

For Immediate Release | August 25, 2020

Online booking of lab appointments launched in Salmon Arm

SALMON ARM – Starting Aug. 25, local residents enrolled in [MyHealthPortal](#) can book Shuswap outpatient lab appointments online.

Launched in June 2016, MyHealthPortal provides convenient and secure access to users' personal health information including Interior Health lab results, medical imaging reports (such as X-ray, CT or ultrasound), visit history, clinical reports, discharge summaries, and certain appointment details and instructions. MyHealthPortal is now expanding to include booking for outpatient lab appointments at select lab locations.

Booking appointments online also enhances patient safety and convenience by supporting physical distancing measures, minimizing wait times, and allowing patients to book their appointments from the comfort of their home.

Patients must be registered users of MyHealthPortal to book a lab appointment:

- Visit www.interiorhealth.ca/myhealthportal to learn how to enrol.
- If you have not added your email address to your electronic medical record, or if you are not sure, contact MyHealthPortal support by email at myhealthportal@interiorhealth.ca or toll-free (Monday to Friday from 7 a.m. to 7 p.m. PST) at 1-844-870-4756.
- For Apple and Android users: once you have registered for MyHealthPortal, you may download the Meditech MHealth (MyHealthPortal) app through the App Store or Google Play. If you are on an unsupported device you cannot download the app, but you can access MyHealthPortal using the regular [mobile site](#).

How to book an appointment:

- Once on MyHealthPortal, you can click on the “Appointments” tab and then click on the “Schedule an Appointment” tab. You can then select the appointment type (e.g., blood test). Currently, the dropdown menu for locations includes only Shuswap Outpatient Lab.
- Patients who have not registered for MyHealthPortal may still access a limited number of walk-in appointments Monday to Friday, from 8 a.m. to 4 p.m.
- Telephone appointments, which have been trialed in response to COVID-19 concerns, will be phased out after implementation of the online booking system.

The Salmon Arm lab is the first site to launch the online appointment scheduling. Lab sites in other IH communities will be added to MyHealthPortal for appointment booking in the coming months.

More than 100,000 patients have already enrolled in MyHealthPortal with overwhelmingly positive patient feedback. In a client experience survey, more than 90 per cent of respondents reported a positive experience with enrolment and navigating the portal. The majority of MyHealthPortal clients reported improved self-management and increased knowledge about their health.

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