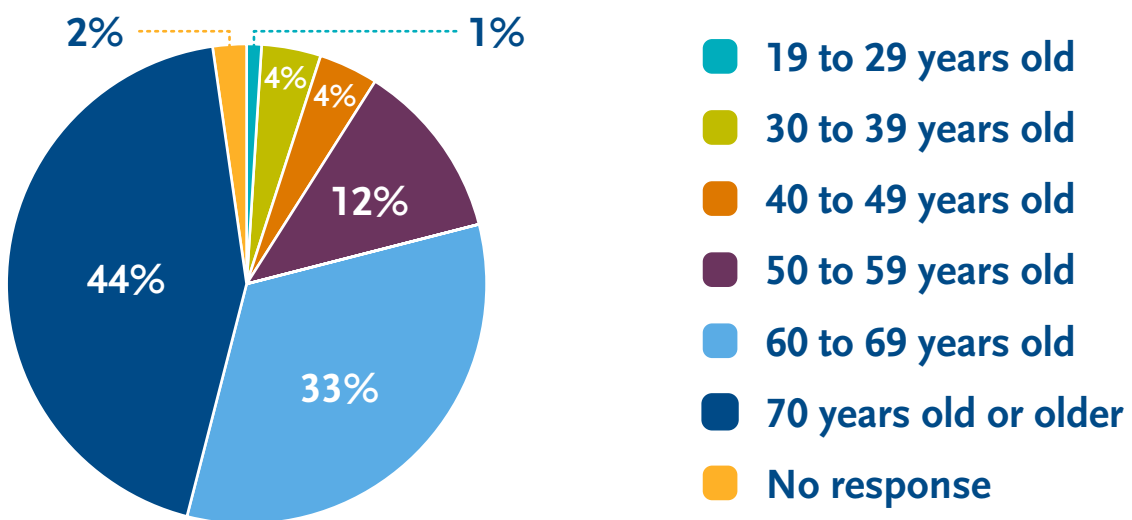What we heard about...

MyHealth User Experiences

Between November 2021 and March 2022, 331 people* provided feedback to the MyHealth Patient Portal. Thank you!

Who shared feedback?

89% of respondents were **50 years of age or older**

2%   1%

4% 4%

12%

44%

33%

- 19 to 29 years old
- 30 to 39 years old
- 40 to 49 years old
- 50 to 59 years old
- 60 to 69 years old
- 70 years old or older
- No response

Why did they come to MyHealth?

Accessed Island Health laboratory results (not including COVID Results)
45%

Accessed Island Health medical imaging report(s)
32%
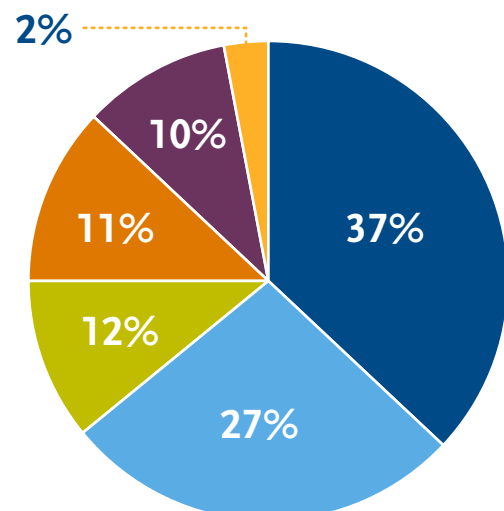
Accessed appointment information
11%

Other
11%

MyHealth's ease of use:

- Very easy
- Somewhat easy
- Neither easy nor difficult
- Somewhat difficult
- Very difficult
- No response

2%

10%

11%

12%

37%

27%

MyHealth user satisfaction:

84% of respondents would "definitely" or "probably" recommend MyHealth to friends and family

Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied

1. Process to enroll in MyHealth

54%	17%	12%	7%	10%

2. Locating MyHealth login page

45%	20%	13%	11%	11%

3. Appearance of MyHealth (i.e., colours, layout, banners, readability)

51%	22%	17%	6%	

4. Ease of navigation – ability to find the information you were looking for

41%	18%	12%	12%	17%

Number of people enrolled in MyHealth as of
March 2022: 180,000

*The survey was made available through the Island Health MyHealth webpage on October 29, 2021 and through the Patient Portal Dashboard as of December 15, 2021. In that time, 331 people responded to the survey, out of 180,000+ enrollees – approximately .002%

What Your Survey Responses Told Us

MyHealth increases confidence about how to manage health decisions

Your responses:	% of responses
Provides easy access to more information	30%
Makes it easier to make informed health decisions	25%
Supports patients to be better prepared for doctor visits	14%

Test results are an important feature of MyHealth

MyHealth gives results for Island Health tests only. MyHealth doesn't include LifeLab tests at this time, since they are two different organizations and secure sharing protocols would need to be developed.

Your responses:	% of responses
Not all results are accessible	24%
Unable to view/access test results	44%
Easy access to test results	17%
Faster/Immediate access to test results and reports	14.8%

Some technical issues make MyHealth challenging to use

Your responses:	% of responses
Login page does not load, or cannot find link	18%
Online account setup was challenging	23%
Site is difficult to navigate	17%

We have worked to make our registration and sign-in process easier to use, and have resolved two issues that you told us about:

Long phone wait times	27%
Password reset email not arriving in inbox	20%

Long-phone wait times happened during the January/February 2022 COVID-19 wave, which put higher demands on our phone support service while staff were also away sick. As well, solving problems with Shaw email accounts resolved most password reset email problems.