

MyHealth Records



Information for Providers

Parent/Guardian access available in MyHealth Records (MHR)

As of February 2, 2026, changes will go into effect for parents/guardians to be able to access their child's personal health information online.

What is changing in MHR?

Parents/guardians can request access to their child's health information.

For children aged 0-15 years, access requests can be submitted online from the MyHealth Records dashboard.

For youth 16-17 years, parents/guardians can request access via a healthcare provider who uses Connect Care and has a care relationship with the youth.

Parent/guardian access will be terminated when the youth is 18 years of age.

Why is this change being made?

This change is being made in response to Albertan's requests to have greater access to their health information. Parents/guardians play a key role as children learn to manage their own health care. Having access to their child's personal health information helps parents/guardians make informed decisions, seek the right care, and support their child's well-being.

What happens with existing parent/guardian MyChart access for children?

Existing MyChart parental/guardian access for children under 12 will be extended up to age 18. The same access will be reflected in My Personal Records, aligning parental/guardian access across both tools.

If a youth, aged 14-17 already has their own MHR account, will parents/guardians be granted access?

If a youth already has their own account, parents/guardians who request access through the online tool in MyHealth Records will be denied access. A regulated healthcare professional who uses Connect Care could add parent/guardian access until the youth is 18 years of age.

What happens when a youth turns 18?

Parent/guardian access to a youth's personal health information is automatically removed when a youth turns 18. If they choose, an adult child can share their health record with their parents from within MPR or MyChart.

Can a youth restrict their parent's access?

Yes. From age 16 to 18, a youth can choose to remove parent/guardian access to their health records.

How can I request that parent/guardian access be revoked?

- a. Community providers can submit a request to the Disclosure Help Line by phone at 1-855-312-2265 or by email to disclosure@healthsharingservices.ca
- b. Connect Care regulated health professionals can directly remove access.

MyHealth Records provides access to My Personal Records and MyChart, does a parent/guardian have access to health information contained in both?

Access to My Personal Records and MyChart is aligned so if a parent/guardian requests access, they will have access to health information in both tools.

If access is revoked, what access will be removed?

Similar to access, revoking access in one tool, either My Personal Records or MyChart, will result in access being removed in both tools. Once access is revoked, a flag is entered on the child's health record. The flag will prevent access from being provisioned through the online process if the parent/guardian were to make a subsequent request.

How will patients be informed about this change?

Information about the change is being added to the "New Features" section of MPR and Help Centre content for Albertans has been updated with information about the change.

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)