



*Joining compassion with technology*

## **MyDovetale Patient Guide**

**Updated November 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](http://www.stjoes.ca/patients-visitors/privacy-information-security)

**Contact HIM:** 905-522-115 ext. 33415 or [mydovetale@stjoes.ca](mailto: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:

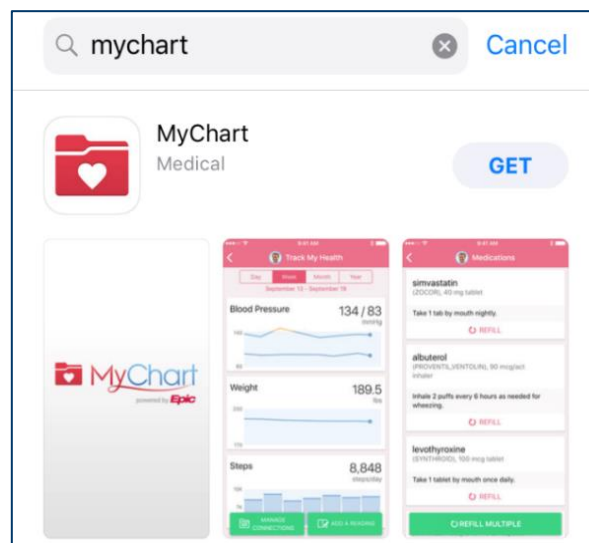
<https://mydovetale.ca>



## 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](http://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](mailto: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.



## Request to 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](mailto:mydovetale@stjoes.ca) for assistance.

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

## Sign Up with an Activation Code

Your clinic, the Health Information Management Department, or the MyDovetale Support Team can send you an activation code to sign up for a MyDovetale account.

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 Ontario Health Card Number (HCN) and your date of birth. Click **Next**.

**mydovetale**  
St. Joseph's Healthcare Hamilton

## Please Identify Yourself

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

### Health Card Number (Card Number Without Version Code)

Example Health Card Number: 9999-999-999

Next

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.

The screenshot shows a form titled "Enable E-mail Notifications?". Below the title is a descriptive sentence: "When new information is available (such as test results or messages), we will send a notification message to your Internet e-mail address." There are two buttons: "Yes" (highlighted in blue) and "No". Below this is a section titled "E-mail Address" with the text "Your e-mail address will be used for alerts only. We will not share your e-mail address with anyone." It features a text input field with the example "Example: chris@company.com" and a "Retype E-mail Address" label above another text input field. At the bottom, there is a section titled "Enable Text Message Notifications?" with the text "When new information is available (such as test results or messages), we will send a text (SMS) notification message to your mobile phone." and two buttons: "Yes" and "No" (highlighted in blue).

## Sign Up Through Auto-Instant Activation

### What is Auto-Instant Activation?

You may automatically receive a link to activate your MyDovetale account via email. All of the following requirements MUST BE TRUE in order for you to receive an Auto-Instant Activation email:

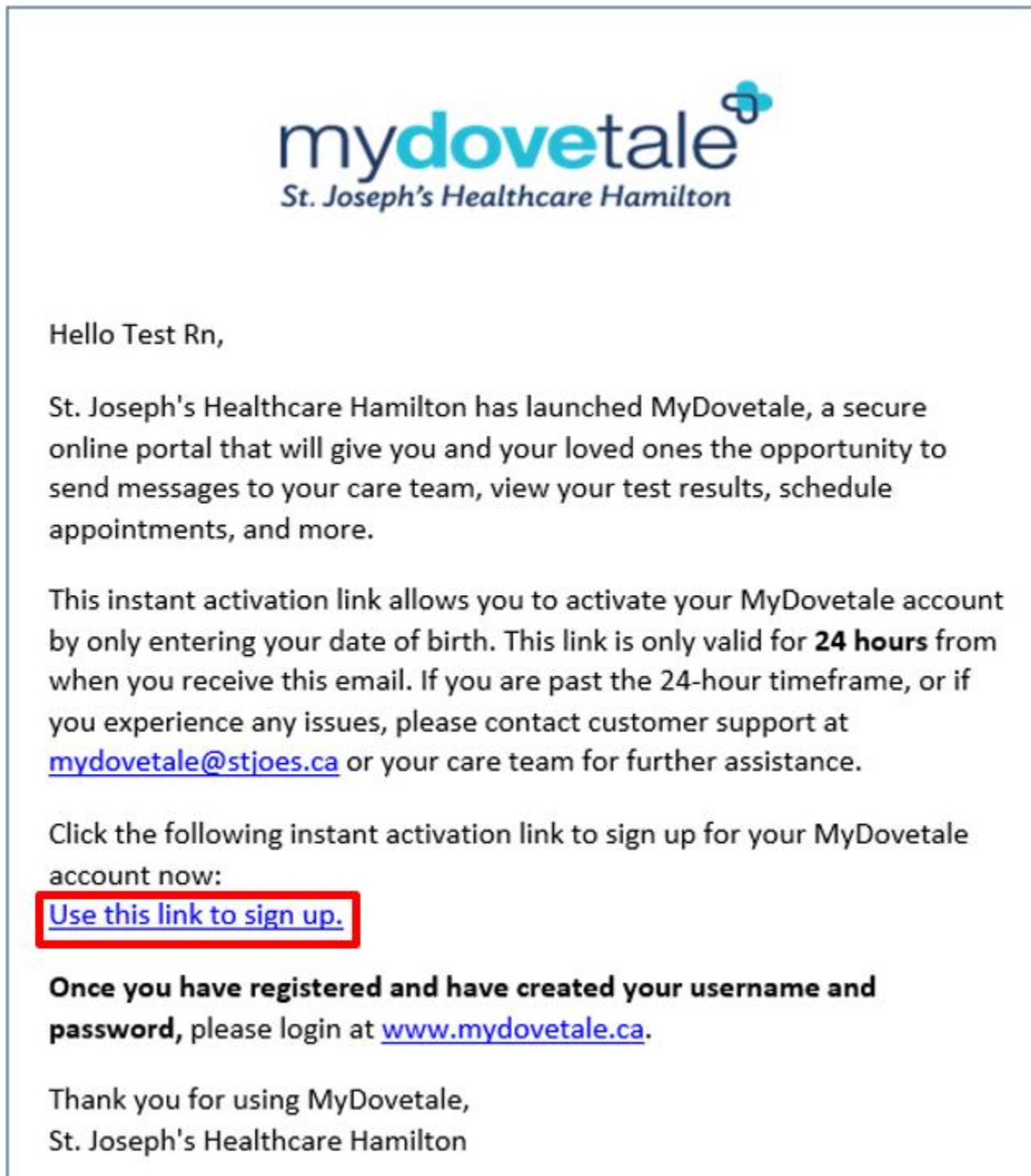
- You must **not** already have a MyDovetale account
- You must have an Ontario Health Card Number on file at St. Joe's
- You must be 16 years of age or older
- You must have a unique mobile number on file at St. Joe's (i.e. the mobile number is only listed at St. Joe's as belonging to you)
- You must be scheduled for an appointment in a clinic using MyDovetale **OR** registered in the Emergency Department

You have 24 hours to use the link to activate your MyDovetale account.



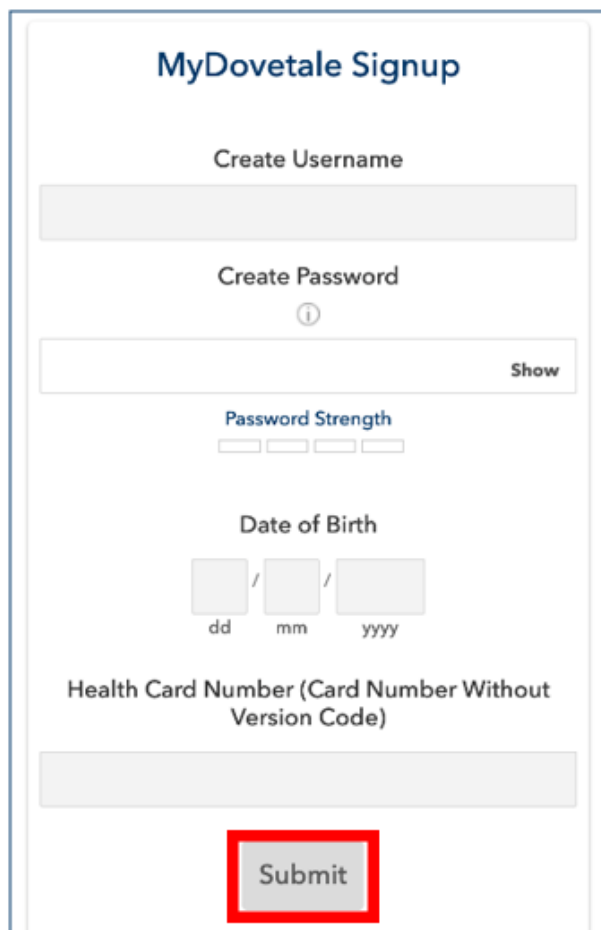
### How to Use Auto-Instant Activation to Activate a MyDovetale Account

1. If you meet the above requirements, you will receive an Auto-Instant Activation email notification prompting you to sign up for a MyDovetale account.





2. To create your MyDovetale account, click on the link within the email and follow the prompts to set up your username and password. Once complete, select **Submit**.



The image shows a 'MyDovetale Signup' form. It includes fields for 'Create Username', 'Create Password' (with a 'Show' button), 'Password Strength' (four empty boxes), 'Date of Birth' (three boxes for dd, mm, yyyy), and 'Health Card Number (Card Number Without Version Code)'. A red box highlights the 'Submit' button at the bottom.

## Sign Up Without an Ontario Health Card Number

If you do not have an **Ontario Health Card Number**, you will need to contact your clinic directly or the Health Information Management Department and present in-person to sign up for a MyDovetale account.

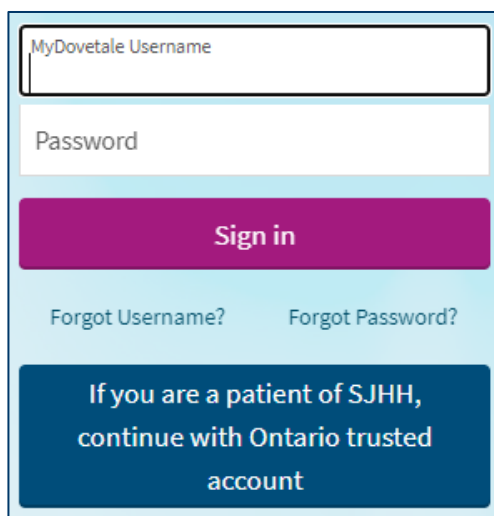
## Logging Into MyDovetale

### 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.

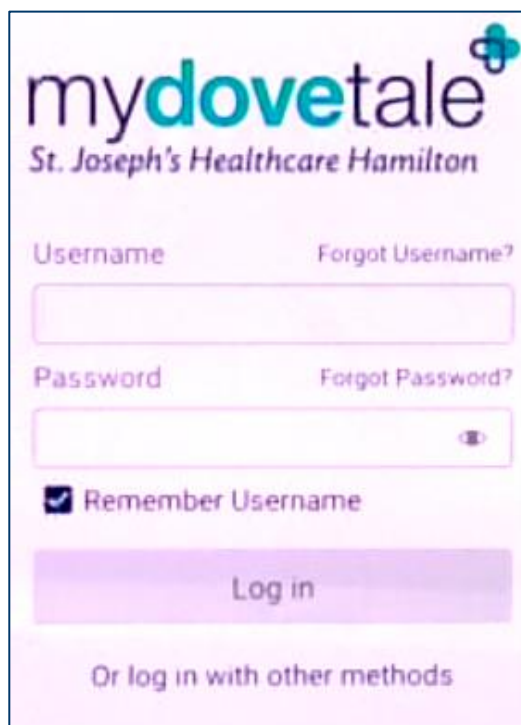




The image shows a web-based login form for MyDovetale. It features a light blue background. At the top, there is a white input field labeled 'MyDovetale Username'. Below it is another white input field labeled 'Password'. A prominent purple 'Sign in' button is centered below the password field. Underneath the button, there are two links: 'Forgot Username?' and 'Forgot Password?'. At the bottom, a dark blue box contains the text 'If you are a patient of SJHH, continue with Ontario trusted account' in white.

**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**.



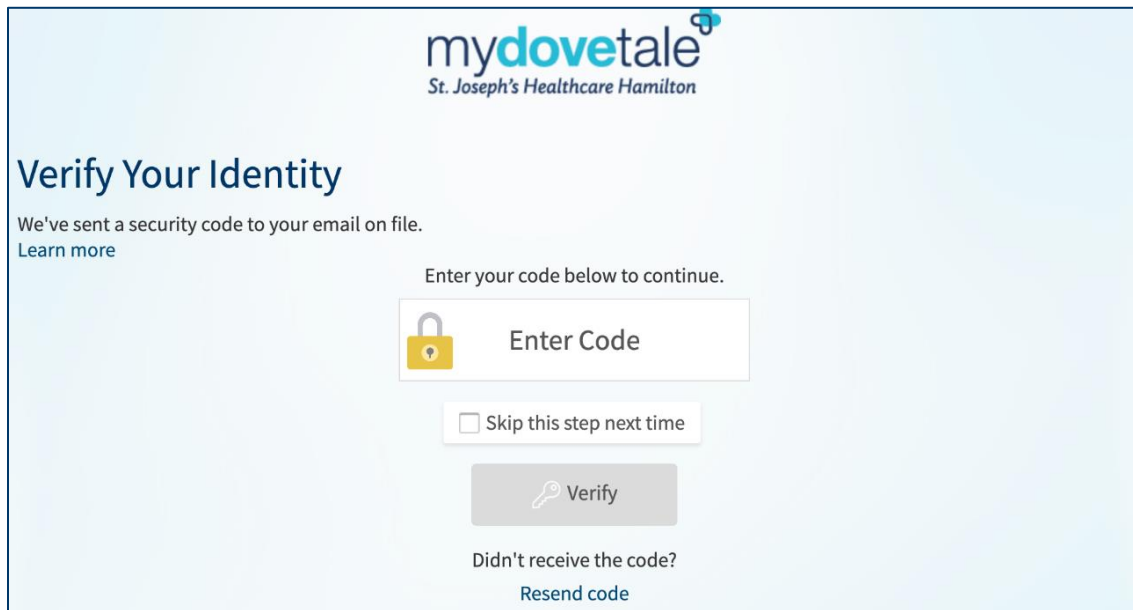
The image shows the mobile application login screen for MyDovetale. It has a light purple background. At the top is the 'mydovetale' logo with 'St. Joseph's Healthcare Hamilton' underneath. Below the logo, there are two columns of text: 'Username' and 'Forgot Username?' on the left, and 'Password' and 'Forgot Password?' on the right. Each column has a corresponding input field. Below the password field is a checkbox labeled 'Remember Username' which is checked. A purple 'Log in' button is centered below the checkbox. At the bottom, there is a link that says 'Or log in with other methods'.



## Using Two-Factor Authentication

All MyDovetale accounts are now secured with two-factor authentication by default to prioritize the security of your healthcare data.

1. Upon logging into your MyDovetale account, you will be prompted to enter a code to verify your identity. This code will be sent to the email associated with your MyDovetale account.




mydovetale  
St. Joseph's Healthcare Hamilton


### Verify Your Identity

We've sent a security code to your email on file.  
[Learn more](#)

Enter your code below to continue.

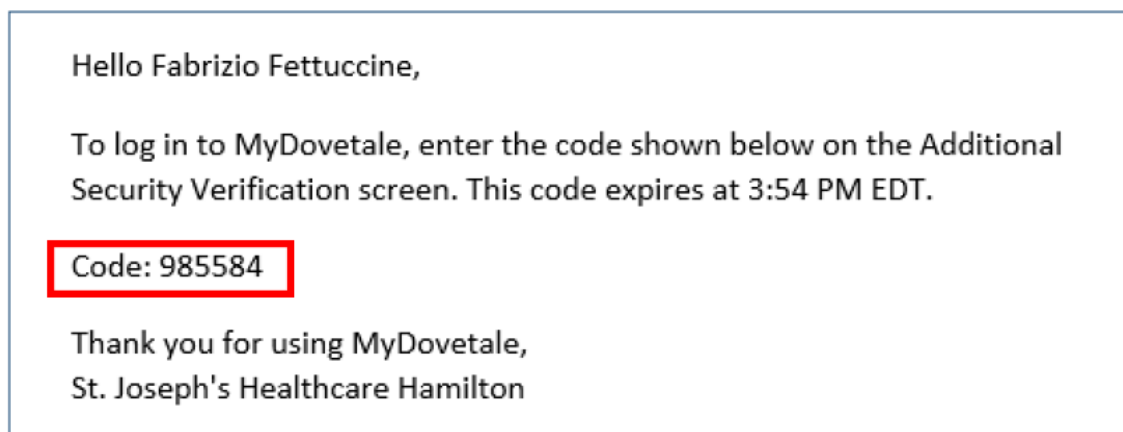
 Enter Code

☐ Skip this step next time

 Verify

Didn't receive the code?  
[Resend code](#)

2. Access your email associated with your MyDovetale account to retrieve your code.



Hello Fabrizio Fettuccine,

To log in to MyDovetale, enter the code shown below on the Additional Security Verification screen. This code expires at 3:54 PM EDT.


**Code: 985584**

Thank you for using MyDovetale,  
St. Joseph's Healthcare Hamilton

3. Back on the MyDovetale login screen, enter the code and select **Verify** to complete the process.




Enter your code below to continue.



Enter Code  
**026090**

☐ Skip this step next time

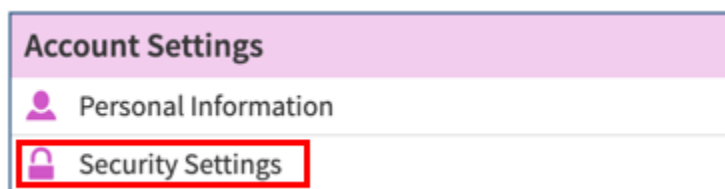
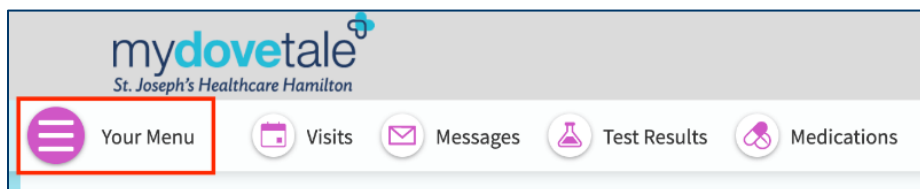
 **Verify**

Didn't receive the code?  
[Resend code](#)

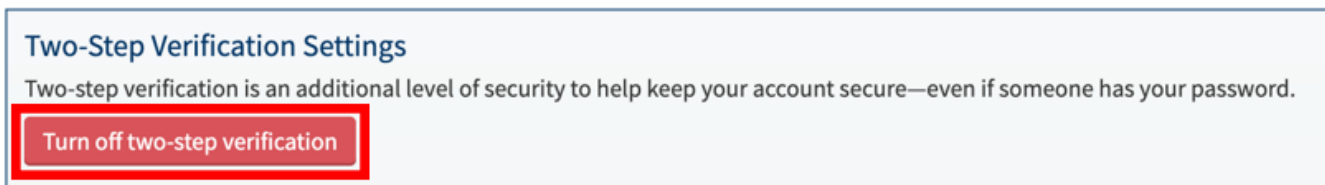
## Deactivating Two-Factor Authentication

You can deactivate two-factor authentication for your MyDovetale account if desired. Please note that you can turn this feature back on at any time.

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



2. Under 'Security Settings', navigate to **Two-Step Verification Settings**. Select **Turn off two-step verification**.





3. You will be prompted to enter your password to continue with your request to deactivate two-factor authentication. Enter the password associated with your MyDovetale account and select **Continue**.

## Verify Your Identity

Two-step verification adds an additional layer of security to your account. If you still wish to disable two-step verification, begin by entering your password below.

★ Password

Continue

Cancel


4. You will then be prompted to enter a code to verify your identity. This code will be sent to the email associated with your MyDovetale account.

# Verify Your Identity


We've sent a security code to rnocita@stjoes.ca.

[Learn more](#)

Enter your code below to continue.



## Enter Code

 **Verify**

Didn't receive the code?

[Resend code](#)

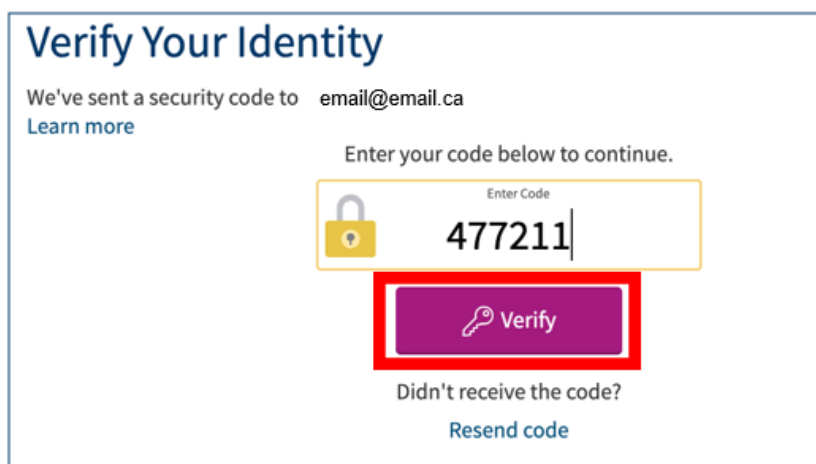
[Back](#)

5. Access the email associated with your MyDovetale account to retrieve your code.





6. Enter the code and select **Verify** to complete the deactivation of two-factor authentication for your MyDovetale account. You will no longer be prompted to utilize this feature upon login unless you turn it back on.



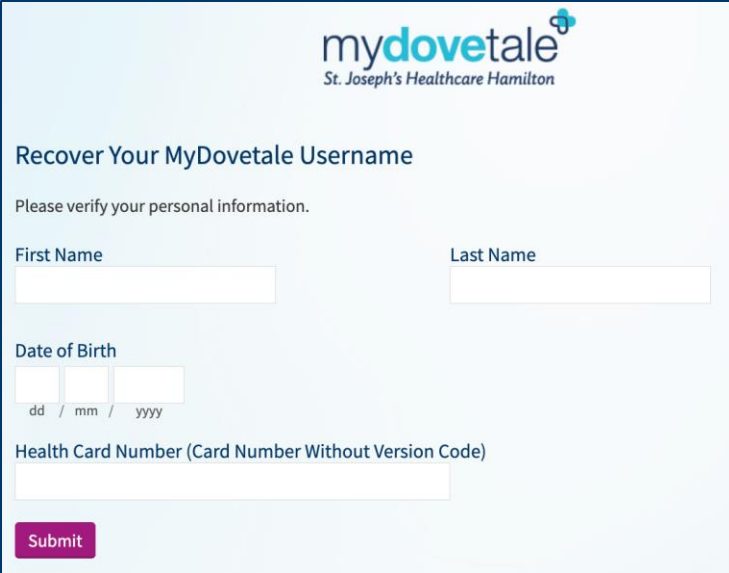
## Recovering Your Username and Password

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 Ontario Health Card Number (HCN). Your username will then be sent to your email account.

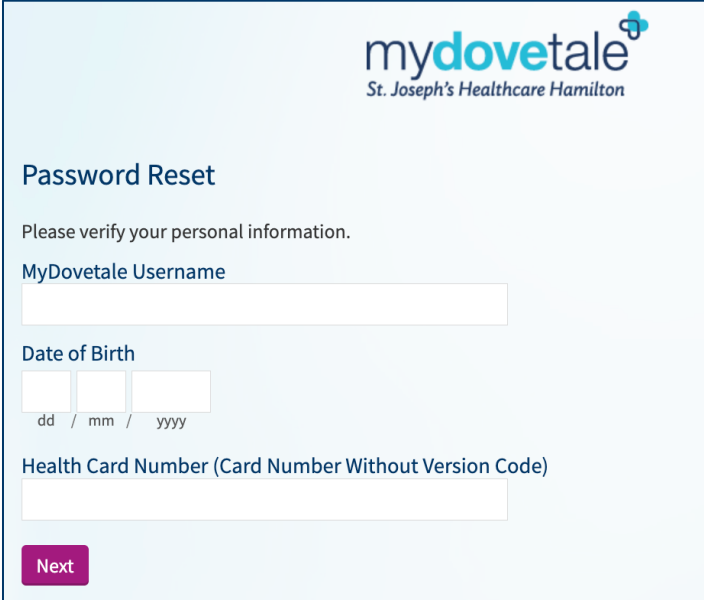




The screenshot shows a web form titled "Recover Your MyDovetale Username" with the mydovetale logo at the top. Below the title is the instruction "Please verify your personal information." The form contains four input fields: "First Name", "Last Name", "Date of Birth" (with a dd/mm/yyyy format), and "Health Card Number (Card Number Without Version Code)". A purple "Submit" button is located at the bottom left of the form area.

Selecting **Forgot Password?** will bring you to the screen below where you will enter your MyDovetale username, date of birth, and Ontario Health Card Number (HCN). Then you will be able to reset your password.

If you do not remember your username and password, please contact the Health Information Management Department or send an email to [mydovetale@stjoes.ca](mailto:mydovetale@stjoes.ca).



The screenshot shows a web form titled "Password Reset" with the mydovetale logo at the top. Below the title is the instruction "Please verify your personal information." The form contains three input fields: "MyDovetale Username", "Date of Birth" (with a dd/mm/yyyy format), and "Health Card Number (Card Number Without Version Code)". A purple "Next" button is located at the bottom left of the form area.

## Deactivating Your MyDovetale Account

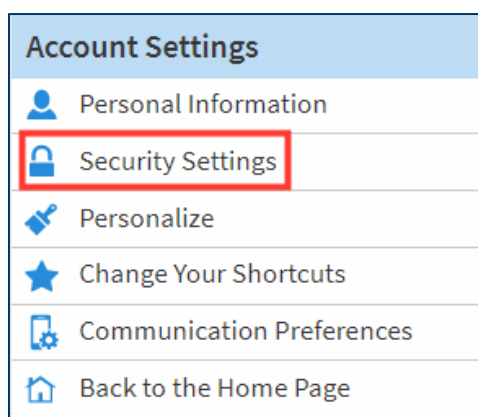
If you no longer want or need access to your MyDovetale account, you have the opportunity to deactivate your account. The following will apply once you deactivate your account:



- 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**.

3. 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**

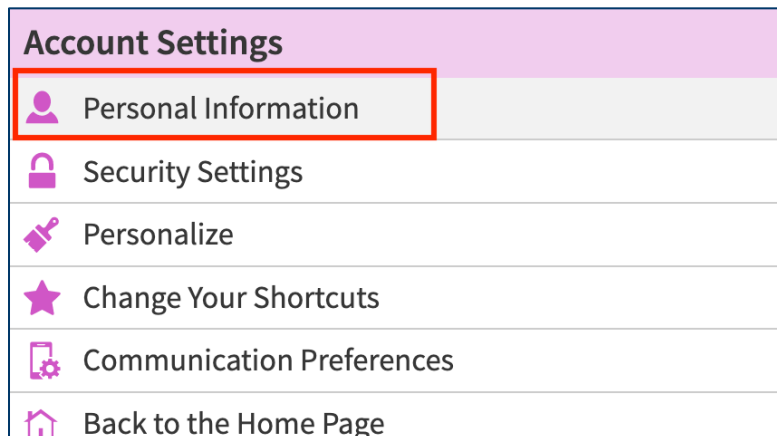
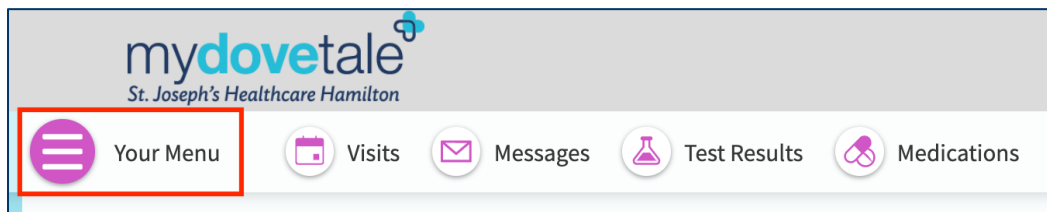
4. To complete the deactivation process, select **Deactivate**.

## Maintaining Your MyDovetale Account

### Updating Your Contact Information

To update your contact information on your MyDovetale account

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



2. 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](#)

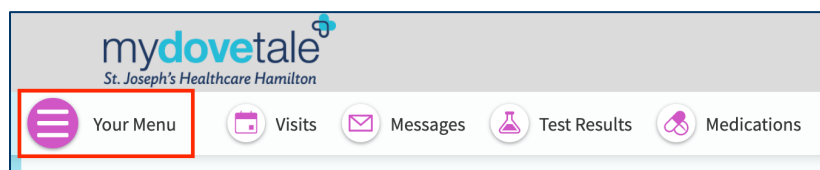
✎ Edit

- 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

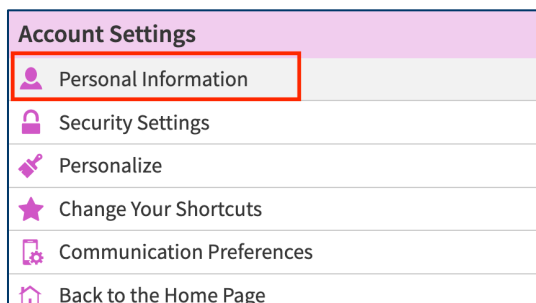
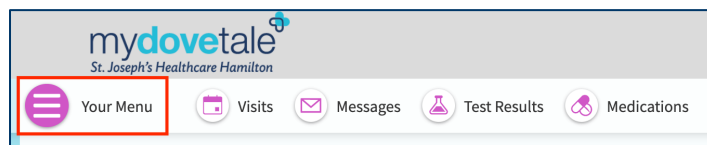
SAVE CHANGES

CANCEL

## Updating/Adding Emergency Contact(s)

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

1. 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

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

20



### 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.

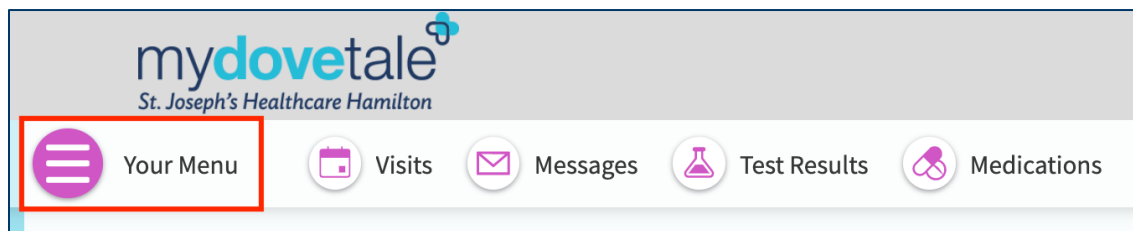
Contact Name	Relationship	Primary Contact	Address	Home Phone	Mobile Phone	Work Phone	Email	Action
Rosa Ravioli	(Spouse)	Yes	Address not entered	905-968-5215	Mobile phone not entered	Work phone not entered	Email not entered	<b>Edit</b> Remove
Roberto Ravioli	(Brother)	No	Address not entered	519-653-5218	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**.

**Details About Me**

Legal Sex <sup>i</sup>  
Female

Gender Identity  
Transgender Male / Female-to-Male

Sex Assigned at Birth  
Female

Sexual Orientation  
Bisexual

Marital Status  
Married

Religion  
Catholic

**Edit**

- Enter your preferred first name, 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  
Rocky

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  
Male

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

**Save changes** **Cancel**

## 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**.

mydovetale  
St. Joseph's Healthcare Hamilton

**Your Menu** Visits Messages Test Results Medications

**Account Settings**

**Personal Information**

Security Settings

Personalize

Change Your Shortcuts

Communication Preferences

Back to the Home Page



- 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.

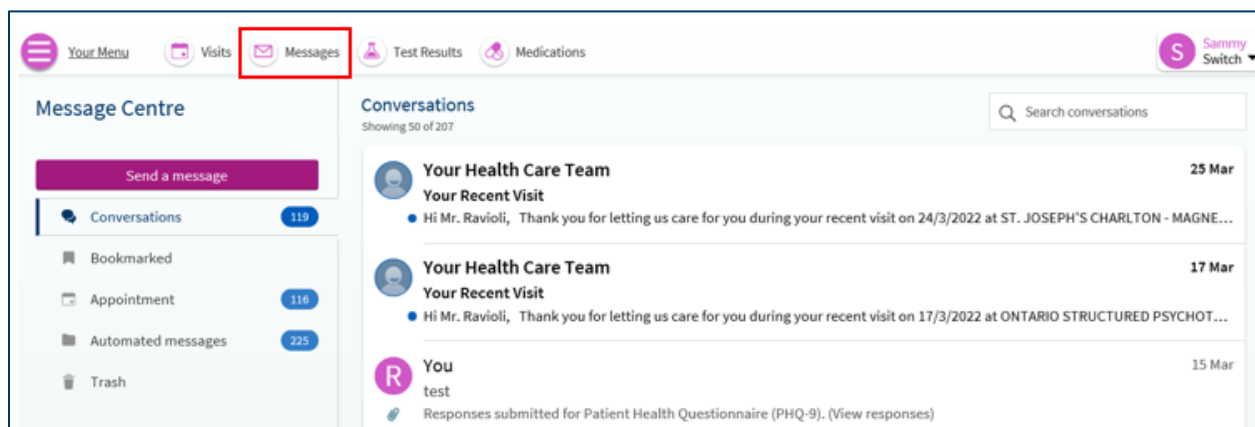
	Email	Text	Mail
<b>Appointments</b> <small>Alerts and notifications about upcoming or past appointments.</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Messages</b> <small>Receive updates from your healthcare organization.</small>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



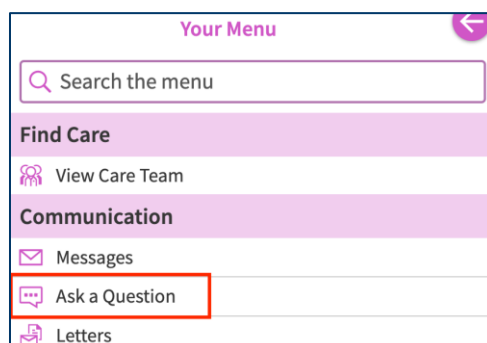
**NOTE:** Deleting a message from your inbox does not mean that it is deleted completely from MyDovetale. Any information provided through MyDovetale may become part of your legal medical record and as such, may be used and disclosed as permitted or required by law.

## 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**.

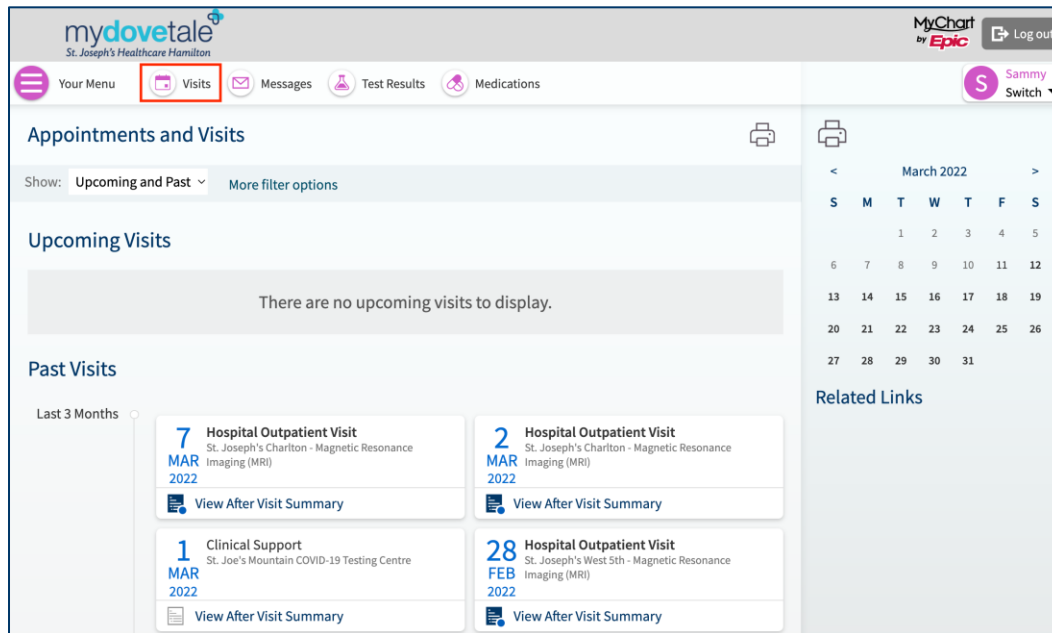


## Viewing Your Upcoming & Past Appointments

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

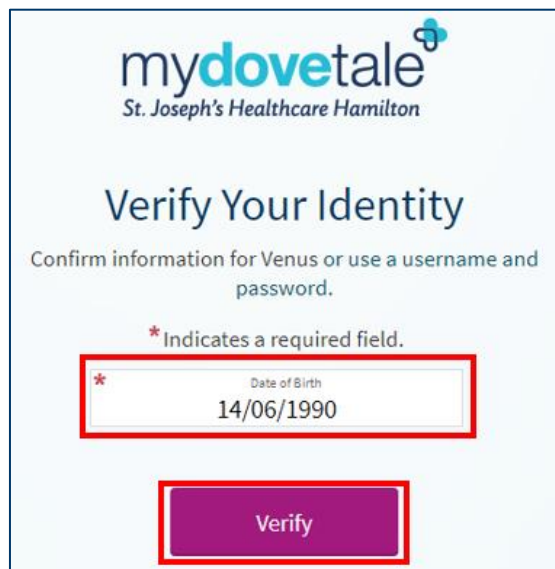
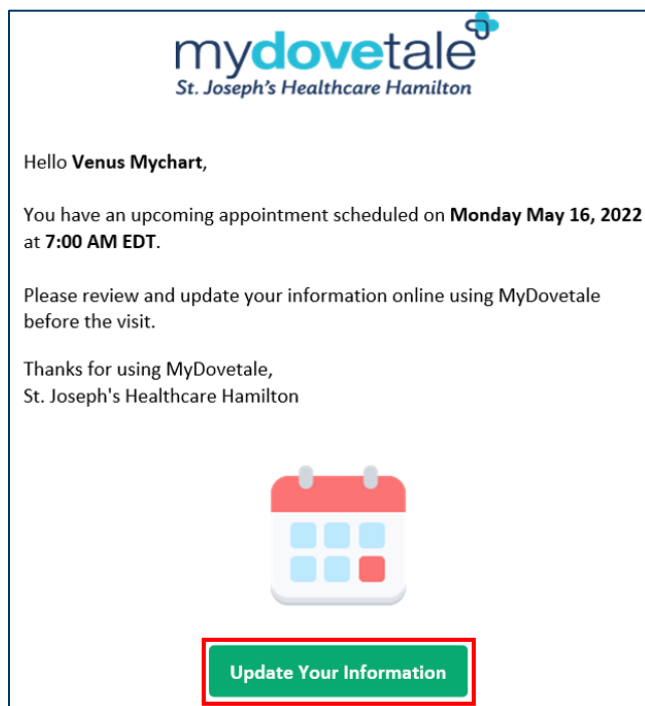
**NOTE:** If you have multiple appointments within a 7-day period, you will only be prompted to review and update you information one time.

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.

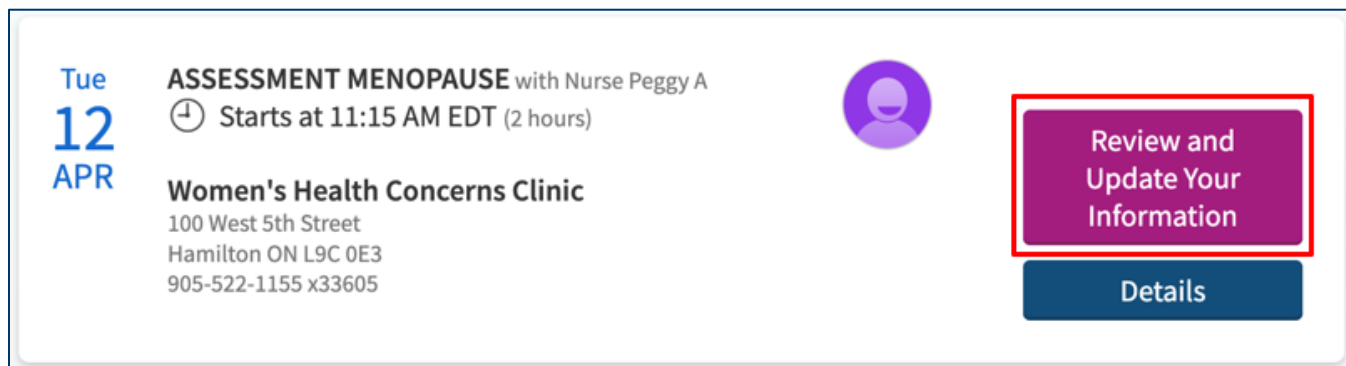


1. Select **Update Your Information** or **Review and Update Your Information**.

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


- 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

- On the next page, navigate through each of the prompts to review and update your current allergies.
- 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.**

<b>Mango</b> Rash Added 23/7/2021 Remove	<b>Strawberry</b> Itching, Rash Added 23/7/2021 Remove	<b>Penicillins</b> Swelling Added 23/7/2021 Remove
<b>Sulfabenzamide</b> Swelling, Rash Added 23/11/2021 Remove	<b>Banana</b> Rash Added 24/11/2021 Remove	<b>1,4-Diaminobenzene</b> 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**.

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

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



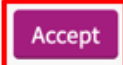
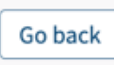
### Report a Health Issue

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


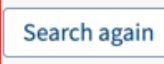


 ... - Search

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

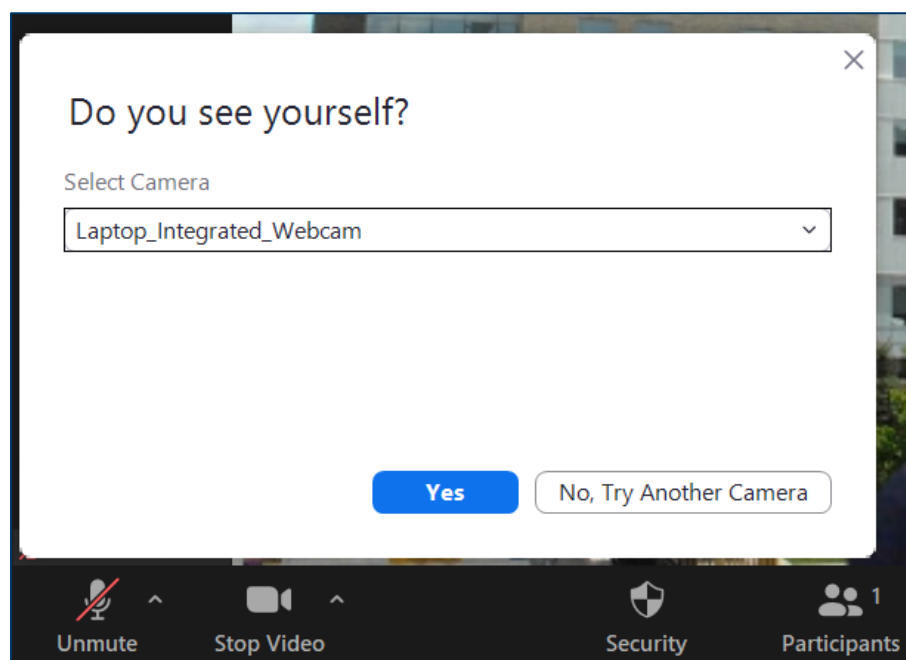
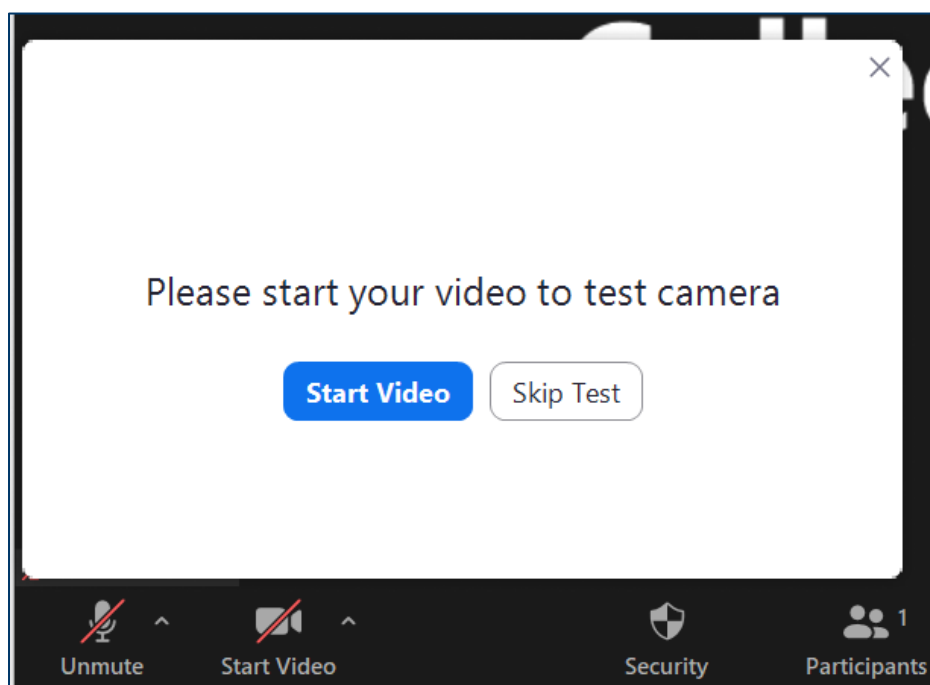
Personal Info
Medications
Allergies
Health Issues
Questionnaires
**Hardware Test**
Location

#### Hardware Test

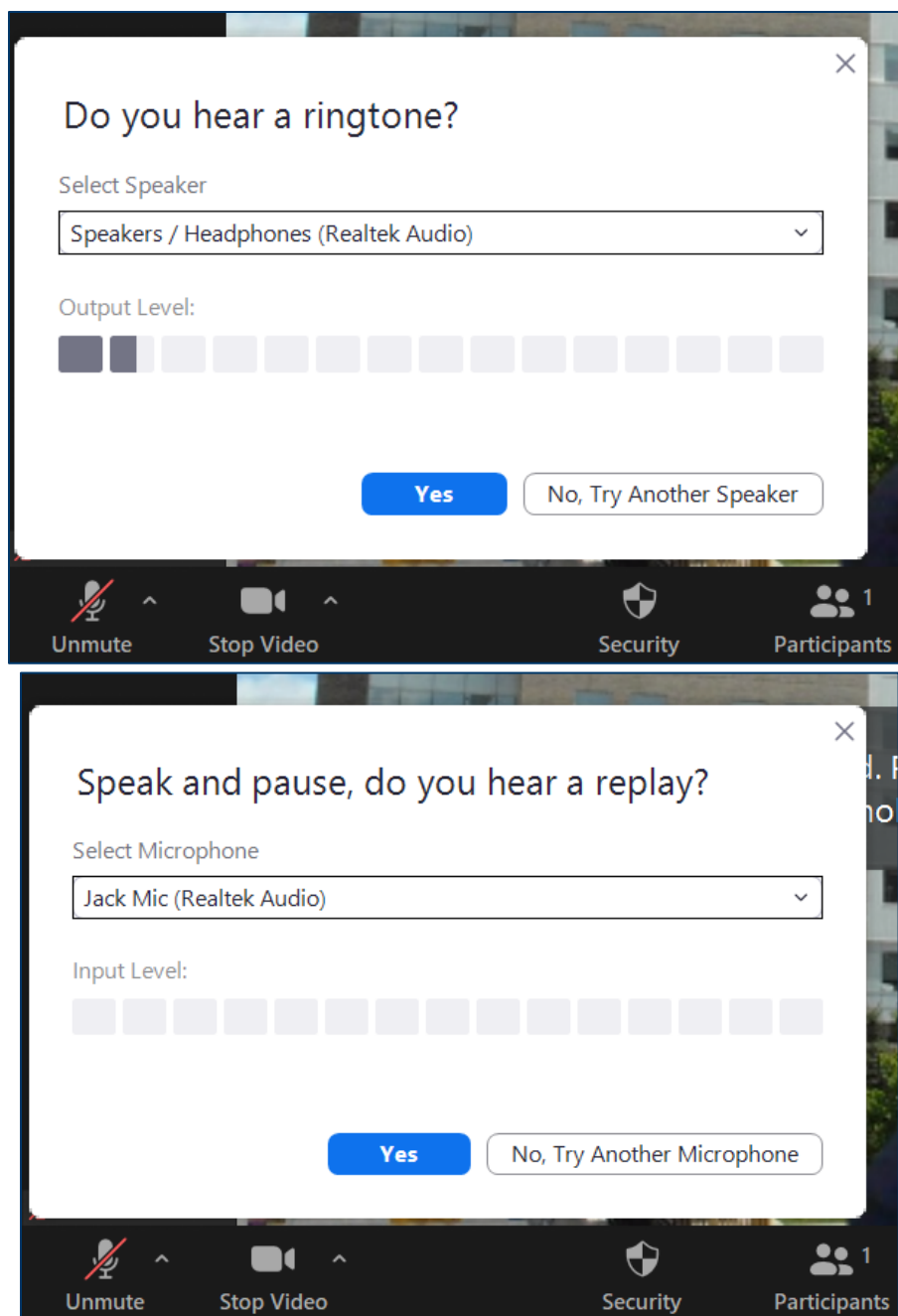
Before it's time for your video visit, make sure you have a working camera, microphone, and speaker. Once you have successfully tested your hardware, make sure you manually return to your MyDovetale account in your web browser or mobile app.



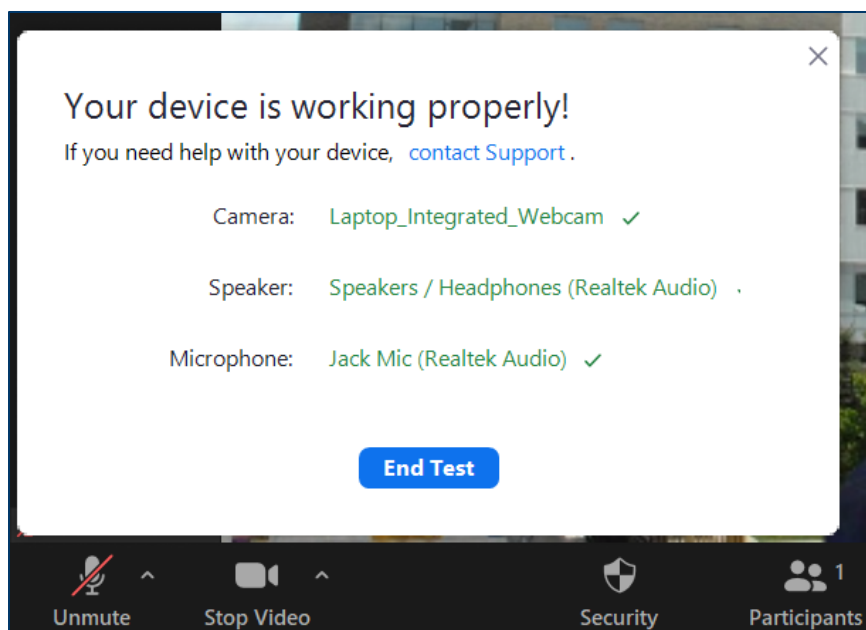
28. **From a Computer:** Zoom will open in your browser. Navigate through the prompts to test your hardware (camera, speakers, and microphone).





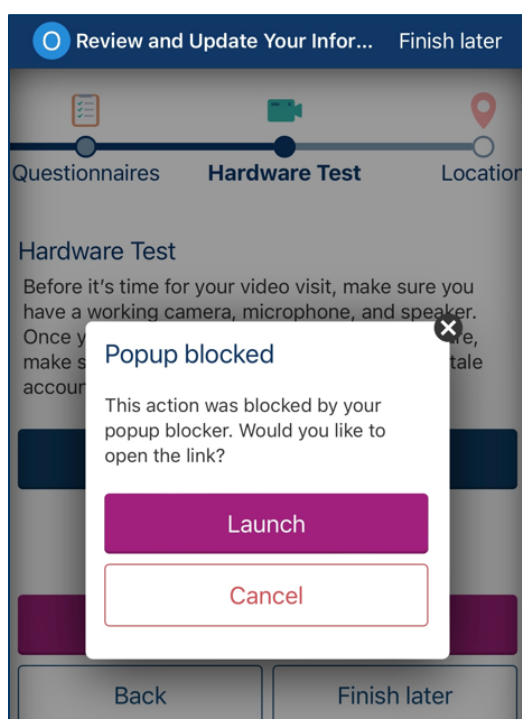




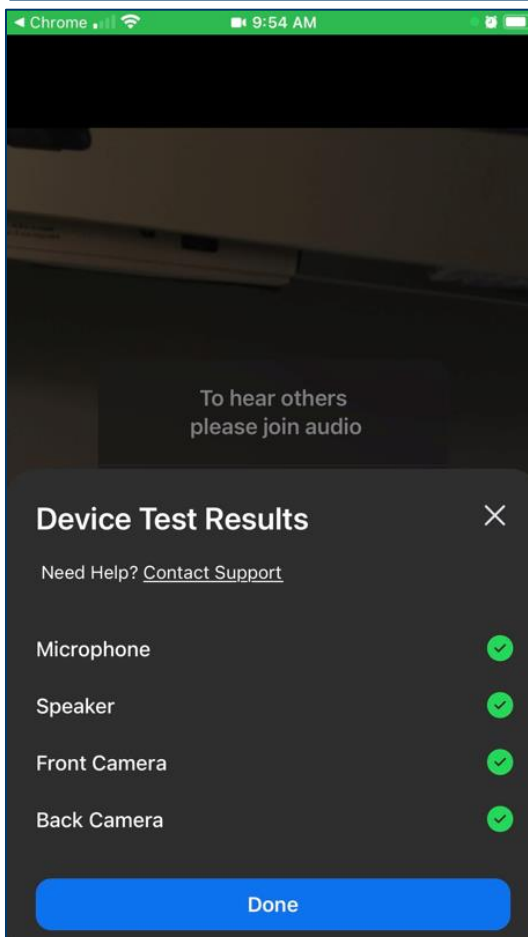


29. **From a Mobile Device:** Zoom will open in your browser or within the Zoom app itself (if already downloaded). Navigate through the prompts to test your hardware (camera, speakers, and microphone).

**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, there's a 'MyChart by Epic' logo and a 'Log out' button. Below the navigation bar, the 'Test Results' section is active. It includes a search bar with the text 'Search this list' and a checkbox labeled 'Show hospital results' which is checked. Below this, there's a table with the following data:

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's a sidebar with a 'Sammy Switch' button and a message: 'Here you can see your lab results, along with the person who asked for the lab test to be done. Click a row to view more details.'

**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

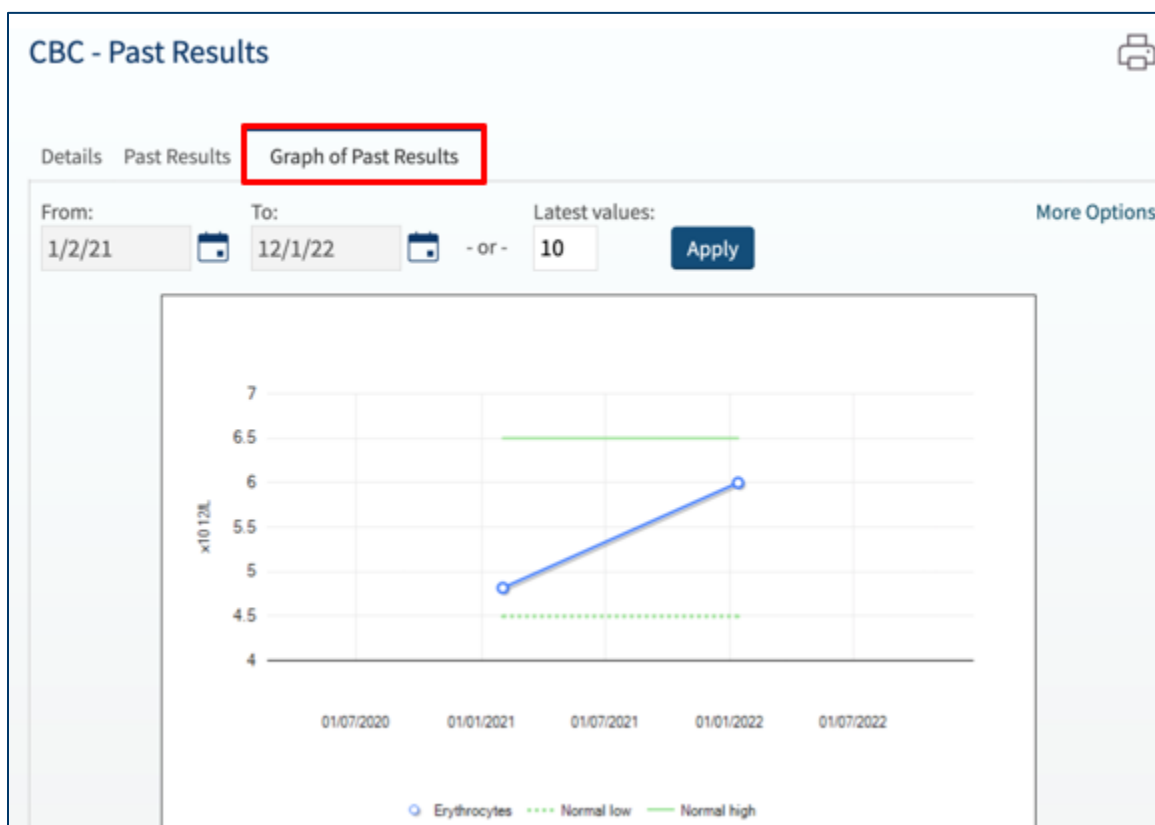


Details **Past Results** Graph of Past Results

### Component Results

Component	Your Value	Standard Range	Flag
Leukocytes	5.0 x10 <sup>9</sup> /L	4.0 - 11.0 x10 <sup>9</sup> /L	
Erythrocytes	6.00 x10 <sup>12</sup> /L	4.5 - 6.5 x10 <sup>12</sup> /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

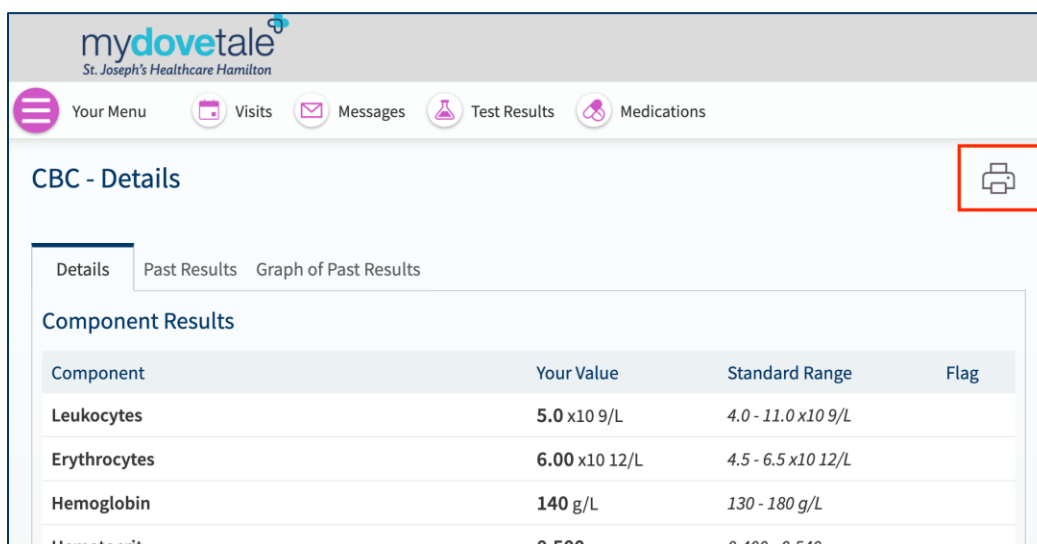
**NOTE:** Please note you will be able to view the diagnostic report only, not the diagnostic images themselves.

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 <sup>9</sup> /L	4.0 - 11.0 x10 <sup>9</sup> /L	
Erythrocytes	6.00 x10 <sup>12</sup> /L	4.5 - 6.5 x10 <sup>12</sup> /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 visible. A navigation bar includes icons for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. On the right, there's a 'MyChart by Epic' logo, a 'Log out' button, and a user profile for 'Sammy' with a 'Switch' dropdown. The main content area is titled 'Health Summary' and includes a sub-header 'Use the links to jump directly to a section of your Health Summary.' Below this are four tabs: 'Current Health Issues' (selected), 'Medications', 'Allergies', and 'Immunizations'. A warning message states: 'Please review your health issues and verify that the list is up to date. Call 911 if you have an emergency.' The 'Current Health Issues' section shows a grid of six items: '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).



## 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.

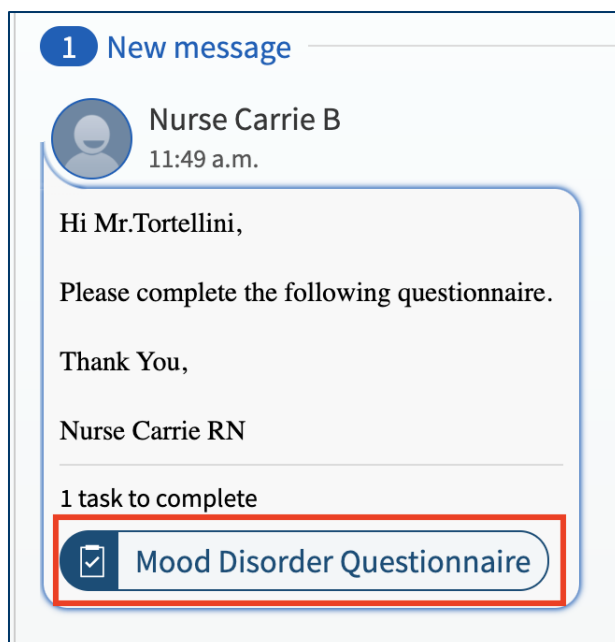
#### Prepare for Your Visit

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 checked="" 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.

 This icon means the information is coming from another organization.

### 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

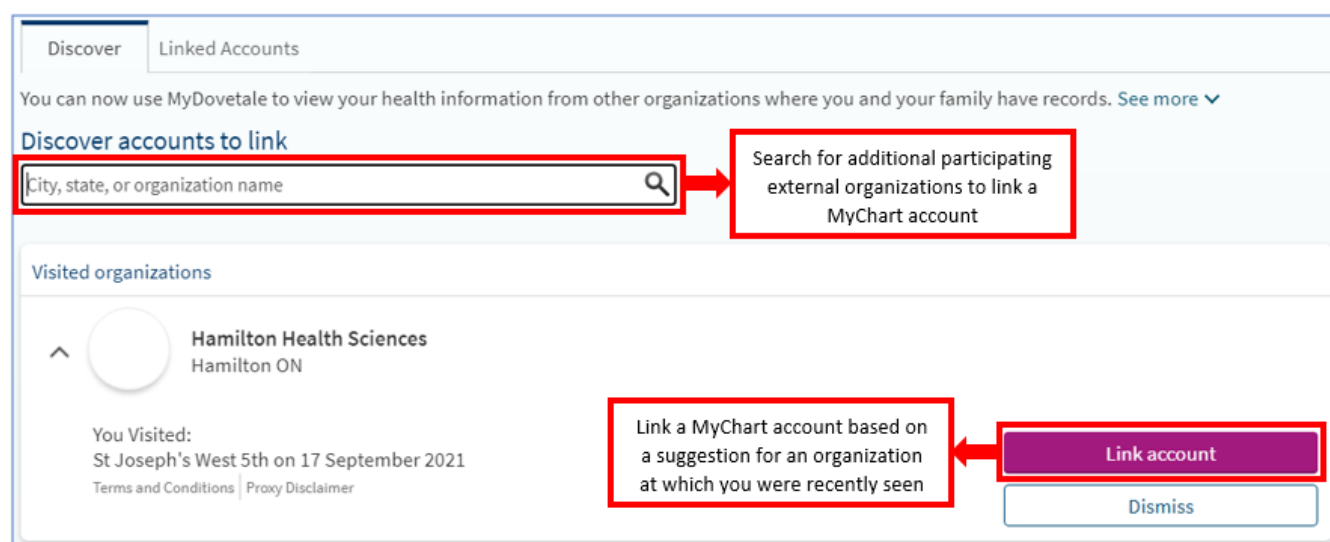
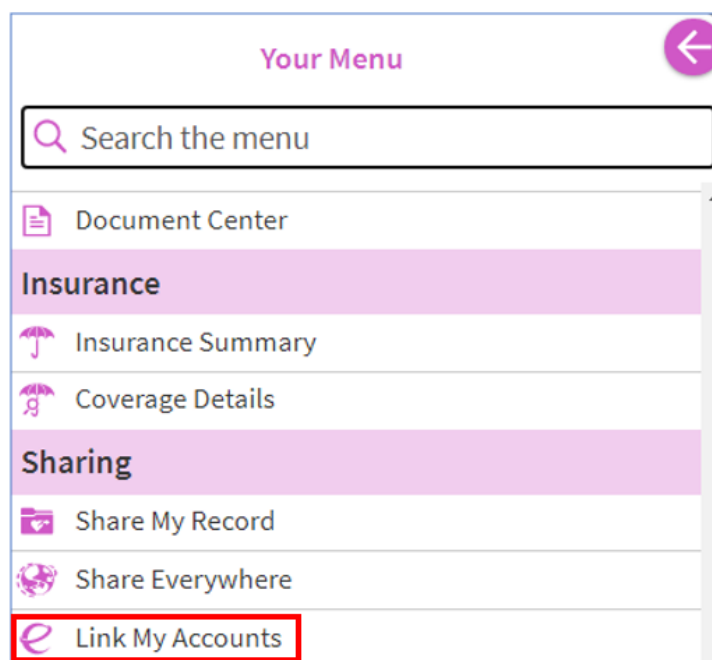
Messaging



## 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.

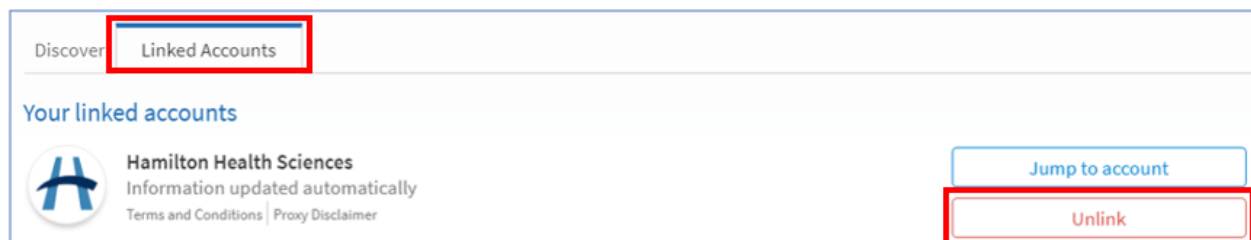




## Unlinking Accounts Through MyDovetale

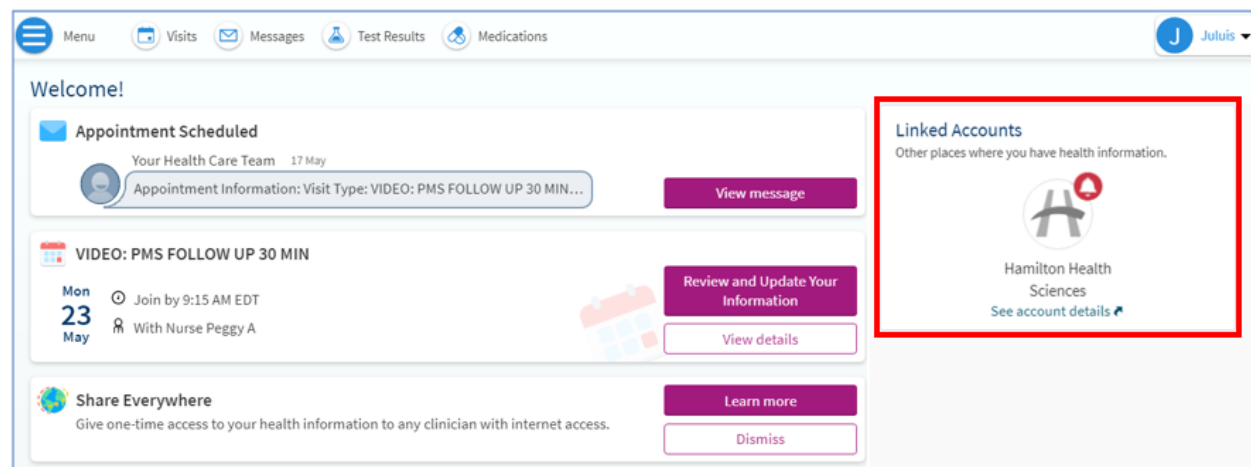
At any time, you can unlink any of your MyChart accounts. If you choose to unlink your account, you can go to **Sharing > Link My Accounts** and select the **Linked Accounts** tab.

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

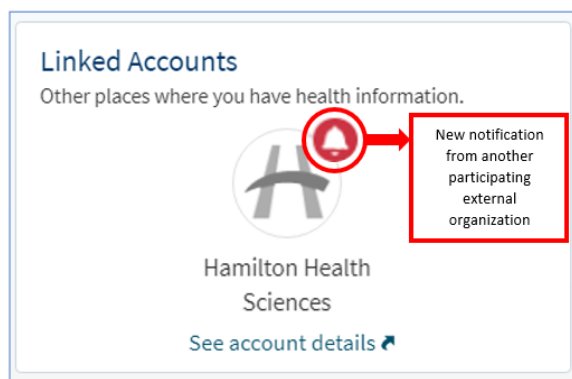


## New Notifications Available from Another Organization

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.



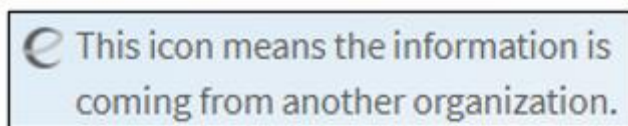
**NOTE:** Red notification bubbles appear only if you have an active MyChart account at the external organization.





## 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.**

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

*Note: Red boxes highlight the 'e' icon in the bottom row of the Allergies section. A red arrow points from a box labeled 'From another participating external organization' to the 'e' icon in the Carrot row.*

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.**

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

*Note: Red boxes highlight the 'e' icon in the bottom row of the Current Health Issues section. A red arrow points from a box labeled 'From another participating external organization' to the 'e' icon in the Depression row.*



**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.

Health Summary

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

Current Health Issues

Medications

Allergies

Immunizations

St. Joseph's Healthcare...

Hamilton Health...

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

Prescribed 27 January 2022

Approved by Catherine Lucy Mancini

Refill Details

Quantity 60 tablets

Day supply 30

Pharmacy Details

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 	<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

From another participating external organization

### 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.

### 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

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

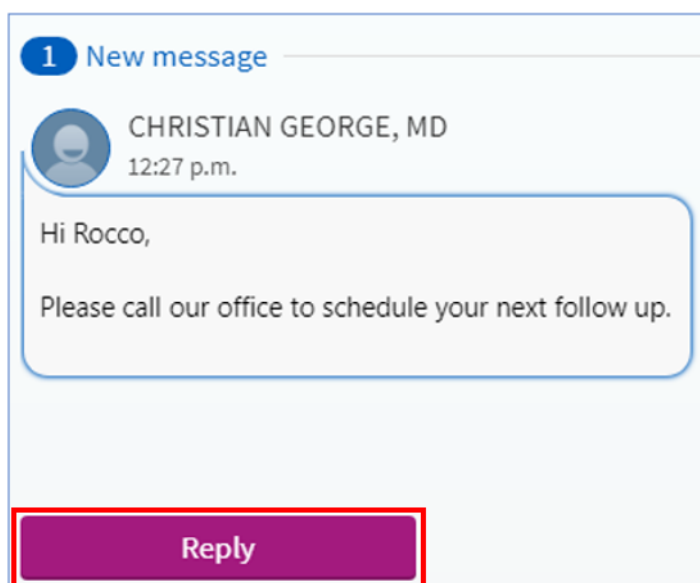
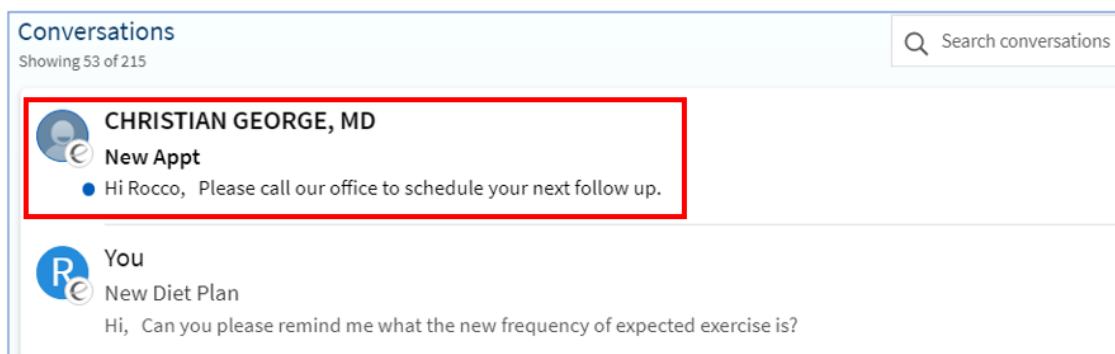
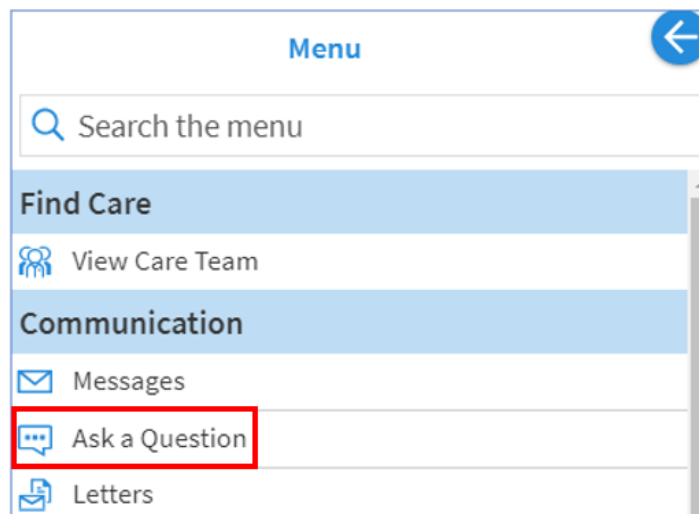
### Appointments and Visits

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**.



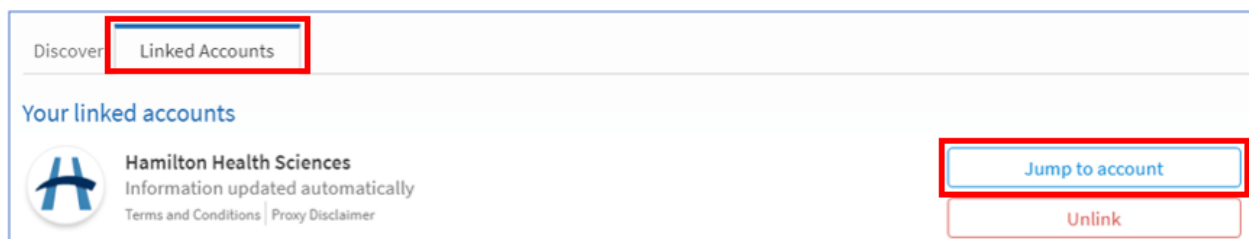
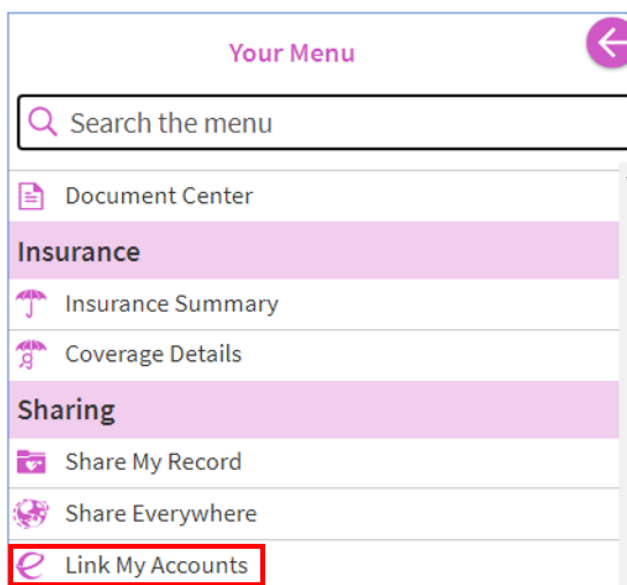


## Switching Between MyChart Accounts

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.

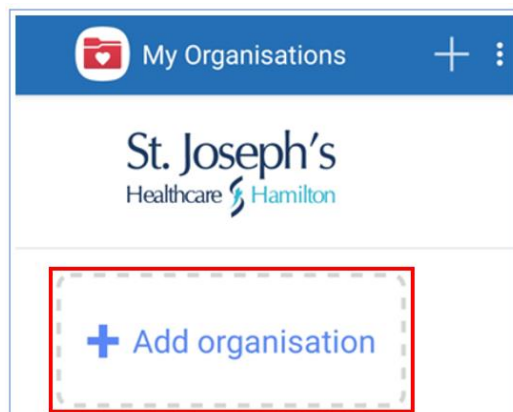
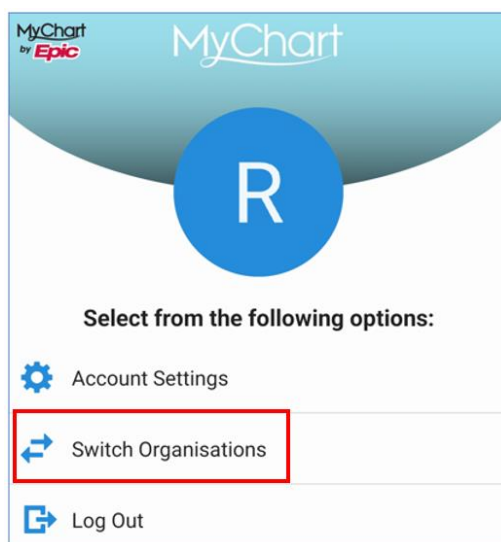
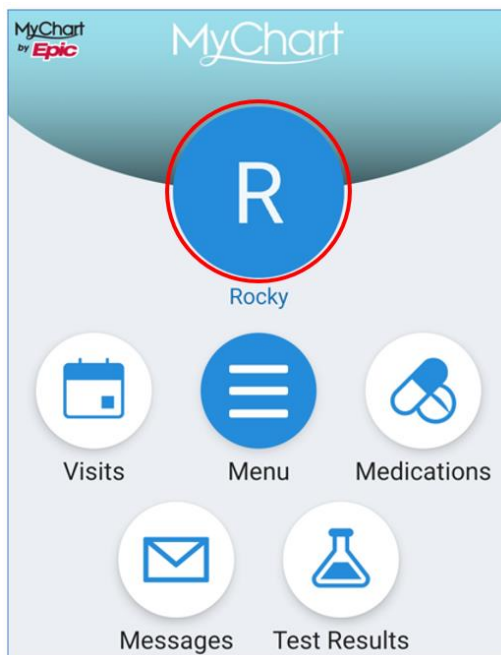
The patient would select **Jump to account** next to the organization name for which they want to navigate to the associated MyChart account.



**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.

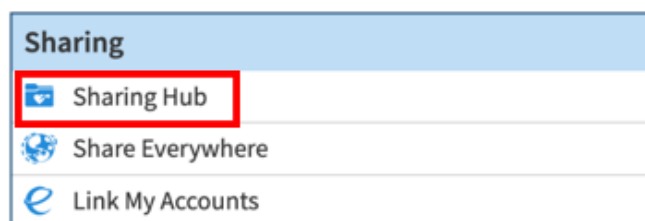
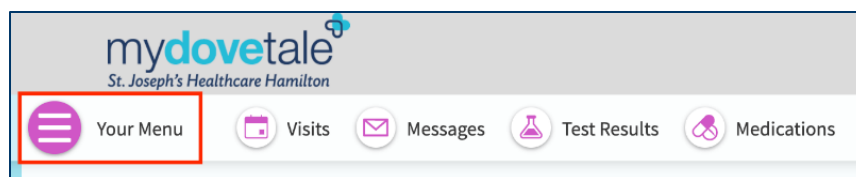
All proxies assigned to a minor patient's account will expire when the patient turns 12 years old. Should the patient so wish, they can reassign the previous proxy access to their MyDovetale account.

### Granting Proxy Access to Your MyDovetale Account Online

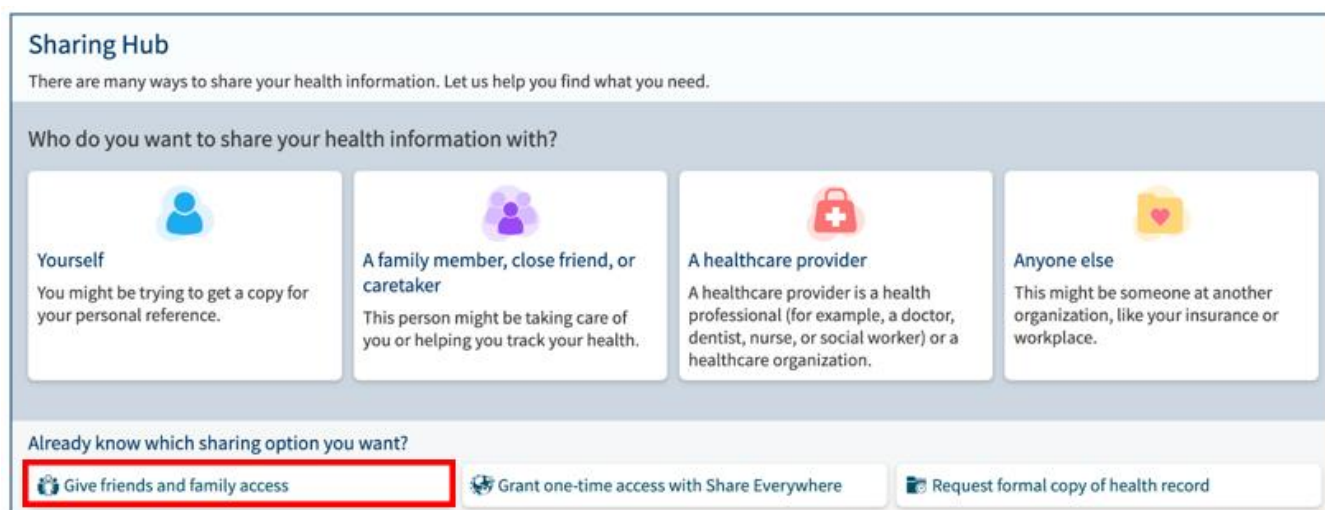
You can grant proxy access to your MyDovetale account directly from the MyDovetale website or mobile application. You must be 16 years of age or older to have the ability to invite a proxy.

1. Navigate to **Your Menu > Sharing > Sharing Hub**.

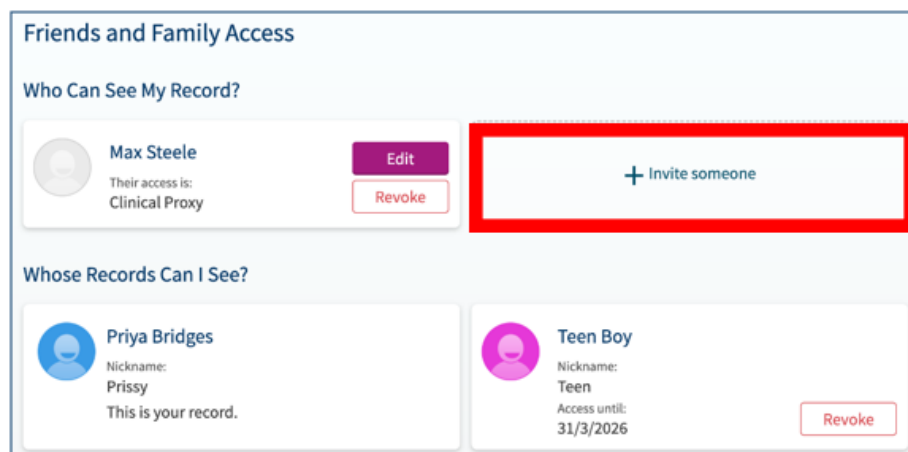




- Under 'Sharing Hub', select **Give friends and family access**.



- Under 'Friends and Family Access', you can view who has already has been granted proxy access to your record (if applicable), and anyone whose records you have been granted proxy access to. Select **Invite someone**.








- Under 'Invite Someone to Have Access to Your Record', fill out the required information to complete the proxy invitation. Select which type of access you would like to grant to your desired contact - refer to the descriptions available as shown below.

**NOTE:** By completing this form, you are consenting to your personal health information being shared with the designated proxy to which you are sending an invitation to.

### Invite Someone to Have Access to Your Record

By completing this form, you consent to your personal health information being shared with the designated proxy and agree to all terms listed below.

1 We will email an invitation to someone you trust.

2 From the email, they can log in to their MyDovetale to accept the invitation.

3 They must verify they know you by entering your date of birth.

Who are you inviting?

\* Name

Where should we send this invitation?

\* Email

\* Confirm email

\*What kind of access would you like this person to have to your chart?

Scheduling and Messaging Proxy

Your proxy will have no access to view any information in your MyDovetale account however they will have the ability to schedule or send messages on your behalf.

Clinical Proxy

Your proxy will have full access to all information in your MyDovetale account, including the ability to schedule and message on your behalf.

Read Only Clinical Proxy

Your proxy will have full access to all information in your MyDovetale account. They will not be able to schedule or send messages on your behalf.

- Review and accept the **Terms and Conditions** of 'MyDovetale Proxy Authorization'. Once complete, select **Send invite**.



### MyDovetale Proxy Authorization

St. Joe's patients, with an active MyDovetale account, have the option to assign a "proxy." A proxy is someone else who you have authorized to have access to your MyDovetale account

Capable patients, age 16 and older, are empowered with the ability to identify proxies as they see fit and can even assign proxies by accessing the 'Share my Record' feature through their MyDovetale account. The 'Share my Record' feature includes a form which will allow you to email your chosen proxy a request to link their active MyDovetale account to your own.

- By completing the form within your account, you understand that you are granting this individual with "Proxy Access" to your MyDovetale patient portal.
- You consent to your personal health information being shared with the designated Proxy.
- You understand that the proxy individual may be exposed to MyDovetale messages and scheduling information and, based on the level of access granted, they may act on your behalf.
- You are responsible for managing access of your identified proxies, including termination of their access. Proxy access may be easily revoked at any time by navigating to **Your Menu > Share My Record > Share With People (Family and friends access) > Revoke** from within MyDovetale, or by contacting [mydovetale@stjoes.ca](mailto:mydovetale@stjoes.ca)
- St. Joseph's Healthcare Hamilton is not liable for the actions taken by your proxy.e

#### Automatic Proxy Removal for Minor Patients

Your proxy's access will automatically be revoked on the date of your 12th birthday, at which time you will be able to reinstate or designate proxies as you see fit. This will occur again on the date of your 16th birthday.

If you or your proxy require additional information or assistance with your accounts, please contact our MyDovetale Support team at [mydovetale@stjoes.ca](mailto:mydovetale@stjoes.ca).

☐ I agree to the terms and conditions \*

Send invite

6. Once the proxy invitation has been sent to your desired contact, the individual will receive an invitation via email, and will be asked to confirm **your** date of birth. Please note that if the proxy already has a MyDovetale account, they can sign in immediately to view their proxy access. If the Proxy does not already have MyDovetale account, they will need to request account activation. Please refer to the '[Request to Register Yourself Online](#)' sub-section within the 'Signing-up for a MyDovetale Account' section in this guide for instructions on activating a MyDovetale account.

**NOTE:** The proxy gets 5 attempts to enter your correct date of birth before the link is inactivated. The link in the email is active for 14 days.



## Granting Proxy Access to Your MyDovetale Account Through Health Information Management

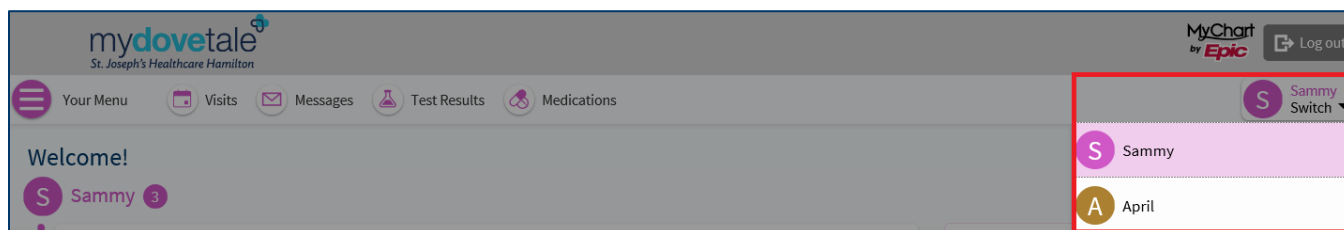
Another method for granting proxy access to your MyDovetale account is by contacting the Health Information Management Department directly.

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](mailto:mydovetale@stjoes.ca)**

## Viewing a Proxy Account

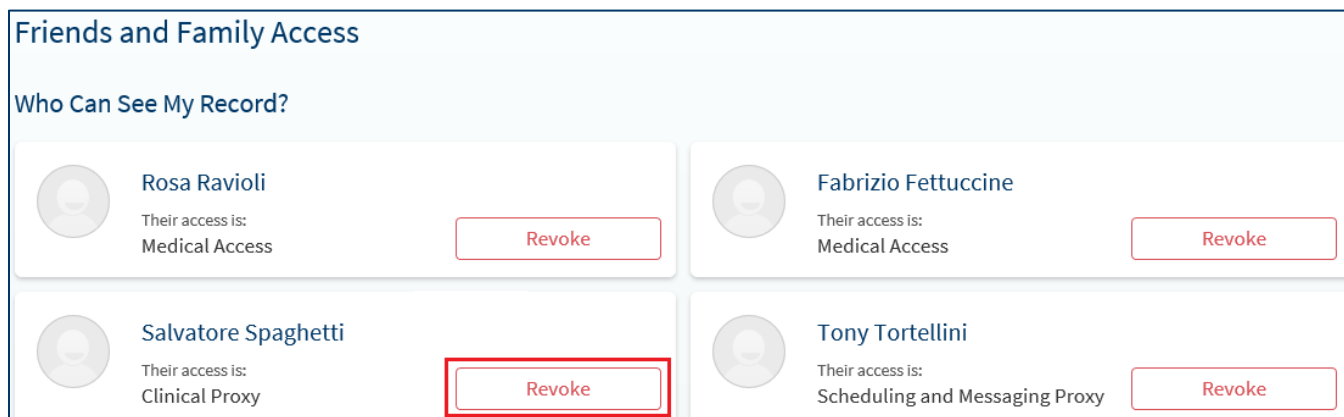
If you have been granted proxy access to another patient, you will be able to toggle between your personal MyDovetale account and those you have been granted proxy access to by clicking on the various profiles beside the Log Out button. The screenshot below shows an example of a proxy view in a web browser.



## 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](mailto: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**

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

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**.



Requested Records

This is where your requested medical records appear for download.

Recently Requested Documents ^

<p><b>Requested Record</b></p> <p>Requested Record_09_Dec_2019.zip</p> <p>This document contains information released to you by HIM, per your recent request.</p> <p>Requested 09/12/2019</p> <p>Expires 08/01/2020 1:40 PM</p> <p>DOWNLOAD</p>	<p><b>Requested Record</b></p> <p>Requested Record_02_Dec_2019.zip</p> <p>This document contains information released to you by HIM, per your recent request.</p> <p>Requested 02/12/2019</p> <p>Expires 01/01/2020 1:28 PM</p> <p>DOWNLOAD</p>
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## 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](mailto: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](mailto: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](mailto: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](http://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.