



Connect Care

FAQ on MyAHS Connect and Proxy Access for Parents/Guardians of Youth

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MyAHS Connect

What is MyAHS Connect?

MyAHS Connect is an online tool where you can access yours or your child’s Alberta Health Services (AHS) health record. MyAHS Connect lets you:

- See health information including test results, immunizations and medications
- See past and upcoming appointments
- Send messages to and receive messages from your healthcare team
- Share images and documents with your healthcare team
- Have access to trusted health information resources

What is the difference between MyAHS Connect and MyHealth Records?

MyHealth Records gives Albertans online access to two different health information tools; one tool is called My Personal Records, the other is called MyAHS Connect.

My Personal Records enables Albertans to view some personal health information, including medications dispensed by a local pharmacy, vaccinations and lab tests results.

MyAHS Connect allows patients to see their AHS health information, including lab and diagnostic imaging test results, medications, visit summaries, and other records. It’s interactive, so patients can communicate directly with their AHS healthcare teams and manage their appointments. MyAHS Connect allows patients to be directly involved in their care and enhance their role as a valuable member of their own care team.

How does the Information Request process work for parents who want to request AHS health records?

You can find information about the process to request someone else's health information or medical records [here](#).

Proxy Access to a Youth's MyAHS Connect Account

What is proxy access?

Proxy access gives an adult the ability to view all of the health information of someone else, provided by AHS through MyAHS Connect.

How do I access my child's information from my own MyAHS Connect account?

When you have proxy access to your child's health information, your health information and new or upcoming tasks for your child will appear in the same feed on your MyAHS Connect homepage. The information is colour-coded, making it easy to stay on top of your child's care. This allows you to see all upcoming appointments/tests or new information up front rather than needing to go into each chart to see what's new. To view your child's full AHS health record, click on your name on the right side of the screen. Click on the name of the account you want to view, which will switch you over to your child's account.

How long does it take to get proxy access?

Your child's healthcare provider can set up your proxy access to your child's MyAHS Connect account. If you already have direct access to your own MyAHS Connect account, you will receive an email notification stating that proxy access was granted. If you do not have your own MyAHS Connect account, you will need to sign up for an Alberta.ca account and have your login credentials for MyHealth Records, provided by Alberta Health (not AHS).

Can proxy access be changed from one person to another?

At any age, if there is a change to who should have access to a youth's MyAHS Connect account, proxy access can be updated accordingly.

Can a youth request certain data not be available to a parent/guardian proxy?

No, it is not possible to pick which parts of your AHS health record are visible to a parent/guardian who has proxy access via MyAHS Connect. All appointments, test results or medications prescribed will be visible.

If I am 14 years old or older, how do I access MyAHS Connect for myself?

If the AHS facility you have visited uses [Connect Care](#), your healthcare team will provide you with sign-up instructions to help you access your MyAHS Connect account. You may receive the instructions via email, as a printed letter during your visit or included on your After Visit Summary. If you need another copy of the sign-up instructions, please talk to your doctor. To access your health information online, you will need to have an Alberta-issued identification such as a learner's permit or an [Alberta-issued identification card](#).

Where can I send my questions or feedback about MyAHS Connect proxy access?

You can send any questions or feedback about MyAHS Connect to connectcare@ahs.ca

