

**Q: How will I receive notifications and reminders?**

**A:** You will receive notifications and reminders through email and/or in-app push notifications. You can manage your [notification settings](#) through MyChart by going to your Communication Preferences.

**Q: How do I access my care plan?**

**A:** Your care plan is accessible through Mackenzie Health's MyChart from any device, any where, at any time. You'll receive an email from MyChart once you have been enrolled, with more information on how to access your specific education tasks and questionnaires.

**Q: How do I add a caregiver to help me use MyChart care plans?**

**A:** You can give other individuals, called "proxies", permission to access your complete MyChart record. Visit the [MyChart for My Family section of the MyChart FAQs](#) on the types of proxy access available and how to assign access

**Q: If a patient has any MyChart questions who can they contact?**

**A:** MyChart Support can be reached:

Monday to Friday: 8:00 a.m. to 4:00 p.m.

Telephone: 905-832-4554 ext. 2202

Or anytime via email at [mychart@mackenziehealth.ca](mailto:mychart@mackenziehealth.ca)

If you have any specific questions about MyChart care plans, please contact the program or clinic directly.

**Q: Is my information secure when I use MyChart?**

**A:** Mackenzie Health is committed to protecting your privacy and the confidentiality of your personal health information.

**Disclaimer:** *Please note that MyChart is not monitored 24/7 by a health care provider, if you require immediate medical attention, please go to your nearest emergency department or dial 911.*