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Questions About Signing Up

What is MyAHS Connect?

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

MyAHS Connect lets you:

- see personal health information including test results, immunizations and medications
- see past and upcoming appointments
- request prescription renewals (when prescriptions need to be filled or are expired)
- send messages to and receive messages from your healthcare team
- add images, documents, and videos to your record
- have access to trusted health information resources

Do I have to pay to use MyAHS Connect?

MyAHS Connect is a free service.

How do I sign up?

To sign up for MyAHS Connect, you need:

- to be at least 14 years of age
- a valid Alberta issued Driver's License or Alberta issued 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)
- an active MyAlberta Digital Identity account

When you visit an AHS health care facility that has launched with Connect Care, someone from your healthcare team will ask if you would like to sign up for MyAHS Connect. If you'd like to sign up, they will give you sign up instructions or send it to you by email. These instructions will give you a website link where you will need to enter your personal information to get access to MyAHS Connect.

For more information about MyAlberta Digital Identity accounts, visit: <https://account.alberta.ca>

Where can I get help and support?

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

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 am to 4:30 pm Monday to Friday. It is not available evenings, weekends or statutory holidays.

The support line can help you:

- set up or use your MyAlberta Digital Identity
- use MyHealth Records to get to MyAHS Connect
- use MyAHS Connect
- contact Health Link if you have questions about your health information and would like to speak to a registered nurse



What do I do if I forget my password or want to change it?

To reset or change your password:

- go to the MyAlberta Digital Identity website - <https://account.alberta.ca>
- call the support line at 1-844-401-4016, Monday to Friday 8:15 am to 4:30 pm. The Support line is not available evenings, weekends or statutory holidays.

Your Health Information

When can I see my test results in MyAHS Connect?

Most test results are released into MyAHS Connect as soon as they are available (with the exception of certain tests). Test results that your doctor feels need a face-to-face explanation may be delayed. It may take several days or even weeks for certain tests to be released into MyAHS Connect. Some test results may not be released to MyAHS Connect. If you are expecting a certain test result and do not see it in MyAHS Connect, please contact your clinic.

Why can't I see all of my test results in MyAHS Connect?

Some test results may be given directly to your healthcare provider. If you don't see a test result that you're looking for, contact your healthcare provider or make an appointment.

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. If you see any wrong information in MyAHS Connect, ask your healthcare provider to correct it at your next appointment.

Your health information is reviewed and updated in your electronic medical record each visit.

You can also update your health and personal information when you check in for an upcoming appointment (called eCheck-In).

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

You will likely get an answer within 5 business days. Please note that MyAHS Connect should not be used for urgent situations.

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

Other's Health Information

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

Current MyAHS Connect users can access the health information of another person, typically a family member, who also has a MyAHS Connect account. This is done through a process called "proxy access".

For more information about requesting and granting proxy access, please refer to the MyAHS Connect resources. This is found in the menu; **Resources → MyAHS Connect Resources**.



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

Yes. Parents, guardians or authorized representatives can request proxy access to the health information of children who are under 18. Youth 14 or over who have an Alberta government-issued identification card will also be eligible for their own MyAHS Connect accounts.

Please refer to "Requesting Proxy Access: Parents/Guardians of Minors" for more information. This is found in the menu; **Resources → MyAHS Connect Resources**.

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

No, questions about another 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 home address, email, phone number, and other personal information?

You can update your address, phone number, email address, and other personal details at any time so that your clinic always has the most up-to-date information in your record.

1. Go to **Account Settings → Personal Information**
2. Click **Edit** in the section for the information you need to update.
3. Confirm that your updated information is correct, and then click **Save Changes**.

Can I deactivate my account?

You can deactivate your MyAHS Connect account in a couple different ways:

1. Call the support line at 1-844-401-4016, Monday to Friday 8:15 am to 4:30 pm and speak to a support desk member. You can request that your account be deactivated.
2. Log in to MyAHS Connect. In the menu, go to Communication, select "Ask a Question". Send a customer service question. Within the **regarding field** select "deactivate MyAHS Connect Account".

Deactivation is not permanent; it can be reversed. Account information is not purged or deleted, rather access to the account is turned off.

What happens to a patient'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.



Is there any other reason that a MyAHS Connect account would be deactivated?

A patient's MyAHS Connect account could be deactivated if misuse of the system has occurred.

Misuse is defined as:

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

If it is determined that misuse of the system is happening, the healthcare team will discuss their concerns with the patient. At this point, a warning will be issued to the patient. If the behavior continues, then a second warning will be issued. The final and third warning will result in the patient losing the ability to use the interactive features of MyAHS Connect (i.e. requesting appointments, sending messages to the health team). The patient will have "view only" access to their health information. For example, they will still be able to see lab and test results.

Can a patient get full access to their MyAHS Connect account after getting a third warning?

If you have any questions or concerns about your access changing to view-only, contact Patient Relations at 1-855-550-2555.

Technical Questions

What does AHS do to make MyAHS Connect secure?

The security of your personal information is important to us. Your information is kept secure using the most up-to-date industry best practices for information security.

- Only you and authorized healthcare providers can see your information.
- All healthcare providers are trained in privacy and security.
- We track every time someone looks at your personal health information.
- Access to your MyAHS Connect account follows Alberta policy and laws related to health information privacy.

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

1) 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 am to 4:30 pm.

2) Sign in details – To protect your account:

- don't share your MyAlberta Digital ID username and password with anyone
- use a strong password that is easy for you to remember but hard for others to guess
- use a different password from your other online accounts
- change your password regularly
- don't let others see your computer screen if you use the 'show password' option
- don't send your password to anyone by email or text message
- don't tell anyone your email account password
- always sign out of your account when you're 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).

3) Computers in public locations - To protect your account when you use a computer in a public place (such as a library):

- don't let others see you enter your password
- always sign out of your account when you're done
- clear the browser cache, cookies and history after you sign out

4) Your computer - To protect your account when you use your own computer:

- 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.

5) Your mobile device - To protect your account when you use your mobile device:

- 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 up to date
- set the auto lockout on your mobile device to under 5 minutes

6) Scams and hoaxes

Scams and hoaxes attempt to get access to your personal information. There are many types of scams through email and phone. Some may even say they work for the government or other services you use.

To protect your information, don't click on links in emails or text messages from anyone saying they're from MyAHS Connect. MyAHS Connect will never send you a text, email or attachment with hyperlinks or web addresses. We will also never send you an email or text message asking for your username and password.

The messages you get in your MyAHS Connect Inbox are secure. It is safe to open links included in MyAHS Connect Inbox messages.

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.

I was logged out of MyAHS Connect, what happened?

Protecting your privacy and security of your information is very important to us. If you don't use your keyboard for 15 minutes or more while logged into MyAHS connect, you will be automatically logged out.

We recommend that you log out of MyAHS Connect if you need to leave your computer for even a short amount of time.



What do I need to use MyAHS Connect?

You need access to a computer connected to the Internet and an up-to-date browser (such as Chrome, Edge, Firefox, Safari).

You can also access MyAHS Connect from a mobile device such as a smart phone or tablet.

- “MyChart” for iOS and “MyChart” for Android are portable versions of MyAHS Connect that you can use to manage your health information on the go.
- These are available through iTunes App Store for iOS devices or Google Play for Android devices.
- Download and log-in to the app using your MyAlberta Digital ID username and password after you have successfully accessed MyAHS Connect from your computer.

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 the clinic or office for your appointment.

Zoom has a ‘Virtual Background’ option which lets you show an image or video as your background during a meeting. It’s important to see you and any others who are in the room with you. Please don’t use a Zoom ‘Virtual Background’ because it blocks the view.

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

We suggest that you contact your internet or cellular service provider to find out if there might be any fees from them if you use video calls, and avoid unexpected costs. Alberta Health Services is not responsible for these costs. The MyChart and Zoom applications are free. Clicking on the Zoom link won’t cost you anything.

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