



MyHealth Alberta Account

Provider Messaging & QA

Referral information online via My Personal Records

Updated as of June 2026

MyHealth Alberta Account holders have access to their My Personal Records (MPR) and MyChart information. Referrals information is available in both systems, but information may not be for the same referrals, depending on whether Connect Care is used for managing any part of the referral.

Albertans with an MPR account can view referral information (referrals only, not advice requests) for all specialties sourced from the Netcare eReferral system (ERS). MPR users will see the referral submitted date, referring provider, reason for referral which is the specialty, referral statuses and referral status reasons. All referral information is released to users immediately once data is available.

Why is this information being made available?

This information is being made available to provide Albertans with more access to their health information, and as an additional safety net for patient care within the system. Primary and Preventative Health Services frequently hear from patients requesting access to more of their health information via MPR.

Where can I access information about the specialties using the eReferral system?

The Alberta Netcare Learning Centre includes a section dedicated to resources for the eReferral system. Visit [eReferral - Alberta Netcare](#) to learn more about the eReferral system.

Within the eReferral Learning Centre is a list of specialties using the eReferral system along with the reasons for referral. The list can be accessed using this link [Referral Reasons and Specialties](#).

Another useful resource is the [Alberta Pathway Hub](#)

Are specialist appointment dates available to Albertans in MPR?

Appointment dates are not available in MPR. Appointment dates, even once scheduled, often change and sometimes change more than once for a referral visit. The scheduled appointments are managed in the electronic medical record used by the physician/specialist and updates or changes to the appointment dates are not consistently captured in the Netcare ERS.

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

Patients are informed about changes to the 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 each section such as in the Referrals section.

Is referral information released retroactively?

Referral information is not released retroactively. A new MPR user will see referrals that are entered in the Netcare ERS with a date later than the date they sign up for MPR.

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Is referral information available in MyChart?

Referral information is visible in MyChart if the provider who sends or receives the referral request uses Connect Care. Some referrals that are in MPR will also be visible in MyChart. Referral information in MyChart includes: referring provider, referred-to clinic/provider, referral submitted date and referral status. Once appointments have been scheduled, Albertans will see the date/time and location information for the scheduled appointment.

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.

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.