

MyVue: Frequently Asked Questions

1. I've forgotten my username or password

Return to the log-in page and click "Forgot Password". Follow the prompts to receive a temporary password by email.

2. How do I change my password?

After you log in for the first time you will be prompted to change your password to one of your own choice. You can return to the log-in page at any time to change the password again.

3. How long will I have access to my record?

Access is indefinite. Subsequent records will be added each time you visit the clinic.

4. How do I ensure the security of my electronic medical record?

Sydney Breast Clinic will give electronic access to your referring doctor and any other doctors involved in your care, such as breast radiologists and breast surgeons. Any other people with whom you "share" your record (by sending them a link through the MyVue "share" function) can also access your Sydney Breast Clinic images and report. We strongly recommend that you limit this access to the health professionals caring for you.

5. Will my doctor still receive the results of my visit?

As in the past, your referring doctor will receive a report detailing the results of your visit. This is sent either electronically or by paper mail, depending on your GP's preference.

6. I need help seeing my images or report

Please return to the MyVue page and review the instructions in the MyVue Quick Guide

7. Why can't I access all my records?

The MyVue system is new to Sydney Breast Clinic in 2017 and your records will be added progressively year by year. We are not loading prior reports due to formatting issues, however you will be able to see your previous images.

If a doctor who is treating you requires access to your reports prior to 2017, please email us at view@sydneybreastclinic.com.au to request copies.

Remember that if you log into MyVue before the Sydney Breast Clinic report has been completed and signed, you will be able to see your mammogram and/or ultrasound images, but the report will not be visible. This is to ensure that any report you can see has been finalised.

8. I still need help.

Please email us at view@sydneybreastclinic.com.au and allow us a few days to get back to you.