

## Frequently Asked Questions

### Can I access MY Humber Health on my mobile device?

Yes. Download **MEDITECH MHealth**  from the Apple App Store/Google Play.

### Who can join MY Humber Health?

Any Humber River Hospital patient that has been assigned a Medical Record Number can join MY Humber Health.

### Can I view another person's medical record in MY Humber Health?

Yes. To view another person's medical record, you must either:

1. Complete a **Patient Portal Proxy form** (available on hrh.ca or from the Health Information Services department) or
2. Create an **Access Invitation** through MY Humber Health (under "Profile", then "Shared Access").

### What if I notice that some of my personal health information is incorrect?

Fill out a **Request for Correction to Personal Health Information form** (available on hrh.ca or from the Health Information Services department).

Please note: Your health care provider will review the request and will decide if the correction should be made.

### What if I have issues accessing the portal?

Contact Health Information Services. If you are in the hospital, you can also connect with a staff over the phone by pressing the telephone icon on your Integrated Bedside Terminal (IBT).

### What if I can't find information on My Humber Health?

MY Humber Health only contains a portion of your medical record. For a copy of your:

- Full medical record, contact Health Information Services.
- Diagnostic imaging scans, you can sign up for PocketHealth, <https://www.pocket.health> (one-time fee of \$5.00), or call the Medical Imaging Department at (416) 242-1000, ext. 63000 between 8:00 a.m. to 4:00 p.m., Monday to Friday.

## Contact Us

Health information Services  
(Health Records)

Humber River Hospital

(416) 242-1000, ext. 82300

8:00 a.m. to 4:00 p.m., Monday to Friday

<https://www.hrh.ca/who-we-are/privacy-confidentiality/health-records>



# My Humber Health

Your Secure Patient Portal



## What is MY Humber Health?

**MY Humber Health** is a secure online portal for patients of Humber River Hospital. With MY Humber Health, you can access information from your personal medical record, even after you leave the hospital.

## What will I see on MY Humber Health?

Through MY Humber Health, you will be able to review and print your:

- Hospital visit history and allergies
- Upcoming appointments
- Laboratory results\*
- Diagnostic imaging reports\* (including x-rays, CT scans, MRIs, and ultrasounds)
- Doctor's reports\*

You can also update demographic information such as Person to Notify and Next of Kin.

MY Humber Health helps you get involved in your own health care. With this information, you can better understand your health and make well-informed decisions about your care.

**\* Most results and reports will be available within 72 hours, with some exceptions. You will get an email when new results/reports are available to view.**

## How do I access MY Humber Health?

### A To sign up for MY Humber Health:

1. You will need:

The **email address** you gave us at registration\*\*:

-----  
Your **Medical Record Number**  
("H", followed by 9 digits):  
-----

**\*\* If you did not give your email address at registration, contact Health Information Services at (416) 242-1000 ext. 82300 (8:00 a.m. to 4:00 p.m., Monday to Friday)**

2. Visit [www.hrh.ca/myhumberhealth](http://www.hrh.ca/myhumberhealth) and click **Go to MY Humber Health**.
3. Fill out the Enrollment Request form and click **Submit**.
4. You will receive an email with a link. Follow that link to create your own logon ID, password, and security questions. Be sure to write this information down so you are able to login in the future!
5. Review the "Terms and Conditions" and click **I agree**.

### B Already signed up?


1. Visit [www.hrh.ca/myhumberhealth](http://www.hrh.ca/myhumberhealth) and click **Go To MY Humber Health**.
2. At the bottom of the form, click on **Log On** beside "Have an account?"
3. Enter your logon ID and password and click **Log On**.

**A**



The screenshot shows the 'Enrollment Request' form. It includes fields for Last Name, First Name, Date of Birth (Year, Month, Day), Medical Record Number, Confirm Medical Record Number, Email Address, and Confirm Email Address. A blue 'Submit' button is at the bottom. Below the form, there is a link: 'Have an account? Log On'.

**B**



The screenshot shows the 'Log On' form. It includes fields for Logon ID, Enter Logon ID?, Password, and Enter Password?. A blue 'Log On' button is at the bottom. Below the form, there is a link: 'Don't have an account? Sign up'.