



Changes to MyAHS Connect Proxy Access

Information for Community Providers

Overview

Alberta Health Services is changing how youth accounts in our online patient portal, MyAHS Connect, can be accessed by a parent or guardian via proxy access. Proxy access (i.e. parents/guardians being able to view a youth's health records) via MyAHS Connect will now automatically end when a youth turns 12 years of age. Previously, proxy access ended when a youth turned 18 years of age.

How does this impact community providers?

This decision is expected to be met with sensitivity by some parents and guardians, especially within child health programs and family medicine clinics where MyAHS Connect proxy access has been offered since the Connect Care Wave 1 launch.

Community providers should be aware that information related to the care you provide to patients, including test results and prescriptions, may or may not be viewable by parents/youth in this situation. In addition, as a community provider you may receive questions about proxy access from parents and guardians. Community providers cannot grant MyAHS Connect proxy access; youth and parents/guardians must discuss this with an AHS provider, who is part of their care team at a [site with Connect Care in place](#).

What is MyAHS Connect?

MyAHS Connect is an online tool, where a patient who has visited an AHS site that has Connect Care can access their own or their child's Alberta Health Services (AHS) health record. MyAHS Connect lets them:

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

What is MyAHS Connect proxy access?

Proxy access is when a MyAHS Connect user has access to view another person's health information through the portal. In some cases, family members, friends or authorized representatives are provided proxy access when they are caring for an individual who is no longer capable of making their own healthcare decisions. In addition, parents, guardians or authorized representatives can request access to their child's (youth) health information

How does proxy access in MyAHS Connect differ from sharing in My Personal Records?

My Personal Records is a different product than MyAHS Connect; however, both have a similar feature that allows users to provide others with access to their health information.

In MyAHS Connect, this feature is called "proxy access." in My Personal Records it is called "sharing." Granting proxy access in MyAHS Connect doesn't trigger sharing in My Personal Records; likewise, removing proxy access in MyAHS Connect does not trigger the end of the sharing in My Personal Records.

Proxy access in MyAHS Connect enables individuals to view the health information available and, depending on their access level, act on the patient's behalf. This may include activities such as requesting appointments, sending/responding to secure messages or completing tasks requested by the healthcare team such as completing questionnaires or flowsheets.

Sharing in My Personal Records allows the individual granted access to view the health information available. [Click here](#) for more information about My Personal Records.

Can proxy access be re-established?

In limited circumstances where the risk to the adolescent's confidentiality is low, the value of the portal is significant in helping to manage a complex health situation, and where the adolescent has been consulted, AHS providers may use appropriate discretion to re-establish proxy access to parents/guardians of youth with special healthcare needs. **Youth and parents/guardians must discuss re-establishing proxy access with an AHS provider.**

What are complex or special healthcare needs?

AHS has adopted the definition of "special healthcare needs" from the U.S. Maternal and Child Health Bureau, which is:

"When a child or youth has or is at increased risk for a chronic physical, developmental, behavioral, or emotional condition and who also requires health and related services of a type or amount beyond that required by children generally. The conditions these children or youth have are extremely heterogeneous and include cerebral palsy, asthma, obesity, sickle cell disease, diabetes, learning disability, communication disorders, Down syndrome, heart conditions, migraine headaches, depression, conduct disorder, autism spectrum disorder, and attention-deficit/hyperactivity disorder. Most of these children need specialty care in addition to primary care."

A parent or guardian may talk to their youth's healthcare provider if they feel their youth meets this criteria. This list is not exhaustive, and the physician may still decide not to grant access even if the youth has one of these conditions.

How do parents/guardians access a child's healthcare record without proxy access?



In the event that a parent/guardian does not have proxy access to their child's MyAHS Connect account, they can submit an information request via the existing [Information Request process](#).

What is the reason for this change?

The safety of our patients is top priority for AHS. After balancing consultations with youth and adult patient and family advisors, and the experience and advice of those providing care to the vulnerable youth population, this process was accepted by the AHS Executive Leadership Team. This important decision aligns with the AHS value of patient-centered care. The removal of proxy access when a child reaches 12 years old also reflects their growing maturity and protects their confidentiality. This allows a youth to have more control over their health information as they establish their independence in their healthcare journey.

Where to go for more information

You can send any questions or feedback about MyAHS Connect to connectcare@ahs.ca. For more information, visit www.ahs.ca/MyAHSConnectProxy.

