

MyHealth Records



Diagnostic Reports Online via My Personal Records

Provider Messaging & QA

Updated as of June 2024

The Diagnostic Reports tool in My Personal Records provides users with access to two main categories of diagnostic reports: diagnostic imaging reports, which became available March 2023, and electrodiagnostic reports, which are available as of June 2024.

Alberta Health continues to expand the information available within My Personal Records. Reports are released to users immediately once data is available.

Albertans can get more information at alberta.ca/mhr or by calling MyHealth Records Support at 1-844-401-4016.

MyHealth Records (MHR)

MHR is the single access point for Albertans' personal health information using their verified Alberta.ca Account username and password. Through MHR, Albertans can access:

- My Personal Records
- MyAHS Connect

MHR eligibility

Any Albertan who is at least 14 years of age with a verified Alberta.ca Account (which requires a valid Alberta Driver's License or an Alberta ID Card with an up-to-date address) can create the MHR account.

How do Albertans get access to My Personal Records and MyAHS Connect?

After the Albertan verifies their Alberta.ca Account, they can create the MHR account by using their Alberta.ca Account username and password. Access to MyAHS Connect is granted through the Alberta Health Services (AHS) provider using Connect Care.

My Personal Records

My Personal Records is the online tool that provides Albertans with access to key personal health information. Displayed information includes immunizations, medications dispensed from community pharmacies, lab results, diagnostic imaging reports, cardiology reports that involve imaging, and electrodiagnostic reports.

Key health information is derived from Alberta Netcare (the provincial health record) and is received from many systems within the province where health care services are delivered through both the community and AHS.

Users of My Personal Records can also track and manage their health and wellness data, share their information electronically, or print reports.



MyAHS Connect

MyAHS Connect provides access to health information that exists in Connect Care for services delivered at AHS facilities. Albertans who are patients of AHS and have visited an AHS facility using Connect Care, can use MyAHS Connect to securely access their Connect Care record. Connect Care is AHS' Clinical Information System that maintains their record of care. Patients can view results and reports such as lab tests, diagnostic imaging results, and interact with their Connect Care health team.

What is changing in MHR?

In March 2023, diagnostic imaging reports and cardiology reports (that involve imaging) available in Alberta Netcare, were released without delay to MHR, in the My Personal Records tool. Diagnostic imaging and cardiology reports stored in Alberta Netcare, with a date earlier than March 20, 2023, are not displayed in My Personal Records.

How does the 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 to increase the patients' level of engagement and sense of empowerment with their own health (BC Excelleris Study, Impacts of direct patient access to laboratory results, 2015).

While it is reasonable to expect the immediate release of some results to cause patient anxiety, it is important to recognize that the waiting associated with an unknown result also causes anxiety. Receiving high-stakes results during a visit, does not give the patient time to prepare. Advice from patient advocates, is that the pros of immediate releasing results outweigh the cons. Patient advocacy within AHS for the patient portal have been strongly in favor of immediate result release and feedback to Alberta Health from patients has been to request immediate access to more information via My Personal Records.

What has been the Alberta experience since the change to release 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 has since 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.

Which diagnostic reports are displayed in My Personal Records?

Reports for procedures completed in facilities that contribute results to Alberta Netcare and are found in the DI and ECG/Electrodiagnostic folders in Alberta Netcare, are displayed in My Personal Records. If the reports are not available these two folders, they are not displayed in My Personal Records.

When an Albertan creates their MHR account, will diagnostic reports that exist prior to account creation be displayed in My Personal Records?

Diagnostic imaging and cardiology reports (that involve imaging) are available from March 20, 2023, onward. Electrodiagnostic reports are available from June 2024, and onward. The maximum amount of history that is available to a new user is 18 months.

What is the difference in viewing results between My Personal Records and MyAHS Connect?

In both tools, users will see many of the same results. Patients who have access to both may choose to view their reports in either tool.

My Personal Records:

- Endoscopy and bronchoscopy reports are not yet available to display.
- Diagnostic imaging reports available in Alberta Netcare, from March 2023, and onward, are displayed. Reports prior to March 20, 2023, are not.
- Electrodiagnostic reports available in Alberta Netcare, from June 2024, and onward, are displayed. Reports prior to June 2024 are not.
- MHR users must check within My Personal Records if new reports are available.



MyAHS Connect:

- Endoscopy and bronchoscopy reports are available to AHS patients after a five-day delay.
- Diagnostic imaging, electrodiagnostic and cardiology reports are visible in MyAHS Connect without delay and include legacy data from source systems in alignment with the Connect Care conversion strategy. If the reports are viewable in Connect Care, they are viewable in MyAHS Connect.
- MyAHS Connect users can receive notification when new reports are present.
- MyAHS Connect allows the patient's AHS care team to comment on their DI reports within MyAHS Connect where Connect Care is being used to document patient care.

How will making additional report types available via My Personal Records 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 from others.

How will my patients be informed when new types of reports and information are made available in My Personal Records?

Patients will be informed about changes to types of data through:

- The new features tool informs users when significant new features are added and when there are significant changes within existing tools.
- Updates to the MHR website (alberta.ca/mhr) indicate changes and new report types available as features of My Personal Records.
- Updates to the MHR Help Centre (myhealth.alberta.ca/help/KB/) include detailed information within each tool and function for My Personal Records. The Results, Reports & Readings section of the Help Centre contains information about the Diagnostic Reports tool and types of reports displayed.

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

MHR postcards are available for public distribution. Contact myhealthrecords@gov.ab.ca to request copies for your clinic. Ensure the request includes the complete mailing address (including postal code), contact number (including area code), and the number of postcards.

- The information is also found in the Promotional Materials section For Healthcare Providers in the MHR Help Centre.

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 from future work. For example, you may wish to let a patient know that occasionally the radiologist preparing the report may mention incidental findings or suggest further testing. 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 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 before an appointment with their healthcare provider will worry them, they may choose not to view the results before their follow-up appointment.

What if a patient asks about test results that I did not order?

The ordering provider is responsible 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 need 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 about the interpretation of the result, they may choose to discuss the result with the patient. If there are any doubts about the meaning of the results, or if the provider is uncomfortable discussing these results with the patient, then the provider should direct the patient back to the ordering provider for additional information or interpretation.

Will diagnostic reports be available to providers as quickly as they are to patients?

Physicians and other providers will 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 My Personal Records and MHR Support (1-844-401-4016), Albertans are advised they may see results before their health care provider does, and that their health care provider might need time to talk with other members of the care team before explaining the results.



For some results, 811 may be able to assist with health information, but more complex results will require discussion between patients and their providers. Providers should make clinic operating hours available, for example on an answering machine or a public website. All results available to patients through My Personal Records are also available in Alberta Netcare for providers to review.

Are providers alerted if their patients sign up for MHR?

Not at this time. Currently, when Albertans sign up for MHR, user consent is not obtained for MHR to share information with providers. Providers who use Connect Care can see an icon that identifies when a patient has MyAHS Connect.

What additional supports are available to providers and patients?

Alberta has created the MyHealth.Alberta.ca website, which is a trusted source of health information. Clicking on the link of a test result or report in My Personal Records, presents patients with a clinical abstract about that test or result from MyHealth.Alberta.ca. MyAHS Connect has some direct links to the MyHealth.Alberta.ca site. Patients can also independently search for information on MyHealth.Alberta.ca.

Albertans can also contact MHR/My Personal Records support at 1-844-401-4016 or via email myhealthrecords@gov.ab.ca. If calling, Albertans can choose from 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
- MyAHS Connect support (also available by emailing myahsconnect.support@ahs.ca)
- Health Link – 811, which is available 24 hours, 7 days per week, for Albertans to talk with health professionals about 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 MHR?

Visit alberta.ca/mhr to learn more about MHR.

