

dovetale⁺

Joining compassion with technology

MyDovetale Patient Guide

Updated November 2023



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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** (June 2019), 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 via browser, tablet, and/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
- Request, 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
- **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
- **Link your MyDovetale account with an existing MyChart account** from another participating healthcare organization

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

- **Cancel and request appointments** with participating clinics
- **Launch video visits** with your St. Joe's Care Team
- **Electronically sign** consent forms before your visit with participating clinics

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: <https://www.stjoes.ca/patients-visitors/health-information-management-health-records>

Contact Health Information Management: 905-522-115 ext. 33415 or mydovetale@stjoes.ca

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

Accessing MyDovetale

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

MyDovetale Website

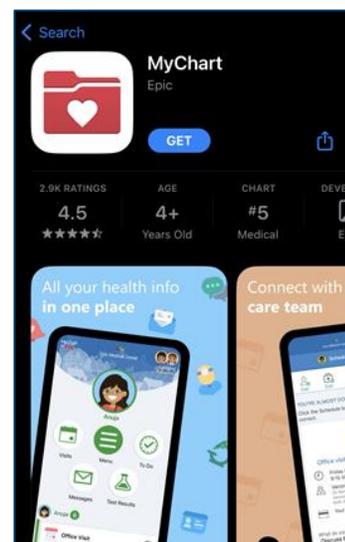
MyDovetale is accessible via the MyDovetale website. The link to the website is provided here:

<https://mydovetale.ca>

MyDovetale Mobile App

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

NOTE: Please note that when you download the application it will be called MyChart (from Epic Systems Corporation) and when you log into the mobile application you will need to select 'St. Joseph's Healthcare Hamilton' as your organization, then the application will automatically re-brand to MyDovetale.



Signing Up for a MyDovetale Account

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

Enrollment can be completed at your clinic, at the Health Information Management Department, or at home with the instructions provided by your St. Joe's Care Team. Each patient must register using their own email address or cell phone number. We are not permitted to send an instant activation link to a shared email address or cell phone number that does not belong solely to the patient requesting a MyDovetale account.

Sign Up Through the MyDovetale Support Team

To request a MyDovetale account, you may contact the **MyDovetale Support Team** by sending an email to mydovetale@stjoes.ca. A staff member will assist with activating your account by sending an email or text

message containing a link to register for your MyDovetale account. We will also update your contact information to reflect the most recent/current email you have provided.

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 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

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 web form titled "Enable E-mail Notifications?". Below the title is a sub-header: "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 the "E-mail Address" section with the sub-header: "Your e-mail address will be used for alerts only. We will not share your e-mail address with anyone." There is a text input field with the example "Example: chris@company.com" below it.

Next is the "Retype E-mail Address" section with another text input field.

Finally, there is the "Enable Text Message Notifications?" section with the sub-header: "When new information is available (such as test results or messages), we will send a text (SMS) notification message to your mobile phone." There are 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.



Hello Test Rn,

St. Joseph's Healthcare Hamilton has launched MyDovetale, a secure online portal that will give you and your loved ones the opportunity to send messages to your care team, view your test results, schedule appointments, and more.

This instant activation link allows you to activate your MyDovetale account by only entering your date of birth. This link is only valid for **24 hours** from when you receive this email. If you are past the 24-hour timeframe, or if you experience any issues, please contact customer support at mydovetale@stjoes.ca or your care team for further assistance.

Click the following instant activation link to sign up for your MyDovetale account now:

[Use this link to sign up.](#)

Once you have registered and have created your username and password, please login at www.mydovetale.ca.

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

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**.

MyDovetale Signup

Create Username

Create Password

Show

Password Strength

Date of Birth

dd / mm / yyyy

Health Card Number (Card Number Without Version Code)

Submit

Sign Up Without an Ontario Health Card Number

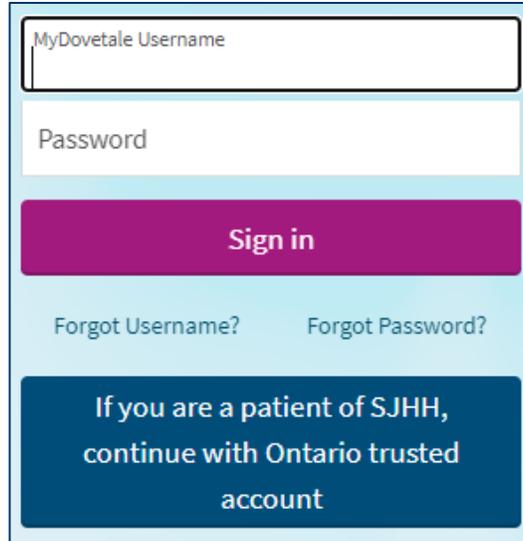
If you do not have an **Ontario Health Card Number**, you will need to contact your clinic directly or the Health Information Management Department and present in-person to sign up for a MyDovetale account.

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**.

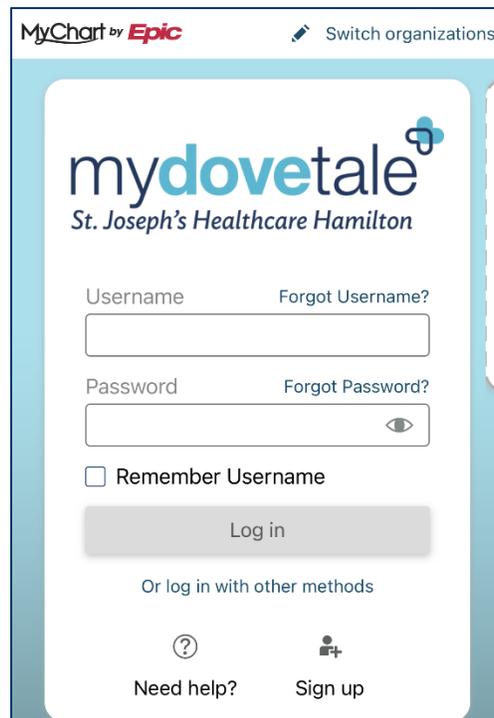
NOTE: Please note that MyDovetale is ending support for Internet Explorer browser. For best experience, please switch to a supported web browser such as Google Chrome, Mozilla Firefox, or Microsoft Edge to be able to easily access your MyDovetale account.



A screenshot of a web login form. At the top is a text input field labeled "MyDovetale Username". Below it is a text input field labeled "Password". A prominent purple button labeled "Sign in" is centered below the password field. Underneath the button 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".

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**.

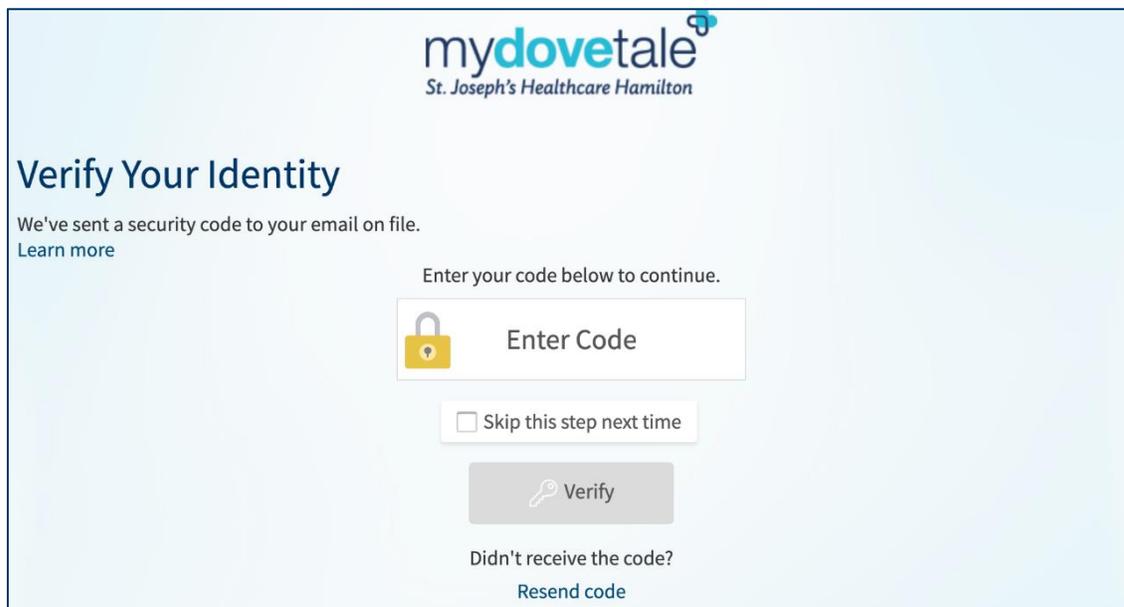


A screenshot of a mobile application login screen. At the top left is the "MyChart by Epic" logo, and at the top right is a "Switch organizations" link with a dropdown arrow. The "mydovetale" logo and "St. Joseph's Healthcare Hamilton" text are centered. Below the logo are two input fields: "Username" with a "Forgot Username?" link to its right, and "Password" with a "Forgot Password?" link to its right. The password field has a toggle icon for visibility. Below the password field is a checkbox labeled "Remember Username". A grey "Log in" button is centered below the checkbox. Underneath the button is the text "Or log in with other methods". At the bottom are two options: "Need help?" with a question mark icon, and "Sign up" with a person icon.

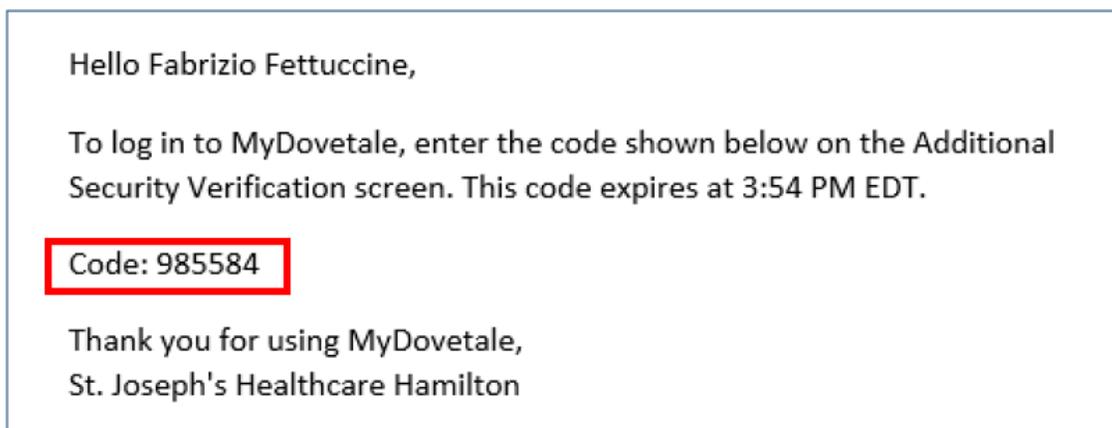
Using Two-Factor Authentication

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

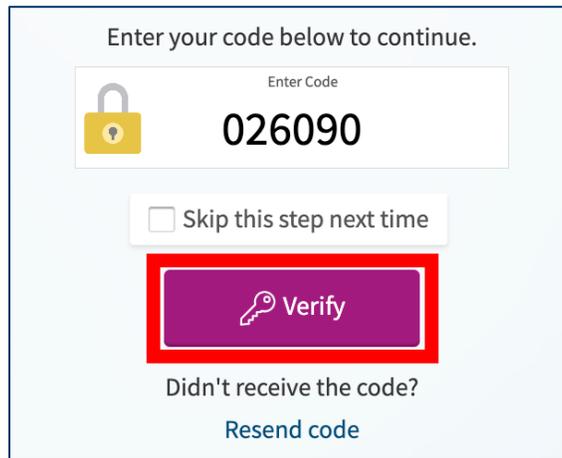
1. Upon logging into your MyDovetale account, you will be prompted to enter a code to verify your identity. This code will be sent to the email associated with your MyDovetale account.



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



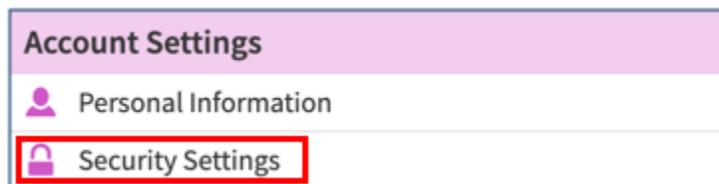
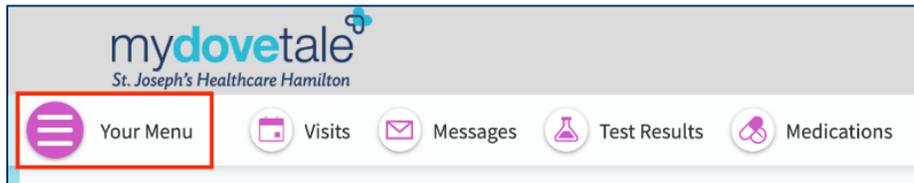
3. Back on the MyDovetale login screen, enter the code and select **Verify** to complete the process.



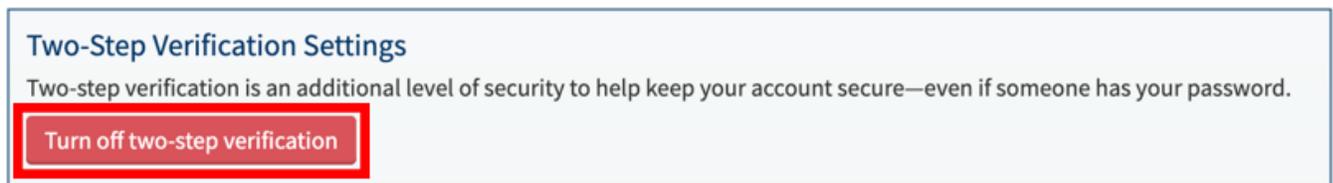
Deactivating Two-Factor Authentication

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.

mydovetale
St. Joseph's Healthcare Hamilton

Hello Rocky Ravioli,

To log in to MyDovetale, enter the code shown below on the Additional Security Verification screen. This code expires at 4:11 PM EDT.

Code: 477211

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

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.

Verify Your Identity

We've sent a security code to email@email.ca
[Learn more](#)

Enter your code below to continue.

Enter Code
477211

Verify

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

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.

mydovetale
St. Joseph's Healthcare Hamilton

Recover Your MyDovetale Username

Please verify your personal information.

First Name

Last Name

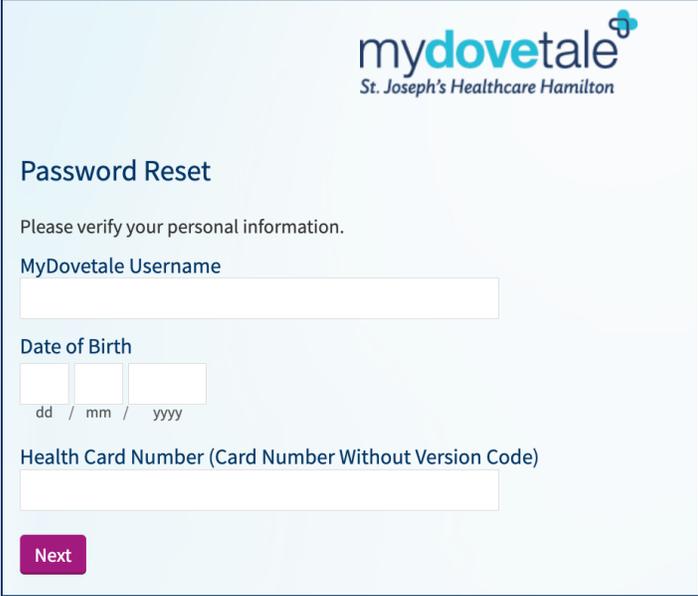
Date of Birth
 / /
dd / mm / yyyy

Health Card Number (Card Number Without Version Code)

Submit

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.



The screenshot shows a web form titled "Password Reset" for MyDovetale. The form includes the MyDovetale logo and the text "St. Joseph's Healthcare Hamilton". Below the title, it says "Please verify your personal information." The form contains three input fields: "MyDovetale Username" (a single text box), "Date of Birth" (three separate boxes for day, month, and year, with labels "dd / mm / yyyy" below them), and "Health Card Number (Card Number Without Version Code)" (a single text box). A purple "Next" button is located at the bottom left of the form.

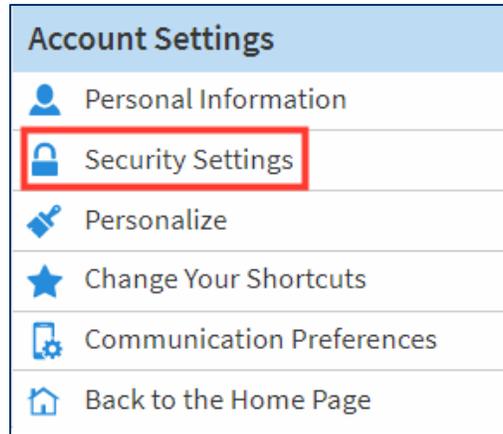
Deactivating Your MyDovetale Account

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

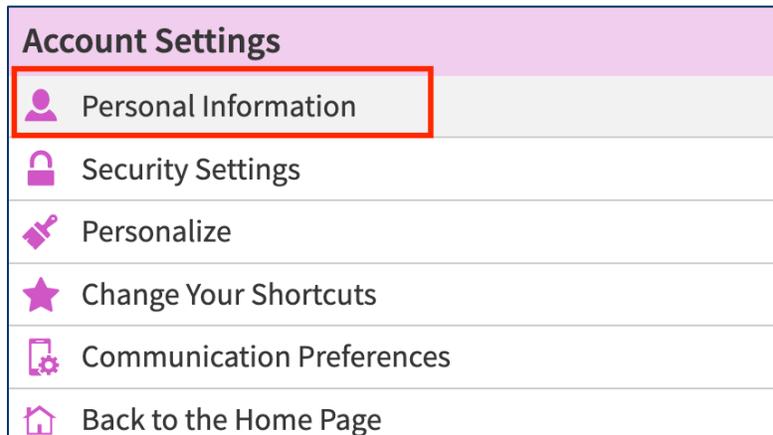
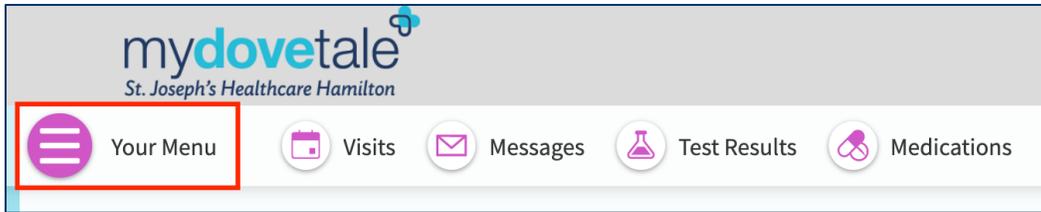
4. To complete the deactivation process, select **Deactivate**.

Maintaining Your MyDovetale Account

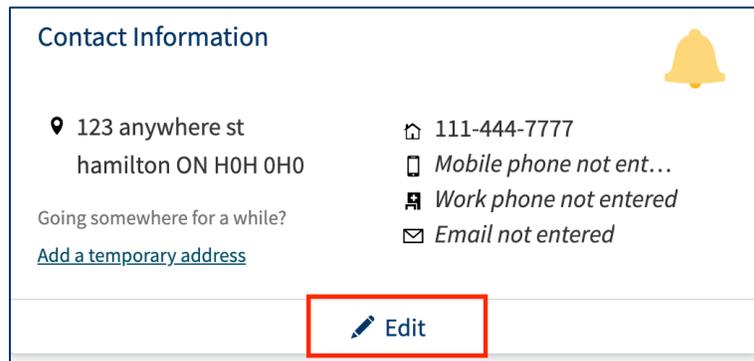
Updating Your Contact Information

To update your contact information on your MyDovetale account

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



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

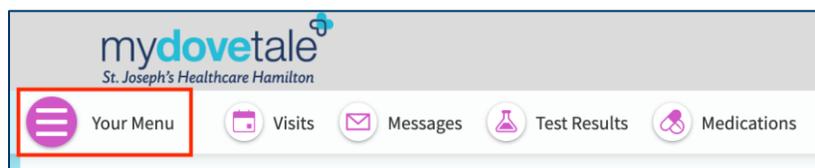


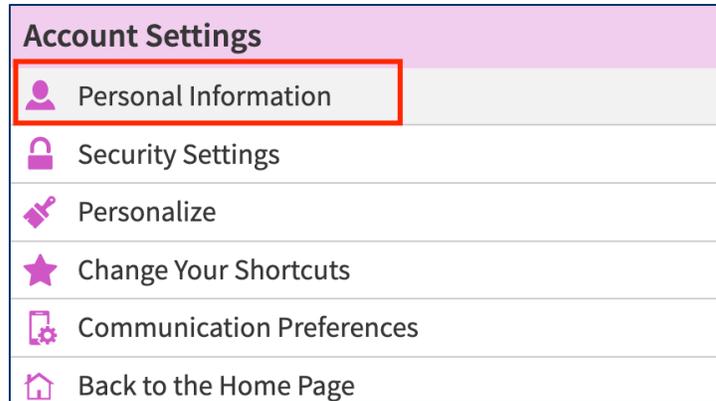
3. Once your contact information has been updated, select **SAVE CHANGES**.

Changing the Email Address Associated with Your Account

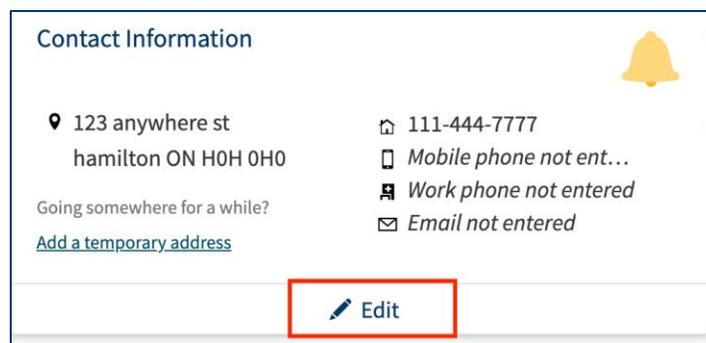
To change the email that is associated with your MyDovetale account:

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

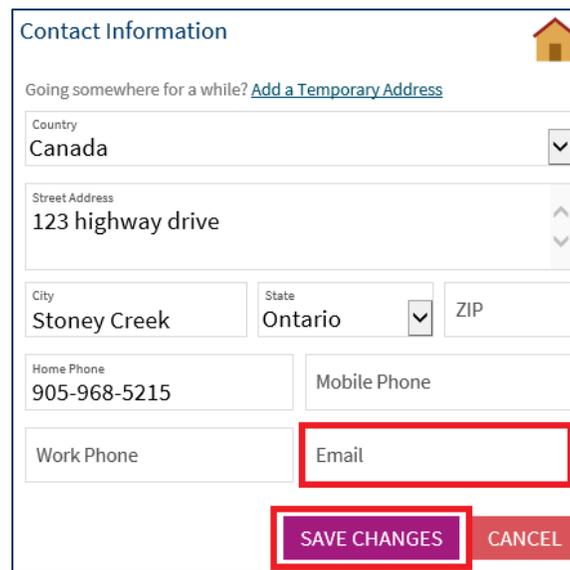




2. Under 'Contact Information', select **Edit**.



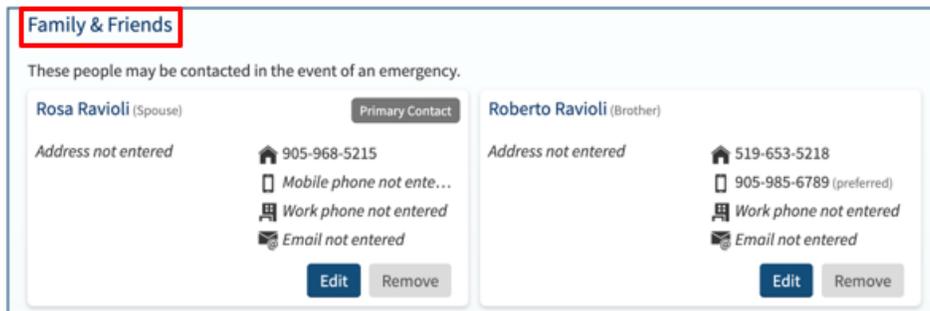
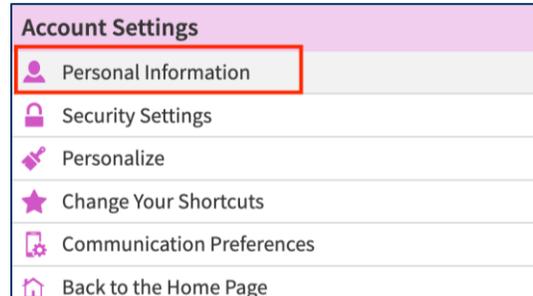
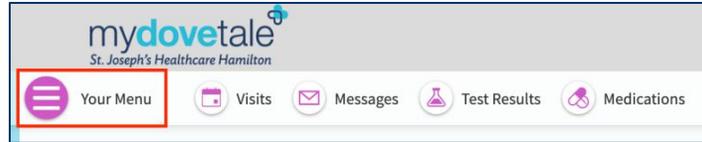
3. Enter the new email address to associate with your MyDovetale account, and select **SAVE CHANGES**.



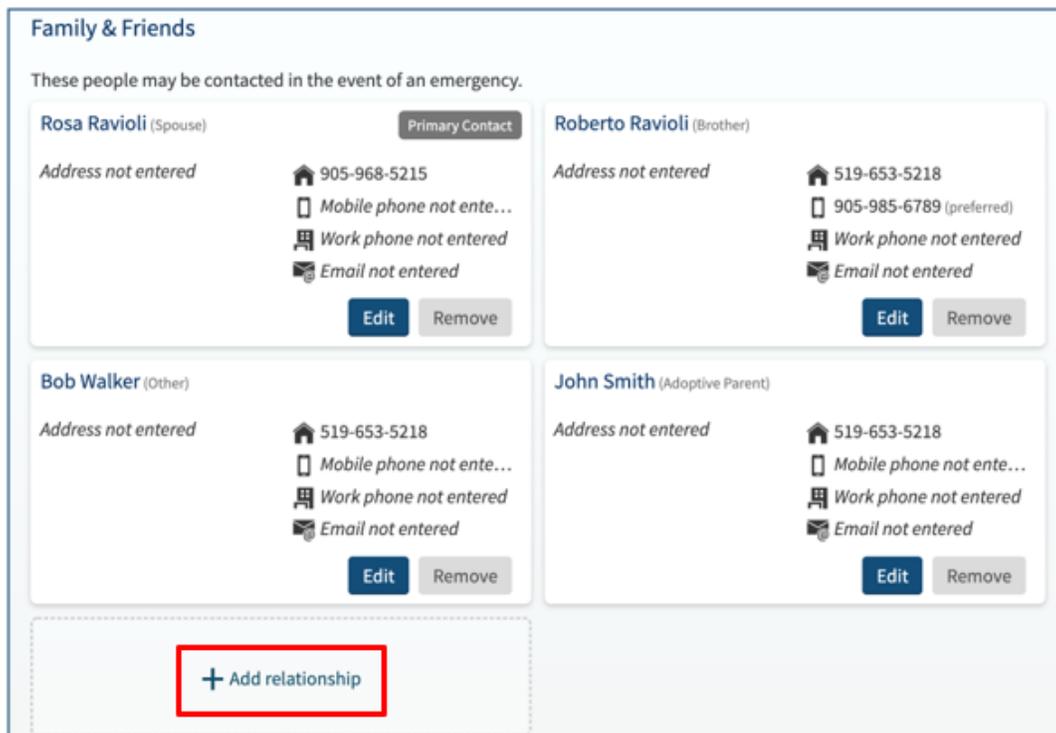
Updating/Adding Emergency Contact(s)

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

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



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



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

New Relationship

* First Name * Last Name

Relationship

Primary Contact

Country
Canada

Street Address

City Province Postal Code

Home Phone Mobile Phone

Work Phone Email

Save changes **Cancel**

To edit the contact information for an existing emergency contact:

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

Family & Friends

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

Rosa Ravioli (Spouse) Primary Contact

Address not entered 905-968-5215

Mobile phone not ente... 905-985-6789 (preferred)

Work phone not entered Work phone not entered

Email not entered Email not entered

Edit Remove

Roberto Ravioli (Brother)

Address not entered 519-653-5218

905-985-6789 (preferred)

Work phone not entered

Email not entered

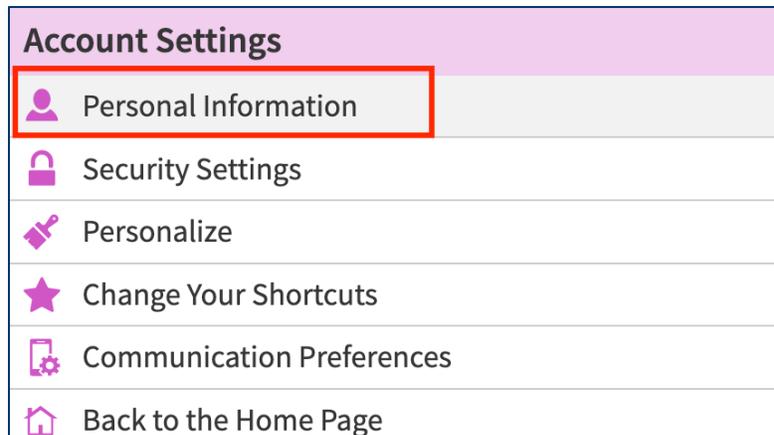
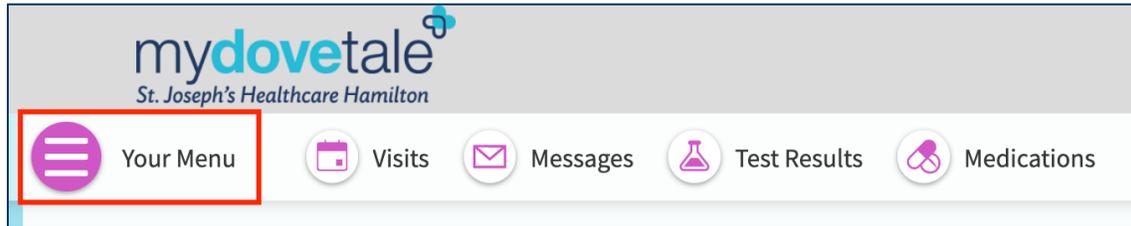
Edit Remove

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

Adding a Preferred First Name to Your Account

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

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



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



3. 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 

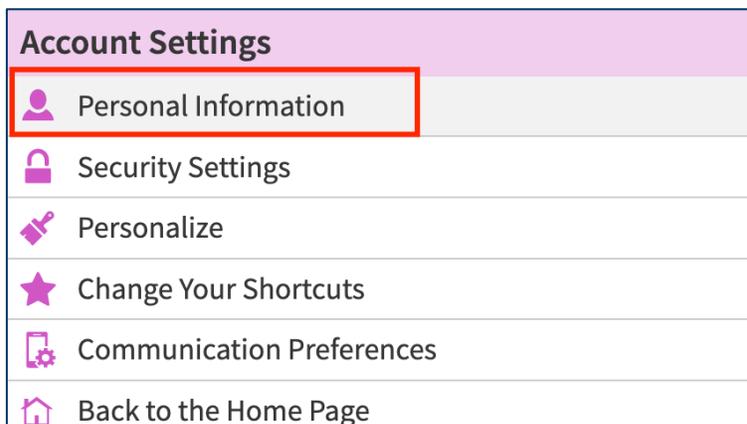
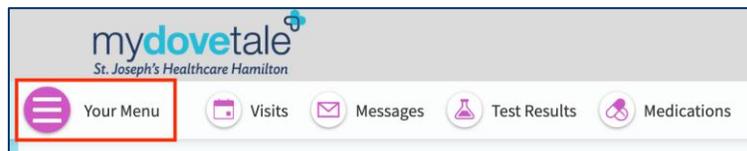
Your legal sex is what is listed on your ID. This includes passports, driver's licenses, green cards, and other forms of official identification.

Save changes **Cancel**

Adding Gender Identity to Your Account

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

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



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

The screenshot shows a profile page titled "Details About Me" with a blue menu icon in the top right. The profile information is as follows:

Legal Sex ⓘ Female	Gender Identity Transgender Male / Female-to-Male
Sex Assigned at Birth Female	Sexual Orientation Bisexual
Marital Status Married	Religion Catholic

At the bottom center, there is a red-bordered button with a pencil icon and the text "Edit".

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

The screenshot shows the "Details About Me" profile page with a warning message: "Information entered here may be visible to anyone with access to this legal medical record." Below this are several input fields:

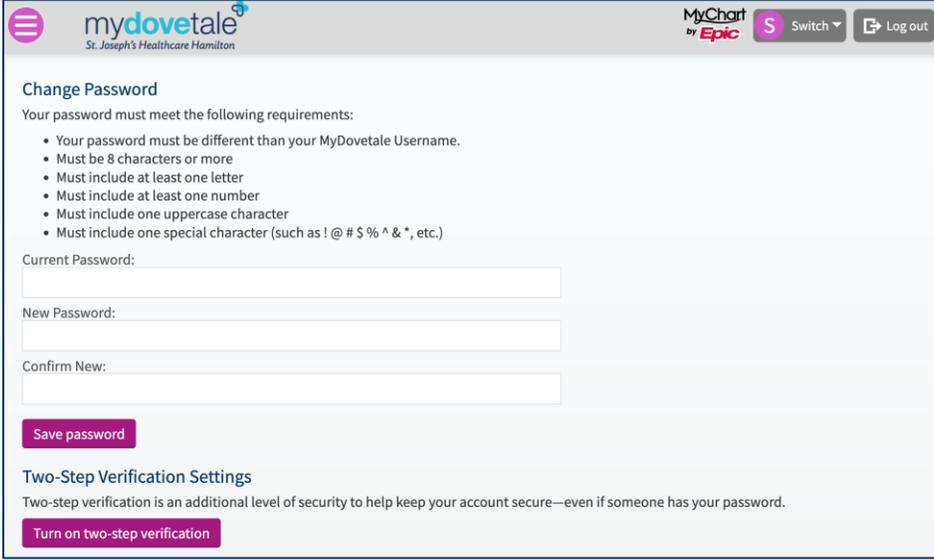
- Preferred First Name: [Empty text box]
- Legal Sex: A dropdown menu with "Female" selected.
- Gender Identity: A dropdown menu with "Male" selected, highlighted with a red border.

At the bottom right, there are two buttons: a purple "Save changes" button (highlighted with a red border) and a red "Cancel" button.

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**.



The screenshot shows the 'Change Password' page in the MyDovetale interface. At the top, there is a navigation bar with the MyDovetale logo on the left, and 'MyChart by Epic', a 'Switch' button, and a 'Log out' button on the right. The main content area is titled 'Change Password' and lists the following requirements for a new password:

- 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.)

Below the requirements are three input fields: 'Current Password:', 'New Password:', and 'Confirm New:'. A purple 'Save password' button is located below the 'Confirm New' field. Underneath, there is a section for 'Two-Step Verification Settings' with a brief description and a purple 'Turn on two-step verification' button.

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, push notification, 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. Make sure to select the 'down arrow' beside each communication type and the 'Advanced settings' to view more options.

Communication Preferences

General

Contact Information
 Email: rnocita@stjoes.ca
 Mobile phone: 905-966-3166 Pending
[Review contact information](#)

Settings

- Email: 30 of 30 notifications turned on
- Text message: 16 of 26 notifications turned on
- Push notification: 27 of 27 notifications turned on
- Mail: 2 of 3 notifications turned on

Before updating your communication preferences, please read the information below.

By selecting a preference for any of the notification types on this page, you are **consenting** to receive communications.

Research Studies: Please be advised that patients with a valid email address on file may be contacted by SJHH's Access Research. You may withdraw your consent to be contacted by SJHH's Access Research at any time by clicking [here](#) and completing the form.

Text messages: You are currently opted in to receive notifications from our organization via text messages. To revert this change, click Opt out

[Save changes](#)

Types of Communication Notifications

- Appointments: Email, Text message, Push notification, Mail
- Messages: Email, Text message, Push notification
- Health: Email, Text message, Push notification
- Questionnaires: Email, Text message, Push notification
- Account Management: Email, Text message, Push notification
- Telehealth: Email, Text message, Push notification
- To Do: Email, Text message, Push notification
- Additional Notification Settings: Email

Appointments
 Email, Text message, Push notification, Mail

Alerts and notifications about upcoming or past appointments.

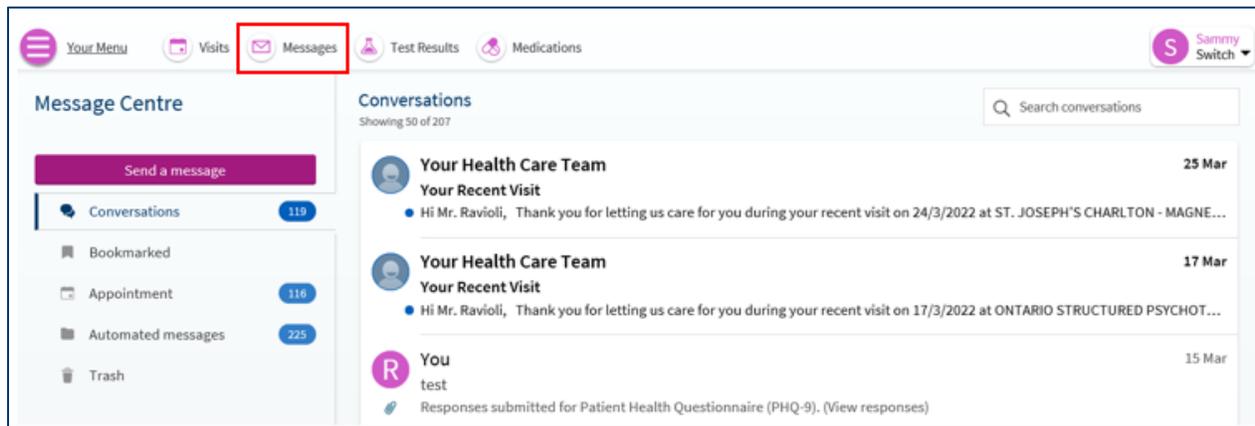
- Email: 4 of 4 notifications turned on
- Text message: 1 of 2 notifications turned on
- Push notification: 2 of 2 notifications turned on
- Mail: 2 of 2 notifications turned on

[Advanced settings](#)

NOTE: You can also choose to opt out of being contacted for Research studies from the Communication Preferences section.

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.



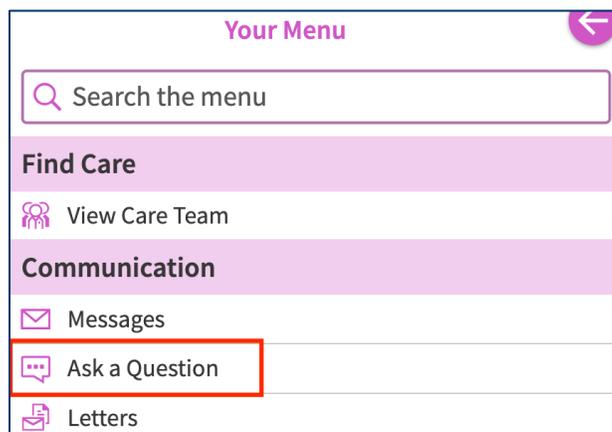
NOTE: Deleting a message from your inbox does not mean that it is deleted completely from MyDovetale. Any information provided through MyDovetale may become part of your legal medical record and as such, may be used and disclosed as permitted or required by law.

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.

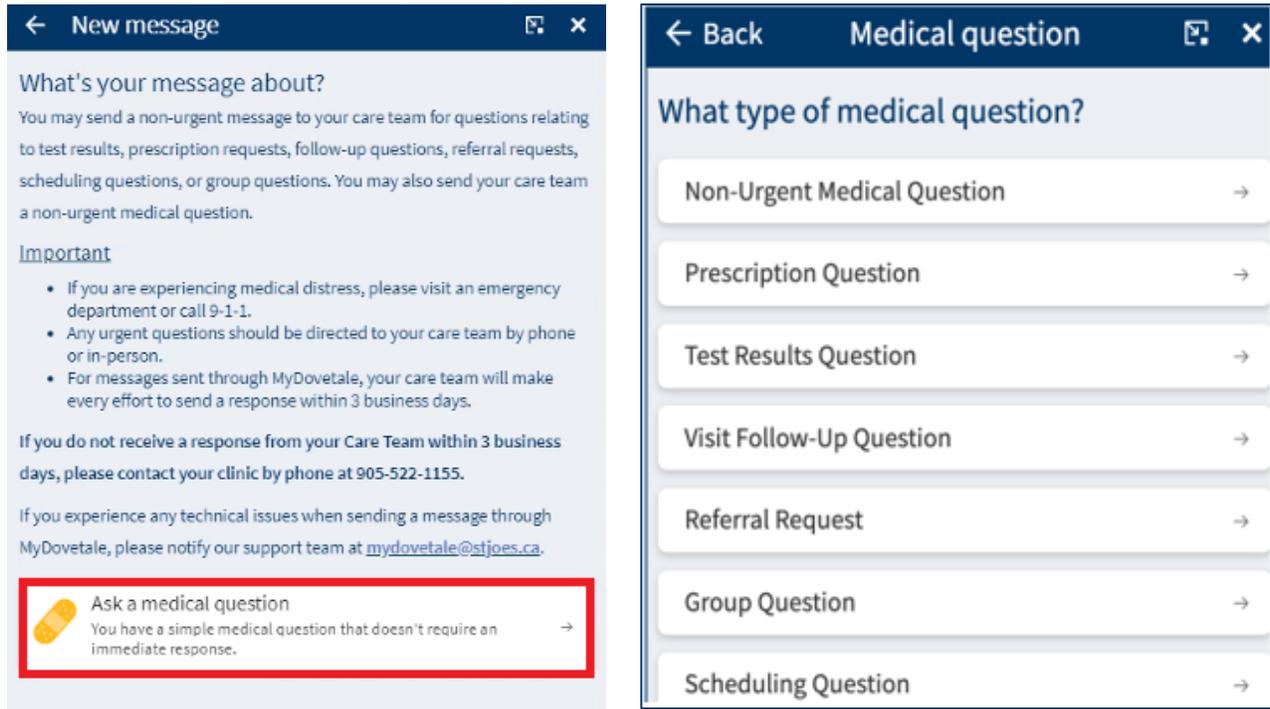
NOTE: If you have any urgent concerns related to your health, please go to an Emergency Department or call 911 immediately.

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

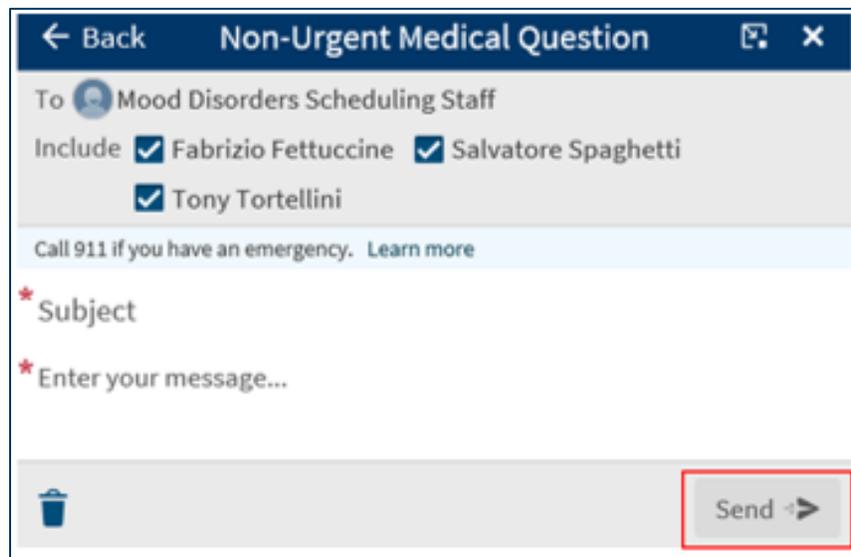


2. A pop-up message window will appear on the screen. Read the information then select **Medical Question**.

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**.

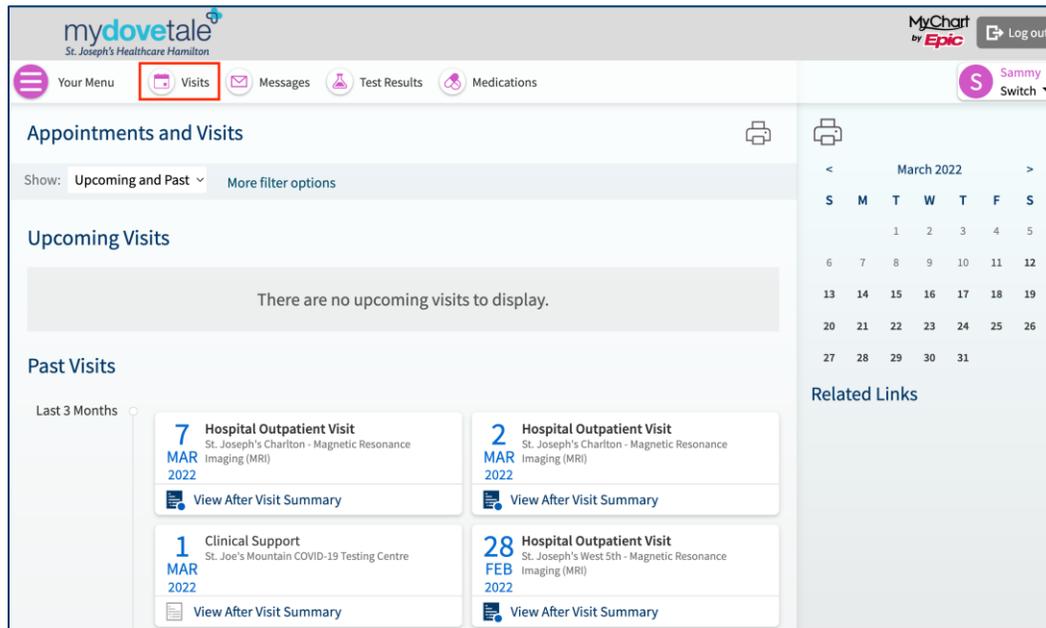


Viewing Your Upcoming & Past Appointments

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
- Contacts
- Primary Care Provider
- Medications
- Allergies
- Health Issues
- Appointment-related Questionnaires (available for applicable appointments only)
- Hardware Test (available for video visit appointments only)
- Location (available for video visit appointments only)

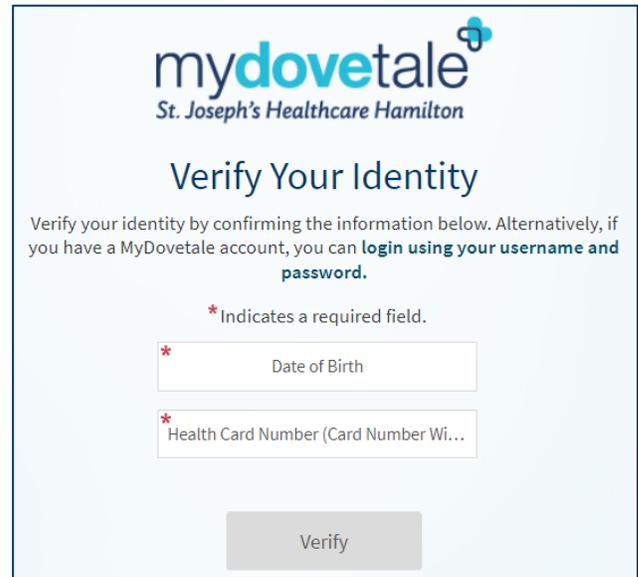
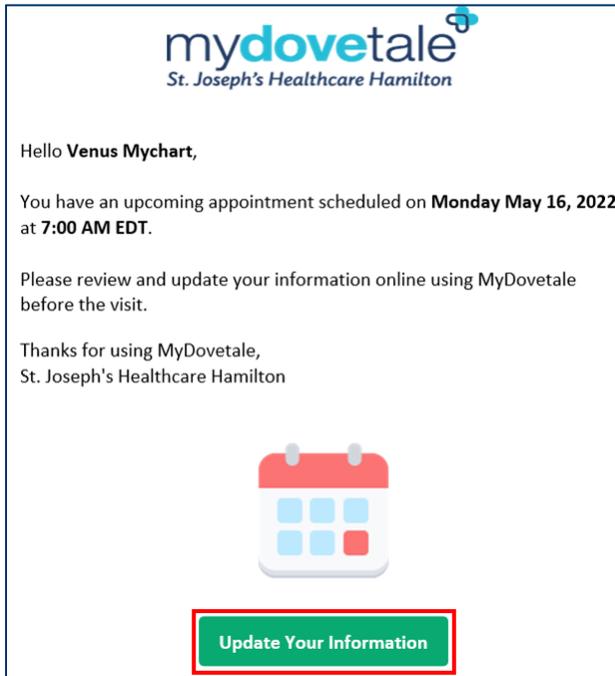
NOTE: If you have multiple appointments within a 7-day period, you will only be prompted to review and update your information one time.

You can access the **Review and Update Your Information** section directly from the link automatically sent to your email/text 7 days prior to your scheduled appointment. If you have a MyDovetale account, you can log in

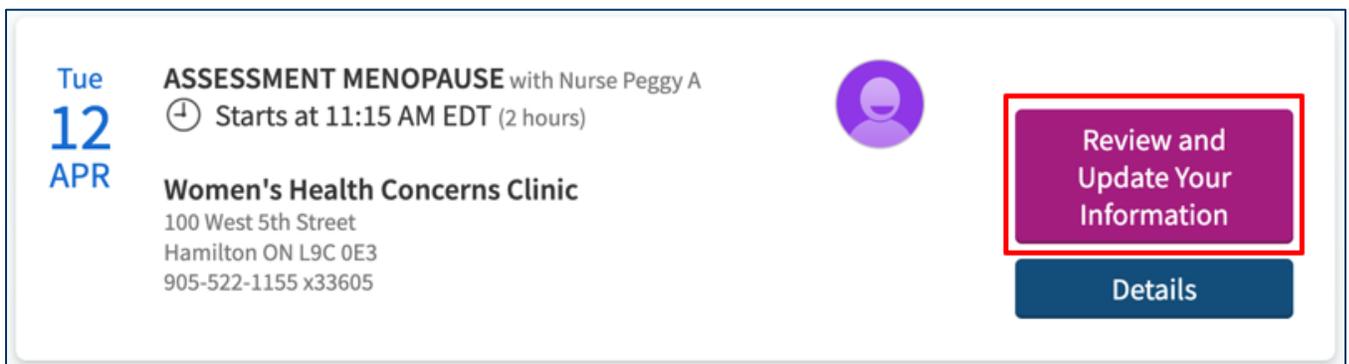
using your username and password. If you do NOT have a MyDovetale account, you can enter your date of birth and Health Card Number to validate your identity.

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 Contacts PCP Medications Allergies Health Issues Questionnaires

Verify Your Personal Information

Contact Information Pending

📍 123 anywhere st
hamilton ON L8T 3...

🏠 905-123-4567
📞 905-999-9999
✉️ rnocita@stjoes.ca

[Edit](#)

Details About Me

Legal Sex ⓘ
Male

Gender Identity
Male

Sex Assigned at Birth
Male

Sexual Orientation
Straight

Marital Status
Single

Language
English

[Edit](#)

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

3. On the next page, navigate through each of the prompts to review, update, or remove your contacts.
4. If you need to add a new contact, select **Add contact**.

Review and Update Your Information

Personal Info **Contacts** PCP Medications Allergies Health Issues Questionnaires

Verify Your Contacts

R Raff Wizard
Friend ★

📍 Address not entered 🏠 905-345-6789

[Edit](#)

[+ Add contact](#)

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

5. A pop-up window will display, where you can enter the information of your contact. Once completed, select **Save changes**.

New Contact

* First Name * Last Name

! This is required

Relationship

Primary Contact

Country

Apt/Suite - Street Number Street Name (i.e. 10-218 Main St E)

City Province Postal Code

Home Phone Mobile Phone

Work Phone Email

Save changes Cancel

6. On the next page, navigate through each of the prompts to review and update your Primary Care Provider.

NOTE: A Primary Care Provider (PCP) is your main care provider, usually specializing in general or family medicine (Example: Family Doctor).

7. If you need to update your PCP, select **Change PCP**.

Review and Update Your Information

Personal Info Contacts **PCP** Medications Allergies Health Issues Questionnaires

Verify Primary Care Provider

Primary Care Provider (PCP) - Your main care provider, usually specializing in general or family medicine (Example: Family Doctor).

PERRI, DANIEL, MD
General Internal Medicine
Primary Care Provider

Provider Details

Yes, that's my PCP **Change PCP** Back

8. Select a reason for changing your PCP. Once complete, select **Next**.

Change Primary Care Provider

What is the reason for requesting to change your PCP?

Other	PCP Leaving Clinic	Gender Preference	Specialty	Patient Dissatisfied	Patient Moved	Language Preference
Reason Not Given	Reassigned by Payor	Accessibility				

Next Back

9. Enter the information for your PCP to search the St. Joe's database. Once complete, select **Search**.

Change Primary Care Provider

Enter as much information as you can about the provider you are searching for because if you are unable to find your provider, the information you have entered will be sent to your clinic to review.

First Name	Last Name	City
<input type="text"/>	<input type="text"/>	<input type="text"/>
Province		Postal code
<input type="text"/>		<input type="text"/>

Search Clear all Back

10. If you cannot find your PCP, select **Can't find who I'm looking for**, which will trigger an notification your clinic to review and update.

Change Primary Care Provider

We couldn't find a provider matching the criteria.

Can't find who I'm looking for Try another search

11. On the next page, navigate through each of the prompts to review and update your current medications.

12. 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

13. 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

14. 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

15. 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

16. If you cannot find a specific medication, select **Report your own medication**. Then, select **Accept**.

Report a medication that you are taking

Search for a medication

Your search returned 11 results.
Can't find what you're looking for: **Report your own medication**

follitropin delta 12 mcg/0.36 mL cartridge	follitropin delta 12 mcg/0.36 mL pen injector
follitropin delta 36 mcg/1.08 mL cartridge	follitropin delta 36 mcg/1.08 mL pen injector

Report a medication that you are taking

Report your own medication

Accept Search again

17. Enter the information about the medication you are reporting. Once complete, select, **Accept**.

Report a medication that you are taking

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

Name: delta 

Start date: 

Comments:

Accept

Go back

18. Once you have reviewed and updated your medications, select **Next** at the bottom of the screen.
19. On the next page, navigate through each of the prompts to review and update your current allergies.
20. If an allergy is incorrect or no longer applicable, select **Remove**.

Review and Update Your Information

[Personal Info](#) [Medications](#) **Allergies** [Health Issues](#) [Questionnaires](#) [Hardware Test](#) [Location](#)

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

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

 Report an allergy

21. 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.

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

 Ragweed Pollen Added 24/11/2021 <input type="button" value="Remove"/>	 Eggplant Hives, Swelling Added 24/11/2021 <input type="button" value="Remove"/>	 Abatacept Added 15/12/2021 <input type="button" value="Remove"/>
 Tomato Added 5/1/2022 <input type="button" value="Remove"/>	 Strawberry Added 6/1/2022 <input type="button" value="Remove"/>	 Carrot Added 17/1/2022 <input type="button" value="Remove"/>

 Report an allergy

23. 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

Report an Allergy

Enter details about your allergy below.

Name:

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:

24. If you cannot find your allergy in the search options, select **Report your own allergy**. Then, select **Accept**.

Report an Allergy

Search for an allergy

Grass - Search

- Grass Pollen
- Grass Pollen-perennial Rye, Standard
- Allerg Xt,grass Pollen-timothy

Can't find it?

Report an Allergy

Report your own allergy

25. Enter the information about the allergy you are reporting. Once complete, select, **Accept**.

Add an Allergy

Enter details about your allergy below.

Name of allergy pollen extracts

Type of reaction

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

First reaction date

Comments

Accept Go back

26. Once you have reviewed and updated your allergies, select **Next** at the bottom of the screen.
27. On the next page, navigate through each of the prompts to review and update your current health issues.
28. 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

29. 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.

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

Seizure disorder <input type="button" value="Remove"/>	Mood problem Added 6/1/2022 <input type="button" value="Remove"/>	Disorder of thyroid gland <input type="button" value="Remove"/>
ADHD (attention deficit hyperactivity disorder) <input type="button" value="Remove"/>	Thyroid atrophy Added 17/1/2022 <input type="button" value="Remove"/>	+ Report a health issue

31. 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: 

Start date: 

Comments:

32. If you cannot find the health issue in the search options, select **Report your own health issue**. Then, select **Accept**.

Report a Health Issue

Search for a health issue 

...

 ... - Search

No results found.

Report a Health Issue

Report your own health issue

33. Enter the information about the health issue you are reporting. Once complete, select, **Accept**.

Report a Health Issue

Enter details about your health issues below.

Name: migraine 

Start date: 

Comments:

Accept Go back

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

NOTE: 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.

35. On the next page, 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

36. You will see a summary of your questionnaire responses. You can edit any responses before submitting. 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	

Submit Back Cancel

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 test your hardware to ensure it is functioning prior to your appointment and confirm your location at the time of the appointment.

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

Review and Update Your Information



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

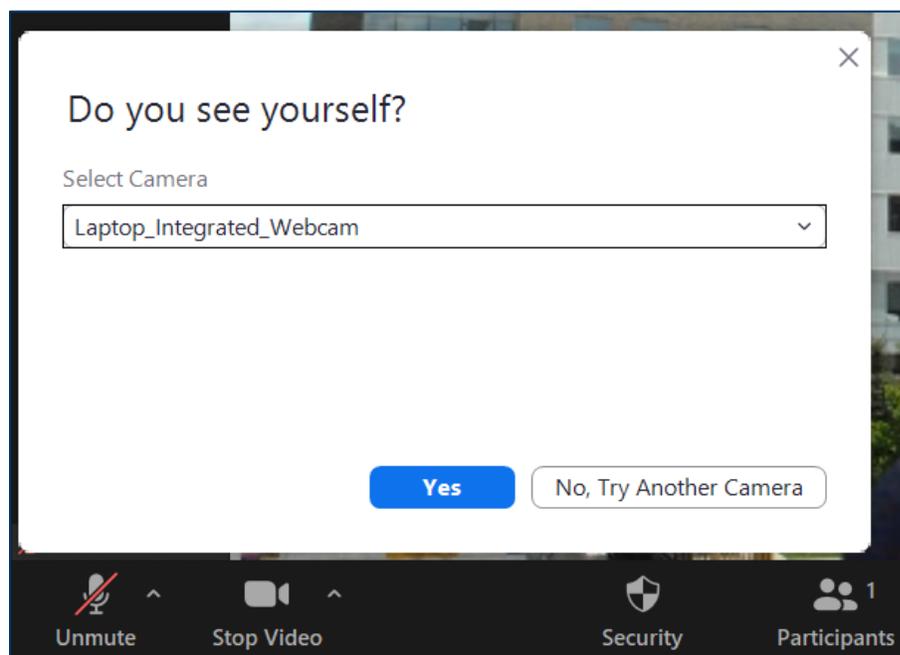
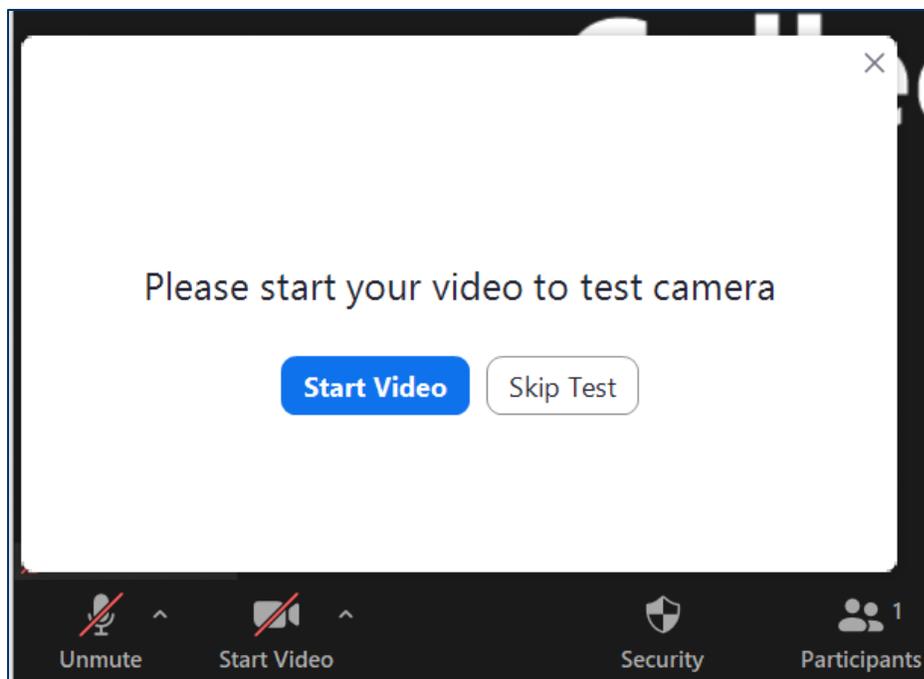
Hardware Test

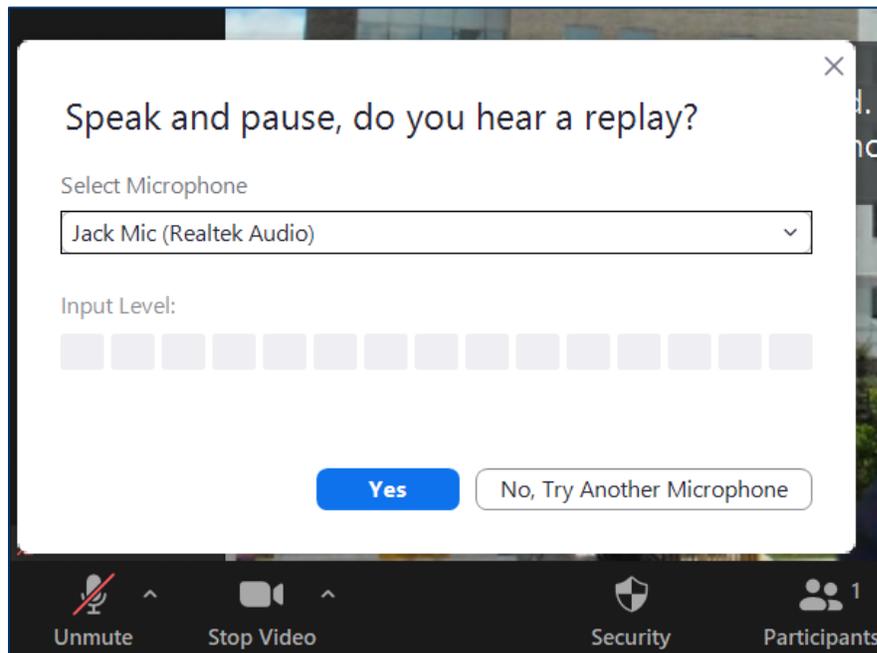
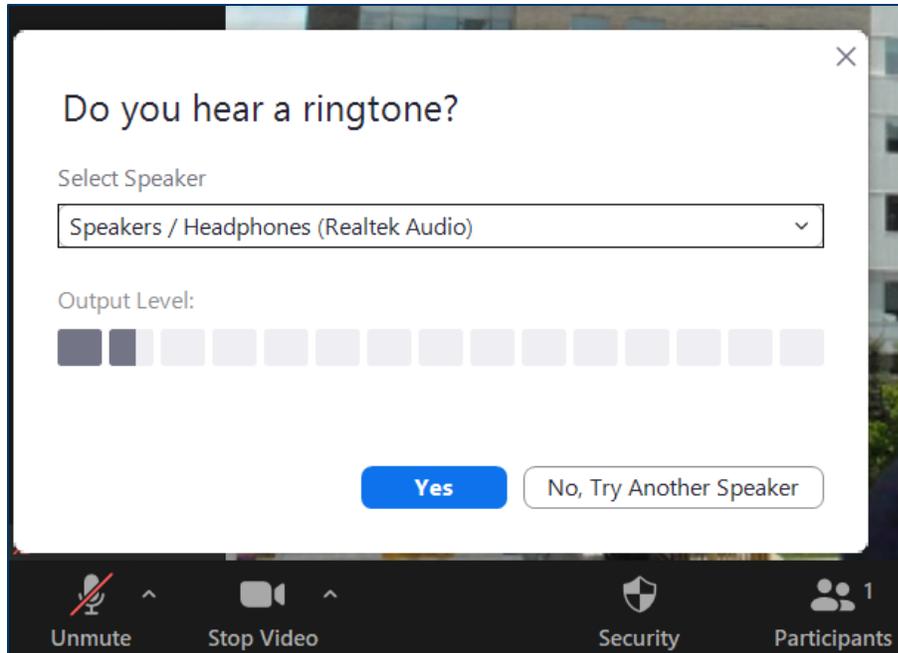
Before it's time for your video visit, make sure you have a working camera, microphone, and speaker. Once you have successfully tested your hardware, make sure you manually return to your MyDovetale account in your web browser or mobile app.

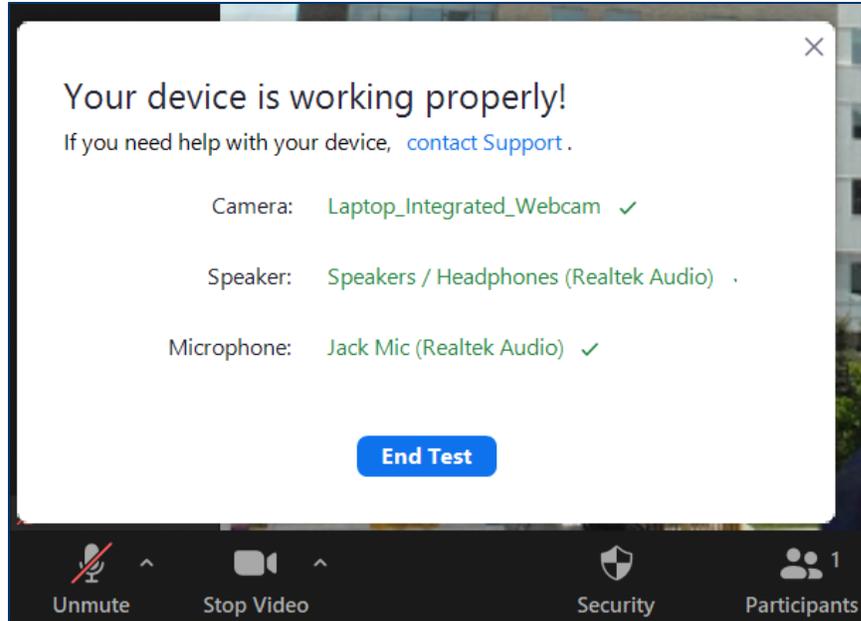
Test Hardware

Next Back Finish later

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

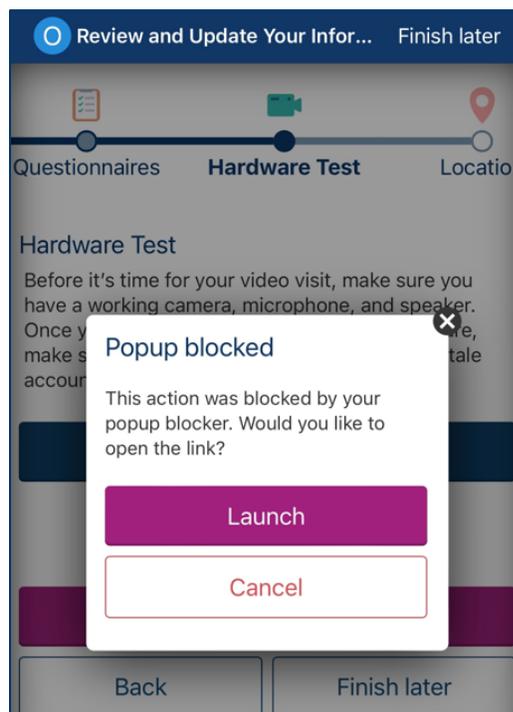


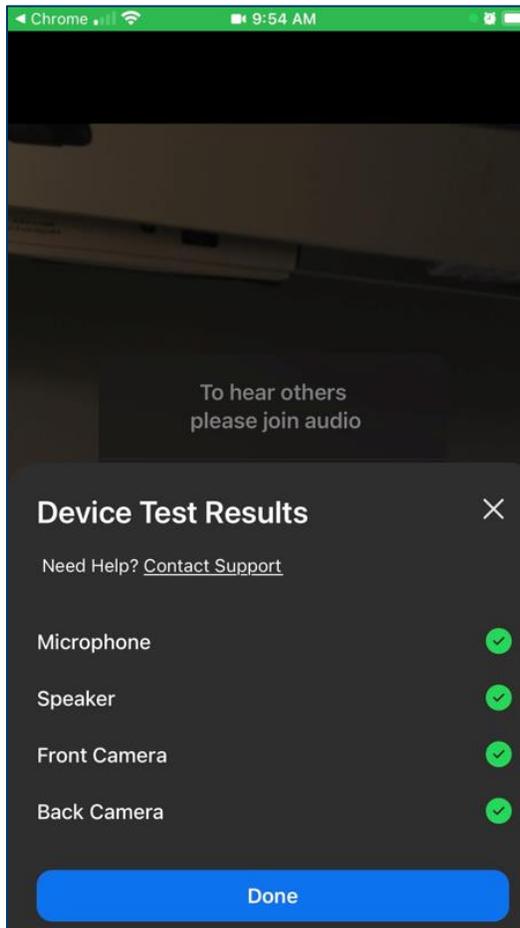
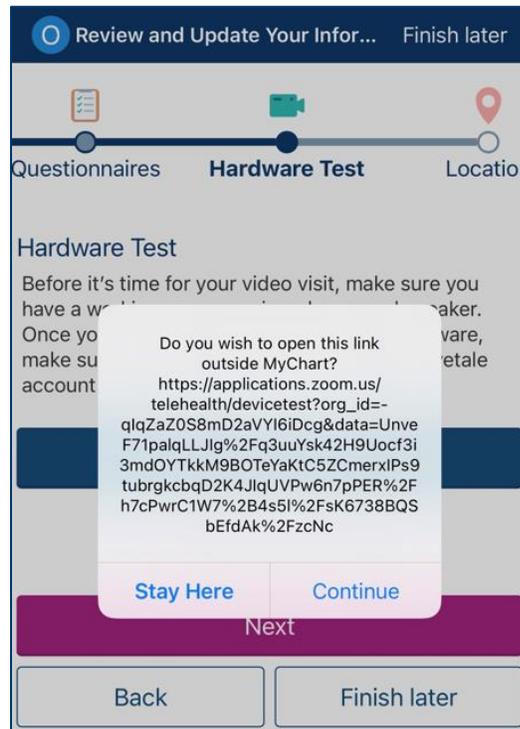




39. **From a Mobile Device:** Zoom will open in your browser or within the Zoom app itself (if already downloaded). Navigate through the prompts to test your hardware (camera, speakers, and microphone).

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.





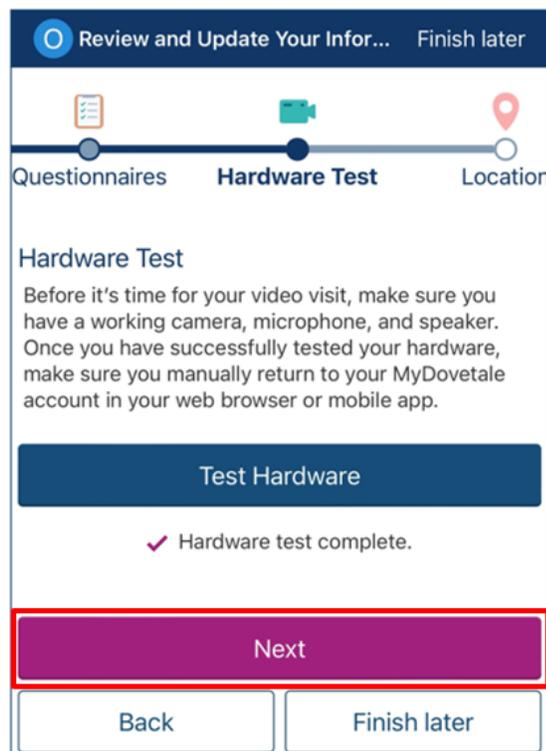
NOTE: Once you have completed the hardware testing, you will be brought back to the Zoom meeting browser/window. You will need to manually navigate back to the MyDovetale website (from a computer) or to the MyChart app (from a mobile device).

40. Once complete, select **Next**.

From a Web Browser:



From the Mobile Application:



41. 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**.

Review and Update Your Information

PCP Medications Allergies Health Issues Questionnaires Hardware Test Location

Location

Identify your current location prior to your video visit.

Where are you currently located?

Country: Canada

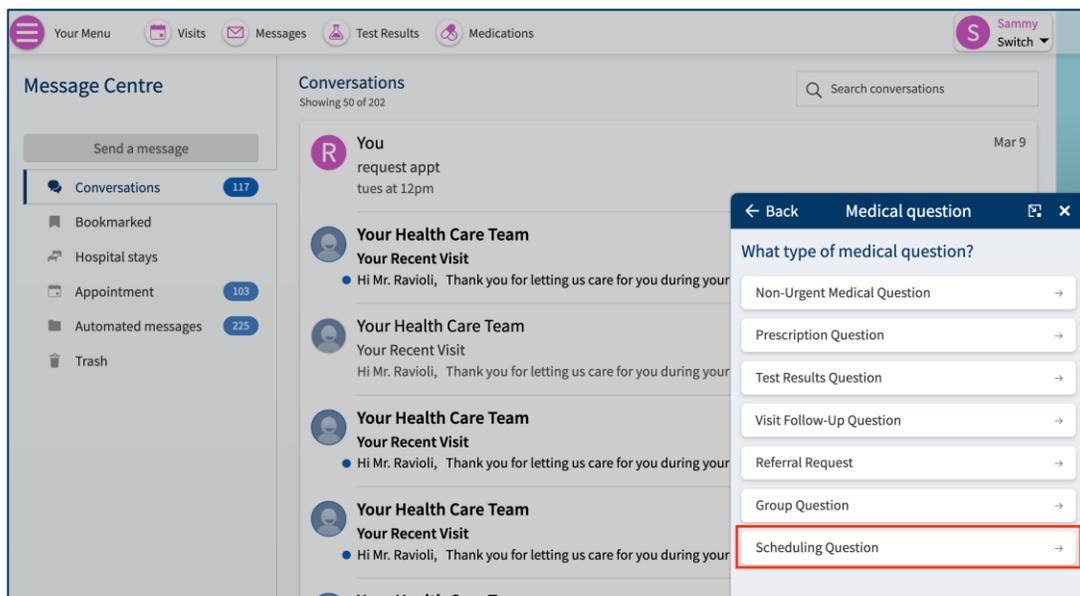
*State, province, or territory: Ontario

Submit Back Finish later

Requesting an Appointment

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

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



3. Enter the subject of your message (i.e. Appointment Request).

4. Enter a message and provide any additional details.
5. 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**.

Navigate to **Settings and filters** on the right side of the page to filter your test results. You can filter the test results to show only external test results (results from outside of St. Joe's) by selecting **No**. Most of the external labs completed in Ontario will show results in MyDovetale, but not all. You can also filter the test results to show test results from an individual organization (if available) by checking the box for that organization and unchecking the rest.

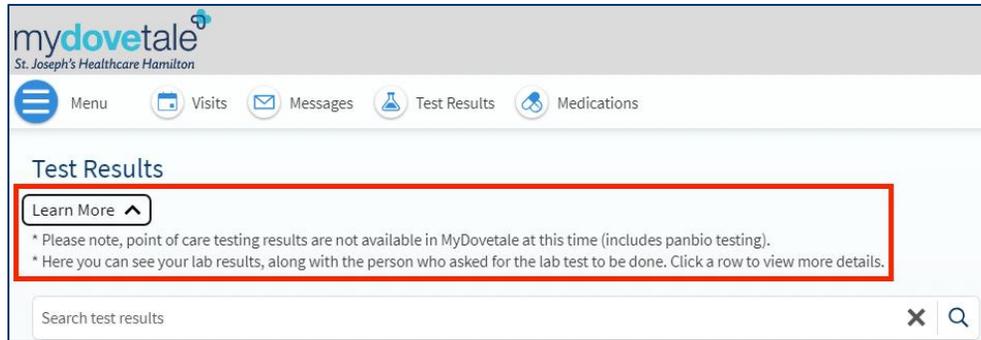
The screenshot shows the MyDovetale interface. At the top, there is a navigation bar with 'Menu', 'Visits', 'Messages', 'Test Results' (highlighted with a red box), and 'Medications'. The 'Test Results' section is active, displaying a search bar and a list of 'Individual Results' (Showing 29 of 29). The list includes:

Test Name	Date	Specialty
COVID-19 PCR	01 Mar 2022	Physician Nephrology
MR-BREAST HIGH RISK BIOPSY W GAD	28 Feb 2022	Radiologist Radiology
MR-BREAST HIGH RISK W GAD	28 Feb 2022	Radiologist Radiology

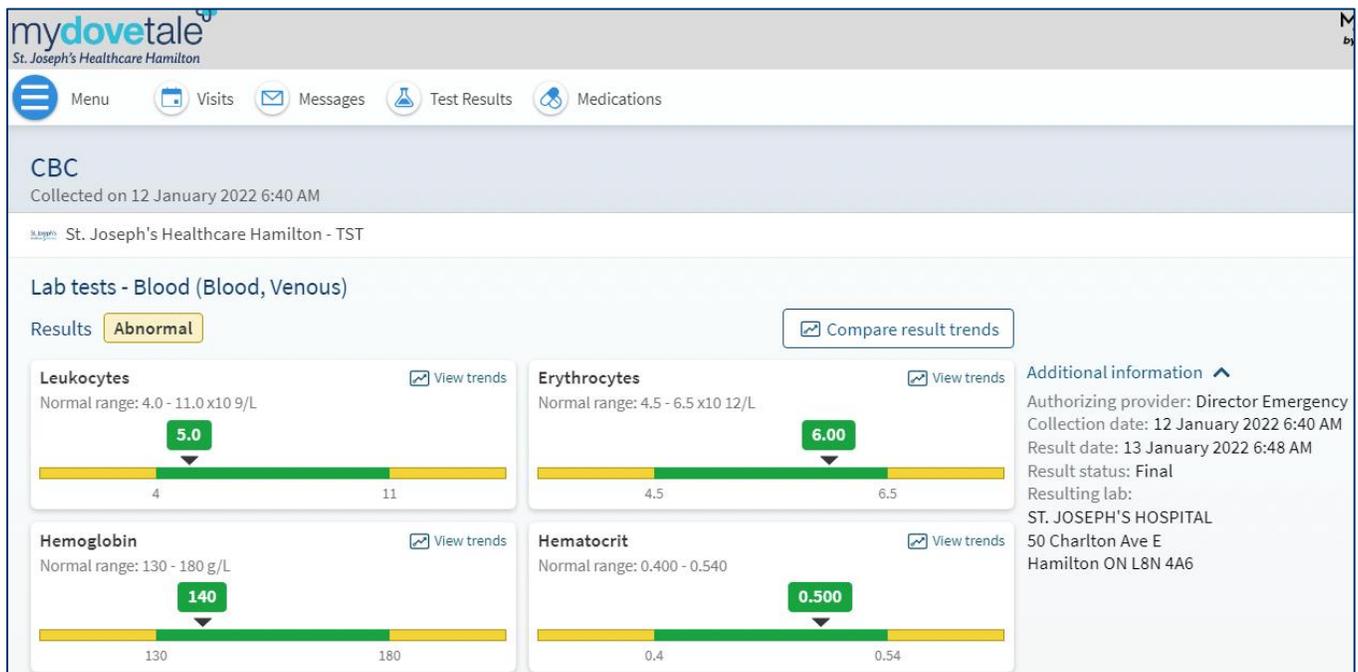
On the right side, the 'Settings and filters' panel is open (highlighted with a red box). It contains the following options:

- Show hospital results? (Yes/No buttons)
- Show test results from:
 - St. Joseph's Healthcare Hamilton POC
 - St. Joseph's Healthcare Hamilton - TST
 - Result is from another organization

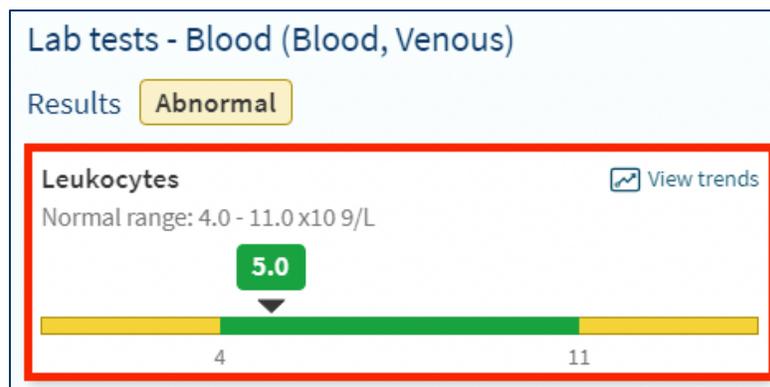
NOTE: You can select **Learn More** at the top of the page for additional instructions when viewing your test results.



Select an individual result to view the results details on the **Test Results Details** page.



The **Test Results Details** page will display each individual component of your test result in its own card. Within each card, you can view your results and compare them with the normal range using the graphs or result flags available.



NOTE: You can select **Additional information** on the right side of the page to view additional details about the ordered test.

Lab tests - Blood (Blood, Venous)

Results **Abnormal** Compare result trends

Leukocytes Normal range: 4.0 - 11.0 x10 ⁹ /L 5.0 4 11 <input checked="" type="checkbox"/> View trends	Erythrocytes Normal range: 4.5 - 6.5 x10 ¹² /L 6.00 4.5 6.5 <input checked="" type="checkbox"/> View trends	Additional information ^ Authorizing provider: Director Emergency Collection date: 12 January 2022 6:40 AM Result date: 13 January 2022 6:48 AM Result status: Final Resulting lab: ST. JOSEPH'S HOSPITAL 50 Charlton Ave E Hamilton ON L8N 4A6
Hemoglobin Normal range: 130 - 180 g/L <input checked="" type="checkbox"/> View trends	Hematocrit Normal range: 0.400 - 0.540 <input checked="" type="checkbox"/> View trends	

To view past results, select **Compare result trends**.

CBC
Collected on 12 January 2022 6:40 AM

St. Joseph's Healthcare Hamilton - TST

Lab tests - Blood (Blood, Venous)

Results **Abnormal** Compare result trends

Leukocytes Normal range: 4.0 - 11.0 x10 ⁹ /L 5.0 4 11 <input checked="" type="checkbox"/> View trends	Erythrocytes Normal range: 4.5 - 6.5 x10 ¹² /L 6.00 4.5 6.5 <input checked="" type="checkbox"/> View trends
--	--

The **Result Trends** page will display a graph of your result trends for each component of your test results.

Navigate to **Settings and filters** on the right side of the page to filter your result trends. You can use the filter to show result trends for certain components by checking their boxes and unchecking the rest. You can also use the toggle buttons on the top of the page to review result trends over a specific time period.

Result Trends

St. Joseph's Healthcare Hamilton - TST
All data shown here is from St. Joseph's Healthcare Hamilton - TST.

Most Recent All Data Month Year Custom

Showing up to 10 most recent results

Leukocytes
Normal range: 4.0 - 11.0 x10⁹/L

Settings and filters

Select components

- Leukocytes
- Erythrocytes
- Hemoglobin
- Hematocrit
- MCV
- MCH
- MCHC
- Red Cell Distribution Width
- Platelets
- MPV

Clear selections 10 selected

Data table

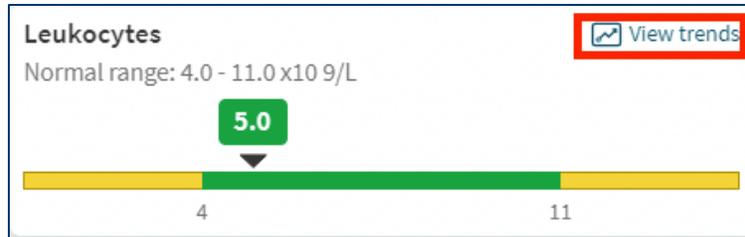
To view the numeric values for an individual component of your test results, navigate to the individual component's graph and select **Data table**.

Leukocytes
Normal range: 4.0 - 11.0 x10⁹/L

Data table

Date	Value	Normal Range
Jan 12, 2022	5 x10 ⁹ /L	4 - 11 x10 ⁹ /L
Feb 1, 2021	17.1 x10 ⁹ /L High	4 - 11 x10 ⁹ /L

NOTE: You can also view result trends for an individual component of your test result directly from the **Test Results Details** page by selecting **View trends** on the top right corner of the card.



You can download a PDF document of your past result trends in a table format directly from the **Result Trends** page for an individual test result. Scroll to the bottom of the **Result Trends** page and select **Download**.

Download results
Save a table of your results as a PDF document.

Download

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

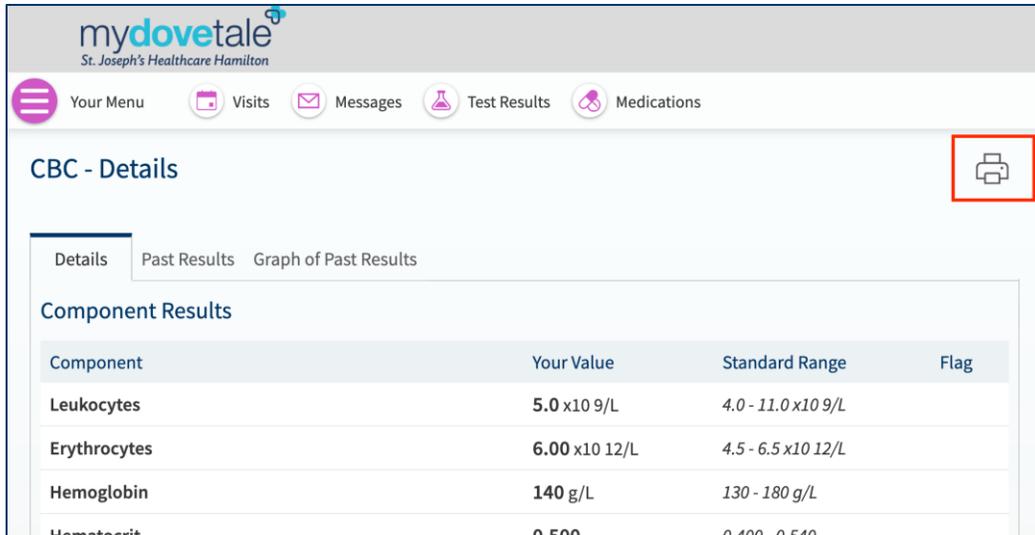
NOTE: Please note you will be able to view the diagnostic report only, not the diagnostic images themselves.

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

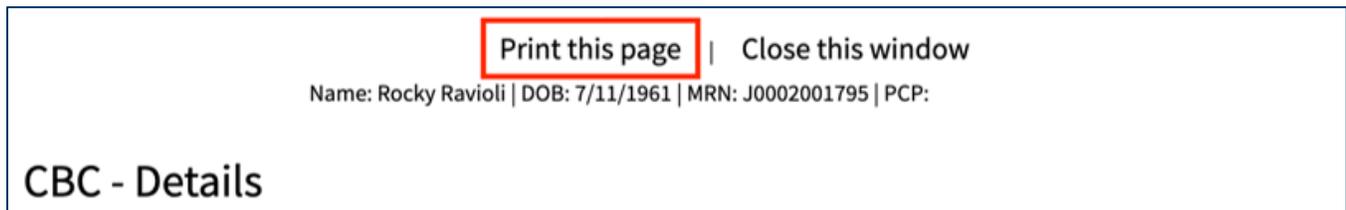
- If you wish to access a copy of your diagnostic images on a CD, please contact the St. Joe's Imaging Library at 905-522-1155 ext. 33606. Please note that these requests may be subject to fees.
- If you wish to access a copy of any diagnostic imaging reports from prior to February 10, 2020 or reports 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.



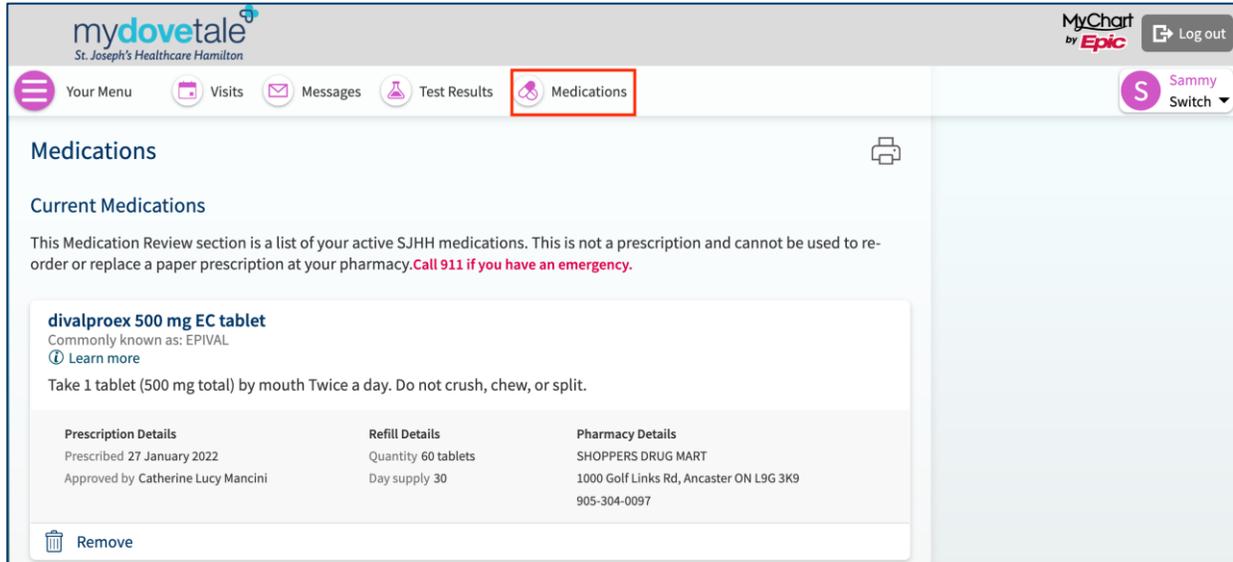
A printout window will open. Select **Print this page** to print the test results.



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.



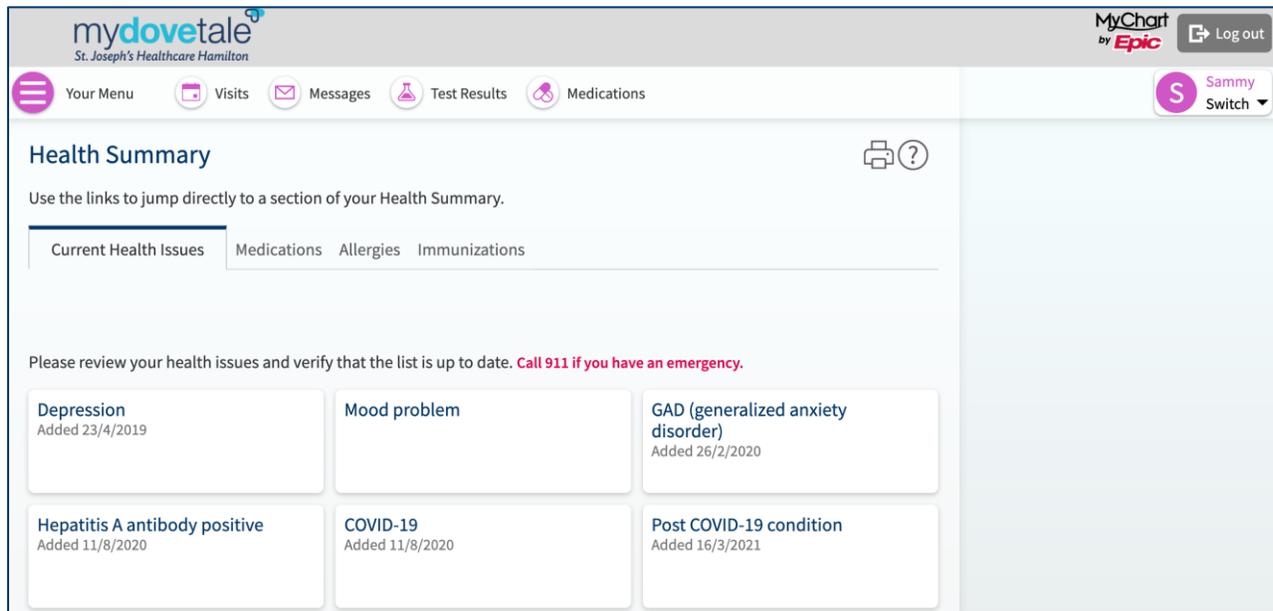
NOTE: The Medication section is a list of your active St. Joe's medications. This is **not** a prescription and cannot be used to re-order or replace a paper prescription at your pharmacy.

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



Viewing Your Plan of Care

Your Plan of Care can be found under **Menu > Plan of Care**. This plan displays your current health goals. 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 →

2. 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

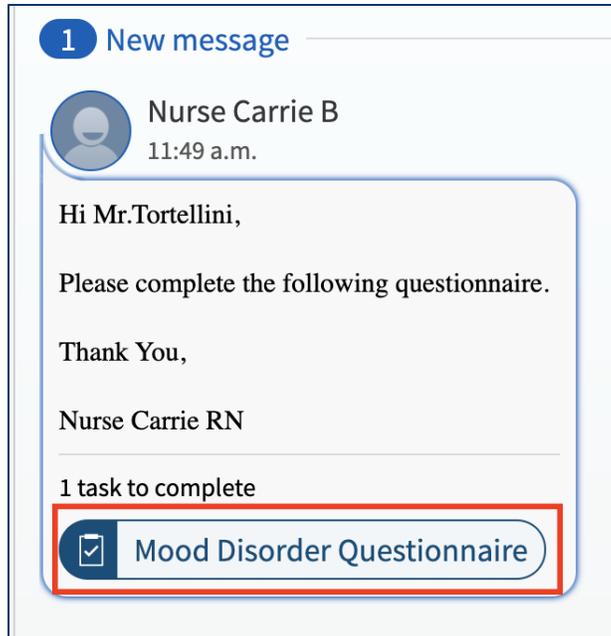
 Women's Health Concerns Clinic
100 West 5th Street
Hamilton ON L9C 0E3
905-522-1155 x33605

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)

3. 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

*You did things that were unusual for you, or that others thought were excessive, foolish or risky

*Spending money got you or your family into trouble

* If you checked yes to more than one of the above, have several of these happened during the same period of time?

*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

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

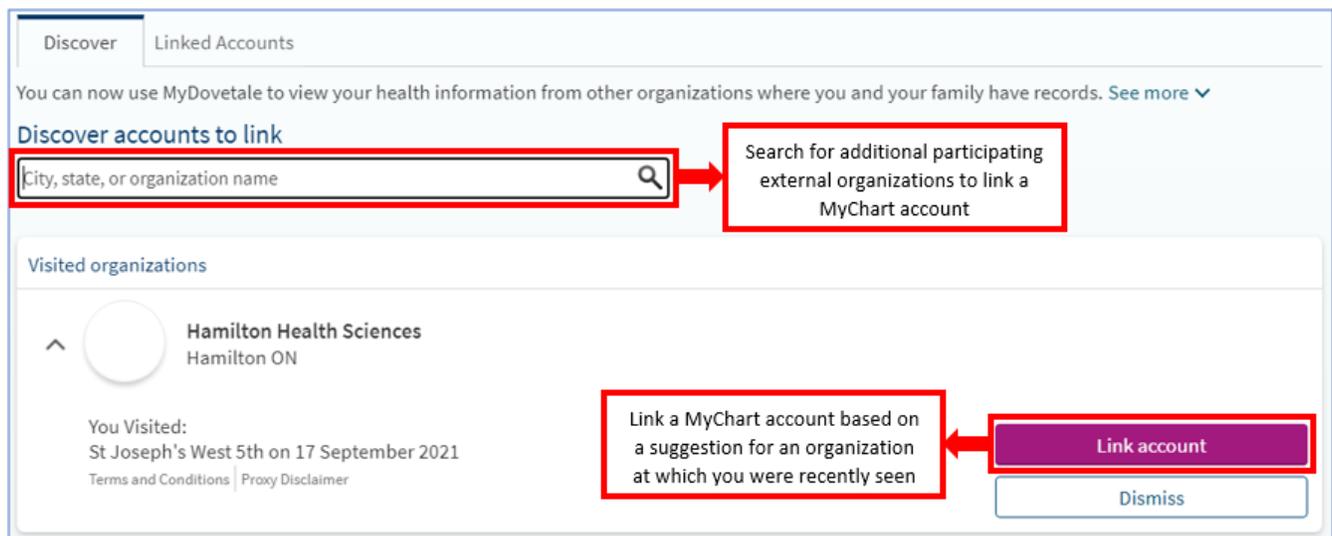
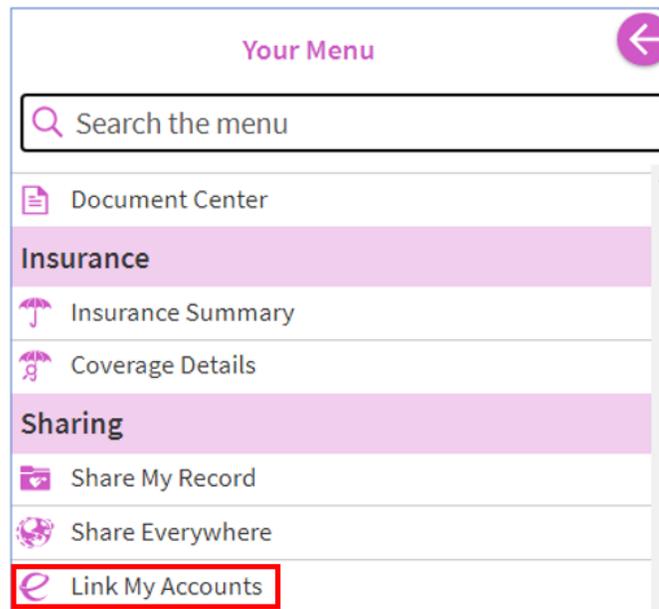
Scheduling

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.



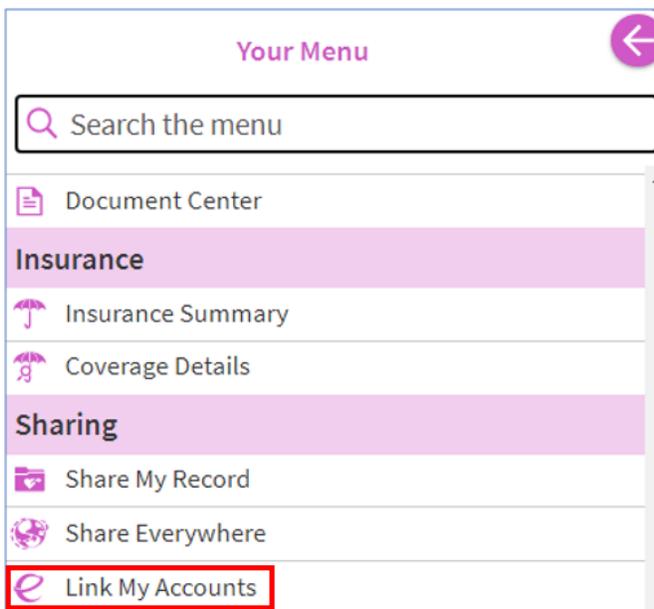
Linking Additional MyChart Accounts Simultaneously

You have the opportunity to link additional MyChart accounts from other organizations where you have received care, all at the same time through the **Link My Accounts** page. When you navigate to this page and link

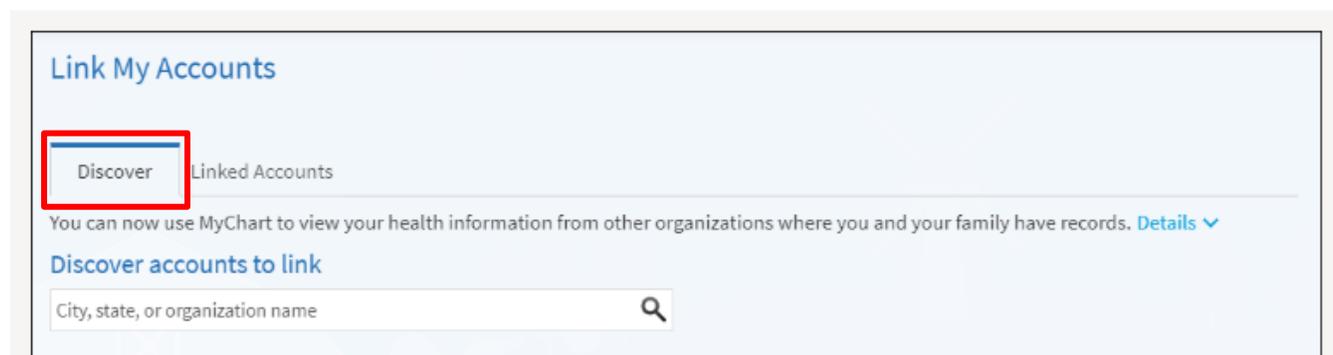
your MyDovetale to a different organization, you will now see the option to link all of your accounts at once (if you have additional MyChart accounts).

You still have the option to link accounts individually (as noted in the step above) if you do not wish to link to all accounts.

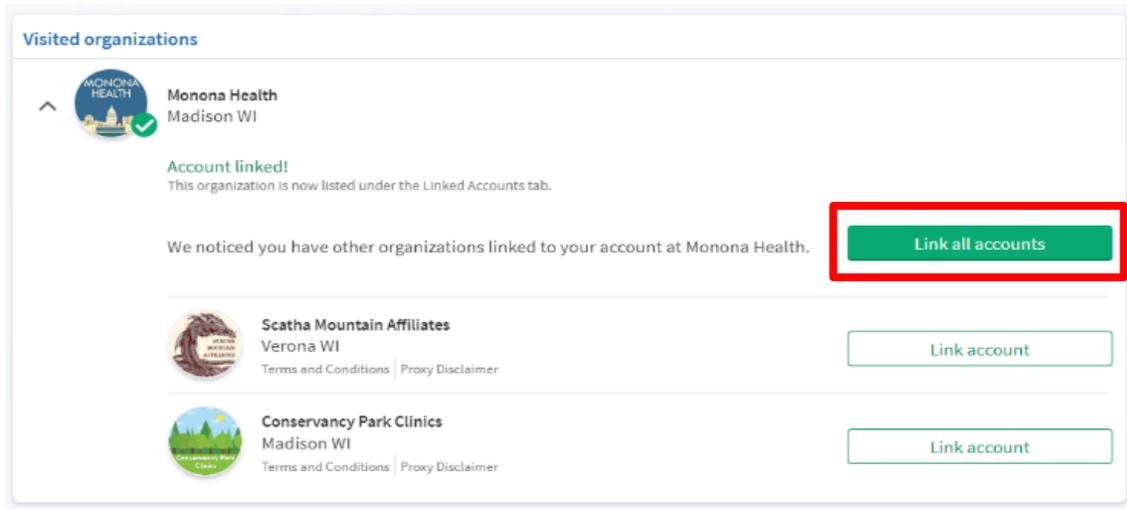
Go to **Sharing > Link My Accounts**.



Select the **Discover** tab.



You will then see a list of your **Visited organizations**.

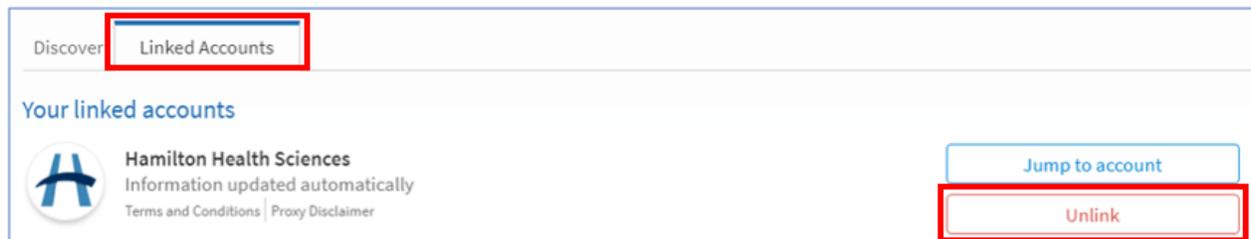


The page will show you any other organizations you have visited that you have linked to your MyDovetale, as well as, any other organizations that are available for linking. You can select the **Link All Accounts** to link your MyDovetale account to all other available organizations at once.

Unlinking Accounts Through MyDovetale

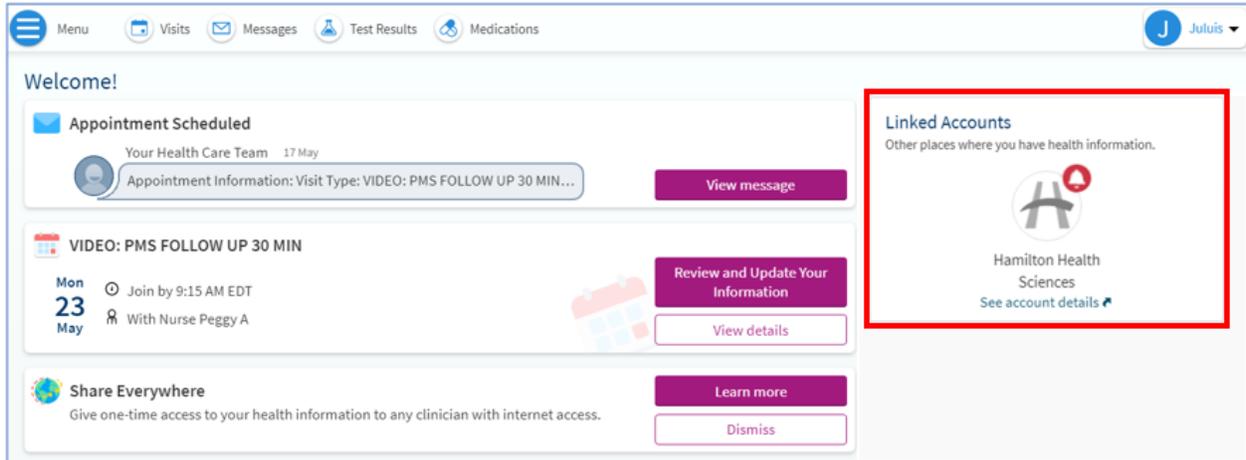
At any time, you can unlink any of your MyChart accounts. If you choose to unlink your account, you can go to **Sharing > Link My Accounts** and select the **Linked Accounts tab**.

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

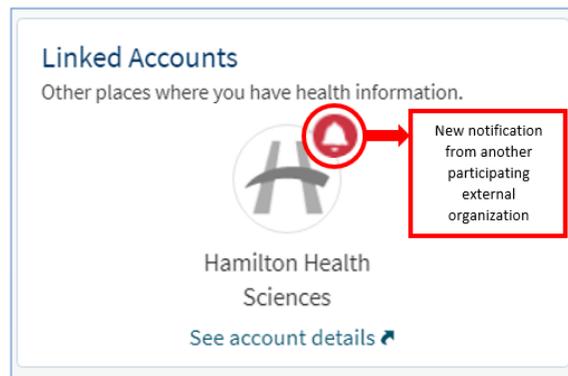


New Notifications Available from Another Organization

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.

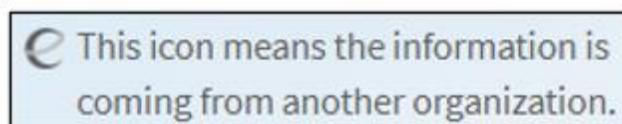


NOTE: Red notification bubbles appear only if you have an active MyChart account at the external organization.



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	Information from	05 Feb 2021
	GLUCOSE, 24 HOUR URINE	Physician	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**.

The screenshot shows the 'Allergies' tab in the 'Health Summary' section. It displays a grid of allergy entries. A red box highlights a 'Carrot' entry with an 'e' icon, and a red arrow points to it from a text box that says 'From another participating external organization'.

Allergy Name	Added Date	Source
Amoxicillin Rash	Added 14/8/2019	St. Joe's
Perfume	Added 14/8/2019	St. Joe's
Cat Dander	Added 8/9/2021	St. Joe's
Peanut Oil	Added 6/10/2021	St. Joe's
Ragweed Pollen	Added 24/11/2021	St. Joe's
Carrot	Added 17/1/2022	St. Joe's
Carrot	Added 17/5/2022	External Organization (e)
Peanut Oil	Added 17/5/2022	External Organization (e)
Strawberry	Added 17/5/2022	External Organization (e)
Gluten	Added 17/5/2022	External Organization (e)
Peach	Added 17/5/2022	External Organization (e)

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

Health Summary  

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

Current Health Issues Medications Allergies Immunizations

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

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

NOTE: 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	From another participating external organization
  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	

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

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

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

Sending Messages & Scheduling Appointments With Another Organization

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

Message Centre

Send a message

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

Conversations
Showing 53 of 214

Search conversations

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

You
Results
Hi, Have my results been finalized?

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

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

You
Prescription Expired
Hi, I need a prescription renewal.

Appointments and Visits

Organization: All Show: Upcoming and Past

Upcoming Visits

Future Visits

- 26 MAY 2022 FOLLOW UP
Stefanie Goyert
Mood Disorders Clinic
Starts at 8:30 AM EDT
- 8 JUN 2022 FOLLOW UP
Katie McCabe
Mood Disorders Clinic
Starts at 8:15 AM EDT

Past Visits

Last 3 Months

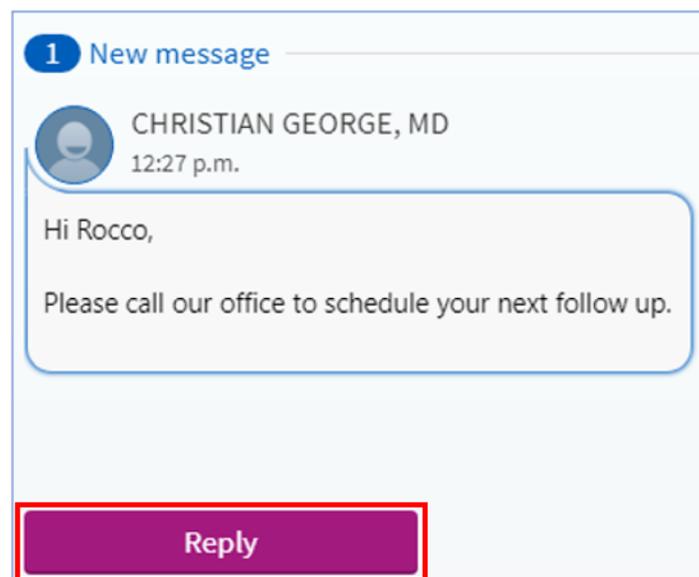
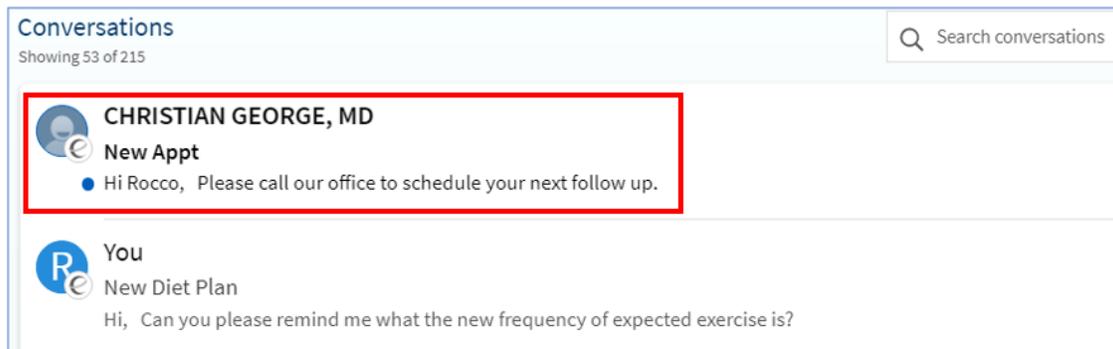
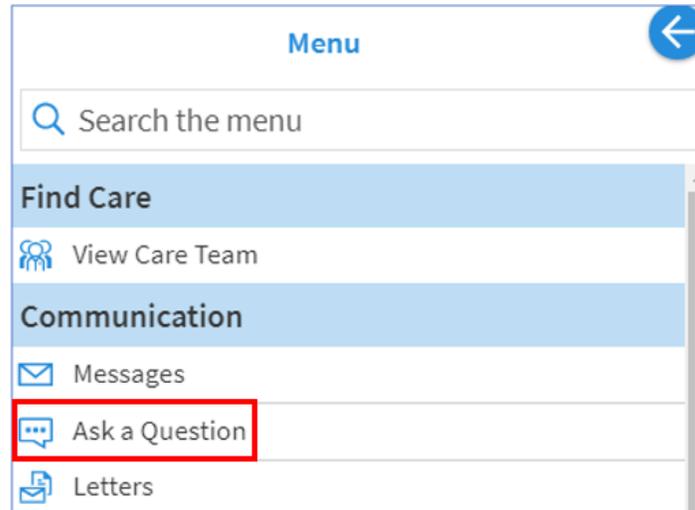
- 24 MAR 2022 Hospital Outpatient Visit
St. Joseph's Charlton - Magnetic Resonance Imaging (MRI)
- 17 MAR 2022 Telemedicine
Matilda Nowakowski
Ontario Structured Psychotherapy (OSP) West Region

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**.

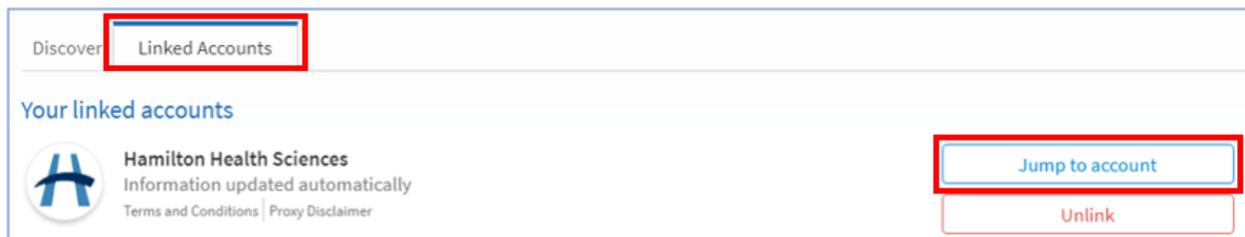
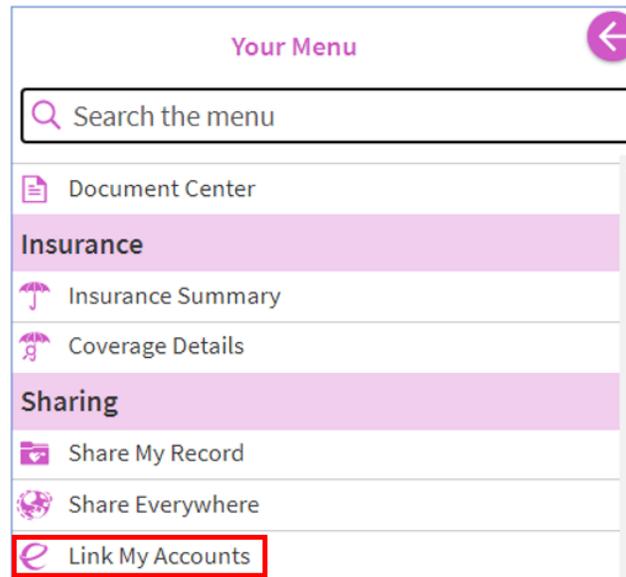


Switching Between MyChart (MyDovetale) Accounts

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.

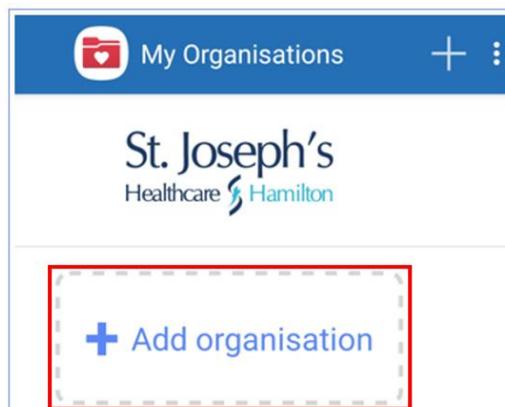
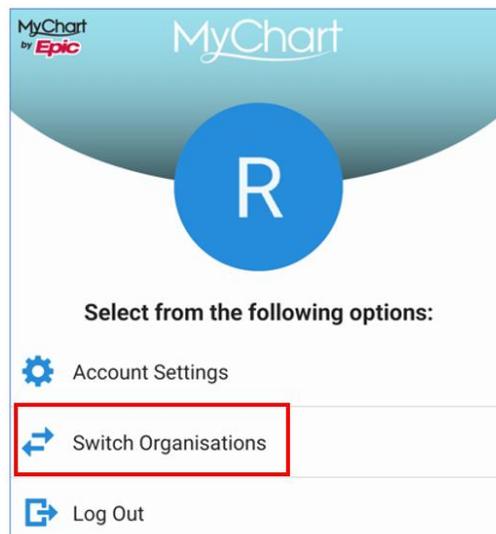
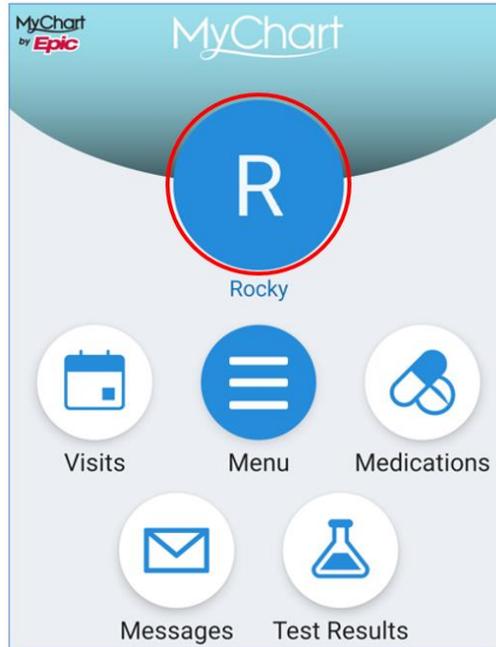
From a Web Browser: The patient can go to **Sharing > Link My Accounts** and select the Linked Accounts tab.

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.

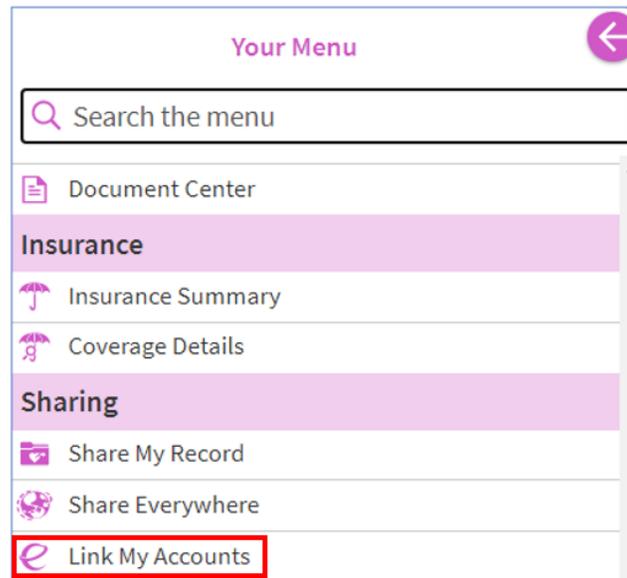
When you select an organization, you will be taken to the login screen for that MyChart account; sign in as you normally would.



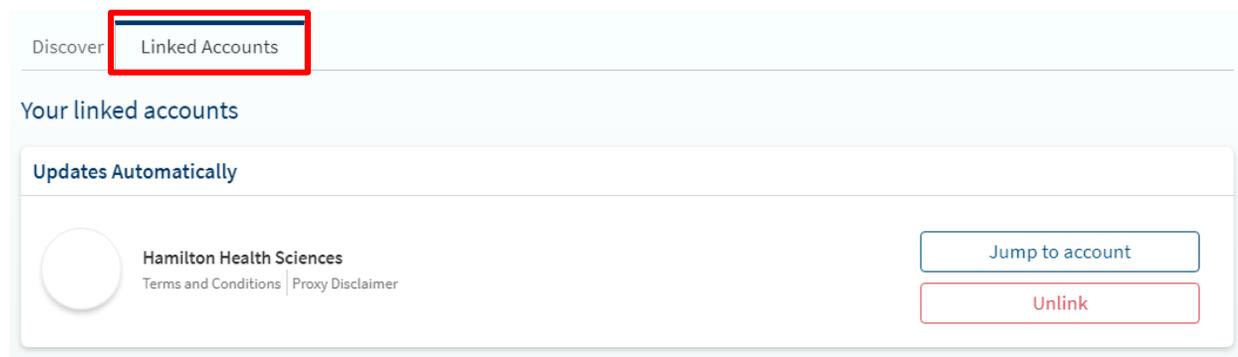
Initiating Point-Of-Care Authorizations Through MyDovetale

You can sign a **Point-Of-Care Authorization Form** prior to your upcoming encounter. Signing off on this form will allow St. Joseph's Healthcare Hamilton to query any organizations you have linked to your MyDovetale account to request your health information, as it relates to your upcoming visit.

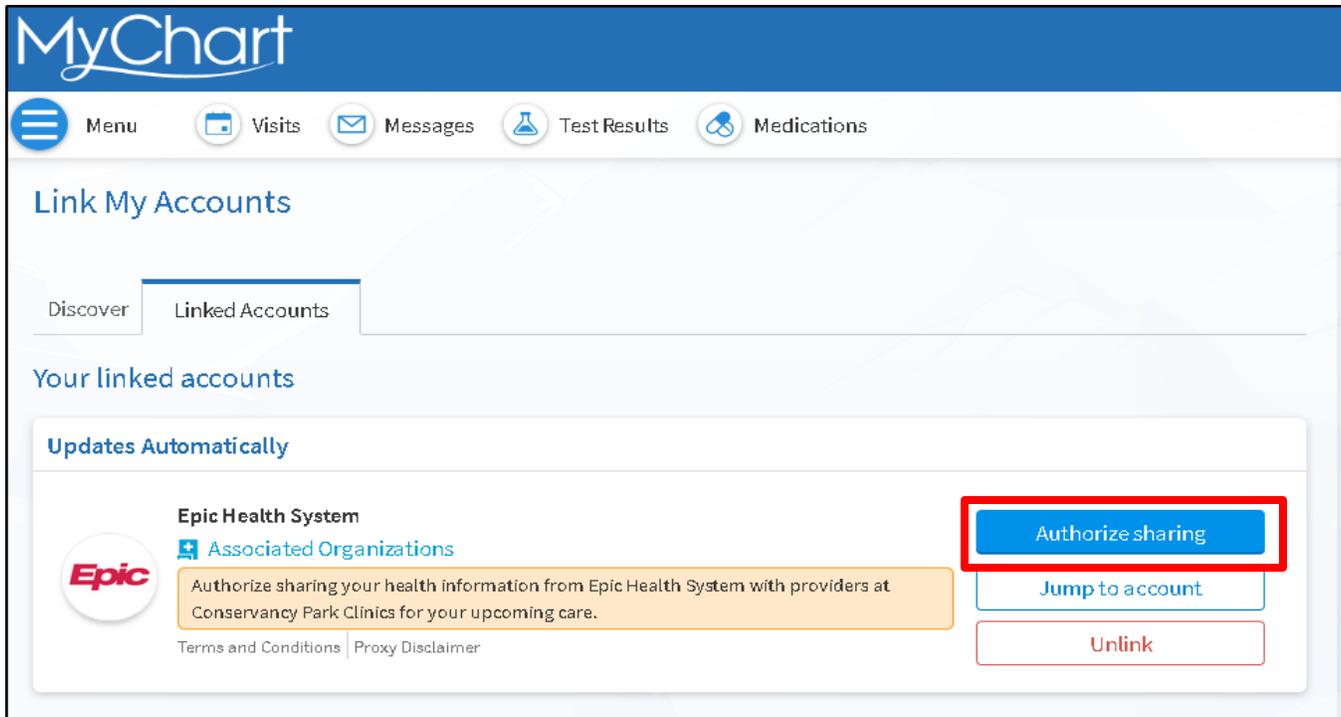
Log into your MyDovetale account and navigate to the **Link My Accounts** page.



Select the **Linked Accounts** tab.



Once in the Linked Accounts tab, select **Authorize Sharing** to grant St. Joseph's Healthcare Hamilton the authority to query the corresponding linked organization for your health information.



Follow the prompts to complete the **Point of Care Authorization Form**.

Conducting a 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:

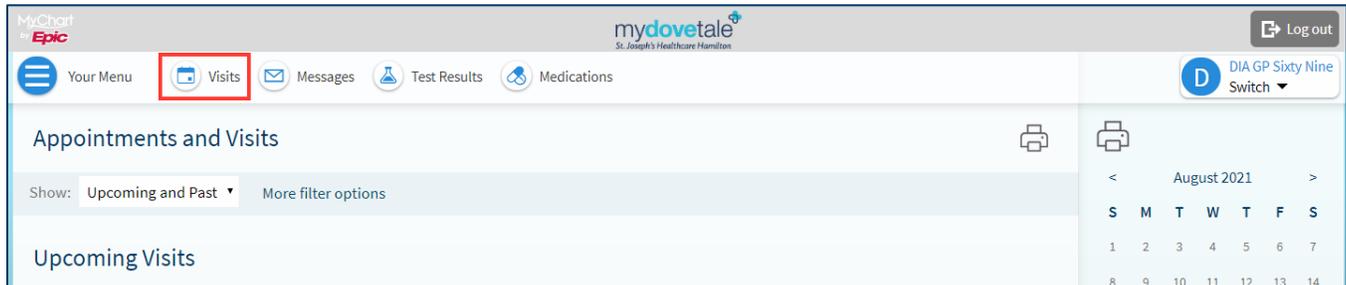
- Ensure you have an appropriate device and internet connection.
- Ensure you are able to log into MyDovetale and can see your scheduled video appointment.
- Ensure you have downloaded the latest version of the Zoom app on the device being used during the visit (phone or computer).
- Ensure your webcam 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.

Launching a Video Visit

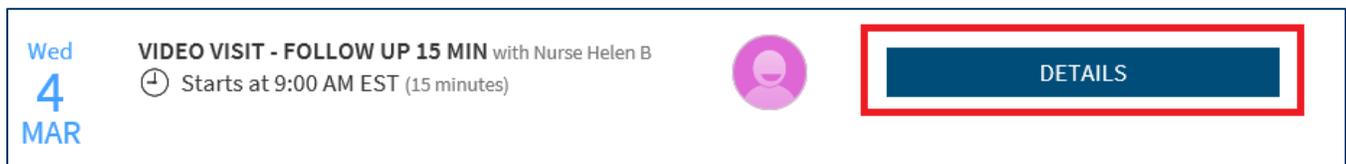
Ensure you are using a web browser that is compatible with MyDovetale. Copy and paste the below link into your browser and look under "Supported browsers":

<https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>

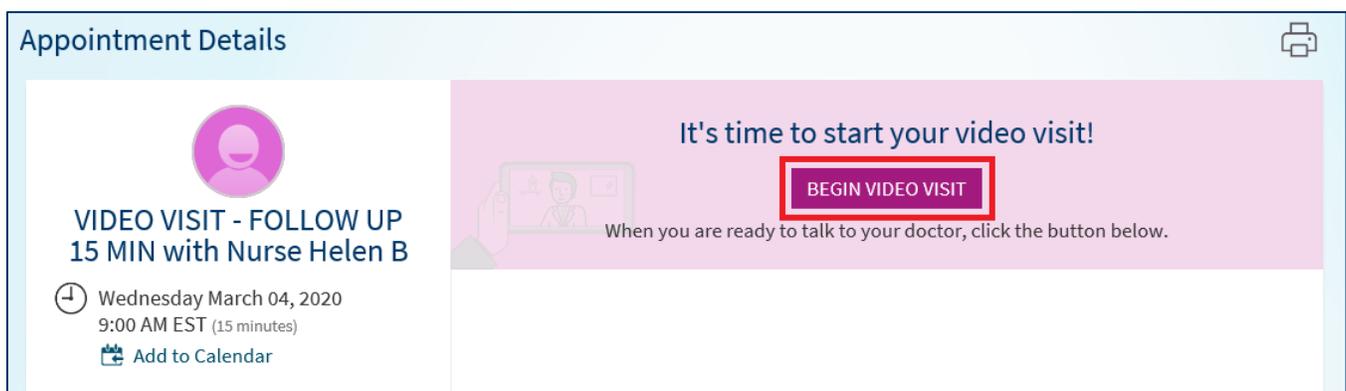
1. Log into your MyDovetale account.
2. From the main page, select **Visits** to see your list of scheduled appointments.



3. For the video visit appointment, select **Details**.

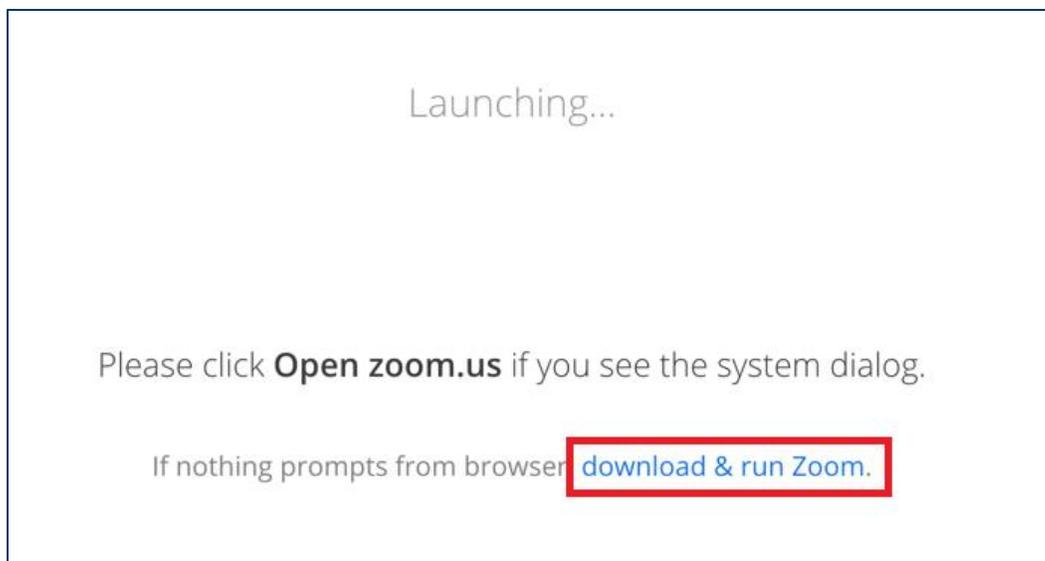


4. To start your appointment, select **Begin Video Visit**.

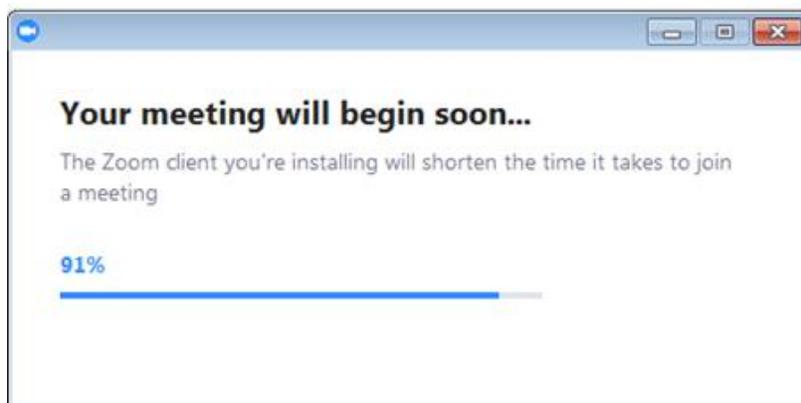
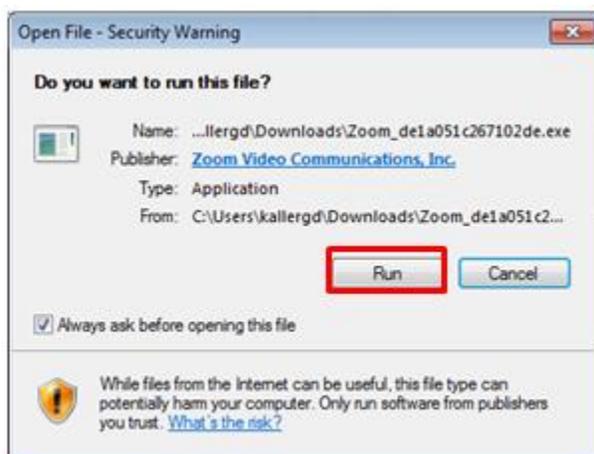


NOTE: The 'Begin Video Visit' button will only be available 15 minutes prior to your scheduled appointment time.

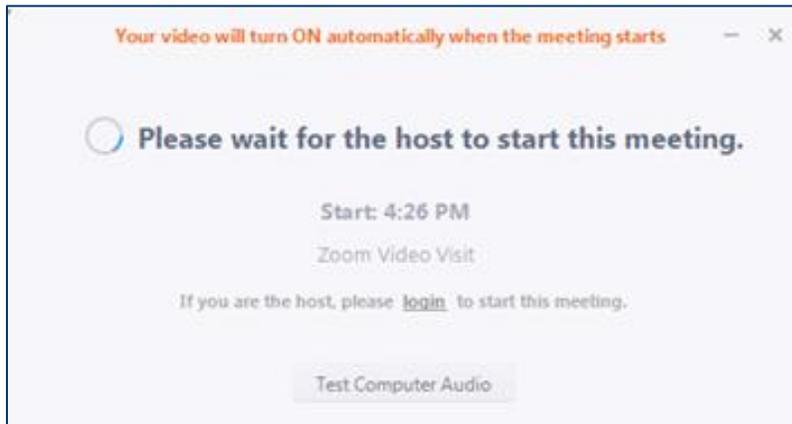
5. If this is the first time starting a video visit, you will need to install Zoom software. To do so, choose the 'download & run Zoom' link to install the Zoom software. If this is not your first time connecting and you have already installed the Zoom software, the video visit will launch automatically.



6. After you have selected 'download & run Zoom', you will have downloaded the Zoom software installer. If you are prompted with a security warning, click 'Run' to continue with the installation.



7. If you have successfully installed the Zoom software, the video visit will successfully connect. You will then see a message informing you that you are waiting for your St. Joe's clinician to join the visit. While you wait, you will be placed in a virtual waiting room. When you are in the virtual waiting room, your screen should display the image below. When the clinician joins the video visit, you will be able to see and hear them through the Zoom software.



8. When you have finished with your video visit, you can close the Zoom software, and log out of MyDovetale.

Video Visit Notifications

Prior to your scheduled video visit, you will receive the following notifications, where applicable:

- A notification reminding you that you have an upcoming video visit appoint. This is received 24 hours **prior** to the scheduled appointment time.
- A notification indicating that it is time to join your video visit. This is received 15 minutes **prior** to the scheduled appointment time.
- A notification indicating that your provider, conducting the video visit, is running late. This is received 5-10 minutes **after** the scheduled appointment time.

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.

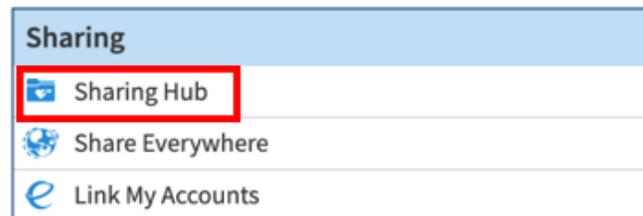
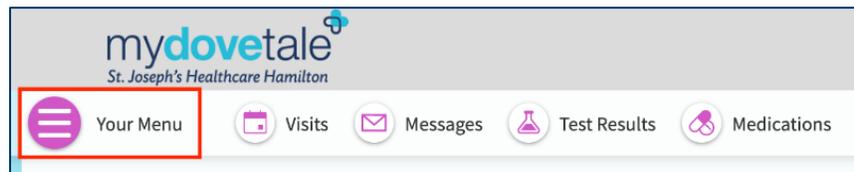
All proxies assigned to a minor patient's account will expire when the patient turns 12 years old. Should the patient so wish, they can reassign the previous proxy access to their MyDovetale account.

Granting Proxy Access to Your MyDovetale Account

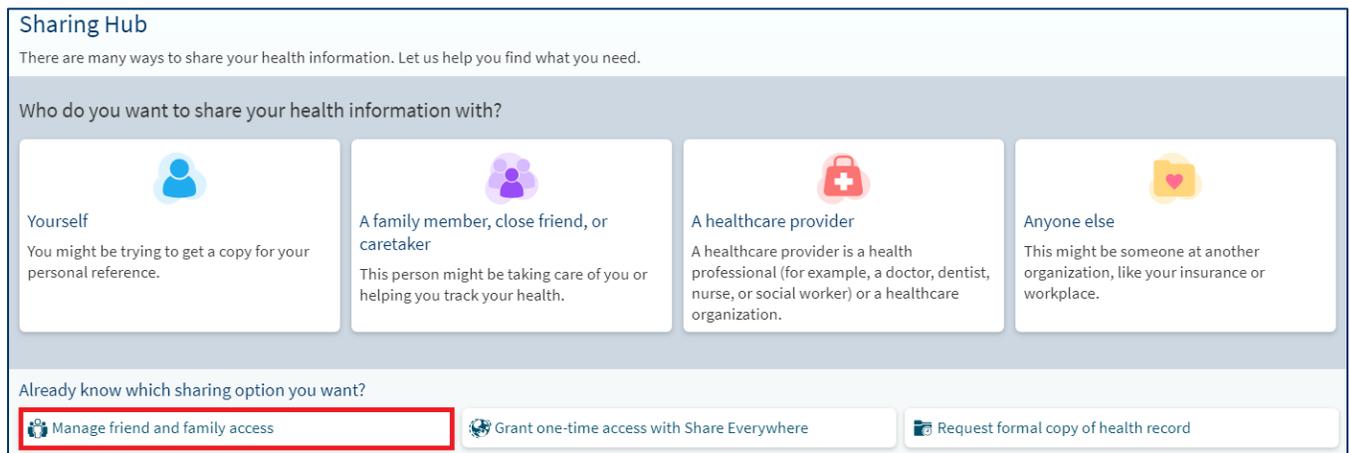
You can grant proxy access to your MyDovetale account directly from the MyDovetale website or mobile application. You must be 16 years of age or older to have the ability to invite a proxy.

NOTE: The individual to which you are providing proxy access to must be considered a patient of St. Joes, past or present.

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



2. Under 'Sharing Hub', select **Manage friend and family access**.



3. 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. Under the 'Who Can See My Record?' section, select **Invite someone**.

Friends and Family Access

Who Can See My Record?



Raff Testinggg
Their access is:
Clinical Proxy ⓘ

Edit
Revoke

+ Invite someone

Whose Records Can I See?



Rob Wizard
Nickname:
Rob
This is your record.



Anne Wizard
Nickname:
Anne

Revoke

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

5. 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
- 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.

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.

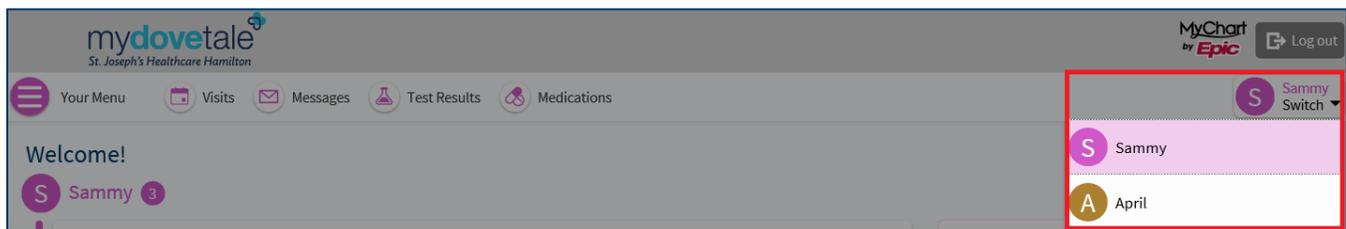
Alternatively, another method for granting proxy access to your MyDovetale account is by contacting the Health Information Management Department directly.

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

Viewing a Proxy Account to Which You Have Access

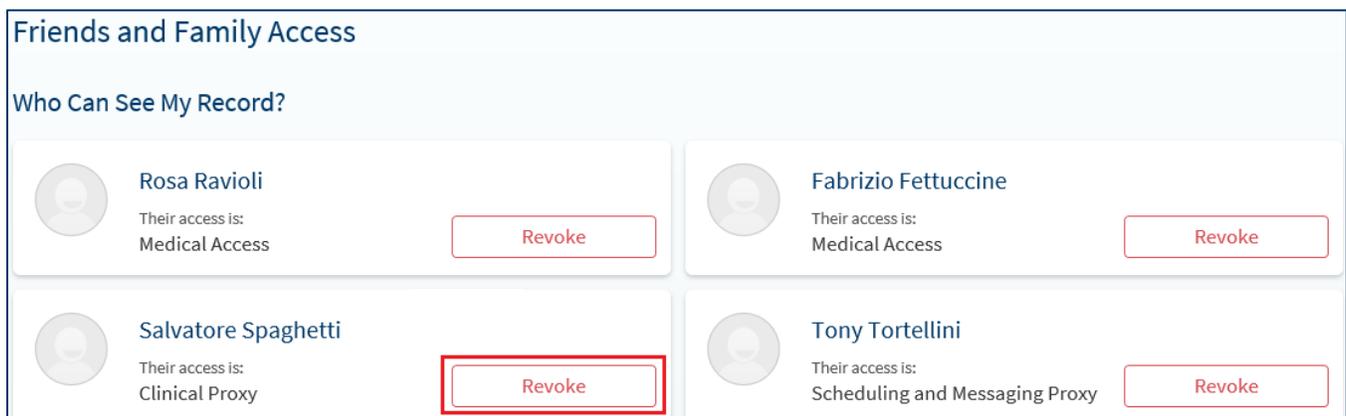
If you have been granted proxy access to another patient, you will be able to toggle between your personal MyDovetale account and those you have been granted proxy access to by clicking on the various profiles beside the Log Out button. The screenshot below shows an example of a proxy view in a web browser.



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 > Sharing > Sharing Hub > Manage friend and family access > Revoke**, or by contacting the Health Information Management Department.

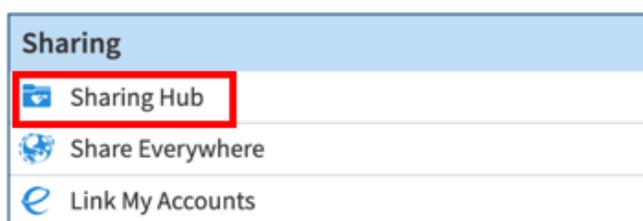
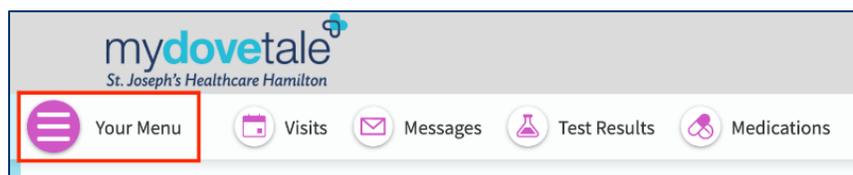
NOTE: You are responsible for managing access of identified proxies, including termination of access for proxies (when applicable).



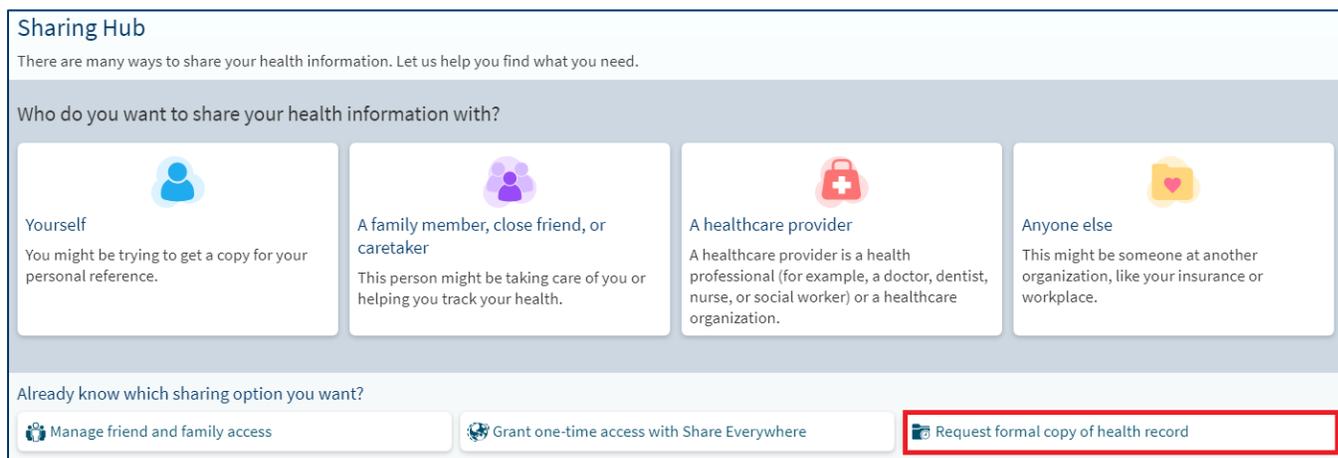
Requesting Access to Your Personal Health Information

If you would like to request access to your full health record, you can do so directly from your MyDovetale account.

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



2. Under 'Sharing Hub', select **Request formal copy of health record**.



3. Complete all the fields in the request form.

Request Formal Copy of Health Record

Request your medical record from St. Joseph's Healthcare Hamilton by answering the following questions. This request requires processing and might take a few days.

NOTE: Processing your medical record is subject to a fee. The St. Joe's Health Information Management Department will provide a quote once your request has been received and reviewed.

Once you have received the quote, if you wish to proceed, please contact reinfo@stjoes.ca. Payment is requested in full, accepted by cheque (personal cheques not accepted), money orders, cash, Visa, MasterCard and debit.

Submit a new request for a formal copy of your health record

*Indicates a required field

*Who should we send this record to?

Me Someone else

i We do not allow sending a formal copy of your record to someone else through MyDovetale. Please call or message our customer service to start a request.

*What dates do you want information from?

Date range All dates

*What information do you want included in the record?

Case Summary What is this?	Include
Discharge Summary What is this?	Include
Encounter History What is this?	Include
H&P What is this?	Include
Labs What is this?	Include

4. Enter any specific instructions for the information you are requesting, as needed. Once complete, select **Continue**.

Do you have any specific instructions for the information you're requesting? For example, "Only include images related to my broken leg."

Continue

5. Review your request to confirm all information is correct. Review and agree to the **Consent for release of information**. Once complete, select **Send request**.

Request Formal Copy of Health Record

Request your medical record from St. Joseph's Healthcare Hamilton by answering the following questions. This request requires processing and might take a few days.

NOTE: Processing your medical record is subject to a fee. The St. Joe's Health Information Management Department will provide a quote once your request has been received and reviewed.

Once you have received the quote, if you wish to proceed, please contact relinfo@stjoes.ca. Payment is requested in full, accepted by cheque (personal cheques not accepted), money orders, cash, Visa, MasterCard and debit.

Submit a new request for a formal copy of your health record

Please review your responses. If everything looks correct, click or tap Send request.

Question	Answer
Who should we send this record to?	Me
What dates do you want information from?	All dates
What information do you want included in the record?	Discharge Summary, Labs
Do you have any specific instructions for the information you're requesting? For example, "Only include images related to my broken leg."	No answer given

Consent for release of information

I understand (acknowledge) that this record might include sensitive information. If I am sharing this record with someone else, they will be able to see all of this information.
I authorize the release of my records consistent with this request and understand that information disclosed according to this request may no longer be protected by federal privacy law.

I agree

Alternatively, you can submit a formal [Request for Access to Personal Health Information](#).

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

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

Please note that all requests are subject to a processing fee and additional fees for copying, retrieving, and special handling where applicable. You will receive a letter informing you of any expected fees for processing your request. Once payment has been received, your request will be completed. You can find a copy of **Fee Schedule** [here](#).

Viewing the Requested Information through MyDovetale

To view the requested health information (i.e. a Request of 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
	Document Center

In the **Document Center** you will see the records that you have requested, the date they were requested, and the date they will expire. Your released records will be available to download for 30 days after the date of release.

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

Requested Records

This is where your requested medical records appear for download.

Recently Requested Documents

<p>Requested Record Requested Record_09_Dec_2019.zip This document contains information released to you by HIM, per your recent request. Requested 09/12/2019 Expires 08/01/2020 1:40 PM</p> <p style="text-align: center;">DOWNLOAD</p>	<p>Requested Record Requested Record_02_Dec_2019.zip This document contains information released to you by HIM, per your recent request. Requested 02/12/2019 Expires 01/01/2020 1:28 PM</p> <p style="text-align: center;">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 if you have any questions or feedback related to MyDovetale.

Frequently Asked Questions (FAQs)

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

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

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

At this time, you cannot see clinical notes written by your St. Joe's Care Team within MyDovetale. To access this information or to request a copy of your legal medical record, contact the Health Information Management team at St. Joe's ([click here](#)).

Is my private health information secure on MyDovetale?

Yes. MyDovetale is a secure online solution, meaning your private health information is safe and protected. Remember to always use trusted devices when viewing your MyDovetale information.

We realize that making your health information digitally available can bring up new concerns regarding privacy. St. Joseph's recommends that patients review and follow the below strategies to ensure that their health information is protected in MyDovetale:

- Access to information is controlled with each person having a unique username and password. Patients will always set their own passwords. MyDovetale encrypts your session using the latest encryption technology.
- By agreeing to the terms and conditions when you sign into MyDovetale, you also agree to secure your health information.
- You can secure information on your end by always using trusted devices when viewing your MyDovetale information. Always use a device that has the latest operating system and security patches installed and if applicable has antivirus software that has recent updates installed.
- Do not share your username and password with anyone.
- The application will automatically log you out if the screen remains idle for 10 minutes or more. It is strongly recommended that you log out of your MyDovetale session if you need to leave your computer for a short period of time.
- When you are finished using MyDovetale, to ensure the application is not active with your private health information, always log out (rather than just closing your browser).
- Please ensure proxy access is up to date; should you decide that you would like to take away proxy access from your family member or loved one, you can do this through your MyDovetale account.

If you have concerns or believe there has been a privacy breach, please connect with the Privacy Office by emailing privacy@stjoes.ca.

What happens to the information in my MyDovetale account and how long is it kept for? Does information (like messages between my care providers and I) become part of my legal medical record?

All information in MyDovetale is part of your patient chart and may become part of the legal medical record, excluding secure messaging. Messages are intended for non-clinical communication; however if messages are

clinical in nature, the care provider will make a note of the discussion which will then become part of the legal medical record.

Retention periods for any information accessible or entered into your MyDovetale portal will follow hospital information system retention guidelines and will be kept for a minimum of 10 years.

Please note that access to your MyDovetale account may be taken away at the discretion of your St. Joseph's Care Team and that all information will still remain part of your health record.

If I am using a computer, what Internet browser should I use?

MyDovetale works best with Google Chrome, Mozilla Firefox, or Microsoft Edge. The MyDovetale mobile app works best on Android OS 7.0 and higher, and iOS 14.0 and higher.

When can I see my information in MyDovetale?

MyDovetale provides you with real time access to the most up-to-date information in Dovetale, with the exception of lab tests. Test results may be delayed for 7 days or longer if your St. Joe's Care Team feels a face-to-face explanation is more appropriate. Some test results may not be released within MyDovetale. If you are expecting a certain test result and do not see it in MyDovetale, please contact your St. Joe's Care Team.

Some of MyDovetale health information is not correct, what should I do?

MyDovetale provides you with the most up-to-date information available in Dovetale. If you would like to initiate a request for correction to personal health record, please submit the chart correction request form found [here](#).

What happens if my instant activation link does not work?

Your instant activation link will expire after 24 hours and will no longer be valid after the first use. To obtain your activation code (valid for 14 days) contact mydovetale@stjoes.ca or the Health Information Management Department. You may also resubmit your request by completing one of our self-registration forms found on the www.MyDovetale.ca homepage.

How do I manage my account?

You may manage your username, password, and notifications you receive via email and text, as well as the proxies who have access to your health information, via MyDovetale. Edits to personal information will be reviewed by the Health Information Management Department prior to updating the hospital database. You may be contacted by phone to verify these details.