

CONNECT CARE

MyAHS Connect Proxy Access to health information for an adult who requires additional support



What is Connect Care?

Connect Care is a province wide initiative supported by a clinical information system that will change how information flows between you and your healthcare providers. Your health records will be accessible from any Alberta Health Services (AHS) and partner location in the province that has Connect Care, giving your AHS and partner care teams a more complete picture of your health history, as well as consistent clinical information and best practices.

What is MyAHS Connect?

MyAHS Connect is a secure, online, interactive tool, provided by AHS that gives you access to your Connect Care health information. The health information you will see in MyAHS Connect reflects the Connect Care record that your healthcare team uses. Contributions that you make to your MyAHS Connect account are visible to your healthcare team and vice versa. MyAHS Connect can be activated by your AHS care team once that facility or program has started using Connect Care.

What does it mean to give proxy access to another MyAHS Connect user?

When you give another individual proxy access you are giving them access to your AHS health record. It is important to note that you are not able to hide or remove any portions of your current or past health information in MyAHS Connect from the individual you are giving proxy access to.

Individuals with proxy access to your account will be notified via email when there are updates to your health information such as new test results.

If you have health information such as test results, messages with your healthcare team or visit summaries that you do not want to share with the other individual, do not give them proxy access. You can also remove those who already have access.

Proxy Access to an Adult's Health Information

When an adult requires additional support in their healthcare journey or is unable to make their own healthcare decisions, an authorized representative may request proxy access to their health information in MyAHS Connect.

In these situations, supporting documentation is needed that shows the individual requesting access has the appropriate legal authority. Supporting documents must establish the right of the authorized representative to access the adult's health information.



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Supporting documents can include:

- Court order
- Personal directive
- Guardianship/trusteeship order
- Appointment of Co-Decision Maker Order
- Authorizing a Representative (Health Information Act)

Documentation that supports access to limited health information for a limited purpose is not sufficient to enable proxy access, because access to health information in MyAHS Connect cannot be limited to specific information. Providing proxy access using this method means that the adult accessing your MyAHS Connect account has full access, meaning they can see and update your clinical information, see and schedule appointments, and send messages to your care team in your account.

- Proxy access in MyAHS Connect is not connected to [My Personal Records](#) (MyHealth Records), if access to health information has been granted or removed in one system it will need to be granted or removed in the other.
- Keep in mind, MyAHS Connect is only one way to access your health information. You and your caregiver are key members of your healthcare team and can communicate with the rest of the team through phone calls and visits.
- Other channels to request access to health information are still available. Visit [Access & Disclosure](#) for more information.

Where can Proxy Access be Requested?

Proxy access can be granted if the adult is accessing services at an [AHS facility that uses Connect Care](#). Granting proxy access requires a healthcare provider to complete specific steps to ensure the privacy and confidentiality of all health information. It may not be possible to complete proxy access during a single appointment because of the time needed to complete the process.

Please note that community physicians (family doctors) are not able to support this request unless they work in a location that uses Connect Care.

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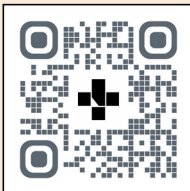


Steps to Request Proxy Access

1. When talking to the adult's healthcare team, you can request proxy access to that person's health information. Bring the following information with you:
 - a. Two pieces of identification (1 piece of Alberta government-issued photo ID or 2 non-photo ID)
 - b. Your supporting documentation (listed above)
2. The supporting documents will be reviewed by a healthcare provider or designate to confirm authority.

These documents will be scanned into the health record.

3. You will be asked to sign a "MyAHS Connect Account Access Request" form.
4. A healthcare provider or designate will set up your proxy access to the person's chart.
 - a. If you already have direct access to your own MyAHS Connect account, you will receive an email notification stating that proxy access was granted.
 - b. If you do not have direct access to your own MyAHS Connect account, a staff member will email you sign-up instructions as part of this process.
5. Log in to your own MyAHS Connect to access your own health information and the health information of the individual(s) you have proxy access to.
6. When done, log out of MyAHS Connect



Learn More about MyAHS Connect:
albertahealthservices.ca/MyAHSConnect
Need help?
Call 1-844-401-4016