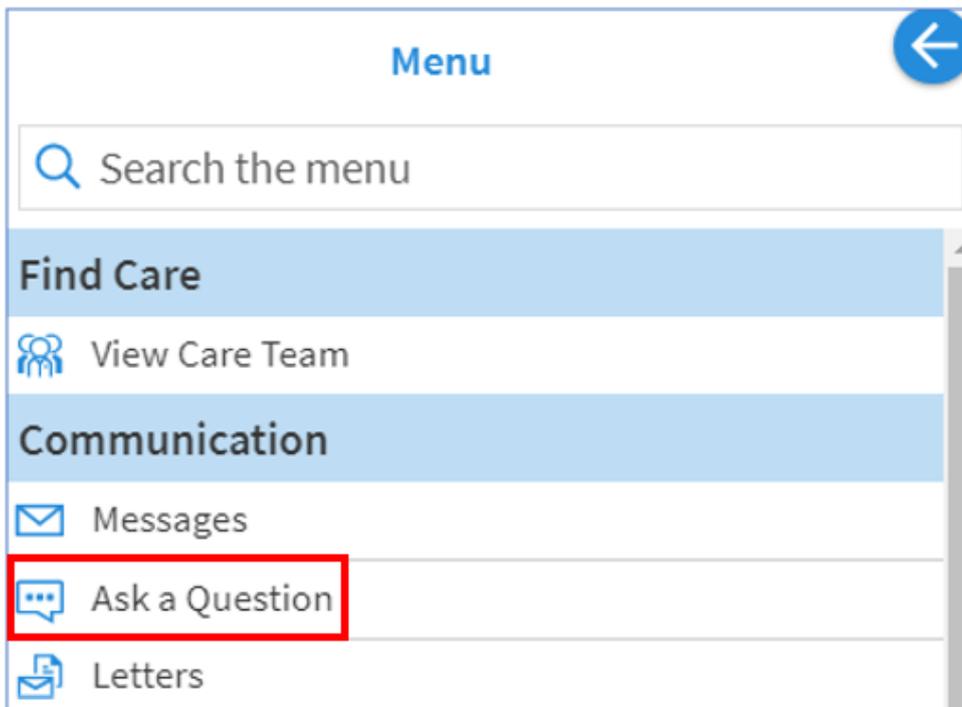


- Patients can also filter by organization to view all appointments from only a specific organization, as desired.

Appointments and Visits

Organization: All Show: Upcoming and Past

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



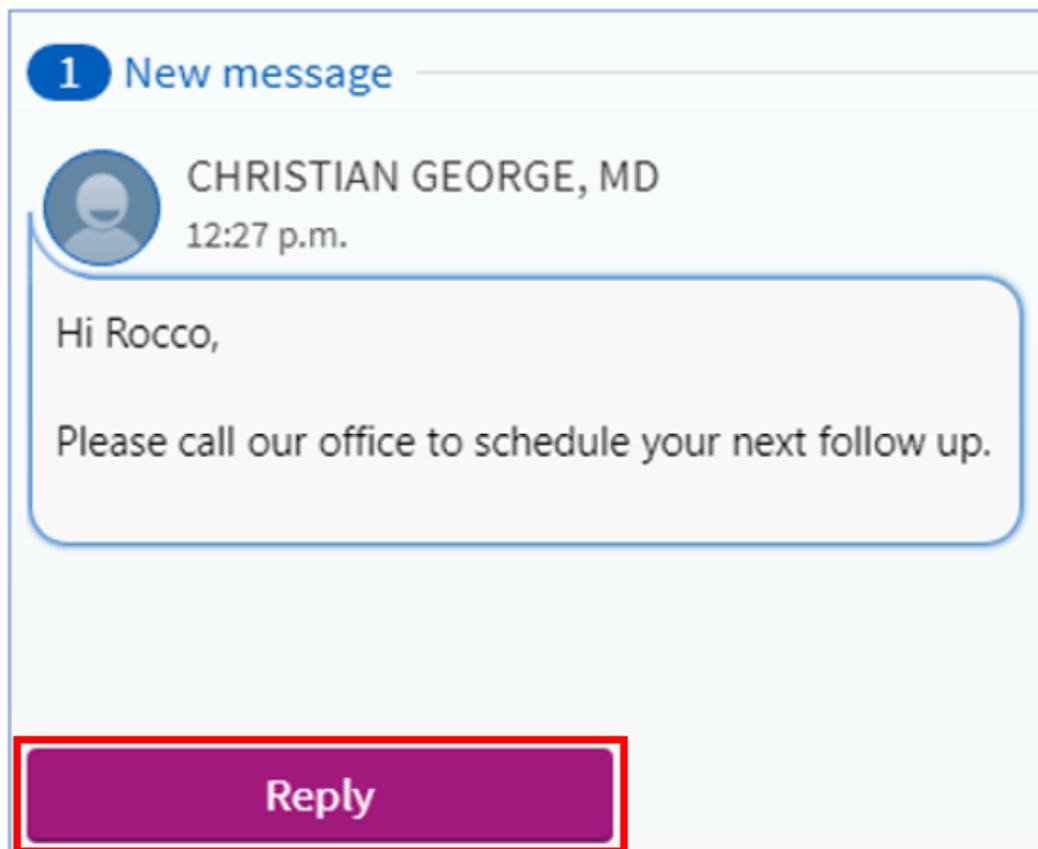
Conversations

Showing 53 of 215

Search conversations

CHRISTIAN GEORGE, MD
New Appt
Hi Rocco, Please call our office to schedule your next follow up.

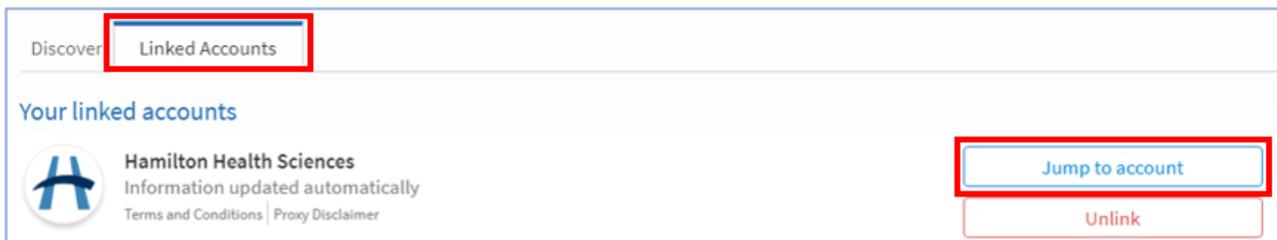
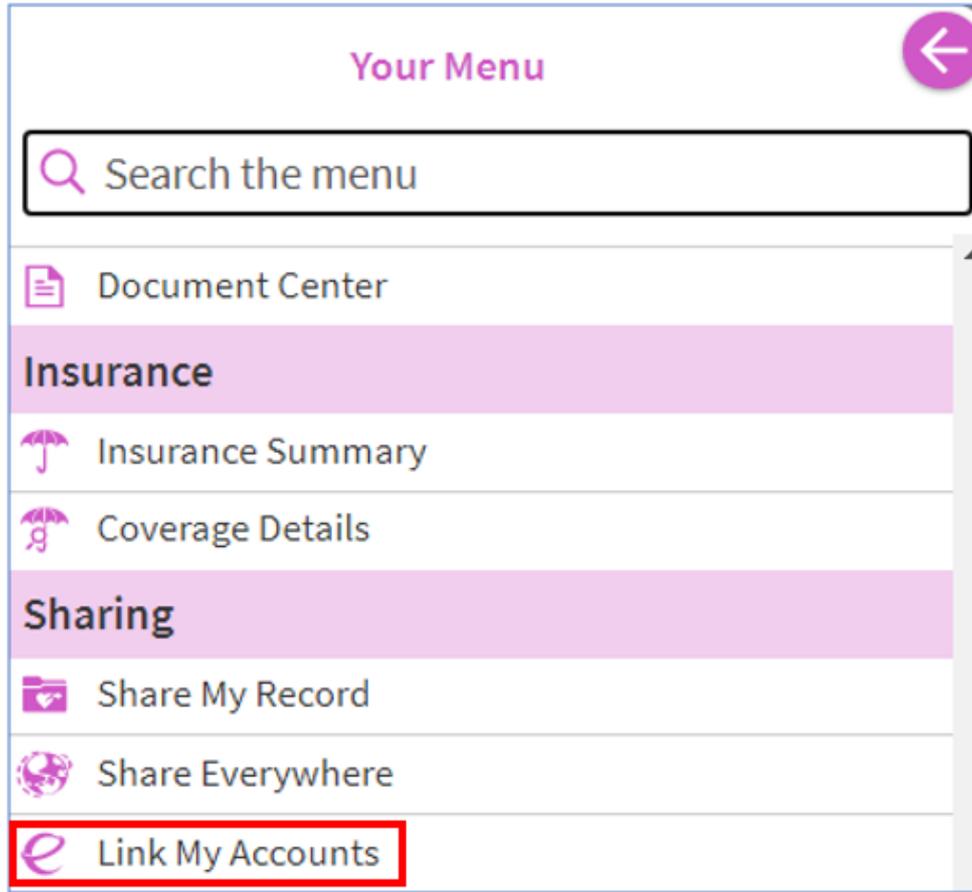
You
New Diet Plan
Hi, Can you please remind me what the new frequency of expected exercise is?



Switching Between MyChart Accounts

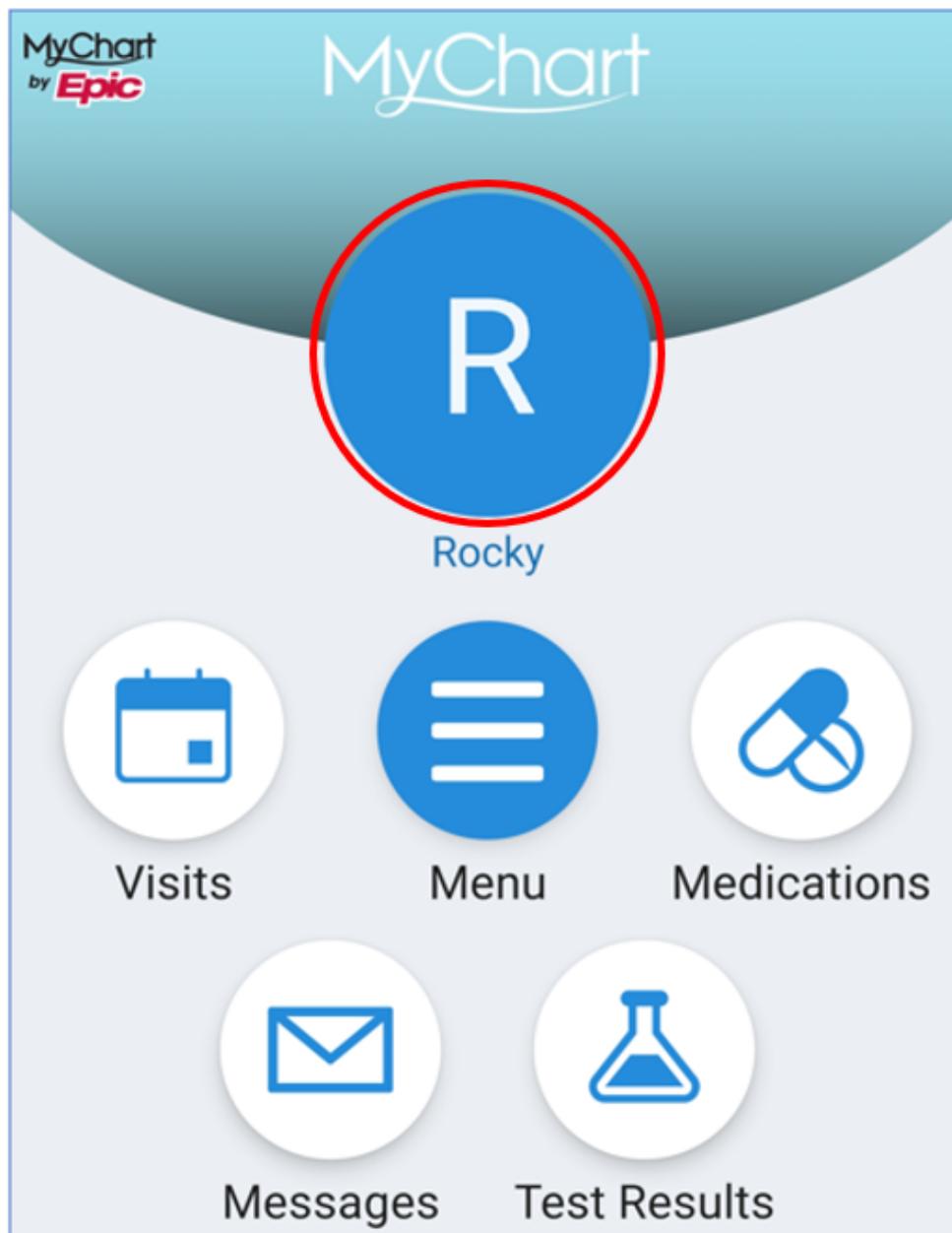
- Once the patient has linked more than one account, they can easily switch between each of the accounts without having to log out, navigate to the other MyChart patient portal, and log in.
- From a Web Browser: The patient can go to Sharing > Link My Accounts and select the Linked Accounts tab.

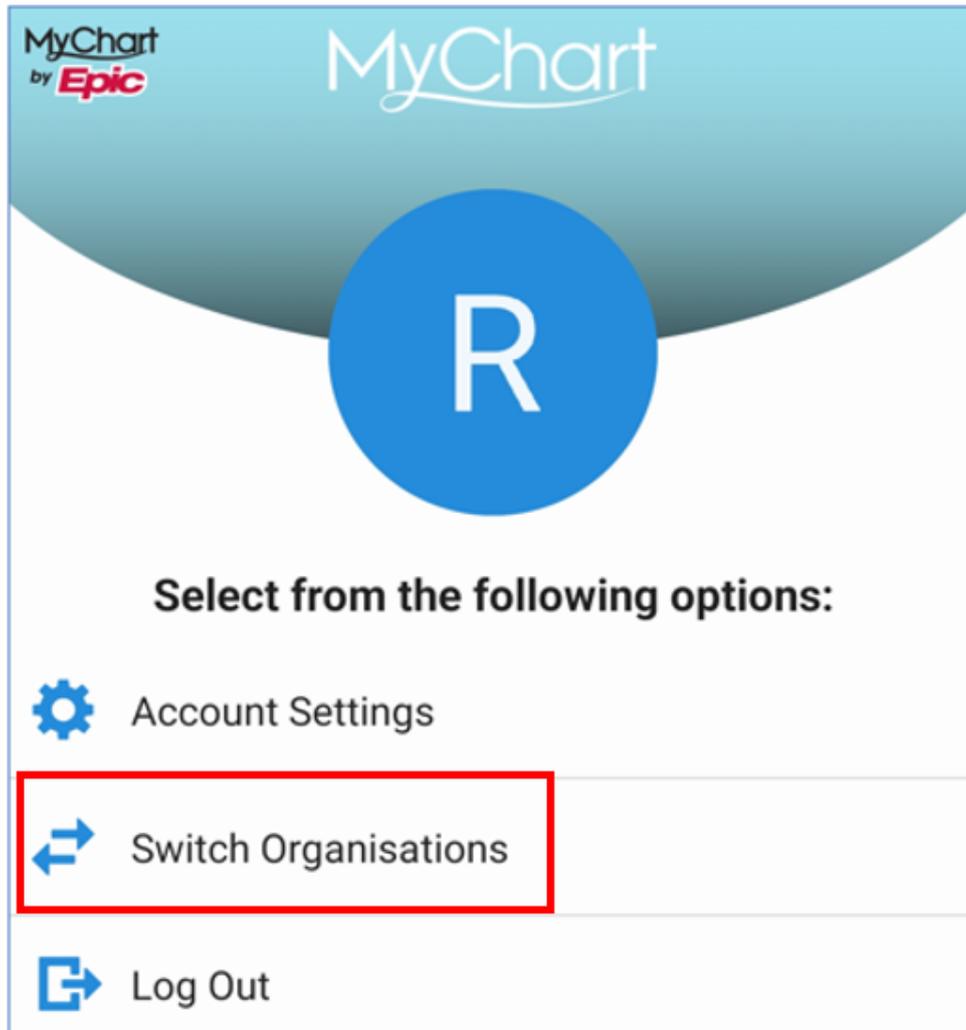
The patient would select 'Jump to account' next to the organization name for which they want to navigate to the associated MyChart account.



- From the Mobile App: The patient must select their profile image, select 'Switch Organizations', and select 'Add Organization'. They then must search for the appropriate organization; they can add as many organizations as needed.

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





The screenshot shows the MyChart by Epic user interface. At the top left is the "MyChart by Epic" logo. In the center, the word "MyChart" is displayed in a large, light blue font. Below this, a large blue circle contains a white letter "R". Underneath the circle, the text "Select from the following options:" is centered. A list of three options is provided, each with a blue icon to its left: "Account Settings" with a gear icon, "Switch Organisations" with a double-headed arrow icon, and "Log Out" with a square and arrow icon. The "Switch Organisations" option is highlighted with a red rectangular border.

