

Information for Providers

MyHealth Records Update

MyHealth Records account holders have access to their My Personal Records (MPR) and MyAHS Connect (MAC) 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.

Referral information available via My Personal Records

Updated as of April 2025

As of April 26, 2025, Albertans with an MPR account can view referral information 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 reports are released to users immediately once data is available.

What is changing in MPR?

On April 26, 2025 referral information (referrals only, not advice requests) for all specialties, sourced from the Netcare ERS, will be released in MPR. Referrals entered in ERS with a date of April 26, 2025 or later will be matched to an MPR record, if one exists. The MPR user will be able to see the referral request, referral status and referral status reasons.

Why is this change being made?

This change is being made to provide Albertans with more access to their health information, and as an additional safety net for patient care within the system. Alberta Health frequently hears 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](#)

Will specialist appointment dates be available to Albertans in MPR?

Appointment dates will not be 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 will patients be informed about this change?

Information about the change is being added to the “New Features” and the Referrals sections of MPR and updates are being made to the Help Centre content for Albertans.

Will referral information be released retroactively?

Referral information will not be released retroactively. Referrals entered in the Netcare ERS as of April 26, 2025 will be made available for existing MPR users. A user who is new to MPR after April 26, 2025, will see referrals that are entered in the Netcare ERS with a date later than the date they sign up for MPR.

Is referral information available in MAC?

Referral information is visible in MAC if the provider who sends or receives the referral request uses Connect Care. Some referrals that are in MPR will also be visible in MAC. Referral information in MAC 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 supports are available to providers and patients?

Alberta has created the MyHealth.Alberta.ca web site, a trusted source of health information. Albertans can contact MyHealth Records/My Personal Records support at 1-844-401-4016 or via email myhealthrecords@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 MHR?

Visit alberta.ca/myhealthrecords to learn more about MHR. Can also be accessed from this link [myhealthrecords \(alberta.ca\)](http://myhealthrecords.alberta.ca)