# Accessing Your Personal Health Information Online

## What is Personal Health Information?

Personal health information is any sensitive information that can be used to identify you and link you to any of your medical information or services you have received.

## Types of Personal Health Information

| | | |
|---|---|---|
| Medical history | Medications | Lab results |
| Immunization records | Health services | Identifying information |

## Benefits and Limitations of Accessing Your Personal Health Information Online

| Benefits: | Limitations: |
|---|---|
| • Easy and quick access to your personal health information<br>• All your information is stored in one location<br>• Encourages collaboration and patient participation in managing care | • Not all health information is available online right now<br>• Continual learning is needed<br>• No clinical guidance and explanation while viewing results<br>• Different precautions are needed to protect your personal health information online |

# Ways to Protect Your Personal Health Information Online

## Being Careful about Sharing Sensitive Information

Be cautious if you are asked to share sensitive information, such as:

- Date of birth
- Address
- Personal Health Number (PHN)
- Social Insurance Number (SIN)
- Identification documents, such as passport or driver's license
- Personal financial information

## Using Strong Passwords

To create a strong password, follow these tips:

- Try to make a password that cannot be easily guessed (avoid using personal information)
- Use different passwords on different account and devices
- Keep your password private
- Use a minimum of 15 characters
- Use a combination of upper and lower case letters
- Include at least one number and one character, like !, # or $

## Setting Up Multi-factor Authentication

Multi-factor authentication is when you are asked to use a password and verify your identity using another method to log in to your account.

Ways to verify your identity can include:

- Sending an alert to your device
- Asking you to enter a one-time code sent by email, text, or phone call
- Asking you to unlock your device using your fingerprint or device passcode

# Introduction to Health Gateway

## What is Health Gateway?

Health Gateway is a platform developed by the B.C. provincial government for users to access their personal health information online. It allows you to access many types of your personal health information in one convenient digital location. Such as the follows:

| | | |
|---|---|---|
| Medications | Lab results | Health and hospital visits |
| COVID-19 proof of vaccination | COVID-19 test results | Immunization history |

You can access Health Gateway either using the Health Gateway app or by visiting their website: https://www.healthgateway.gov.bc.ca/

## How You Can Use Health Gateway

| | | |
|---|---|---|
| View your health records | Download and print your health records | Add private notes to individual health records |

## General Notes about Health Gateway

- You cannot delete, edit or add to your actual health records on Health Gateway
- Not all health information is available on Health Gateway right now. More information is being added as new updates are released.