



## MyAHS Connect User Guide

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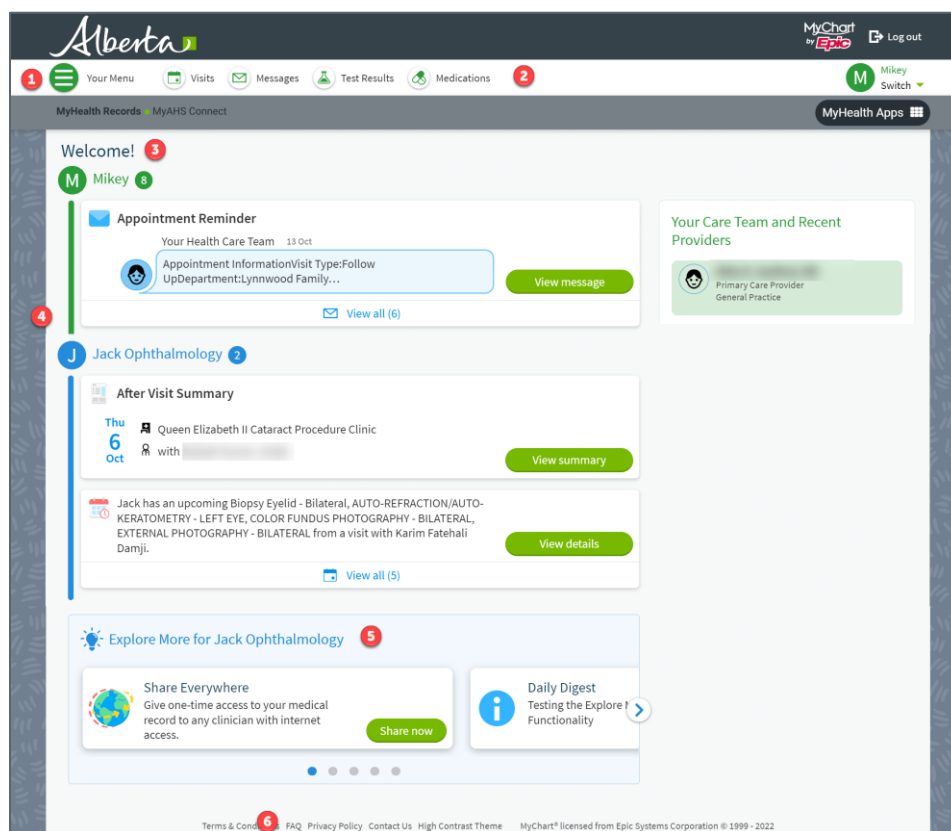
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## Welcome to MyAHS Connect

MyAHS Connect lets you see your Alberta Health Service's health information online. It can help you take part in your healthcare and communicate with your healthcare team. This guide tells you about many MyAHS Connect features and how to use them.

After you log in to MyAHS Connect, you will see the **Welcome Page**.



Starting at the top you'll see:

- 1. Your Menu** – On the left side is a button called Your Menu. When you click on that button you will see a list of all the activities that are available on MyAHS Connect.
- 2. Shortcuts** – Beside the menu are shortcuts to the four most commonly used activities; Visits, Messages, Test Results and Medications.
- 3. Welcome!** – The health feed provides a complete view of any actionable health updates on your record. In addition, if you have access to another person's health record, called proxy access, you will also see actionable health updates for their accounts within the same feed, colour-coded by person, making it easy to stay on top of everyone's care.
- 4. Announcements** – Announcements are used to notify users of changes to the features in the portal, upgrades or upcoming system maintenance which may result in the portal being unavailable. After viewing an announcement, users can dismiss the card to clear it from the health feed.
- 5. Explore More** – The Explore More section, which appears at the bottom of the health feed, will highlight different activities, these are features that may change each time you log in to your account.
- 6. Frequently Asked Questions** – Frequently Asked Questions are at the bottom of every page in MyAHS Connect.



## Resources

### Search Medical Information Library

Search the Health Information Library for information on health conditions, healthy living, medications, tests, treatments, procedures and more. MyHealth Alberta provides evidence based, easy-to-understand online health information, videos and tools.

### Research Studies

With this item, you can decide if your health information can be considered for future research studies. You will also find information about any research studies that you are involved with.

### MyAHS Connect Resources

You will find support materials and tip sheets about how to use MyAHS Connect such as; a User Guide, Frequently Asked Questions and Tip Sheets.

## Current Hospital Visit

### Day at a Glance

During your stay at a hospital using Connect Care, you will see a feature called Day at a Glance. Day at a Glance provides a summary of your upcoming treatment schedule using a report called Keeping You Informed. The report displays medications that will be administered as well as upcoming lab orders, consultations, imaging orders, and other procedures that occur. Each individual event is grouped into a larger order category.

The Keeping You Informed report is not static, as your healthcare team modifies your treatment in Connect Care, the report will also change to reflect what is current at that point in time.



You will only see the Day at a Glance activity in your menu when you are admitted as an inpatient to a hospital that is using Connect Care. Once you are discharged, you can view your After Visit Summary in the Visit activity. Click on the Visits shortcut at the top of the page.

## Find Care

### Schedule an Appointment

Go to **Schedule an Appointment** which is found under the menu button to request or schedule an appointment with your healthcare provider. Depending on the reason for the appointment or type of appointment, MyAHS Connect will take you to one of the following pages:

- **Request an appointment** - Select the provider you want to see, the reason for the visit, dates and times you prefer, and include any comments. After you submit your request, someone from the clinic will contact you to book your appointment.
- **Schedule an appointment** (this option is not available at all clinics) - schedule an appointment yourself so you don't need to wait to hear back from the clinic. After you confirm your personal information (such as address and phone number) and insurance information, you choose a clinic. Then you pick an appointment from the list of open time slots.

### View Care Team

This is a summary of the healthcare providers who have been added to your Care Team. If you recently had an inpatient stay or visited a facility that was not using Connect Care, they may not display in this list.



## Search for Provider

Link to existing Alberta Health Services resources to help you find a physician in Alberta or to help you find a family doctor using the Primary Care Networks.

## Find Healthcare

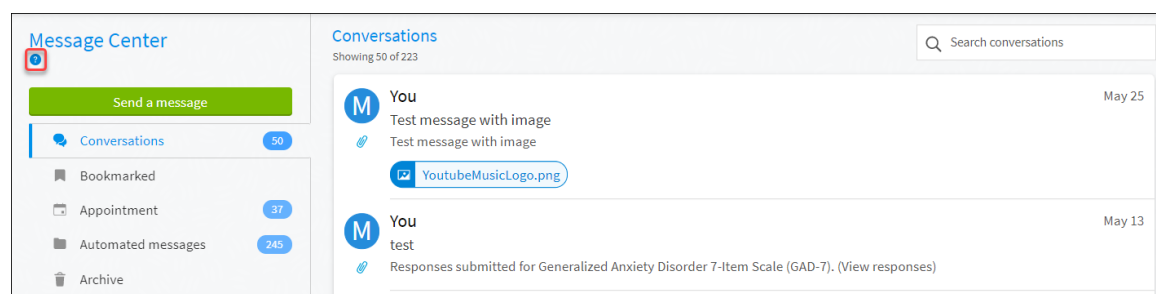
Link to existing Alberta Health Services resources to help you find a facility, hospital or program location in Alberta.

# Communication

## Messages

You can read any messages your doctor or other clinic staff sent you by going to **Messages**. Messages will be grouped by conversation, allowing you to bookmark a message to easily find later for follow-up and an archive section for old messages. You are also able to view messages that have a task associated to them (i.e. questionnaire). In addition, you will be able to view appointment reminders, receive automated messages and search for messages.

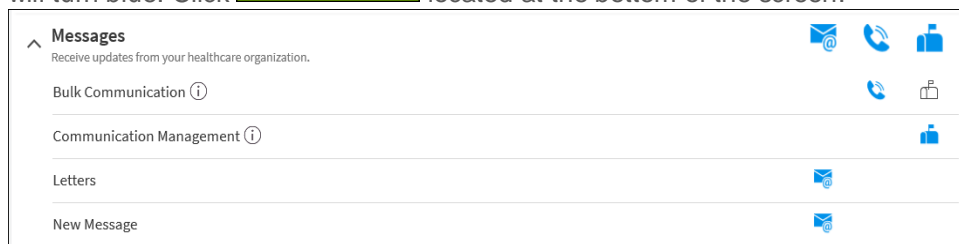
There is also an overview video available below the Message Center title. Click on  to access.



If you're looking for a specific message, enter key words in the “search conversations” field.

You can also manage when you receive email notifications:

- Go to **Account Settings → Communication Preferences**.
- Expand the Messages section and select a notification option. Once a choice is selected the icon will turn blue. Click **SAVE CHANGES** located at the bottom of the screen.



- Update your email address and mobile phone number, if needed, at the bottom of the page.

## Ask a Question

There are 3 types of questions you can send through MyAHS Connect:

- Schedule an appointment
- Ask a medical question (non-urgent)
- Ask a customer service question





**Please call 911 if you have an emergency or urgent medical question.**

For health advice and information, call Health Link at 811, 24 hours a day, 7 days a week.

If you have a **non-urgent** medical question, you can send a message to your doctor's office. Your request for medical advice will be sent to a staff member from the office you have selected. Based on the content of your question, it may be forwarded to your doctor or other members of your healthcare team (for example: Nurse, Dietitian, Physiotherapist, Pharmacist etc.) for resolution.

It is important to note that any medical questions you send and answers you receive will become part of your health record.

**Ask a (non-urgent) medical question:**

1. Click **Ask a Question** from Menu or click **Send a Message** from the Messages page
2. Choose the **type of question** based on the options available
3. Choose a **recipient** from the list.
  - a. This list includes people on your care team such as your AHS specialist, another healthcare provider you've seen recently, or the general nursing staff at the clinic. If you don't see someone specific on your list, speak to your healthcare provider at your next visit.
4. Enter a **subject** for your message and **type your question** in the large text box area.
5. If appropriate, you can also include a **document or image** as an attachment to a message using the paperclip icon.

6. When you are finished, click **Send**.

Someone at your clinic should respond to you within 5 business days. If you've set up email notifications for new messages in your MyAHS Connect account, you will receive an email notification letting you know that the clinic has responded to your question.

**Ask a customer service question:**

1. Go to **Ask a Question**.
2. Click **Customer Service Question**.
3. Choose the type of question based on the options available
4. Enter a **subject** for your message and **type your question** in the large text box area.
5. When done, click **Send**.

**Letters**

You can view letters produced by your care team that have been sent to you. These letters could include; information related to a referrals or a doctor's note.



## My Record

### Visits

You can view your past or future appointments that are booked at a Connect Care facility by going to **Visits**. When reviewing your upcoming or past appointments you can filter by doctors, departments or by specialty.

Select a future appointment or click **Details** to see information such as:

- the date, time, and place of the visit
- any pre-visit instructions from the clinic
- directions to the clinic

If your clinic uses eCheck-in (see the eCheck-In Process section of this guide), you can use it to do the following before you arrive at the clinic for your appointment:

- confirm or update personal information such as your address, phone number, insurance and emergency contacts
- confirm or update medications, allergies, and health issues
- answer appointment-related questionnaires

You can choose a past appointment to see the **After Visit Summary**. This is a summary of what was discussed with your healthcare provider including a current list of your medications and any instructions for you after your visit.

### Cancel an appointment

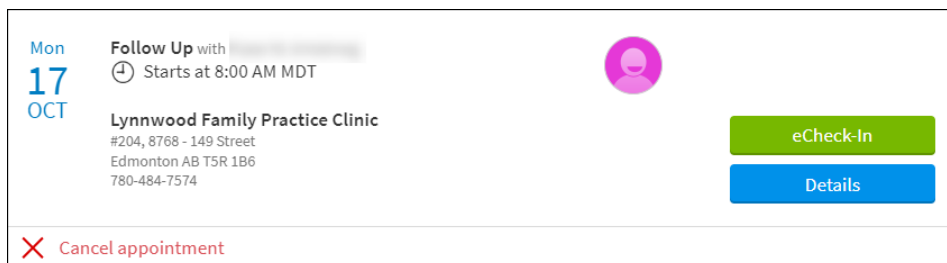
Depending on the date and time of your next appointment, you might be able to cancel it through MyAHS Connect. If it is too close to your appointment, you may need to call the clinic to cancel.

1. Go to **Visits**, and select the appointment from the list or click **Details**.
2. Click **Cancel Appointment**, enter comments about why you need to cancel, and click **Confirm Cancellation**

### eCheck-In Process

You can do many pre-appointment tasks by using eCheck-In before your clinic visit. You can do these tasks 7 days before your scheduled appointment. By filling out the information through MyAHS Connect, you won't have to do it when you get to the clinic.

1. Go to **Visits**, you will see the following screen showing any upcoming appointments (the example below shows a May 6<sup>th</sup> appointment).
2. Click on **ECHECK-IN** to start the process.



The screenshot shows a mobile app interface for an appointment. On the left, it says 'Mon 17 OCT'. In the center, it says 'Follow Up with' followed by a blurred name, 'Starts at 8:00 AM MDT', and 'Lynnwood Family Practice Clinic' with the address '#204, 8768 - 149 Street, Edmonton AB T5R 1B6' and phone number '780-484-7574'. On the right, there is a pink circular profile icon and two buttons: a green 'eCheck-In' button and a blue 'Details' button. At the bottom left, there is a red 'X' icon and the text 'Cancel appointment'.

There are 5 sections that you are asked to review and edit as needed.

- a. Personal Information
- b. Contacts
- c. Insurance



- d. Medications
- e. Allergies
- f. Health Issues

As you review each section, you need to check the box next to “**This information is correct**” at the bottom of the screen before you can move to the next section.

☒ **This information is correct**

3. Personal Information
  - a. If something is incorrect, click the **Edit** button
  - b. Click **Next**

4. Contacts
  - a. If something is incorrect, click the **Edit** button
  - b. Click **Next**
5. Insurance
  - a. You must complete the question with red star to move onto the next screen.
  - b. Click **Next**

6. Medications
  - a. To add a new medication that you may have started since your last visit click + **Report a Medication**.
  - b. To remove a medication you are no longer taking click **Remove**
  - c. Click **Next**





**eCheck-In**

Personal Info   Contacts   Insurance   **Medications**   Allergies   Health Issues

**Current Medications**

This is the list of medications that were identified or prescribed during a visit to an AHS site that is using Connect Care. It will only include medications or changes made within AHS and identified at that visit. To ensure you receive the best treatment, your healthcare providers need a comprehensive list of the medications you are taking. **Call 911 if you have an emergency.**

cobotegravir-rilpivirine 400 mg-600 mg kit kit  
[Learn more](#)  
 Inject 1 kit as directed every four (4) weeks, Intramuscular, for subsequent IM doses.  
[Remove](#)

multivitamin, adult (MULTI 12) injection  
[Learn more](#)  
[Remove](#)

**Medications You Reported Taking**

Please review this list and submit any changes or additions that are important for your care team to be aware of. This information will be visible to your care team at your next visit to a site using Connect Care.

acetaminophen 1,000 mg/100 mL (10 mg/mL) solution  
[Learn more](#)  
 Started taking on 21 June 2022  
[Remove](#)

**Medications You Reported No Longer Taking**

Please review this list and submit any changes or additions that are important for your care team to be aware of. This information will be visible to your care team at your next visit to a site using Connect Care.

methotrexate 7.5 mg injection syringe  
[Learn more](#)  
 Prescribed: 20 October 2020  
[Restore](#)

[Next](#) [Back](#) [Finish later](#)

7. Allergies
  - a. To add a new allergy click + **Report an allergy**
  - b. Click **Next**

**eCheck-In**

Personal Info   Contacts   Insurance   Medications   **Allergies**   Health Issues

Please review your allergies and verify that the list is up to date. **Call 911 if you have an emergency.**

Budesonide-Formoterol  
 Other (see comments)  
 Added 31/1/2020  
[Learn more](#)  
[Remove](#)

Chocolate Flavor  
 Added 3/6/2021  
[Learn more](#)  
[Remove](#)

[Next](#) [Back](#) [Finish later](#)



## 8. Health Issues

- To add a new Health Issue click + **Report a health issue**.
- To remove a health issue that is resolved, click **Remove**.

eCheck-In

Personal Info Contacts Insurance Medications Allergies Health Issues

Please review your health issues and verify that the list is up to date. **Call 911 if you have an emergency.**

Cough  
Added 26/11/2021  
Learn more  
Remove

+ Report a health issue

Health Issues You Reported

Acardia  
Learn more  
Remove

Submit Back Finish later

- When you're done, click **Submit**. Your information has now been sent to the clinic for your healthcare provider to review. You will receive the following message that eCheck-In is done.

eCheck-In Complete

Thanks for using eCheck-In!  
The information you've submitted is now on file.

Follow Up with [Name]

Monday 17 October 2022  
8:00 AM MDT  
Add to calendar

Lynnwood Family Practice Clinic  
#204, 8768 - 149 Street  
Edmonton AB T5R 1B6  
780-484-7574

## MyAHS Connect Video Visits

Meeting with a provider by video visit is a convenient way to receive care without going to the hospital or clinic in person. Your provider or clinic will reach out to see if you would be interested in having an upcoming appointment as a video visit. If you have proxy access to someone's health information (e.g., partner) you will be provided with a link to the upcoming visit.

You can use a web browser on your desktop or a mobile device to start a video visit. Mobile devices are the preferred method, as most devices already have the appropriate camera and microphone setup for these video visits.

To get started, download the MyChart mobile application from the Apple App Store or Google Play store.

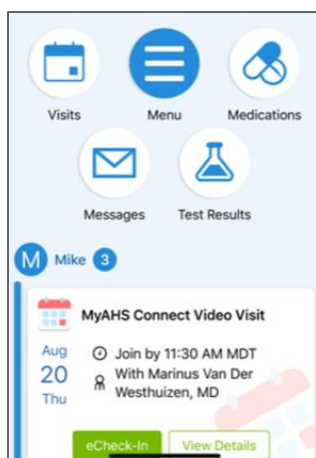
### Attending a Video Visit appointment

- You will receive an email notification that you've been scheduled for a video visit.
- At least 15 minutes prior to your video visit appointment, open the MyChart app and log in to your MyAHS Connect account.

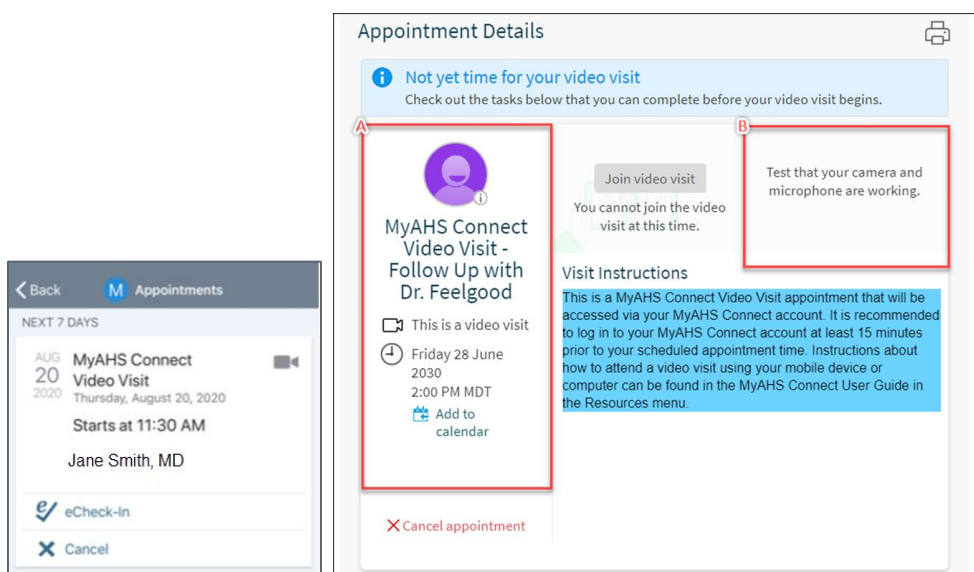


Choose a place that is private, quiet, and well-lit to attend your MyAHS Connect Video Visit. This will protect your privacy and help you and your healthcare provider to see and hear each other well during the video call. If there are other people in the room with you, then please tell your provider at the beginning of the appointment.

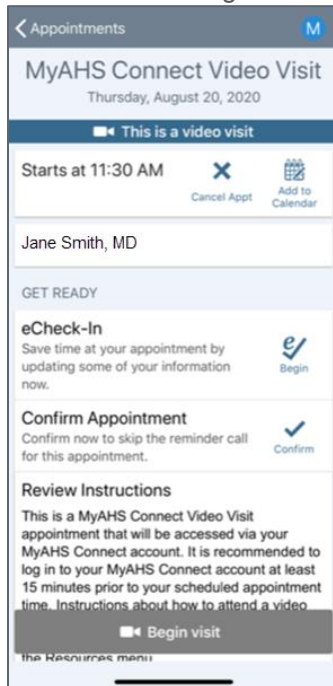
3. Tap on the **Visits icon** on the home screen or if you see the MyAHS Connect Video Visit in your health feed, tap on **View Details**.



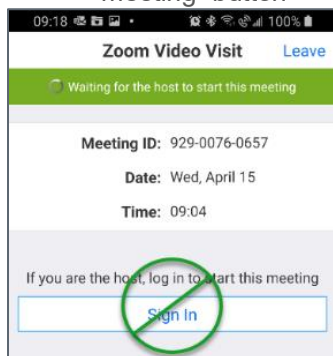
4. Your upcoming scheduled visits will appear in a list. From here you can tap **eCheck-In** to confirm information prior to beginning your visit or you can skip this step if needed. To open additional details or to join the call, tap on the visit information.



5. The **Begin Visit** button will be greyed out until exactly 15 minutes before your scheduled appointment time.
  - Tap the **Begin Visit** button when it turns green.
  - You will be prompted to download the **zoom app** on your mobile device when you tap on the 'Begin Visit' button. Follow the prompts on the screen.



6. If the connection was successful, you'll be placed in a virtual waiting room. Your provider will be with you shortly!
  - While in the virtual waiting room, do not click on "If you are the host, log in to start this meeting" button



You are able to log in to the virtual waiting room 15 minutes before your scheduled appointment. Your healthcare provider will join once the appointment time begins.

**If your healthcare provider does not immediately join the MyAHS Connect video visit, please wait for 15 minutes after your scheduled appointment. If the healthcare provider did not join the call, please call the clinic who booked the appointment for follow-up.**



## MyAHS Connect Video Visit - Troubleshooting Tips for Mobile Devices

If you are having difficulty connecting to your Video Visit through MyAHS Connect on your mobile device, please confirm the following steps have been completed.

1. Ensure you have downloaded the **MyChart** application from the application store available on your mobile device (App Store or Google Play Store).



Choose MyAHS Connect from the list of organizations. It will be shown as a choice on the main screen or you can use the search bar at the top of the screen to find it.

2. Ensure you have downloaded the **Zoom** application from the application store available on your mobile device (App Store or Google Play Store).



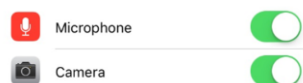
3. Ensure you are connected to a **Wifi Network**. This can be accessed through 'Settings' on your mobile device.

4. Ensure your device is compatible with the Zoom software.

[Click this link to see System Requirements for iOS and Android](#)

5. Ensure your microphone and video are enabled on your mobile device.

- **For iPhone:** Go to 'Settings' > 'Zoom' > switch the microphone and camera toggles to 'on'



- **For Android:** Go to 'Settings' > 'Apps & notifications' > 'App permissions' > 'Microphone' and switch on the toggle for Zoom

6. Ensure your sound is turned on, and your volume turned up using the buttons on the outside of your device.

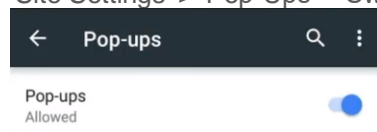


7. Ensure your pop-up blocker is turned off.

- **For iPhone:** Go to 'Settings' > 'Safari' > turn off toggle for 'Block Pop-ups'



- **For Android:** Go to 'Chrome' > tap the 3 dots in the top right corner > tap 'Settings' > 'Site Settings' > 'Pop-Ups' > Switch toggle off to say 'Allowed'



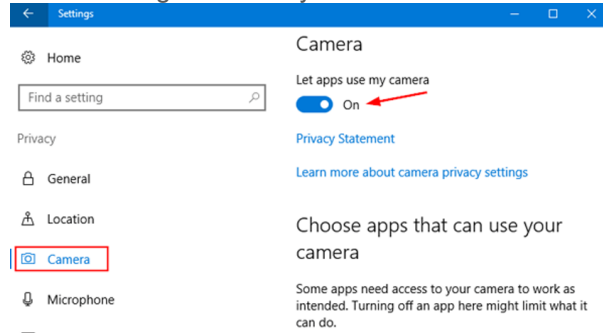
### MyAHS Connect Video Visit - Troubleshooting Tips for Laptop/Desktop

1. Ensure you are connected to a reliable internet network connection (check with your service provider if you're not sure) and close any applications you do not need to run at the same time
2. Ensure you are using a compatible browser

[Click this link to see System Requirements for PC, Mac and Linux](#)

3. Ensure your webcam is turned on

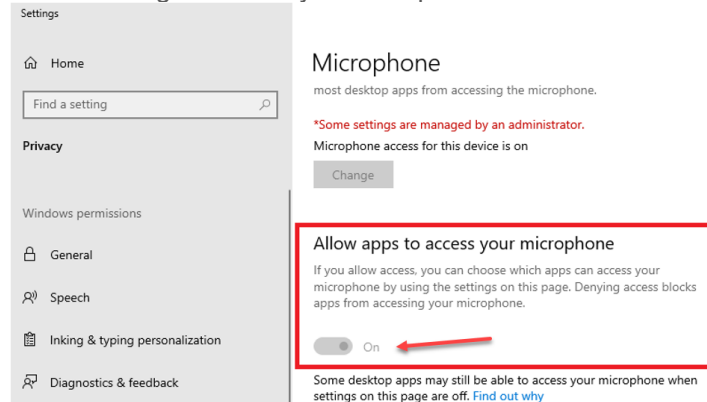
- Go to 'Settings' > 'Privacy' > 'Camera'



- a. If your Video camera is still not working: <https://support.zoom.us/hc/en-us/articles/202952568-MyVideo-Camera-Isn-t-Working>

4. Ensure Zoom has access to your microphone through your computer settings

- Go to 'Settings' > 'Privacy' > 'Microphone'

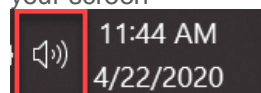


5. Ensure your sound is on and volume turned up

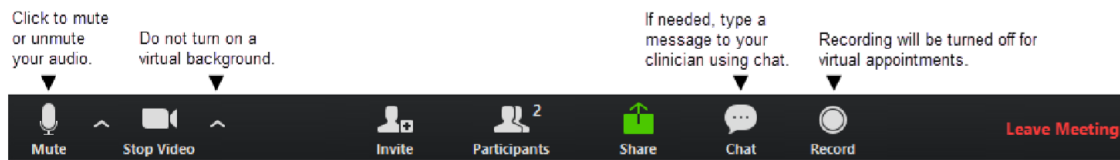
- If you are using a laptop, there may be volume keys on the keyboard



- Otherwise, the volume is likely located on your desktop in the bottom right corner of your screen



6. Enable audio and video on Zoom The Zoom audio and video controls are located in the bottom left corner of your Zoom video screen



7. Disable pop-up blockers on your internet browser
8. **If there is an echo:** This may be caused if one person joins audio on more than one device at the same time: <https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting>

For more information about virtual visits, please follow the link to the [AHS Virtual Health](#) website.

### Test Results

In MyAHS Connect, you can see most laboratory test results in “real time” meaning that once they have been completed they will be visible immediately within your account.

Some test results will take longer to finalize than others:

- Diagnostic imaging reports, such as x-rays, cardiology reports and endoscopy reports may take up to 5 days or more before they are finalized and available in MyAHS Connect.

To see your test results, go to **Test Results** using the shortcut on the menu. Choose a test to see more information, such as:

- The standard range for the result (what a typical result might be). It is common for test results to be outside the standard range, which may not apply to your specific age or health condition.
- Any extra comments your healthcare provider made about the result.
- A graph of past test results.

For more information about the test, click “About This Test” on the upper right side of the page to open a link to MyHealth.Alberta.ca – a trusted source of health information.



## An example of a test result in MyAHS Connect

The screenshot shows the MyAHS Connect interface. At the top, there's a navigation bar with icons for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. Below this is a header for 'MyHealth Records' and 'MyAHS Connect'. The main section is titled 'COVID-19 NAT - Details'. It includes a sub-header 'Component Results' with a table showing 'COVID-19 NAT' with a 'Negative' result. Below this is a 'General Information' section with details about the test order, collection date, and result status.

COVID-19 NAT - Details

If there is incorrect information on this page, you may submit a [chart correction request](#).  
If you are **missing** information, please contact your clinician.

Details | Past Results | Graph of Past Results

**Component Results**

Component	Your Value	Standard Range	Flag
COVID-19 NAT	Negative		

**General Information**

Ordered by Historical Provider  
Collected on 13/03/2020 from Nasopharynx (Swab)  
Resulted on 13/03/2020 10:07 AM  
Result Status: Edited Result - FINAL  
This test result has been released by an automatic process.

You can set up a notification to tell you when new results are ready for you to see.

- Go to **Account Settings > Communication Preferences**.
- Expand the Health section and select a notification option next to Test Result.
- Update your email address and mobile phone number, if needed, at the bottom of the page.

## Medications

Go to **Medications** to see all the medications that were prescribed by your Connect Care healthcare team or that you've added. You can see details for each medication, including:

- The **commonly known** name of the medication.
- **How much to take** (the prescribed dosage).
- **Instructions for how to take it**.
- **Who prescribed it** and the date it was prescribed.
- **Learn more** - see more information about the medication, such as things you need to know when you're taking it and possible side effects.

The screenshot shows the details for 'amiodarone 200 mg tablet'. It includes the commonly known name 'CORDARONE', a 'Learn more' link, and the dosage instruction 'Take 1 tablet (200 mg total) by mouth one (1) dose per day.' Below this is a table with 'Prescription Details' and 'Refill Details'. At the bottom, there is a 'Remove' button.

**amiodarone 200 mg tablet**  
Commonly known as: CORDARONE  
[Learn more](#)

Take 1 tablet (200 mg total) by mouth one (1) dose per day.

Prescription Details	Refill Details
Prescribed 1 March 2019 Approved by Family Medicine, Physician2, MD	Quantity 30 tablets

[Remove](#)

You can also:

- Remove a medication you're no longer taking by clicking **Remove**.
- Add a new medication by clicking **Add a Medication**.





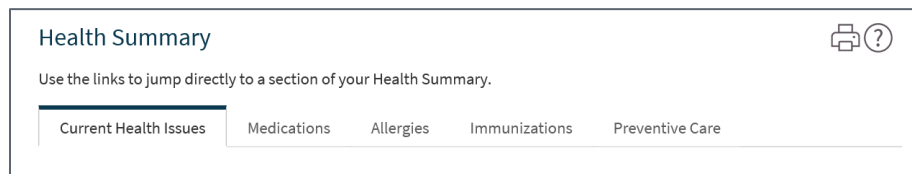
When you, or a proxy, request to have a medication removed or added, a message will appear to let you know that medication might not be formally removed or added until a provider reviews the request during a future visit.

After you request to remove or add the medication, it will appear in the “Medications You Asked to Be Removed” or “Medications You Asked to Be Added” section of your medication list.

## Health Summary

To see a summary of your medical record, go to **Health Summary**. This summary includes information about:

- Current Health Issues
- Medications
- Allergies
- Immunizations
- Preventive Care



You can add information to the Health Summary or single topics. For example, you could add a new allergy. Any additions or deletions that you make to your information will be reviewed by your healthcare team and discussed with you as it relates to your health care. If you feel there's information in this summary that isn't correct, talk to your healthcare team at your next appointment.

## My Conditions

The **My Conditions** feature gives you a central place to view information related to a given health condition. You can view relevant medications, test results, preventative care topics, treatment summaries, and patient goals entered by your healthcare team.

## Plan of Care

The **Plan of Care** feature shows any health goals that you and your healthcare team have set, for example lowering your blood pressure. You can also see upcoming appointments or tests that will help meet your goals.

## Preventive Care

Preventive medicine plays an important part in your health and overall well-being. The **Preventive Care** feature may display procedures that are recommended for people of your age, sex, and medical history.

## Questionnaires

Your clinic may send you questionnaires in MyAHS Connect so you can do them online instead of at the clinic.

You can fill out questionnaires in 3 different places:

- **Questionnaires & History Questionnaires** - Open available questionnaires.
- **Visits** - If your doctor wants you to do a questionnaire before an appointment, go here and select the appointment and click **Details**. Open the questionnaire by clicking its name in the questionnaires section of the appointment details.
- **Message** - If your doctor sends you a message with an attached questionnaire, open it by clicking the questionnaire link near the top of the message.

If you need to close a questionnaire before you finish it, click **Finish Later** to save your progress.



## Upcoming Tests and Procedures

Keep track of tests and procedures you need to follow up on. You will also receive reminders through your health feed that you can “hide”.

## Implants

The **Implants** feature provides a detailed summary of current or removed implanted medical devices, such as a pacemaker or implantable cardioverter defibrillator, or other implants.

### Implants

Ankle

10 Mm Clip

Removed implant

Implant type: Clip	Removed on: July 8, 2020
Implanted area: Ankle	Number removed: 3
Laterality: Right	Removed by: Dr. J Odden, MD

[^ Hide details](#)

Status: Explanted	Lot number: L46312
Manufacturer: 3M	Description: Metal clip
Manufactured on: July 1, 2019	Unique Device Identifier: (01)13645121356(11)200701(10)L46312

## Medical and Family History

The **Medical and Family History** feature is an overview of your medical history on file in Connect Care, it is also based on the information collected using the history questionnaire. To update the information in the history questionnaire, go to **My Record → History Questionnaire**.

## Track My Health - Flowsheets

Your doctor might ask you to track information in MyAHS Connect, such as your daily glucose or blood pressure readings. You can manually enter data into the **Track My Health** feature or you can connect MyAHS Connect to Apple Health, Google Fit, Withings or Fitbit to automatically pull data from other health and fitness apps or devices. Your doctor automatically receives the readings so they can watch your progress between visits.



This feature will not be visible to all MyAHS Connect users. The ability to use the Track My Health activity is based on whether your healthcare team has requested that the information be tracked using MyAHS Connect.

## Using Track My Health for the first time

1. Go to **Communication → Messages**.
2. **Open the message** from your doctor about a new flowsheet. The flowsheet is what you use to enter your readings in the Track My Health feature.
3. Open Track My Health by **clicking the link** in the message. In the future, you will be able to record your readings directly by going to **My Record → Track My Health**
4. Click the flowsheet's name to open it, and then click **Add New Data** to start recording your readings.
5. Enter the date and time manually or select **Now** which will auto populate the current date and time.



### Add My PD Tracking (Automated) Data

Step 1 of 2: Enter readings

Click **Add Another Reading** if you would like to enter data for more than one reading at this time.

When you are finished entering data, click **Continue**. Click **Cancel** if you do not want to save the data you entered.

Reading 1

Date:

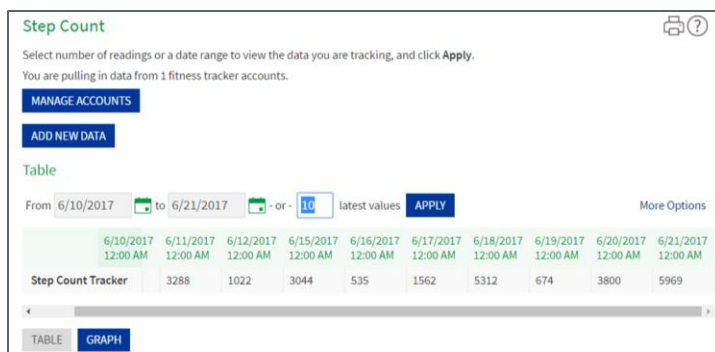
Time:

6. Enter your data or reading and click **Continue**. For users that are tracking treatments that have a start and end, you can enter data in all at once, or you can enter data at the initiation of treatment and then, add another reading at the end of treatment.
7. Make sure that you have entered your reading correctly and click **Submit**.

## Track your readings over time in a table or graph

On the **Track My Health** page, click a flowsheet's name to see previous readings in a table. From this page, you can:

- Change the direction of the table. Click the **More Options** link to choose whether dates show as rows or columns.
- See the readings in a graph. Click **Graph** to change the display.
- Customize the date range or the number of readings that appear. Change the **From** and **To** fields or the **Latest Values** field and click **Apply** to update the display.



## Connecting your MyAHS Connect account to Apple Health, Google Fit, Withings or Fitbit

Apple Health: To sync your MyAHS Connect account with Apple Health:

1. Log in to MyChart App on your **Apple device**
2. In menu, tap **Track My Health**.
3. Tap **Manage Connections**.
4. Tap **Connect to "Health"**.
5. Choose the data you want to share with MyAHS Connect by tapping the toggle button for each type of data.
6. Tap **Done**.

Only the data your physician has requested will appear as an option to sync in MyChart. Any data that was already stored in Apple Health is automatically synced to MyAHS Connect.

Google Fit: To sync your MyAHS Connect account with Google Fit:

1. Log in to MyChart App on your **Android Device**
2. In menu, tap **Track My Health**.
3. Tap **Manage Connections**.
4. Tap **Connect to "Google Fit"**.
5. Choose the data you want to share with MyAHS Connect by tapping the toggle button for each type of data.
6. Tap **Done**.


Only the data your physician has requested will appear as an option to sync in MyChart. Any data that was already stored in Google Fit is automatically synced to MyAHS Connect.

Withings and FitBit: To sync your data from Withings or Fitbit, you must first have an account with the service. Once you have an account:

1. Log in to MyAHS Connect website on your laptop or desktop
2. In the menu, go to **My Record → Track My Health**.
3. Click **Connect My Account**
4. Click on **Connect Account** button for either Withings or Fitbit.

**Fitness Tracker Accounts**

If you have an account with one of the following services, we can use their data to fill in your assigned flowsheets. We will collect data for any measurements that you decide to link.

 **CONNECT ACCOUNT**

**WEIGHT FLOWSHEET**  
Appears in: Patient Entered Weight

**Step Count Tracker**  
Appears in: Step Count

5. You will be redirected to the website for Withings/Fitbit. To continue, click **Continue to Withings/Fitbit**.

**Jumping to Fitbit**

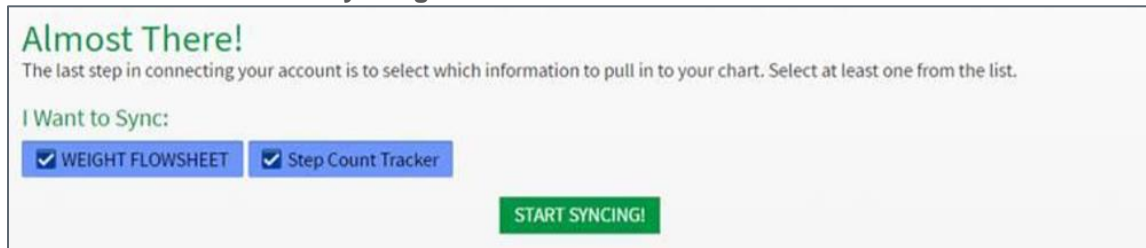
You are about to jump to the Fitbit website to enter your account information or to create a new account. You will then be returned to this page after successfully linking your account.

**CONTINUE TO FITBIT** **STAY HERE**

6. Enter your username and password for Withings/Fitbit and sign in.



7. You will be redirected back to MyAHS Connect. Select the data you want to sync on the pop-up window and click the **Start Syncing!** Button.



The screenshot shows a light gray rectangular window with a thin black border. At the top left, the text 'Almost There!' is in a large, bold, green font. Below it, in a smaller black font, is the instruction: 'The last step in connecting your account is to select which information to pull in to your chart. Select at least one from the list.' Underneath this is the heading 'I Want to Sync:' in green. Below the heading are two blue buttons with white text and a white checkmark icon: 'WEIGHT FLOWSHEET' and 'Step Count Tracker'. At the bottom right of the window is a green button with white text that says 'START SYNCING!'.

8. To sync data from your account with MyAHS Connect and send it to your healthcare provider, open the fitness tracker page in Track My Health and click the Sync Now button.

The selected data will be pulled for the last 30 days, or since the most recent sync. The date and time of the last sync will appear on the fitness tracker page for each piece of data you are tracking.

You can unlink your account by clicking the red **Unlink** button.

### Growth Charts

If you have proxy access to your child's account, you can use this activity to track their growth chart measurements and compare it to others in their age group. Note: You must be in your child's record to see the growth chart measurements.

1. Switch from your account to your child's account, **click on your name** in the top right side of the screen. In the drop down list, **select the child's name**.
2. Go to the menu, **My Record → Growth Chart**.
3. Select the **chart set** from drop down list. For example, you can switch between growth charts provided by the World Health Organization (WHO) and the Center for Disease Control (CDC).
4. Select the **chart type** from drop down list. For example, you can switch the view from length-for-age to weight-for-age or Body Mass Index-for-age.
5. Select if you want to see the data in **metric** or **standard**.

To learn how to request access to your child's record, go to the "**Sharing**" section of this user guide.

### Document Center

#### Visit Records

You can view or download one visit or a set of visits.

1. Go to **My Record → Document Center** and click **Visit Records**.
2. Select a visit on the **Single Visit** tab, or use the **Date Range** tab, or **All Visits** tab to select many visits.
3. Click **Download** (at the bottom of the page), to save a copy of the visit summary for your records.



## My Documents

You can view or download certain documents that you have on file within your Connect Care record. The following is a list of document types that would be visible within MyDocuments if they were in your Connect Care record:

Document Types	Description
After Visit Summaries	Connect Care outpatient visit, emergency visit, or inpatient stay.
Agreements and Invoices	Finance related agreements and invoices, equipment or device loan agreements
Consents	Except for transplant organ donation and autopsy consents
Electronic Fetal Monitor Results	Fetal heart tracings
Equipment/Device Information	Information received on paper and scanned in related to equipment or devices (registration and warranty)
Immunization Documents	
Orders & Order Supporting Documents	Paper requests received and scanned in related to Lab, Diagnostic Imaging, Cardiology, and other testing/care services.
Patient Submitted Documents	Financial decision-making documents e.g., Power of attorney, Identification, Insurance and coverage
Prescriptions	Connect Care pharmacy received and processed requests
Release of Information Requests	Requests received for health information submitted by patient, patient's authorized representative, or third parties

If you don't see a document that you believe should be available, follow the **Requested Records** process.

### Requested Records

If you've requested a copy of your medical record in MyAHS Connect you can download and view it rather than wait for a paper copy to arrive in the mail.

#### To Make a Request:

1. Go to **My Record → Document Center** and click **Requested Records**.
2. At the top of the page click "**Health Information Request**".
3. Fill out the required fields on the **Health Information Request form**



#### 4. Click **Submit Request**

### Health Information Request

If you are currently accessing another patient's Patient Portal account, this will be a request for their health information, not yours.  
You will receive notification in Patient Portal when the health information you asked for is available in your Patient Portal account.  
You can view more information by reviewing the FAQ.  
Some health information may be available in the Patient Portal. Please review the Patient Portal to see what information is currently available prior to submitting your request.

#### Organization

What organization should this request go to?

If you are requesting for information from multiple organizations please submit a request per organization.

AHS

Covenant

Lamont

#### Where

Please indicate the site, city, and clinic or program area where you want health information from along with the date of treatment.  
If information is required from multiple sites within an organization, start a new line for each site.  
For example:  
Royal Alexandra Hospital, Edmonton, Emergency, March 2018  
Foothills Medical Centre, Calgary, Day Surgery, July 15, 2018

#### What

Please select the health information you want. If test results or other is selected, please specify.  
If Other is selected, please specify.

Operative/Procedure Reports

Test Results

List of Visit Dates

Other

#### Why

Complete only if you are asking for health information for someone else.

Why are you requesting this information?

#### Comments

Click here to mark as confidential (only you will be able to view this message online).

Information requested will be uploaded to the Patient Portal. If you would like to receive the information by another method or format please indicate in the comment box.

Submit Request

Cancel

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#### To download:

1. Go to **My Record → Document Center** and click **Requested Records**.
2. Find the record you want and click **Download**.
3. If the record is password protected, a message will warn you. Click **Continue Download**.
4. Click **Save** to save the file and then open it, or click **Open** to open it without saving it.
5. If the record is password protected, click **Show Password** on the Requested Records page to see the password you need, and then enter the password to see the document.

#### **Who's Accessed My Record?**

This page shows you a history of when you logged in to MyAHS Connect. It also shows when proxies (people who have your permission to log in to your MyAHS Connect) have logged in to your record.





## Advance Care Planning

Advance Care Planning allows you to tell others what your wishes are should there be an unexpected event or change in your health and you are not available to make decisions about your healthcare.

To find the Advance Care Planning activity, select **My Record** → **Advance Care Planning**.

Some highlights to point out:

1. Link to a **short video** which introduces you to the topic of Advance Care Planning.
2. A list of additional **Helpful Resources** including personal directives and conversations matter.
3. If you have appointed **decision makers** for your healthcare, their contact information will be found here.
4. If you have **uploaded your planning documents**, such as a Personal Directive, they will be found here.
5. You are able to add Advance Care Planning documents by clicking **Add a Document** found at the bottom of the screen.

The following is a list of approved Advance Care Planning and Decision Making Documents that can be added to MyAHS Connect:

- Advance Care Planning Tracking Record
- Capacity Assessment Report
- Decision Making Authority Form
- Enduring Power of Attorney
- Goals of Care Designation Order
- Guardianship Order
- Incapacity/Regained Capacity Declaration
- Jehovah Witness- Refusal of Blood and Blood Products
- Organ & Tissue Donation
- Personal Directive
- Trusteeship Order





To note:

- The Add a Document feature should not be used to upload previous medical history documents, to make changes to your health information go to the [health summary](#) section (pg. 17).
- If you need to change any information about who is listed as your agent, or decision maker, you will need to discuss with your health care provider at your next appointment.
- If you are adding an Advance Care Planning document, this will be reviewed at your next medical appointment. You are responsible to keep all original documents.

### History Questionnaire

A standard history questionnaire that you can update any time.

### Eyeglass Prescription

A printable copy of your latest eyeglass prescription.



This feature will not be visible to all MyAHS Connect users. The ability to see Eyeglass Prescriptions is based on whether a prescription was written for you by an AHS Ophthalmologist or Optometrist using Connect Care.

### Contact Lens Prescription

A printable copy of your latest contact lens prescription.



This feature will not be visible to all MyAHS Connect users. The ability to see Contact Lens Prescriptions is based on whether a prescription was written for you by an AHS Ophthalmologist or Optometrist using Connect Care.

### Wallet Card

You can print medical information onto a convenient wallet-sized card to carry with you. Some of the information includes:

- Your address and phone number from Connect Care
- Medical conditions, medications and allergies
- Emergency contact and insurance information

## Billing

### View your outstanding balance

To see the outstanding account balance (how much money is owed) for any of your accounts, go to **Billing → Billing Summary**. To see more information about an account, including past statements, click the **View account** button. You will see the following screen.



Example of billing account details in MyAHS Connect.

## Pay your outstanding balance Online

To pay your balance online, click the AHS Payment Portal link. A new pop-up window will appear so you can follow the Steps to complete the payment.

### AHS Service Payments - Online

#### Terms and Conditions

Alberta Health Services is collecting and using your personal information such as: name, address, phone number and email address for the purpose of processing payments. Your personal information will be provided to The Toronto-Dominion Bank, our credit card processing company, for the purpose of validating your identity, and verifying that you have the funds to make a payment. The collection of your personal information is authorized by section 33(1)(c) of the Freedom of Information and Protection of Privacy Act. Any questions concerning the collection, use or disclosure of your personal information may be directed to Information & Privacy at 1-877-476-9874. You may also write to Information & Privacy at:  
10301 Southport Lane SW;  
Calgary, Alberta, T2W 1S7  
or email us at [privacy@albertahealthservices.ca](mailto:privacy@albertahealthservices.ca).

☐ I understand and agree to the terms and conditions.

#### Routing Number (Required) ⓘ

Next ➔

#### > STEP 1 Terms & Routing Number

STEP 2  
Contact Information

STEP 3  
Invoice Information

STEP 4  
Payment

CONFIRMATION

For payment assistance, please refer to your invoice. For technical assistance, please enter your routing number and then [contact us](#).

Please note: There have been changes made to the AHS Online Payment Portal. Only ONE instance of an invoice number

The payment process will require 2 pieces of important information from your statement. (sample below)

1. Routing number (**4000** for Connect Care)
2. Guarantor ID (appears on the top section of your statement)





Patient Name: MARMOT,MIKE  
Guarantor Name: MARMOT,MIKE  
Guarantor ID: 1100006953  
Address: PO BOX 1775  
ATHABASCA AB T9S 2B5  
Statement date: 28 June 2020  
Payment is due upon receipt

Page 1 of 2

Patient Name: MARMOT,MIKE	
Hospital charges	\$8,032.00
Professional charges	\$0.00
<b>Current account balance</b>	<b>\$8,032.00</b>

**Note:** Some professional charges may be on a separate invoice or statement

#### Questions?

Phone: 1-855-919-6097  
Email: BillingInquiry@ahs.ca

#### Payment Options

- Pay at your bank, online, or by telephone banking:  
Use Payee "Alberta Health Services" and your Account  
Number **1100006953**
- Pay online at [www.ahs.ca/payment](http://www.ahs.ca/payment)  
Enter routing code **4000**
- Pay at site or hospital  
Cash, Cheque, Debit, Credit Card
- Pay by mail (see below)

This document has been produced through Connect Care, a health information system used by Alberta Health Services and many other healthcare providers across the province to support and improve healthcare for Albertans. For details about how Connect Care collects, shares and protects health information, visit [ahs.ca/ccinfo](http://ahs.ca/ccinfo) or call Health Link at 811.

## Sign up for paperless billing

1. From the Billing Summary page, click the paperless billing icon.
2. If you want to get an email message when a new paperless statement is ready online, enter and confirm your email address and select the email check box to get notifications.
3. Select the "I understand that I will no longer receive statements in the mail" check box and then **Sign Me Up**.

## Insurance

### Review insurance information

To review the insurance information your clinic has on file, go to **Insurance → Insurance Summary**.

## Sharing

### Share My Record

Share My Record is a feature which gives users the ability to grant or remove access for friends and family members to all of their medical information. It is important to note that when someone is granted access to another individual's MyAHS Connect account, that person is able to see all aspects of their health information for example medications, test results, scheduled appointments, visits to the emergency department, etc. There is no ability to block confidential treatments, or appointments from appearing.


In Share My Record, you can also review which devices or apps can see your information by clicking on "view device connections".

1. In the menu go to **Sharing → Share My Record** activity
2. Select the corresponding link, as shown below. For example, "download or send your record". What you select depends on how you would like to share your information. Follow the instructions that appear.




How do you want to share your information?

There are many ways to let other people have access to your health information. Let us help you find what you need.




Share with People




Friends and family access

Control who can view your information, and whose information you can view.




Download or send your record

Download information about your visits or send it to someone else.



View Device Connections



Review which devices or apps can see your information

Review or remove mobile phones and other apps that have access to your information.

## Friends and Family Access – Grant Access


As a MyAHS Connect user, you have the ability to **grant** another trusted person access to your chart to view your health information. This is called **proxy access**. This capability is only available to users 18 years of age and older.

You and the other person both need to have MyAHS Connect accounts for proxy access to occur. The steps below show how you can grant permission to another MyAHS Connect user to view your health information.


1. Select the **Share My Record** from the menu.
2. Select the **Friends and Family Access** link

How do you want to share your information?

There are many ways to let other people have access to your health information. Let us help you find what you need.




Share with People



Friends and family access

Control who can view your information, and whose information you can view.



Download or send your record

Download information about your visits or send it to someone else.

3. Click + **Invite Someone**.

Friends and Family Access

Who Can See My Record?

No one can see your information

+ INVITE SOMEONE

4. Follow the prompts and fill out the **name** and **email** for the person you are inviting to access your health information.
  - a. Decide if you are going to give them **Full Access** to your record or **View Only** access.
5. Click **Send Invite**
  - a. An email is sent to the person you have invited. You will see a message stating that the proxy invite is pending until it is accepted by the other person.



6. The person who has been offered proxy access will:
  - a. Receive an email to notify them that someone has invited them to access their MyAHS Connect account
  - b. Click on the link in the email
  - c. Enter your date of birth to confirm that they know you
  - d. Accept the proxy invitation
7. The next time the person who has been granted proxy access to your MyAHS Connect account logs in to their own account, they will be able to access your health information.
  - a. They will see their own profile icon with their name highlighted on the right side of the page (in this example, Mike). When they click on their own name, a drop down list will appear with the names of the accounts they have access to. Clicking on the other names (in this example, Allison) will give them access to that health record.



8. You will receive a message to let you know that the proxy has accepted the request and has access to your record.

### Friends and Family Access - Using Proxy Access

When you have proxy access, your health information and new or upcoming tasks for the individual you have proxy access to will appear in the same feed on your MyAHS Connect homepage. The information is colour-coded, making it easy to stay on top of their 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 switch from your account to the account of the person you have proxy access to, **click on your name** in the top right side of the screen. In the drop down list, **select the individual's name**.



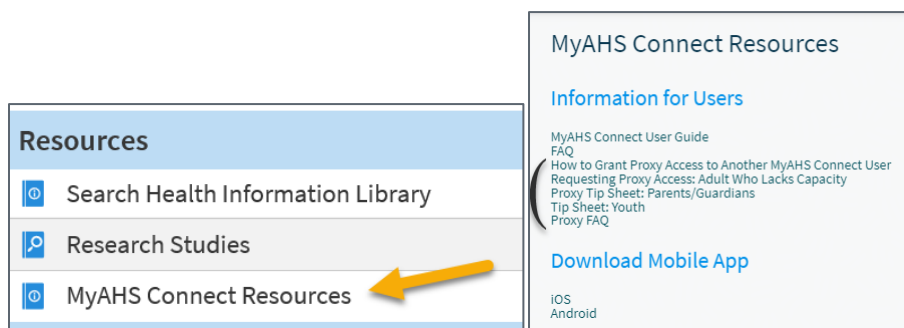
### Friends and Family Access – Request Access

There may be circumstances where you need to **request** access to someone else's health information in person with a healthcare provider. Examples include: child under 12, youth 12-17 with complex or special healthcare needs and/or an adult who requires additional support in their care journey.

For further information regarding proxy access, please refer to the tip sheets found resources section of MyAHS Connect.



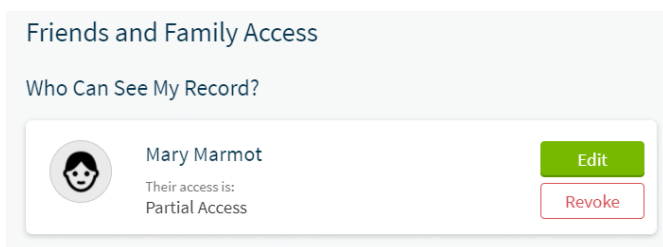
Click menu button → **MyAHS Connect Resources** OR click [MyAHS Connect Proxy Website](#)



## Friends and Family Access – Remove Proxy Access

All MyAHS Connect users 14 years of age or older can quickly and easily remove another MyAHS Connect user's proxy access.

Using the **Share My Record** feature found in the menu of MyAHS Connect, you can see who has proxy access to your account and remove their access. This change occurs in the system immediately.



## MyHealth Apps

There are two links in the MyHealth Apps heading in the menu. If you are viewing MyAHS Connect on a web version, you will also see MyHealth Apps on the tool bar at the top of the screen.

- **My Personal Records** link will navigate you away from MyAHS Connect and open your My Personal Records account.
- **MyHealth Account** link will navigate you away from MyAHS Connect and open your MyHealth Records account page.



## Account Settings

### Personal Information

You can update your address, phone number, email address, and other personal details such as your affirmed (preferred) name 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 of the information you need to update.
3. Confirm that your updated information is correct, and then click **Save Changes**.



You will receive a contact verification notification when an email address is changed or updated.

## Personalize





Personalize colour schemes, nicknames, and photos on MyAHS Connect.

1. Go to **Account Settings → Personalize**.
2. Click **Edit** (bottom of the screen).
3. Make changes to the photo (1), nickname (2) or colours using a drop down list (3) and then click **Save**.

Note: medical staff can see the photos you add to MyAHS Connect so you should only use a photo that shows the person's face.

### Personalize

Whose Records Can I View?

Photo	Account Name	Nickname	Access Until	Color Scheme
 1	Mike Marmot	Mike 2	This is your own MyAHS Connect account.	Forest 3 
	Allison Bottle	Allison		Skylight 

## Change Your Shortcuts

You can now personalize your shortcuts on the home page at the top of screen.

1. Go to **Account Settings → Change Your Shortcuts**.
2. Select which four shortcuts from the menu list you would like displayed.
3. Click **Save Changes**

## Linked Apps and Devices

This activity lists all trusted devices added to your MyAHS Connect account. You can unlink a device you do not recognize.

## Communication Preferences

Choose how you would like to receive notifications of new information on your MyAHS Connect account such as; test results, messages, appointment updates etc.

1. Go to **Account Settings → Communication Preferences**.
2. Choose notification options for a group of notifications (for example, Appointments or Messages) or expand a notification group to choose options for single notifications you want to get.
3. Click **Save Changes**
4. Update your email address and mobile phone number if needed (bottom of the page).

## Other Preferences

In this section, you can make changes to your personal preferences on file with the clinic, such as your preferred days and times for appointments.



## Deactivation

You can deactivate your MyAHS Connect account from the Account Settings menu. By deactivating your MyAHS Connect account, you will be logged out and you will lose access to MyAHS Connect on both the mobile app and web browser.

If any other individuals have proxy access to your account e.g., family member, they will continue to have access after your account is deactivated. To remove their access go to **Share My Record** activity before deactivating your account.

1. Go to Account Settings → **MyAHS Connect Account Deactivation**
2. Click the **Share My Record** link to see who has proxy access to your account. To remove their access, click **Revoke**.
3. Go to Account Settings → **MyAHS Connect Account Deactivation**
4. Click **Deactivate**

## Mobile App

**MyChart** for iOS and for Android are portable versions of MyAHS Connect. You can use them to manage your health information on the go. The mobile app contains many of the same features as the MyAHS Connect website, allowing you to do all of the following, and more!

### Download the MyChart app for MyAHS Connect

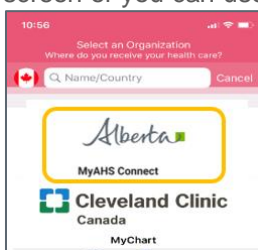
1. On your mobile device, open the Apple App Store (if you have an iOS device) or the Google Play Store (if you have an Android device). Look for one of the following icons to find the app store on your device:



2. Search for **MyChart**.



3. Tap **Install** or **Get**
4. After you've installed the app, tap **Open** or find the MyChart icon on your device and tap to open it.
5. Choose **MyAHS Connect** from the list of organizations. It will be shown as a choice on the main screen or you can use the **search bar** to find MyAHS Connect.



6. Once successfully downloaded, log in to the app using your MyAlberta Digital ID username and password.



Additional information about how to download the MyChart app is available in the "Download Mobile App" tip sheets found in Resources → MyAHS Connect Resources.

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