

MyHealth Alberta Account



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Provider Messaging & QA

Lab Results Online via My Personal Records

Updated as of June 2026

The Lab Results tool in My Personal Records (MPR) provides users with access to results for lab tests ordered from all sites in Alberta, including tests ordered during inpatient and emergency visits.

Primary and Preventative Health Services continues to expand the information available within MPR. All reports are released to users immediately once data is available.

Albertans can get more information regarding MPR at MyHealth.Alberta.ca and by telephone at 1-844-401-4016.

What is MyHealth Alberta Account?

MyHealth Alberta Account (MHAA) is the single access point for Albertans' personal health information using their verified Alberta.ca account username and password. Through this website, Albertans can access the following tools:

- My Personal Records (MPR)
- MyChart

Who is eligible for MHAA?

Any Albertan who is at least 14 years of age and has a valid Alberta Driver's License or an Alberta ID Card with an up-to-date address can set up a MHAA.

How does an Albertan get access to My Personal Records (MPR) and MyChart?

Once identity verified using an Alberta.ca account, an Albertan can independently set up an MPR account through the MHAA website. Activating an MPR account will also give access to MyChart.

What is My Personal Records (MPR)?

My Personal Records is an online application that allows Albertans to access their key personal health information derived from Alberta's provincial electronic health record, Alberta Netcare. Information available includes immunizations, dispensed medications from pharmacies, lab results, some referrals, diagnostic imaging reports, cardiology reports and electrodiagnostic reports. MPR also allows users to track and manage their health and wellness data and to share their information electronically or to print reports.

What is MyChart?

MyChart allows an Albertan to securely access information contained in their Connect Care record. Connect Care is the clinical information system implemented in hospitals, continuing care and many community health sites throughout the province. Connect Care is used across provincial health agencies and corporations, including Acute Care Alberta, Alberta Health Services, Assisted Living Alberta, Primary Care Alberta, and Recovery Alberta. Using MyChart, patients can view results and reports held within Connect Care, such as lab and diagnostic imaging results and interact with their Connect Care healthcare team.

What lab results are displayed in MPR?

Results for lab tests ordered from all sites in Alberta, including tests ordered during inpatient and emergency visits are displayed in MPR. Alberta Netcare is the source for lab results displayed in Netcare. If the results are not available in Netcare, they will not be displayed in MPR.

MyHealth Alberta Account



What lab test results are not available in MPR?

MPR does not display results for some tests performed outside Alberta, such as some referred genetic tests, some pathology results and does not display predictive neurologic genetic testing results.

What is the difference between MPR and MyChart regarding viewing test results?

Both MPR and MyChart users will see nearly all lab test results. Patients who have access to both portals may choose to view their reports in either one.

For MPR:

- Lab results available in Netcare from June 15, 2021 and going forward, are available in MPR. Reports prior to June 2021 are not available.
- MPR users must check within MPR to see if new reports are available.

For MyChart:

- Lab results visible in MyChart include legacy data from source systems in alignment with the Connect Care conversion strategy. If the lab test result is viewable in Connect Care, it is viewable in MyChart.
- MyChart users can receive notification when new reports are present.
- Connect Care supports the ability for a provider to annotate comments on a lab test result. Comments entered on a report are viewable by the patient in MyChart.

If an Albertan who has not had an MPR account creates one, will lab test results that occurred prior to the date of their account creation be visible in MPR?

If the Albertan had lab tests performed within 18 months prior to the date the account is created, the historical lab test results will display to a maximum of 18 months of history.

Is there a delay in release of lab test results in MPR?

Lab test results when available in Netcare are released without delay in My Personal Records (MPR).

How does release of results to patients without delay align with other organizations and jurisdictions and what have patient representatives said about this approach?

Many organizations and jurisdictions release information to patients with no delay, while others release with some delay. Releasing lab results immediately has shown increases in patients' level of engagement and sense of empowerment regarding their own health (BC Excelleris Study, Impacts of direct patient access to laboratory results, 2015). While it is reasonable to expect that immediate release of some test results will cause patient anxiety, it is important to recognize that the waiting associated with an unknown result also causes anxiety, and that receiving high-stakes tests results during a visit does not give a patient time to prepare. Advice from patient advocates is that the pros of immediate test results release outweigh the cons. Patient advocacy within Alberta patient and family advisory councils has been strongly in favor of immediate result release and feedback to Primary and Preventative Health Services from patients has been to request immediate access to more information via MPR.

What has been the Alberta experience related to releasing results without delay?

Though many clinicians were concerned about the impacts of real-time release of laboratory, pathology and diagnostic imaging reports on their workload and practice, experience since has shown that many of these concerns did not come to pass. A few patients may experience more anxiety and contact you related to this, but when studied, it has been shown that some patients who would have contacted their provider no longer require this contact.

MyHealth Alberta Account



Are lab test results available to providers as quickly as they are to patients?

Physicians and other providers continue to have access to results information through their usual channels. In some cases, patients may have access to their results before the provider receives them, particularly if the provider relies on paper or fax delivery. Through information visible on the MPR website and via the MHAA Support Line (1-844-401-4016), patients are advised that providers may not have access to results on the same schedule they themselves do. Patients are informed that providers may not see results until their next clinical day and that consultation between care providers may be required to support the interpretation of results, before they are able to have an informed discussion with their patients. For some results, 811 may be able to assist patients with health information, but more complex results will require discussion between patients and care providers. Providers should make clinic operating hours available, for example on an answering machine or a public website. All results available to patients through MPR are also available on Alberta Netcare for providers to review, should the need arise.

How does making health information available to patients via MHAA affect providers?

Patients will increasingly have access to more of their own information. Most studies of providing results to patients show minimal change to workload for providers. However, providers may notice some changes in their patterns of work. For example, they may receive fewer calls from some types of patients, but more calls from others.

Do I need to change how I talk to patients about tests before I order them?

Yes, you may need to consider giving patients more information about the implications of different results when initially ordering a test. A small investment of time up front discussing expected results may save you and your clinic staff future work. For example, reference ranges may vary for some patients depending on their clinical situation and a result that is high (or low) for one patient may be expected and in range for them. For more complex results, you may wish to let the patient know that they may see the results before you do, the expected wait until the results return, and the expected length of time that you may need to evaluate the meaning of the test results with other members of the care team before you will be ready to interpret them for the patient, if applicable. If a patient feels that knowing results in advance of an appointment with their healthcare provider will worry them, they may choose not to view the results in advance of their follow up appointment.

What if a patient is asking me about test results that I did not order?

The ordering provider has the responsibility for reviewing results and addressing them with the patient. Unless specific arrangements have been made with another provider, responsibility for follow-up resides with the ordering provider. Providers will have to use their discretion when answering questions about tests they did not order. If it is in their scope of practice and they are certain what the interpretation of the result is, they may choose to communicate this to the patient. If there is any doubt about the meaning of the results, or if the provider is uncomfortable discussing the results with the patient, then the patient should be directed back to the ordering provider for additional information or interpretation.

Caution should be exercised when interpreting genetic results for tests that you did not order. The knowledge about risks associated with various genetic changes, especially variants of uncertain significance (VUS), can change rapidly and interpretation by a certified geneticist is recommended when they were the ordering provider.

MyHealth Alberta Account



How are patients informed when new information types are made available in MPR?

Patients are informed about changes to MPR data types through the following measures:

- The new features tool in MPR informs users regarding new tools that are released or changes within existing tools;
- Updates to the MHAA website indicate changes and new report types available as a MPR feature;
- Updates to the MHAA Help Centre (myhealth.alberta.ca/help/KB/) by section include detailed information about the content within that section, such as Results, Reports & Readings contain information about lab results.

What information is available to provide to my patients regarding MHAA?

MHAA promotional materials are available for public distribution. Contact myhealthaccount@gov.ab.ca to request materials for your clinic. Make sure your request includes a complete mailing address (including postal code), a contact number (including area code), and the number of items you need.

- This information is also found in the Promotional Materials section in the For Healthcare Providers section of the MHAA Help Centre.

Will providers be alerted if their patients sign up for a MyHealth Alberta Account?

Not at this time. Currently, when Albertans sign up for MHAA, user consent is not obtained for sharing this information with providers. Providers who use Connect Care can see an icon that shows if a patient has a MyChart account.

What additional support is available to providers and patients?

Alberta has created the MyHealth.Alberta.ca web site, a trusted source of health information. Clicking on a link in a test result in MPR will bring up a clinical abstract about that test from MyHealth.Alberta.ca. MyChart also has some direct links into the MyHealth.Alberta.ca site, or patients can search it themselves.

Albertans can contact MHAA support at 1-844-401-4016 or via email myhealthaccount@gov.ab.ca.

If calling, Albertans can choose from the menu options to connect to:

- The support team for technical assistance between 8:15am – 4:30pm (MT) Monday - Friday (not including national and provincial holidays); or
- Health Link - 811 available at all times 24 hours, 7 days per week to talk with health professionals about any health-related inquiries including test results.

Callers who reach a technical team agent asking health related questions will be advised to call 811.

Where can I learn more about MHAA?

Visit myhealth.alberta.ca to learn more about MHAA.