

Patient Update

November 25, 2025

Dear patients, we are emailing to share some reminders and updates about communication of health information and accessing test results.

Communicating health information by secure messaging

We are working to improve the way we communicate with patients about their care. One of these ways is to use secure messaging with a platform called Ocean. This platform allows our team to email you information about your care. This may include appointment information for specialists and/or diagnostic tests, such as x-ray, MRIs, or Ultrasound. It may also include, when appropriate, communication of results from previous tests. Use of secure messaging helps to reduce the number of back-and-forth phone calls.

If you have provided us with email consent, Ocean will be a common way that our team will communicate information with you. You can also use Ocean to book your next appointment online.

For more information on Ocean secure messaging, please review our patient [FAQ](#)

[Click here](#) to learn more about Ocean.

Following up on test results

We understand following up on your test results is very important. We encourage you to follow up with your doctor or nurse practitioner regarding your test results. If your test result is urgent you will hear from a member of our team. However, time constraints make it challenging for your doctor or nurse practitioner to contact you about non-urgent results if you don't have an appointment booked.

Below are some suggested ways to discuss your results with your doctor or NP:

1. If your doctor or nurse practitioner is ordering a test, ask them at the appointment how they would like you to follow up on the result. This will help you know what to expect. In general, the most reliable way to follow up on your results is to schedule a follow up appointment when you are leaving the clinic.
2. Check your emails regularly (including your junk folder). Your provider may communicate certain results via our secure Ocean platform.

3. Ask about your test results at your next appointment.
4. If you simply want a **copy of your results**, consider registering for patient portals like MyChart, LifeLabs, or Pocket Health to gain direct access to your results and reports (see section below)

Ways to Access Your Health Information Directly

Unity Health MyChart by Epic

Epic is the new electronic patient record (EPR) used by St. Michael's Hospital. Through Epic, patients can now sign up for the NEW Unity Health MyChart, which allows you to do the following:

- Keep track of Unity Health Toronto specialist appointments
- View your lab and test results done at St Michael's or St Joseph's as soon as they are available
- See notes and summaries from your St Michael's or St Joseph's Hospital clinic visits or admissions
- Complete pre-appointment tasks, like updating your medications

You can find out and learn more about MyChart, including how to sign up at the link below.

<https://unityhealth.to/patients-and-visitors/mychart/>

****Please note our Family Practice Clinics are not using Epic. This means any care or appointments you have at our clinics will not show up on MyChart. Also, any bloodwork or samples collected at our Family Practice Clinics are processed by LifeLabs, not by Unity Health labs.**

LifeLabs

LifeLabs has a patient portal called *My Care Compass*. This allows you to review any results including blood work or specimen swabs collected at any LifeLabs location or at any of our family practice clinics.

You need to create an account to do this. You can learn more and set up an account here:

<https://mycarecompass.lifelabs.com/?myProvince=bc>

In order to set up an account for the first time you will need a *lab visit number*. You can get a *lab visit number* by calling the LifeLabs Customer Support line at 1-877-849-3637 and select option 3.

Once you have this number you can proceed to make an account by following these steps:

Step 1: Visit Lifelabs.com and click on "See My Results" in top right corner

Step 2: Select Ontario

Step 3: Click on "Create an Account" and follow the prompts to complete the registration

Step 4: For future access to your account, simply log-in with your email and password

If you have already created an account before you can login at any time to see your results.

Dynacare Plus

If you go to a Dynacare lab to have your blood work or tests done you can create an account with them to have access to your results online. This service does require payment of \$9.99/year. <https://www.dynacareplus.com/>

In order to register for Dynacare Plus, you must meet the following criteria:

- Be 16 years old or older at the time of receiving your service at a Dynacare location
- Register for an account online within 30 days of receiving your service at a Dynacare location.

To access your lab results, you will need to complete your identity verification. Visit their [Frequently Asked Questions](#) for more information.

Pocket Health

Pocket health is an online platform which allows patient to access medical imaging and reports from partnering organizations including Unity Health Toronto. You can learn more and set up an account here:

<https://www.pockethealth.com/patients/>

There are some fees associated with this platform

We appreciate you taking the time to review and consider these platforms as a way to get direct access your results and to be informed about your care.

Take care and be well,
SMAFHT Leadership