

What information will I see on the Patient Connect?

Patient Connect contains information on laboratory results, diagnostic and other reports, your appointment schedule and a list of your discharge medications from any visit to Markham Stouffville Hospital, Stevenson Memorial Hospital and Southlake Regional Health Centre. Your health care providers add this information during your hospital visit.

Only patient information from August 7, 2019 onwards will be available in the portal.

Patient Connect only contains a portion of your medical record, for information not available online, you can request it from the [Health Information Department \(HIM\)](#).

How do I enroll for Patient Connect?

1. Obtain a brochure and consent form at Registration.
2. Complete the form and place it in the secure drop box in the main lobby.
3. The Health Information Department will process your form.
4. You will then receive an email with a link to create your unique user login ID and password and set up your security questions.

Once you have enrolled on Patient Connect, you will be able to view your personal health information.

Alternatively, you can visit the hospital's Health Information Department and register for Patient Connect; it only takes 15 minutes or less to register! You will need two pieces of identification (one piece of ID must be a photo ID).

How do I access my Patient Connect account with my mobile device?

Enroll in Patient Connect, then:

- Download the free app at [Apple Store](#) or [Google Play](#) and select the MEDITECH MHealth app  to install.
- Once installed, open the MEDITECH MHealth app.
- A pop-up message will appear requesting access to your location services. Select 'yes'. *Make sure the Location Services in your device Settings is set to 'on'.*
- Click on the MEDITECH MHealth app and click on *Patient Connect*.
- *Enter your unique user login ID and password*
- From the Home screen menu, you can access all of your health information.

Who do I call if I have questions about my Patient Connect account?

For help signing up for Patient Connect, or if you have questions about your Patient Connect account, call Patient Connect Support from 8 a.m. – 4 p.m., Monday to Friday at: 1-877-733-5033

Where do I go if I have questions about my Patient Connect account?

Visit the Health Information Department at your hospital:

Markham Stouffville Hospital - located Building A, level 1, Room A1681, open **from 8 a.m. - 4 p.m., Monday - Friday (closed on statutory holidays)**

Southlake Regional Health Centre - located in the first hall to the right of On the Go Tim Hortons, turn left into the hall, Health Information is on your left hand side. Open **from 8 a.m. - 4 p.m., Monday - Friday (closed on statutory holidays)**

Stevenson Memorial Hospital - located on the basement level; follow the signs to Health Information. Open **from 10 a.m. - 3 p.m., Monday - Friday (closed on statutory holidays)**

How far back in the past can I see my information.

You can view information from August 7, 2019 forward. There will be no historical information before this date.

How does patient age affect portal access?

0-13 years of age

- Parent/legal guardian will be granted complete access to the child's Patient Connect record.
- Parent/legal guardians must visit our HIM to obtain access.

14-15 years of age

- Patient authorization is required for the parent/legal guardian to obtain a proxy account for the minor child.
- At any point, a minor patient between these ages may request removal of a proxy's access to their account.

16 + years old

- Parent/legal guardian's access is automatically removed at age 16.
- The patient must re-consent to grant parent/ legal guardian access to their child's Patient Connect record.

How do I request access to my child's record who is under 14 years old or for a patient who I am a substitute decision maker (as a proxy)?

To request access to a health record, you must go to the Health Information Department, located at one of the following hospitals:

Markham Stouffville Hospital - located Building B, level 1, Room A1681; open **from 8 a.m. - 4 p.m., Monday - Friday (closed on statutory holidays)**. At MSH only, between the ages of 14-16, the child may request removal of proxies from their account. Proxies are automatically removed when the minor turns 16.

Southlake Regional Health Centre - located in the first hall to the right of On the Go Tim Hortons, turn left into the hall, Health Information is on your left hand side. Open **from 8 a.m. - 4 p.m., Monday - Friday (closed on statutory holidays)**

Stevenson Memorial Hospital - located on the basement level; follow the signs to Health Information. Open **from 10 a.m. - 3 p.m., Monday - Friday (closed on statutory holidays)**

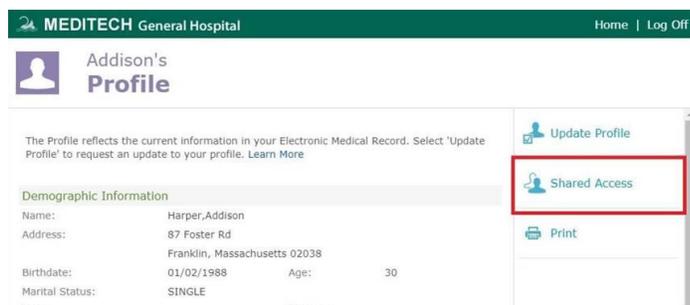
You will need government photo identification.

How do I share my health information with family/friends/ substitute decision maker (called a proxy) of my choice?

Only you have access to your health information in Patient Connect, you have the ability to share this information at your discretion. You can provide access and/or revoke other people's access to your health information. You are able to set access levels and choose what components of your health information each person is able to see. It is easy to see who has access to your information and you will see when the proxy user last viewed your information.

To set this up:

- Log into your Patient Connect account
- Select the 'Profile' icon at the top right side of the page
- Click on the 'Shared Access' button on the right side of you demographic information



NOTE: if a proxy requests a change of information through the Update Profile option, such as a change of address or email, this will change information on the patient's health record at the hospital.

How do I request access to my diagnostic images?

While results are available on Patient Connect, diagnostic images are not, but you can request these by visiting the following websites:

Markham Stouffville Hospital:

<https://www.msh.on.ca/patients-and-visitors/your-privacy/requesting-your-health-information>

Southlake Regional Health Centre:

<http://www.southlakeregional.org/Default.aspx?cid=1324&lang=1>

Stevenson Memorial Hospital:

http://www.stevensonhospital.ca/financials_annualreports_/personal-health-information.html

How do I reset my password?

To reset your Patient Connect password, go to <https://patientconnect.shinepartners.ca>: click on the link and follow the prompts accordingly.

If you require further assistance, call Patient Connect support at 1-877-733-5033

**If you believe that your Patient Connect account has been breached or compromised, call the support number above immediately.

How do I change my mailing address or other information?

Sign into your Patient Connect account, click on the 'Profile' icon then on 'Update My Profile'. Enter the information (street address, phone number) you want to change, and click 'submit'. A Health Information staff member will review and accept your request, so the change will not appear immediately.

How do I change my password, email address, and update email preferences?

You will receive notices about upcoming appointments, updates to your records or new test results through Patient Connect, so make sure your email address is up-to-date. You can change your email address by:

1. Selecting Preferences, on the Patient Connect home page and update your email address.
2. To reset your Patient Connect password, go to <https://patientconnect.shinepartners.ca>: click on the link and follow the prompts accordingly.

What should I do if I cannot find a report or result I was expecting to see?

Go to Health Information at the hospitals noted below, or call 1-877-733-5033.

Markham Stouffville Hospital - located Building B, level 1, Room A1681; open **from 8 a.m. - 4 p.m., Monday - Friday (closed on statutory holidays)**

Southlake Regional Health Centre - located in the first hall to the right of On the Go Tim Hortons, turn left into the hall, Health Information is on your left hand side. Open **from 8 a.m. - 4 p.m., Monday - Friday (closed on statutory holidays)**

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What do the numbers mean in my reports?

These numbers are the unique medical record number for each hospital:

- E00000000 – you are a patient at more than one site, so this is your enterprise medical record number
- M00000000 – you are a patient at Markham Stouffville Hospital
- S00000000 – you are a patient at Southlake Regional Health Centre
- H00000000 – you are a patient at Stevenson Memorial Hospital

How do I close my Patient Connect account?

Go to the Health Information Department at the hospitals noted below, or call 1-877-733-5033.

Markham Stouffville Hospital - located Building B, level 1, Room A1681; open **from 8 a.m. - 4 p.m., Monday - Friday (closed on statutory holidays)**

Southlake Regional Health Centre - located in the first hall to the right of On the Go Tim Hortons, turn left into the hall, Health Information is on your left hand side. Open **from 8 a.m. - 4 p.m., Monday - Friday (closed on statutory holidays)**

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How access my Patient Connect account with my computer?

Patient Connect is compatible with most web browsers. We recommend that users access the portal on the device's native browser, such as Safari on an iPhone. Patient Connect has been tested with Safari, Chrome, Internet Explorer and Firefox. We suggest you add the address notifications@shinepartners.ca to your 'safe senders' list to avoid any notifications being marked as spam.