



## MyHealth Alberta Account

## Provider Messaging & QA

### Parent/guardian access via MyHealth Alberta Account

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#### Updated as of June 2026

Parents/guardians can request access to their child's personal health information online using MyHealth Alberta Account.

For children aged 0-15 years, access requests can be submitted online from the MyHealth Alberta Accounts dashboard.

For youth 16-17 years, parents/guardians can request access via a healthcare provider who uses Connect Care and has a care relationship with the youth.

Parent/guardian access is terminated when the youth is 18 years of age.

#### Why was this capability introduced?

This capability was introduced in response to Albertan's requests to have greater access to their health information. Parents/guardians play a key role as children learn to manage their own health care. Having access to their child's personal health information helps parents/guardians make informed decisions, seek the right care, and support their child's well-being.

#### What happens with existing parent/guardian MyChart access for children?

Existing MyChart parent/guardian access for children under 12 will be extended up to age 18. The same access will be reflected in My Personal Records, aligning parent/guardian access across both tools.

#### If a youth, aged 14-17 already has their own MHAA account, are parents/guardians granted access?

If a youth already has their own account, parents/guardians who request access through the online tool in MyHealth Alberta Account are denied access. A regulated healthcare professional who uses Connect Care could add parent/guardian access until the youth is 18 years of age.

#### What happens when a youth turns 18?

Parent/guardian access to a youth's personal health information is automatically removed when a youth turns 18. If they choose, an adult child can share their health record with their parents from within MPR or MyChart.

#### Can a youth restrict their parent's access?

Yes. From age 16 to 18, a youth can choose to remove parent/guardian access to their health records.

#### How can I request that parent/guardian access be revoked?

- Community providers can submit a request to the Disclosure Help Line by phone at 1-855-312-2265 or by email to [disclosure@healthsharingservices.ca](mailto:disclosure@healthsharingservices.ca)
- Connect Care regulated health professionals can directly remove access.



## MyHealth Alberta Account provides access to My Personal Records and MyChart, does a parent/guardian have access to health information contained in both?

Access to My Personal Records and MyChart is aligned so if a parent/guardian requests access, they will have access to health information in both tools.

## If access is revoked, what access will be removed?

Similar to access, revoking access in one tool, either My Personal Records or MyChart, will result in access being removed in both tools. Once access is revoked, a proxy access flag is entered on the child's health record. The flag will prevent access from being provisioned through the online process if the parent/guardian were to make a subsequent request.

## How can a provider be aware that a proxy access flag has been placed on a child's health record?

If the provider has Connect Care access, the information about proxy access flags can be viewed directly. For providers who do not have Connect Care access, information about the presence or absence of a proxy access flag can be viewed in Netcare. The information displays on records for persons who are under 18 years old.

Click on information in the field and details will expand, including presentation of 'more...'

Click on 'more...'

Lightbox opens showing all information

PATIENT PORTAL ACCESS: Self PROXY ACCESS FLAG: N

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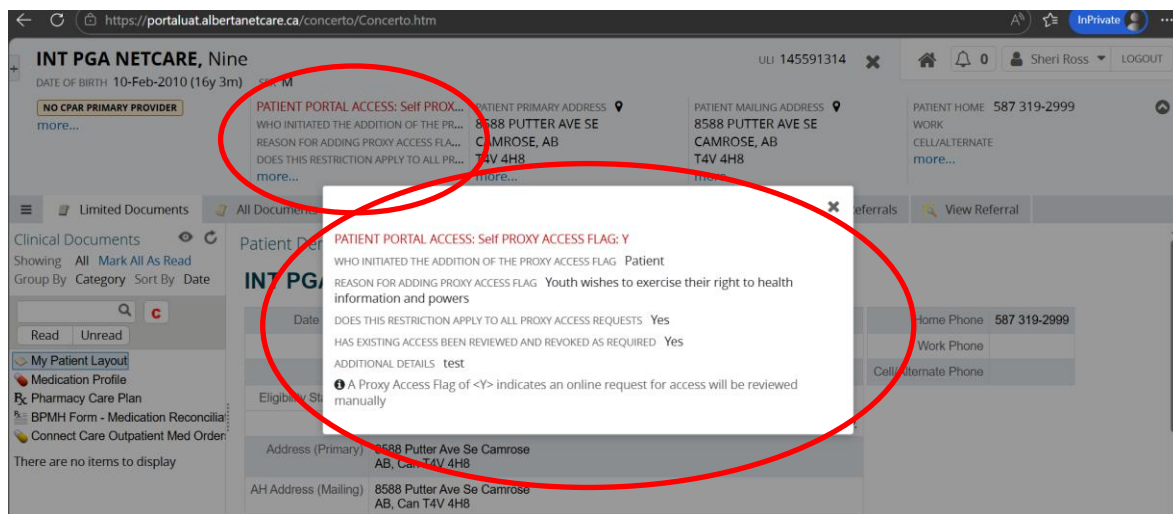


## What are the options that will display in the PATIENT PORTAL ACCESS field?

The options that display depend on who has access to the Connect Care record. The options are:

- Self** – the patient has access
- Self with proxy** – the patient and a proxy have access
- Proxy only** – the patient does not have access but a proxy does
- Pending** – a request for access is pending
- Inactive** – record access has not been enabled

## If the proxy access flag is Y, what other information is presented to explain the reason for the flag being set?



Netcare displays the relevant Connect Care information when the Proxy Access Flag is Y. The additional information indicates who initiated the addition of the flag, the reason for adding the flag and other details.

## How will patients and parents be informed about the ability to request parent guardian access?

When accessing MHAA, patients and parents will see the new tile. The MHAA Help Centre contains content for Albertans to learn about the features available in the tool, including parent/guardian access.

## What additional support is available to providers and patients?

Alberta has created the MyHealth.Alberta.ca web site, a trusted source of health information.

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.

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.