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## MyChart Transition (eCLINICIAN Patients)

### What is MyAHS Connect?

On Nov 3, 2019, MyChart will end and a new portal called MyAHS Connect will start. The services you currently have will still be available through MyAHS Connect, as well as many other new features that will improve your experience.

MyAHS Connect is part of a larger initiative called Connect Care. Wherever Connect Care serves as the health care record, your health records are integrated, giving your healthcare team a more complete picture of your health history.

### What changes with MyAHS Connect?

The biggest change you'll notice is how you log on to MyAHS Connect. Previously, you created your username and password directly in MyChart; this changes with Connect Care. The Ministry of Service Alberta has become responsible for controlling access to all patient portals in Alberta. Service Alberta provides information, licensing, and registry services to individuals and businesses in Alberta.

You will need to obtain a digital account at the MyAlberta Digital ID website that is managed by Service Alberta. If you're not familiar with MyAlberta Digital ID, it is used to access participating online government services, such as applying for student loans or tax incentive programs.

### When should I get ready?

Start the MyAlberta Digital ID activation process now, because this can take some time. The new MyAlberta Digital ID username and password must be ready to use before Nov. 3, 2019 in order to maintain seamless access to your health information.

### How can I get ready for MyAHS Connect?

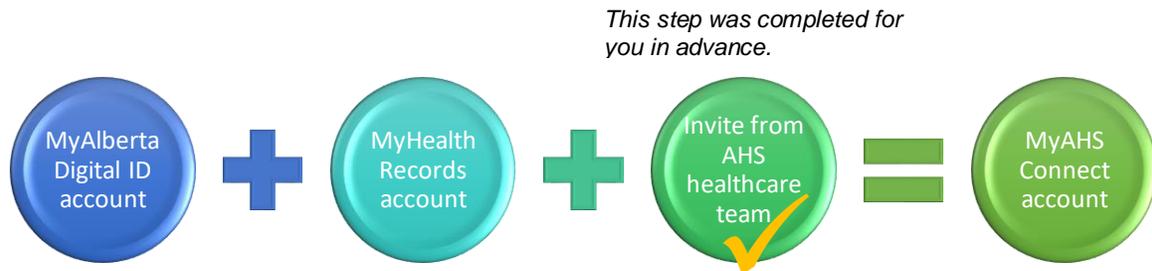
The most important thing is to get the new username and password that will allow logon to MyAHS Connect.

The following steps must be completed in order to maintain access to your health information after Nov. 3, 2019.

1. Create a **MyAlberta Digital ID** account
  - a. Go to: <https://account.alberta.ca>
  - b. Click "Create Account"
    - You will need to be 14 years of age or older and have access to a valid Alberta issued driver's license or Alberta ID card with a current address.
    - Learn more about how to obtain a driver's license or Alberta ID card:
      - **Driver's License:** <https://www.alberta.ca/get-drivers-licence-steps.aspx>
      - **Identification Card:** <https://www.alberta.ca/get-id-card.aspx>
  - c. For support call: 1-844-643-2789
2. Wait to receive your MyAlberta Digital ID verification code in the mail. This should arrive within 10 days. Follow instructions on the sheet provided.
3. Login to **MyHealth Records** using your new MyAlberta Digital ID username and password
  - a. Go to: <https://myhealth.alberta.ca/MyHealthRecords>
  - b. Click "Login"



- For this step you will need an Alberta Health Care Card
- c. For support call: 1-844-401-4016
4. After entering a valid Alberta Health Care Number, you will have access to MyHealth Records. Once Connect Care launches on Nov. 3, 2019, you will also be able to access MyAHS Connect from the same location.



### Why is MyAlberta Digital ID needed for MyAHS Connect?

MyAlberta Digital ID is a secure online account that gives you seamless access to many Alberta Government sites and services including MyAHS Connect. Now that MyAHS Connect is included as part of those broader sites and services, the MyChart user name and password must be replaced.

### What's new in MyAHS Connect?

MyAHS Connect includes features and services you've come to expect from MyChart. Some functions, like more controls over the scheduling of appointments, are expanded. Others are entirely new.

- You can share smartphone and medical device data (Apple Health, Google Fit, Fitbit and Withings compatible devices) with your healthcare team through MyAHS Connect.
- You can request a correction to your health record such as adding a new allergy
- When using MyAHS Connect to prepare for or check-in to a clinic, you can share more information with your healthcare team by including updates about medications and health issues.
- Images and documents can be shared with your healthcare team.
- You can view and pay any fees owing for things like medical equipment (e.g. crutches).
- You can ask to be notified about research studies of possible interest.

### What might be lost in MyAHS Connect?

Current MyChart users are able to allow trusted persons (such as a family member) to access their personal record and help with their care. New provincial policies about this type of access called proxy are being worked on, but may not be ready when MyAHS Connect launches, possibly removing proxy access for a period of time.

### Will all information move to MyAHS Connect?

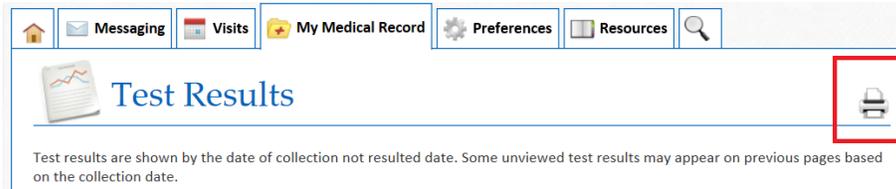
The technology and information standards that make MyAHS Connect possible are significantly different from what was used with MyChart. Most information can be transferred between systems dating back to July 2017, including test results and clinic reports.

Unfortunately, some information cannot be transferred. This mostly relates to things you may have personally entered into MyChart, such as old messages, appointments, flowcharts or documents.

Follow these steps to print information from your MyChart account:



1. Sign-in to your MyChart account
2. Go to the tab(s) where you have health information older than July 2017 e.g., test results
3. On the right side there will be a printer icon, click the icon



4. A printer friendly version will open in a separate window
5. Print  
Note: test results can only be printed one at a time

### What about MyChart on my Smartphone?

You can continue to use the dedicated mobile MyChart app on your Android or Apple device. After Nov. 3, 2019, a new MADI username and password must be used. In addition, you may need to select a new menu item to re-point the MyChart app to MyAHS Connect. Instructions will be provided to all MyChart users.

### Where is help?

- If you have questions about the MyAHS Connect transition:
  - Send a Technical Support question using the messaging feature in your MyChart account, or
  - Send an email to [MyChart.TechSupport@ahs.ca](mailto:MyChart.TechSupport@ahs.ca)
- Questions after Nov. 3, 2019, should be directed to 1-844-401-4016

### Learning Materials

Frequently Asked Questions are available in MyAHS Connect. They can be found at the bottom of every screen. Click on "FAQ".

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