

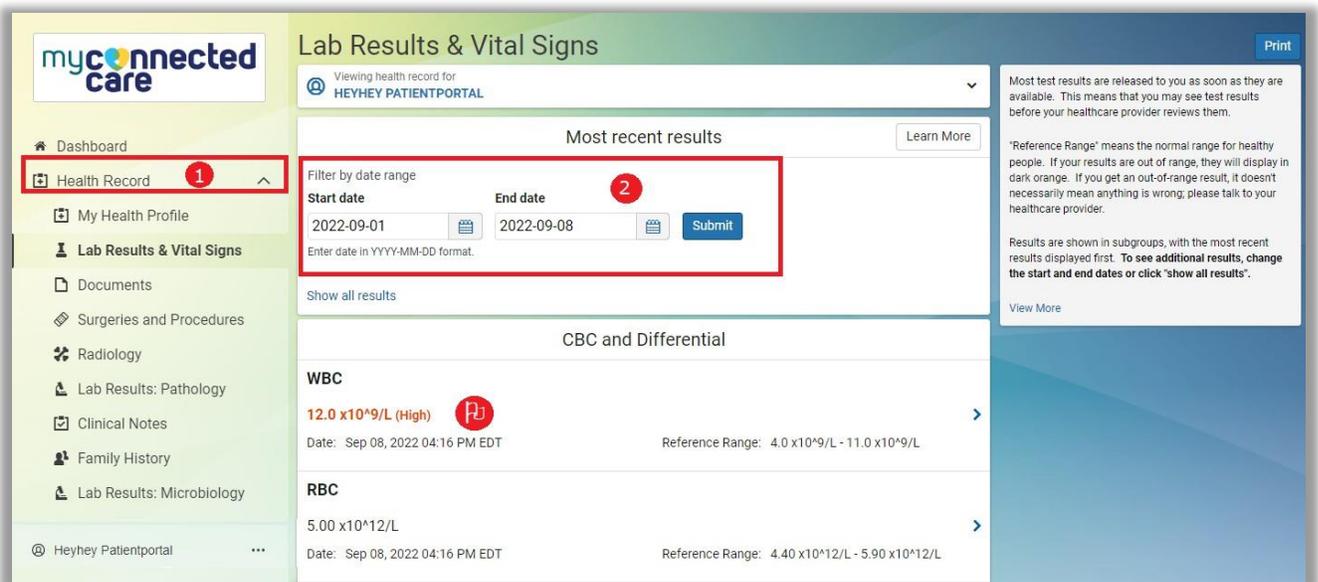
Reviewing Results

My Connected Care provides patients with access to view their laboratory results, Radiology reports, and upcoming appointments. Results are shown in subgroups, with the most recent results displayed first.

Viewing your Results

To view your results:

- In the Dashboard, click the **Health Record** downward-pointing arrow, and from the list that appears, select the type of results you want to view.
 - General Laboratory results will display from most recent to oldest.
 - Reference ranges are displayed on the lower right side of the result.
 - The default display timeframe is one week back from your most recent result. **Adjust** the date range filters to view additional results.
- ⚠ Out-of-range results will display in orange. Not all out-of-range results represent disease; please follow up with your healthcare provider.



- General Laboratory** results and **Microbiology** reports are available as soon as the results are in Waterloo Regional Health Network's electronic health record. Most test results are released to you as soon as they are available. This means that you may see test results before your healthcare provider reviews them.
 - Pathology** reports have a 10-day delay between the time a pathology result is complete and when it is available on My Connected Care. The delay gives your healthcare team time to connect with you to discuss the results.
 - Radiology** reports have a 3-day delay between the time a result is complete and when it is available. Radiologists get images for review and interpretation and the reports are released to you shortly after they are available in our system (3-day delay). My Connected Care displays the radiology report, but will not show the image.

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- **Note:** My Connected Care displays test results from September 2019 onwards and clinical notes from November 2022. If you would like access to a test result that is not displayed through My Connected Care, please contact the health records department at the hospital where your appointment took place.

Downloading your Results

Your My Connected Care account allows you to download some of your results and save them to your computer.

To download/print your results:

2. Choose from the menu, **Lab Reports: Pathology, Lab Reports: Microbiology, or Radiology.**
3. Select the results you want to download or print.
4. Click the **Download** button next to the report you want to download or print.
 - The results will download to the computer you are using to access My Connected Care.
5. Open the downloaded file and print.

The screenshot shows the 'Radiology' section of the My Connected Care patient portal. On the left, a navigation menu has 'Radiology' highlighted with a red box and a circled '1'. The main content area lists three reports: 'XR Chest 2 Views' (with a circled '2' next to the title and a 'Download' button circled with a '3'), 'CT Head', and 'CT Head Code Stroke'. Each report includes the date it was created. On the right, a disclaimer states: 'Radiologists get images for review and interpretation and the reports are released to you shortly after they are available in our system (3 day delay). My Connected Care displays the radiology report, but will not show the image. You must have a PDF reader to View or Download a document. Documents viewed or printed from My Connected Care represent a point-in-time copy of information available at that time and may not reflect any updates made to the document after it was viewed and/or printed. Before you download, please be advised that a copy of the document will be downloaded to the local computer that you are accessing it from. Grand River Hospital and St. Mary's General Hospital has neither the ability to control nor legal responsibility for the security of copies of documents downloaded from My Connected Care. View More'.

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Health Profile

Your Health Profile is where you can view information about your Immunizations, Allergies, and Health Issues.

Viewing your Health Profile

1. Select **My Health Profile** from the Health Record menu.
2. Scroll through the right pane to see your information.

