



# Connect Care

## MyAHS Connect for Users

### Frequently Asked Questions

## Contents

Signing Up/Getting Started.....	3
What is MyAHS Connect? .....	3
Do I have to pay to use MyAHS Connect? .....	3
Who is eligible to sign up for MyAHS Connect? .....	3
How do I sign up for MyAHS Connect? .....	3
How do I access MyAHS Connect?.....	4
Can I access MyAHS Connect from a computer? .....	4
Does MyAHS Connect have an app?.....	4
How do I use MyAHS Connect?.....	4
Your Health Information.....	4
Where can I see my test results?.....	4
If I send a message to my doctor or nurse, when can I expect a reply?.....	5
What do I do if some of my health information is wrong? .....	5
What referrals will I see in MyAHS Connect?.....	5
What does the status of my referral mean? .....	6
Who should I contact if I need more information about my referral in MyAHS Connect? .....	6
Other's Health Information .....	7
Can I see a family member's health record in MyAHS Connect?.....	7
Will I be able to see my children's information through MyAHS Connect?.....	7
Can I ask questions about a family member from my own MyAHS Connect account? .....	7
Can my spouse and I share one MyAHS Connect account?.....	7
My Personal Information .....	7
Where can I update my contact and personal information?.....	7
Account Deactivation.....	8
Can I deactivate my account? .....	8



# Connect Care

## MyAHS Connect for Users

### Frequently Asked Questions

Is account deactivation permanent?.....	8
What happens to a person’s account if they die?.....	8
Account Misuse.....	8
What is misuse of MyAHS Connect?.....	8
What happens if I misuse MyAHS Connect?.....	9
Privacy, Confidentiality and Security.....	9
What does AHS do to make MyAHS Connect secure? .....	9
What can I do to keep my MyAHS Connect account secure?.....	9
What is your Privacy Policy?.....	10
I was logged out of MyAHS Connect, what happened?.....	11
Video Visits .....	11
Are MyAHS Connect Video Visits private? .....	11
Do I have to pay to use MyAHS Connect Video Visits?.....	11
Help and Support .....	11
I need help setting up my account. Who do I contact? .....	11
I am trying to create an Alberta.ca Account but I am unable to receive the Alberta.ca activation code in the mail as I am receiving ongoing care. What are my options?.....	12
What do I do if I forget my Alberta.ca password or want to change it? .....	12
I previously had access to MyAHS Connect but I am waiting for my updated Alberta Issued ID or Driver’s License to be sent in the mail. Can I still access MyAHS Connect?....	12



# Connect Care

## MyAHS Connect for Users

### Frequently Asked Questions

#### Signing Up/Getting Started

##### What is MyAHS Connect?

MyAHS Connect is a secure online tool that lets you see some of your Alberta Health Services (AHS) and Recovery Alberta health information. MyAHS Connect lets you:

- See personal health information including test results, immunizations, and medications
- See past and upcoming appointments
- See referrals
- Request prescription renewals (when prescriptions need to be filled or are expired)
- Send messages to and receive messages from your healthcare team
- Add images and documents to your record
- Access to trusted health information resources

To learn more about the features of MyAHS Connect, visit [What You Can Do With MyAHS Connect](#).

##### Do I have to pay to use MyAHS Connect?

No. MyAHS Connect is a free service.

##### Who is eligible to sign up for MyAHS Connect?

To sign up for MyAHS Connect, you need:

- To be at least 14 years of age
- A valid Alberta Driver's License or Alberta Identification Card (with a current address)
- An Alberta Health Care number
- An email account
- Access to the internet by computer, tablet, or mobile device (such as a smart phone)

Current residents of provincial or federal corrections facilities are not eligible to sign up for MyAHS Connect.

##### How do I sign up for MyAHS Connect?

To get access to MyAHS Connect, you need:

- An active [Alberta.ca Account](#)
- A [MyHealth Records account](#)



# Connect Care

## MyAHS Connect for Users

### Frequently Asked Questions

Find more information here: [Getting Ready for MyAHS Connect](#).

#### How do I access MyAHS Connect?

After you log in to your MyHealth Records account you can access MyAHS Connect from a computer, tablet, or mobile device like a smartphone.

#### Can I access MyAHS Connect from a computer?

Yes. You need to use a computer that is connected to the internet and has an up-to-date internet browser such as Chrome, Edge, Firefox, or Safari.

#### Does MyAHS Connect have an app?

Yes. You can access MyAHS Connect from a mobile device, such as a smart phone or tablet, using the MyChart app. The MyChart app for iOS and Android is a portable version of MyAHS Connect that you can use to manage your health information on the go. These are available to download from the Apple App Store for iOS devices or Google Play for Android devices.

#### How do I use MyAHS Connect?

Once you have access to your own MyAHS Connect account, there is a MyAHS Connect User Guide and other helpful resources available in **MyAHS Connect** in the **Resources** section of the menu.

#### Your Health Information

##### Where can I see my test results?

You can find most test results (including pathology, genetic and diagnostic imaging tests) by selecting 'Test Results' from the menu in MyAHS Connect. To learn more, visit [Connect Care Viewing Test Results Online](#).



# Connect Care

## MyAHS Connect for Users

### Frequently Asked Questions

#### If I send a message to my doctor or nurse, when can I expect a reply?

Please note that MyAHS Connect should not be used for urgent situations. The message you send will go to the clinic/department associated with the healthcare provider you've selected, and you will likely get an answer within 5 business days.

- If you need urgent care, contact your medical centre
- If you have an emergency, **call 911**

#### What do I do if some of my health information is wrong?

Your health information in MyAHS Connect comes directly from your electronic medical record with Alberta Health Services and/or Recovery Alberta. If you see any wrong information in MyAHS Connect, ask your healthcare provider responsible for the information to correct it at your next appointment. Alternatively, you can [request a correction or amendment of your health information](#). Your health information is reviewed and updated in your electronic medical record each visit. You can also update some of your health and personal information when you check in for an upcoming appointment (called eCheck-In).

#### What referrals will I see in MyAHS Connect?

Referral information in MyAHS Connect comes from your health information that is recorded in Connect Care, a provincial electronic health record. Connect Care is used by healthcare providers from Alberta Health Services, Recovery Alberta, Covenant Health, Carewest, Capital Care and Lamont Health Care Centre.

**To see a referral in MyAHS Connect, one or both healthcare providers need to be using Connect Care.** Referrals in MyAHS Connect include:

- Referral requests that are sent from family physicians and healthcare providers in the community to healthcare providers who are using Connect Care. **For example**, your family physician may send a referral request to an orthopedic surgeon at a hospital.



# Connect Care

## MyAHS Connect for Users

### Frequently Asked Questions

- Referral requests that are sent from a healthcare provider using Connect Care to another healthcare provider also using Connect Care. **For example**, while admitted to hospital, you may be referred to another specialist within the hospital.
- Referral requests that are sent from healthcare providers using Connect Care to healthcare providers who have their own electronic health record system in the community (outside of AHS and AHS-partner locations). **For example**, the physician in the hospital may refer you to a dermatology specialist in the community.

#### What does the status of my referral mean?

Your referral will have one of the following statuses:

- **New Request** - Your referral is awaiting review by the clinic that got the referral (the referral clinic).
- **Open** - Your referral is being reviewed by the clinic that got the referral (the referral clinic).
- **Pending Review** - Your referral has been reviewed for completeness. It is now awaiting review by a physician.
- **Authorized** - Your referral is in progress. The clinic that got the referral will contact you to confirm the next steps as soon as they are known.
- **Denied** - The clinic could not process your referral because the reasons provided for the referral did not meet necessary requirements. The healthcare provider or clinic that requested the referral has been notified. Follow up with them if you have any questions.

**Exp Date (Referral Expiry Date)** - This is an automatic setting in the system that triggers a review of the referral after five years.

#### Who should I contact if I need more information about my referral in MyAHS Connect?

If you have questions about your referral, contact the healthcare provider or clinic that requested the referral.

You can also call Health Link at 811 with questions about your referral.



# Connect Care

## MyAHS Connect for Users

### Frequently Asked Questions

#### Other's Health Information

##### Can I see a family member's health record in MyAHS Connect?

If both you and your family member have a MyAHS Connect account, you may be able to access the other person's health information through a process called proxy access. Once you have access to MyAHS Connect there is more information about proxy access and other helpful resources available in **MyAHS Connect** in the **Resources** section of the menu.

##### Will I be able to see my children's information through MyAHS Connect?

Proxy access for parents and guardians depends on the age of the child. Once you have access to MyAHS Connect there is more information about proxy access and other helpful resources available in **MyAHS Connect** in the **Resources** section of the menu.

##### Can I ask questions about a family member from my own MyAHS Connect account?

No. Questions about a family member should be directed to that family member's healthcare team. Any information you send to your healthcare team will become part of your permanent medical record. If you have proxy access to a family member's account, you can send a medical advice request to their healthcare team on their behalf.

##### Can my spouse and I share one MyAHS Connect account?

No. You will each need to sign up for your own MyAHS Connect account. Each MyAHS Connect account is linked to a personal health number that is unique to each Albertan.

#### My Personal Information

##### Where can I update my contact and personal information?

From your MyAHS Connect account you can update your address, phone number, email address, Affirmed Name (preferred name) and other personal details by going to **Account Settings**, then selecting **Personal Information**. Once it is included in your health record, this information will be visible to other healthcare teams and anyone with proxy access to your MyAHS Connect account.



# Connect Care

## MyAHS Connect for Users

### Frequently Asked Questions

#### Where can I update my Sexual Orientation and Gender Identity (SOGI)?

From your MyAHS Connect account you can view or update your sexual orientation or gender identity documented in your health record by going to **Account Settings**, then selecting **Personal Information**. Your healthcare team can also update this information on your behalf within Connect Care. Once it is included in your health record, this information will be visible to other healthcare teams and anyone with proxy access to your MyAHS Connect account.

#### Account Deactivation

##### Can I deactivate my account?

Yes. You can deactivate your MyAHS Connect account from the **Account Settings** menu or by calling the support line at 1-844-401-4016, Monday to Friday from 8:15 a.m. to 4:30 p.m. If any other MyAHS Connect users have proxy access to your medical information, they will continue to have access to your medical information after your account is deactivated. Use the **Sharing Hub** to review or remove their access in **MyAHS Connect** before deactivating your account.

##### Is account deactivation permanent?

No. Access to the account is turned off, but your health information is not purged or deleted. This is because the health information viewable in MyAHS Connect is part of your electronic health record. Deactivation can be reversed.

##### What happens to a person's account if they die?

If a patient dies and they have a MyAHS Connect account, the system will automatically deactivate the account as of the date of death if they passed at an AHS facility. If the patient dies outside of an AHS facility, a family member or legal representative will need to call the provincial help desk number at 1-844-401-4016 and speak to a support desk member to request that the account be deactivated.

#### Account Misuse

##### What is misuse of MyAHS Connect?



# Connect Care

## MyAHS Connect for Users

### Frequently Asked Questions

Misuse is defined as:

- Communication unrelated to their health care or containing profane language (swearing or using vulgar language)
- Communication of physical harm or threats to the healthcare team, facility, or themselves
- Misuse of MyAHS Connect features which disrupt operations

#### What happens if I misuse MyAHS Connect?

Your MyAHS Connect account could be changed to view-only access if misuse of the system has occurred. If it is determined that misuse of the system is happening, the healthcare team will discuss their concerns with you and a warning will be issued. If the behavior continues, a second warning will be issued. The final and third warning will result in losing the ability to use the interactive features of MyAHS Connect (like requesting appointments or sending messages to the healthcare team). The person's MyAHS Account will be changed to view-only access. Depending on the severity of the incident, access to MyAHS Connect may be deactivated without warning. If you have any questions or concerns about your access changing to view-only, contact Patient Relations at 1-855-550-2555.

#### Privacy, Confidentiality and Security

##### What does AHS do to make MyAHS Connect secure?

AHS and Recovery Alberta have information security safeguards and policies to protect your health information in accordance with Alberta's Health Information Act. Find more information here: [Patient Confidentiality](#).

##### What can I do to keep my MyAHS Connect account secure?

- Watch for suspicious activity on your account.

If you think someone has used your MyAHS Connect account, contact the support line at 1-844-401-4016, Monday to Friday 8:15 a.m. to 4:30 p.m.

- **Protect your sign-in details**
  - Do not share your Alberta.ca Account username and password with anyone
  - Use a strong password that is easy for you to remember but hard for others to guess



# Connect Care

## MyAHS Connect for Users

### Frequently Asked Questions

- Use a different password from your other online accounts and change your password regularly
  - Do not let others see your computer screen if you use the 'show password' option
  - Do not send your password to anyone by email or text message
  - Do not tell anyone your email account password
  - Always sign out of your account when you are done using it
  - Look for an “Extended Validation Certificate” indicator in your browser's address bar when using MyAHS Connect (this is usually a green box or padlock icon)
- **Take extra steps if you are using a computer in a public location (like a library)**
    - Do not let others see you enter your password
    - Always sign out of your account when you are done
    - Clear the browser cache, cookies, and history after you sign out
- **Make sure that your personal computer is safe**
    - Install anti-virus, anti-spyware, firewall and anti-spam security software and keep them up to date
    - Run regular scans for viruses
    - Keep your system up to date
    - Only download files from trusted websites
    - Keep your internet browser up to date
- **Make sure your mobile device is safe.**
    - Use a password or personal identification number (PIN) to secure your mobile device
    - Install security software and keep it up to date
    - Keep your operating system up to date
    - Only download apps from approved sources
    - Keep your internet browser and MyChart app up to date
    - Set the auto-lockout on your mobile device to under 5 minutes
- **Be aware of scams and hoaxes**
    - Find more information about [AHS & Phishing Scams](#) and how to keep yourself safe

#### What is your Privacy Policy?

MyAHS Connect follows all federal and provincial privacy laws. Your name and email address are protected and will never be shared. You can read the full privacy policy by selecting **Privacy Policy** at the bottom of every screen in MyAHS Connect.



# Connect Care

## MyAHS Connect for Users

### Frequently Asked Questions

#### **I was logged out of MyAHS Connect, what happened?**

Protecting your privacy and the security of your information is important to us. If your MyAHS Connect is inactive for 15 minutes or more on a computer or mobile app, you will be automatically logged out. We recommend that you log out of MyAHS Connect if you need to leave your computer or mobile device for even a short amount of time.

#### Video Visits

##### **Are MyAHS Connect Video Visits private?**

MyAHS Connect Video Visits are private and secure. During your appointment, healthcare providers will only ask for personal or health information they need. This information is used only for your care and treatment, and other purposes allowed by law. They will keep this information private, which is the law under Alberta's Health Information Act. This process is the same as when you come to a clinic or office for your appointment.

Video Visits take place on Zoom, which has a 'Virtual Background' option that lets you show an image or video as your background during a meeting. Do not use a Zoom 'Virtual Background' during your Video Visit. It blocks the healthcare provider's view. It is important for the healthcare provider to see you and any others who are in the room with you.

##### **Do I have to pay to use MyAHS Connect Video Visits?**

The MyChart and Zoom applications are free. AHS and Recovery Alberta do not charge any fees for using MyAHS Connect Video Visits. Clicking on the Zoom link will not cost you anything. But to avoid unexpected costs, we suggest that you contact your internet or cellular service provider to find out if there might be any fees from them to use video calls. Alberta Health Services and Recovery Alberta are not responsible for these costs.

#### Help and Support

##### **I need help setting up my account. Who do I contact?**

If you are unable to find an answer to your question or need help setting up your account, call the support line at 1-844-401-4016. The support line is available 8:15 a.m. to 4:30 p.m. Monday to Friday. It is not available evenings, weekends, or statutory holidays.



# Connect Care

## MyAHS Connect for Users

### Frequently Asked Questions

The support line can help you:

- Set up or use your Alberta.ca Account
- Set up or use MyHealth Records
- Use MyAHS Connect
- Contact Health Link at 811 if you have questions about your health information and would like to speak to a registered nurse

#### **I am trying to create an Alberta.ca Account but I am unable to receive the Alberta.ca activation code in the mail as I am receiving ongoing care. What are my options?**

When creating your Alberta.ca Account you can get the activation code sent to you via text message. Follow the steps outlined in the [Alberta.ca Account Reference Guide](#) to verify your account. If you require support with these steps, contact the Alberta.ca Account support team at 1-844-643-2789.

#### **What do I do if I forget my Alberta.ca password or want to change it?**

To reset or change your password, visit the [Alberta.ca Account website](#) and select **Forgot your username or password** or call the support line at 1-844-643-2789, Monday to Friday 8:15 a.m. to 4:30 p.m. The support line is not available evenings, weekends, or statutory holidays.

#### **I previously had access to MyAHS Connect but I am waiting for my updated Alberta Issued ID or Driver's License to be sent in the mail. Can I still access MyAHS Connect?**

Yes. You can continue to access MyAHS Connect by temporarily skipping the process to update your information in your Alberta.ca Account. Follow the steps outlined in the [Alberta.ca Account Reference Guide](#) 'Maintaining Your Verified Account status.' If you require support with these steps, contact the Alberta.ca Account support team at 1-844-643-2789.

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# Connect Care

## MyAHS Connect for Users

### Frequently Asked Questions