



Tehshakotitsén:tha Kateri Memorial Hospital Centre

KMHC to launch new system for Online Appointments

(Kahnawake – 23, Tsothohrkó:wa/January 2024) Tehsakotitsén:tha Kateri Memorial Hospital Centre (KMHC) is pleased to announce the launch of a new system that will allow clients to book appointments with their family doctors online. The system, known as the *Making Your Life Easier (MYLE) Patient Portal* (“the Patient Portal”), is being implemented in response to the challenges clients have expressed about booking appointments via telephone.

The Patient Portal is a secure system that will be used by patients who register for a portal account. **It is not for use in any medical capacity other than making or requesting appointments.**

“This feature is expected to reduce phone calls and wait times,” said Dr. Rachael Eniojukan, Director of Professional Services. “Additionally, many of our clients and patients are proficient in using their cellphones and smartphones for just about any task, including arranging their schedules. This announcement is an acknowledgement that KMHC understands the need to embrace the needs and expectations of our clients in our ever-changing world.”

The Patient Portal (the “MYLE” software from MEDFAR Clinical Solutions was chosen for this project) will be available on a limited basis beginning on February 1st. For the time being, the option will only be presented to patients who are present for their appointments with their family doctor. It is important to note that the Patient Portal is strictly OPTIONAL; those who wish to continue to make their appointments by phone will still be able to do so.

Here is some important information:

- This announcement is being presented as a ‘heads up’ to clients. The implementation will be gradual to ensure a smooth transition.
- Online appointments are only available to patients who are registered with a KMHC physician.
- A limited number of regular appointments are being made available online at this time.
- Requests for bloodwork appointments will be available for all patients with a KMHC chart.
- The client will be able to input a brief message explaining the reason for booking the appointment.
- Clinicians and certain KMHC staff will be able to share information with the patient through the platform, although the patient will not be able to respond to the correspondence.
- Even though the Patient Portal will alleviate the telephone wait times, *KMHC will not be increasing the total number of appointments available.*

“The process to register will be fairly straightforward,” continued Dr. Eniojukan. “Instructions will be given to each client, and a short video tutorial will be available as well. Communication via the patient’s portal account will come directly from the KMHC Care Team. No outside agencies will have any involvement.”

For questions or feedback on the Patient Portal, please call 450-638-3930, extension 2345.

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Media instructions: for further information on this release, please contact:

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