

# MyHealth Records



## Lab Results Online via My Personal Records

### QA

#### **What lab results are displayed in My Personal Records (MPR)?**

MPR displays lab tests ordered from all sites in Alberta, including tests ordered during inpatient and emergency visits. MPR does not display results for some tests done outside of Alberta, such as some referred genetic tests or pathology. MPR also excludes predictive neurologic genetic testing. [View available Lab Results in MPR.](#)

#### **Will my lab results be released retroactively?**

Once the changes are in place, new users will see an 18-month retrospective view of any lab results slated for release. Existing users will not have labs added retroactively, but they will be able to see the expanded lab results moving forward.

#### **What is the difference between My Personal Records (MPR) and MyAHS Connect about viewing test results?**

As of June 15, 2021, both MPR and MyAHS Connect users can view most lab results, including hospital results, immediately upon release. Diagnostic imaging, cardiology and endoscopy reports are not available yet in MPR. These reports are currently available to AHS patients via MyAHS Connect after a five-day delay.

*\*Diagnostic imaging reports became available, without delay, as of March 2023.*

Lab results visible in MyAHS Connect 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 MyAHS Connect.

#### **When should I advise my patients to use My Personal Records (MPR) vs MyAHS Connect for reviewing lab results?**

Nearly all lab test results will be viewable in both MPR and MyAHS Connect.

- Albertans age 14 and over, who have a valid Alberta Driver's Licence or an Alberta Identity Card, will be able to set up an MPR account. Only patients that have been set up through contact with an AHS provider using Connect Care will have access to MyAHS Connect.
- MPR users will have to check within MPR to see if results are available. MyAHS Connect users will receive notification when new results are present.
- MyAHS Connect allows the patient's Connect Care team to comment on their lab results within MyAHS Connect.

Ultimately, patients that have access to both portals may choose to view their results in either one.

## **How will making these lab results available via MyHealth Records affect providers?**

After the changes, patients will have immediate access to more of their own information. Most studies of direct lab results release 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. Alberta Health will raise awareness and educate Albertans on MyHealth Records registration, technical support and whom to contact for interpretation of their results and health records.

## **Do I need to change how I talk to patients about lab results 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, you may wish to let a patient know that a PSA result that is high on a screening test would not necessarily mean they have cancer. Similarly, if ordering the same PSA in a post prostatectomy patient, you may wish to let them know that the expected result is near zero, and that a "normal" range result is abnormal for them.

For more complex results especially, 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.

Patients may already have requisitions for lab tests that will be completed before these changes go into effect. These patients will not be able to benefit from pre-test counselling and consideration of how best to manage their concerns is needed.

## **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 lab 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 these results with the patient, then the patient should be directed back to the ordering provider for additional information or interpretation.

Please be especially careful about interpreting genetic results 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.

## **Will lab results 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 information visible on the MPR website and via the MyHealth Records Help Support Line (1-844-401-4016), patients will be advised that providers may not have access to results on the same schedule they themselves do. Patients will be 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 MyHealth Records will also be available on Alberta Netcare for providers to review, should the need arise.

## **Learn more about MyHealth Records (MHR)**

Visit [alberta.ca/myhealthrecords](http://alberta.ca/myhealthrecords) to learn more about MHR.

