

MyChart® Communication Preferences

This tipsheet will review how a patient can update their communication preferences in MyChart.

Patient's Perspective:

From the MyChart Welcome page use the **Menu** button > **Account Settings** > **Communication Preferences**.

	MyChart							M <u>yCha</u> rt 🛞 -	B Bob -	}
				Welcome	e, Bob! 🐵					
		Schedule an Appointment	Messages	Visits	Lest Results	Medications	Letters			
•	Your email address and mobile pho we can reach you at bobmychart@p	me number have bee gmail.com and 416-8	en changed. We ne 13-1500.	eed to verify tha	t Verity (contact info	Care Team and	l Recent Provider	s	
	there is new information to view at The Hospital for Sick Children (SickKids) - POC.				Jump to I	e inked account	age Pediatric Al	Sk Ambulatory lengy		1
							Nurse Nu	rse S		

Patients can view contact information and basic notification settings. Patients can choose to completely opt in or opt out of the communication.

For example, if a patient would only like to receive text message notifications, they would toggle the email option off.

When making updates to communication preferences always remember to click the Save Changes button.

Communication Preferences Nease note: 🗸	Detaile	
Contact Information Email	Appointments	~
bobmychart@gmail.com Mobile phone 416-813-1500 Device contact information	Messages Email, Text message	~
Settings	Health Email, Text message	~
23 of 23 notifications turned on	Questionnaires Email, Text message	~
Mail 0 of 1 notifications turned on	Account Management Email, Text message	~
	To Do (for SickKids Hospital only) Email, Text message	~

View specific notification settings under Details.

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Patients can edit their notification settings based on notification types, such as notifications for Appointments, Messages, health, questionnaires, account management, and To-do lists to change their communication preferences.

MyChart 😑 Menu 🏠 MyChart 🛞 - 🖪 Bob -**Communication Preferences** Please note: 🗸 General Details Contact Information Appointments Email, Mail bobmychart@gmail.com Messages 416-813-1500 Email, Text message **Review contact information** Health Settings ~ 🖂 Email 23 of 23 notifications turned on Notifications when new information is available about your care. Email Text message 9 of 16 notifications turned on ~) ~ • 4 of 4 notifications turned on Text message 2 of 3 notifications turned on ₫ ^{Mail} ~ \sim \bigcirc 1 of 1 notifications turned on Advanced settings Document to Sign Receive a notification when a document becomes available to sign Email Text message

For results, select **Health**, then select the **Advanced Settings** drop down menu.

Scroll down until you find the Test Results section.

Test Result	
🖂 Email	\checkmark
Text message	
Receive a daily summary between 8-10 AM on a business day	

Decide which notifications you would like to receive specific to test results.

If patients find that they are receiving too many notifications for test results, they may decide to opt in to receive daily summaries **between 8:00 to 10:00 AM on business days.**

By selecting this option, they will only receive one notification daily about new test results.

If new test results are posted after they have received their notification, they will not receive another notification until the next business day.

Remember to always

Save changes in the bottom of the screen.