

<p>New How do I use the MyHealth Records Digital Assistant? (Chatbot)</p>	<p>Your commonly asked questions can be answered by using the automated MyHealth Records Digital Assistant. To start, click or tap on the Digital Assistant. Enter a phrase or question, or choose from the main menu options.</p> <p>If your question has not been answered, type 'help' for a list of our help center contacts.</p> <p>For further support, please contact 1-844-401-4016 Monday – Friday from 8:15 am to 4:30 pm (except holidays) or email: myhealthrecords@gov.ab.ca.</p>
<p>New How do I exit the Digital Assistant?</p>	<p>To exit the Chabot on a mobile device, tap the 'X' in the top right-hand corner.</p> <p>To exit the Chatbot on a desktop device, click the 'X' on the button right-hand corner.</p>
<p>New Is my information secure with the MyHealth Records Digital Assistant?</p>	<p>Yes, your information is secure and private with the MyHealth Records Digital Assistant. You click or tap the Privacy Policy at any time to learn more.</p>
<p>New What is the best way I can use the MyHealth Records Digital Assistant?</p>	<p>The Digital Assistant is an automated tool for Albertans. Asking simple, commonly asked questions will help the Chatbot direct you to the information you are looking for.</p> <p>If your question has not been answered, type 'help' for a list of our help center contacts.</p> <p>If you need more help, you can view our online help centre.</p> <p>As more questions are asked, the Digital Assistant will be updated and expanded to better serve Albertans.</p>
<p>Where can I learn more about MHR?</p>	<p>You can view videos on common features that show you step-by-step 'How To' of MyHealth Records.</p>
<p>What is MyHealth Records (MHR)?</p>	<p>MyHealth Records (MHR) is the single access point for Albertans' personal health information using their verified MyAlberta Digital ID username and password. Through this website, Albertans can access the following tools:</p> <ul style="list-style-type: none"> • My Personal Records (MPR), • MyAHS Connect, and • COVID-19 Children's Lookup Tool (for parents/guardians).
<p>Who is eligible for MHR?</p>	<p>MHR is available to Albertans that are at least 14 years of age and have an Alberta-issued Driver's License or Alberta-issued Identification Card with an up-to-date address.</p>
<p>Can parents or guardians access their teens' MyHealth Records?</p>	<p>MyHealth Records (MHR) currently allows its users (14 and over) the ability to create and access their own records. For those youth</p>

	<p>that decide to create an account, they will have full control of their records just like any other MHR adult user. Only users themselves are able to provide another person access to their records in MyHealth Records. MyHealth Records has a sharing feature that allows its users the ability to invite and electronically “share” some or all of their MyHealth Records. The user is the only one that has control of this feature.</p>
<p>What is My Personal Records (MPR)?</p>	<p>My Personal Records is an online application that allows Albertans to access their key personal health information derived from Alberta’s provincial electronic health record, Alberta Netcare.</p> <p>Information currently available includes immunizations, dispensed medications from pharmacies and most lab results, including COVID-19 test results. It also allows users to track and manage their health and wellness data and to share their information electronically or to print reports. The Province continues to expand the information available to Albertans in MPR.</p>
<p>Do I have immediate access to MyHealth Records once I have a MyAlberta Digital ID?</p>	<p>Yes. You will need to create a MyAlberta Digital ID and complete the first step of verification online. Once this step is completed, you will be able to immediately access MyHealth Records for a 90-day grace period while you wait to receive your verification code in the mail. To continue to access your most recent information in MyHealth Records past the 90 days, you need to complete your MyAlberta Digital ID verification once you receive the mailed verification code.</p>
<p>What is MyAHS Connect?</p>	<p>Albertans who are patients of Alberta Health Services (AHS) and have visited an AHS facility that is using Connect Care can use MyAHS Connect to securely access their AHS Connect Care record. Connect Care is AHS’ Clinical Information System that maintains the AHS record of care. Using MyAHS Connect, AHS patients are able to view their lab and diagnostic imaging results and to interact with their Connect Care healthcare team. Parents or guardians of AHS patients under 18 years can see the minor patient’s MyAHS Connect record via a proxy access after it is enabled by an appropriate AHS provider.</p>
<p>What lab test results are available?</p>	<p>The benefits of My Personal Records is that users are able to access most of their available lab test results from any computer, tablet or smartphone. This provides Albertans with more access to their health information and additional safety for patient care within the system.</p>
<p>What lab results are displayed?</p>	<p>Lab results ordered from all sites in Alberta, including labs ordered during inpatient and emergency visits, will be included.</p>
<p>How quickly can I access lab results?</p>	<p>You can access your tests results as soon as they are available – generally within 24 hours. This includes latest COVID-19 test results.</p>

Will my lab results be available to providers as quickly as they are to me?	In some cases, you may have access to results before the ordering provider receives them. Physicians and other providers will continue to have access to results information through their usual channels and may not see your results until the next clinical day. If you have clinical questions that cannot wait please call 811.
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.
Who do I speak to if I have questions about my lab test results?	If you have any questions, please discuss these with your ordering health care provider. Please confirm clinic hours with your ordering health care provider.

What additional supports are available to patients?

MyHealth Records Toll-Free Support at 1-844-401-4016 if you:

- Need help setting up your MyAlberta Digital ID.
- Need help signing up for or using MyHealth Records (My Personal Records and MyAHS Connect).
- Have health questions and want to talk to a Health Link nurse.

MyHealth Records/My Personal Records support:

- Monday to Friday - 8:15 a.m. to 4:30 p.m. (not including national and provincial holidays)
- E-mail: myhealthrecords@gov.ab.ca

MyAlberta Digital ID support:

- Monday to Friday - 8:15 a.m. to 4:30 p.m. (not including national and provincial holidays)
- E-mail: myalbertaid@gov.ab.ca

MyAHS Connect support:

- Monday to Friday - 8:15 a.m. to 4:30 p.m. (not including national and provincial holidays)
- E-mail: myAHSConnect.Support@ahs.ca