
Information for Providers

MyHealth Records Update

On October 4, 2024, MyAHS Connect (MAC) access was given to all My Personal Record (MPR) account holders. Additional information is being developed to explain the information available to Albertans in MPR and MAC and will be posted to the Help Centre.

Referral information available via My Personal Records

Updated as of October 2024

Albertans with an MPR account can view referral information sourced from the Netcare eReferral system (ERS). The initial release of Referrals information will be limited to only Urology referrals. 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 October 31, 2024, referral information (referrals only, not advice requests) with a specialty of Urology, sourced from the Netcare ERS, will be released in MPR. Urology referrals entered with a date of October 31, 2024 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.

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.

What is being communicated to patients since not all referrals will be in MPR?

A message has been posted on the Referrals screen in MPR and states “If you do not see your referral it is likely because it is not yet available to My Personal Records. More referral information will become available in the months and years ahead.”

Will referral information be released retroactively?

Referral information will not be released retroactively. Urology referrals entered in the Netcare ERS as of October 31, 2024 will be made available for existing MPR users. A user who is new to MPR after October 31, 2024, will see Urology referrals that are entered in the Netcare ERS with a date later than the date they sign up for MPR.

How will patients be informed about this change?

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

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)