



## MyHealth Alberta Account

## Provider Messaging & QA

### Operative, procedure and investigation information online via My Personal Records

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#### Updated as of June 2026

The Procedures tool in My Personal Records (MPR) provides users with access to operative, procedure and investigation reports.

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](https://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.

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## What operative, procedure and investigation reports are displayed in MPR?

Reports for surgeries, procedures and other investigations completed in facilities that submit data to Netcare are available in MPR. If the reports are available in Netcare in the Operative, Procedure, Investigations folder, they are displayed in MPR.

**24hr Ambulatory BP Report**  
HEALTHY HEART INSTITUTE

Patient ID: [Redacted] Date of birth (dd/mm/yyyy): [Redacted]  
Referring Physician: Dr. Stephen Tiley

**Medications**

| Medication | Dose       | Frequency  | Indications (check for test) |
|------------|------------|------------|------------------------------|
| [Redacted] | [Redacted] | [Redacted] | [Redacted]                   |

**Recording information**

| Start/End (mm/dd/yyyy) | Start/End (hh:mm) | Midnight Interval (24hr) Index (MM/YY) | U/S   |
|------------------------|-------------------|----------------------------------------|-------|
| 2024/08/20-2024/08/21  | 00:00-00:00       | 2024/08/20                             | 22.4% |
| 2024/08/21-2024/08/22  | 00:00-00:00       | 2024/08/21                             | 10%   |
| 2024/08/22-2024/08/23  | 00:00-00:00       | 2024/08/22                             | 10%   |

**Summary**

| Report (count) | Report (percentage) | Report (percentage) | Report (percentage) |
|----------------|---------------------|---------------------|---------------------|
| 100            | 100%                | 100                 | 100%                |
| 100            | 100%                | 100                 | 100%                |

**Starting 3/Nov/2025, patients will be able to see these results on My Personal Records.**

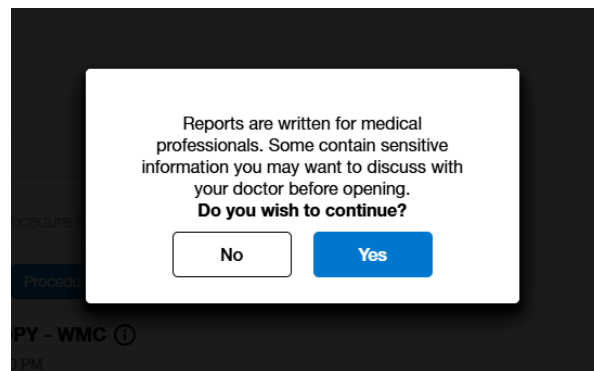
## Some reports may contain sensitive information or be difficult for a patient to view. Were any measures taken to address this concern?

Granting a patient access to their health information is paramount but concerns expressed by providers were considered and new controls were implemented to coincide with the release of operative, procedure and investigation reports in MPR. Users have to 'opt in' to receive OPI information from Netcare by placing a check mark next to the 'Display Procedures from Alberta Netcare' dialogue. If after viewing the type and content of reports displayed, a user chooses to not see this information, they can click to remove the check mark from the box and stop the display of Netcare reports.

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A screenshot of the 'Procedures' page in the MyHealth Alberta account. The page has a dark blue header with the 'Alberta' logo and the user's name 'Michelle Hall'. A sidebar on the left contains navigation links: Home, Health Summary, Results, Reports, and Readings (highlighted), Journal Entries, Messaging, and Tools and Settings. The main content area shows instructions on how to self-enter information, a 'Data source' filter set to 'Alberta Netcare', a 'Date Range' dropdown set to 'All', a search bar, and a 'Sort by' menu. A checkbox labeled 'Display Procedures from Alberta Netcare:' is circled in red and is checked. Below this, two procedure entries are listed: 'COLONOSCOPY - WMC' (Nov 12, 2024 01:30 PM, Status: Final, Source: Alberta Netcare) and 'Dialysis' (Oct 17, 2024 11:30 AM, Status: Current, Source: Michelle Hall). Each entry has a 'View Report' button and a 'Procedure Details' link.

An additional measure requires MPR users who select to open a report to confirm they want to continue with opening.



**Some reports, and especially older ones, appear in Netcare with the physician's name as the title. How will these appear in MPR?**

Reports that are received from Netcare with the physician's name as the title of the report display in MPR with a title 'Procedure report / Physician note'.

A screenshot of a procedure report entry in the MPR. The title is 'Procedure report / Physician note' in bold. Below it is the date 'Nov 1, 2024 12:00 AM'. To the right, it shows 'Status: Final' and 'Source: Alberta Netcare', followed by a 'View Report' button. At the bottom right is a 'Procedure Details' link with a right-pointing arrow.

## Are patients able to share Procedures information with others?

Within MPR, the Share My Record feature allows an account holder to share all or specific sections of their MPR record, including Procedures information, with trusted family, friends, caregivers, etc.

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## **What is the difference between MPR and MyChart with regard to viewing operative, procedure and investigation reports?**

Both MPR and MyChart users will see many of the same reports, however MPR displays reports dating back to 2003. Patients who have access to both portals may choose to view their more recent reports in either tool.

### **For MPR:**

- Operative, procedure and investigation reports available in Netcare from 2003 and going forward, are available in MPR.
- MPR users must check within MPR to see if new reports are available.

### **For MyChart:**

- Operative, procedure and investigation reports visible in MyChart include legacy data from source systems in alignment with the Connect Care conversion strategy.
- MyChart users can receive notification when new reports are present.

## **If an Albertan who has not had an MPR account creates one, will operative, procedure and investigation reports that occurred prior to the date of their account creation be visible in MPR?**

Operative, procedure and investigation reports are available from 2003 and will be visible in MPR if the report exists in Netcare.

## **Is there a delay in release of operative, procedure and investigation reports in MPR?**

Reports 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 have 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.

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## **Are operative, procedure and investigation reports available to providers as quickly as they are to patients?**

Physicians and other providers continue to have access to reports and 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 procedures before I order them?**

Yes, you may need to consider giving patients more information about the implications of different results when initially ordering a procedure. A small investment of time up front discussing expected results may save you and your clinic staff future work. For example, you may wish to let a 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 with other members of the care team before you will be ready to interpret it 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 a report for a procedure or investigation that I did not order?**

The ordering provider has the responsibility for reviewing reports 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 procedures 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 report, or if the provider is uncomfortable discussing the report with the patient, then the patient should be directed back to the ordering provider for additional information or interpretation.

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

Patients will be 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/](http://myhealth.alberta.ca/help/KB/)) by section include detailed information about the content within that section, such as Results, Reports & Readings contain information about procedures reports.

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

MHAA promotional materials are available for public distribution. Contact [myhealthaccount@gov.ab.ca](mailto: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](mailto: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](http://myhealth.alberta.ca) to learn more about MHAA.