# Connect Care

## Frequently Asked Questions: MyAHS Connect for Users

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# Signing Up/Getting Started

## 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 and documents to your record
- access to trusted health information resources

To learn more about the features of MyAHS Connect, visit What You Can Do With MyAHS Connect.

## Do I have to pay to use MyAHS Connect?

No. MyAHS Connect is a free service.

## Who is eligible to sign up for MyAHS Connect?

To sign up for MyAHS Connect, you need:

- To be at least 14 years of age
- A valid Alberta Driver's License or Alberta 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 Alberta.ca Account
- A MyHealth Records account

## How do I sign up for MyAHS Connect?

If the AHS facility you are visiting has started using Connect Care, your healthcare team has access to sign-up instructions for MyAHS Connect. Please ask them for more information during your visit. You may receive the instructions via email, as a printed letter during your visit or included on your After Visit Summary. Find more information about Getting Ready for MyAHS Connect.

## How do I access MyAHS Connect?

After you sign up for MyAHS Connect, you can access it from a computer, tablet or mobile device.

## Can I access MyAHS Connect from a computer?

Yes. You need to use a computer that is connected to the internet and has an up-to-date internet browser such as Chrome, Edge, Firefox, or Safari.

## Does MyAHS Connect have an app?

Yes. You can access MyAHS Connect from a mobile device, such as a smart phone or tablet, using the MyChart app. The MyChart app for iOS and Android are portable versions of MyAHS Connect that you can use to manage your health information on the go. These are available to download from the Apple App Store for iOS devices or Google Play for Android devices.

## How do I use MyAHS Connect?

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

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# Your Health Information

### Where can I see my test results?

You can find most test results (including pathology, genetic and diagnostic imaging tests) by selecting 'Test Results' from the menu in MyAHS Connect. To learn more, visit Connect Care Viewing Test Results Online.

### 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**

### 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 responsible for the information to correct it at your next appointment. Alternatively, you can request a correction or amendment of your health information. Your health information is reviewed and updated in your electronic medical record each visit. You can also update some of your health and personal information when you check in for an upcoming appointment (called eCheck-In).

# Other's Health Information

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

If both you and your family member have a MyAHS Connect account, then you may be able to access the other person's health information through a process called proxy access. For more information about proxy access, please refer to MyAHS Connect Proxy Access.

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

Proxy access for parents and guardians depends on the age of the child. Find more information regarding proxy access to your child's MyAHS Connect records.

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

No. Questions about a 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 contact and personal information?

You can update your address, phone number, email address, and other personal details by going to Account Settings, then selecting Personal Information. Find steps to update your contact and personal information in the MyAHS Connect User Guide.

# Account Deactivation

### Can I deactivate my account?

Yes. You can deactivate your MyAHS Connect account from the Account Settings menu or by calling the support line at 1-844-401-4016, Monday to Friday from 8:15 a.m. to 4:30 p.m.

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### Is account deactivation permanent?

No. Access to the account is turned off, but your health information is not purged or deleted. This is because the health information viewable in MyAHS Connect is part of your electronic health record. Deactivation can be reversed.

### What happens to a person'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 if they passed at an AHS facility. If the patient dies outside of an AHS facility, a family member or legal representative will need to call the provincial help desk number at 1-844-401-4016 and speak to a support desk member to request that the account be deactivated.

## Account Misuse

### What is misuse of MyAHS Connect?

Misuse is defined as:

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

### What happens if I misuse MyAHS Connect?

Your MyAHS Connect account could be changed to view-only access if misuse of the system has occurred. If it is determined that misuse of the system is happening, the healthcare team will discuss their concerns with you and a warning will be issued. If the behavior continues, a second warning will be issued. The final and third warning will result in losing the ability to use the interactive features of MyAHS Connect (like requesting appointments or sending messages to the healthcare team). The person's MyAHS Account will be changed to view-only access. Depending on the severity of the incident, access to MyAHS Connect may be deactivated without warning. If you have any questions or concerns about your access changing to view-only, contact Patient Relations at 1-855-550-2555.

## Privacy, Confidentiality and Security

### What does AHS do to make MyAHS Connect secure?

AHS has implemented information security safeguards and policies to protect your health information in accordance with Alberta's Health Information Act. Find more information about Patient Confidentiality.

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

- **Watch for 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 a.m. to 4:30 p.m.

- **Protect your sign-in details**
  - Don't share your Alberta.ca Account 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 and 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

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- 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)

- **Take extra steps if you are using a computer in a public location (like 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

- **Make sure that your personal computer is safe**
  - 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

- **Make sure your mobile device is safe**.
  - 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 and MyChart app up to date
  - Set the auto-lockout on your mobile device to under 5 minutes

- **Be aware of scams and hoaxes**
  - Find more information about [AHS & Phishing Scams](#) and how to keep yourself safe

### 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. You can read the full privacy policy by selecting **Privacy Policy** at the bottom of every screen in MyAHS Connect.

### I was logged out of MyAHS Connect, what happened?

Protecting your privacy and the security of your information is very important to us. If your MyAHS Connect is inactive for 15 minutes or more on a computer or mobile app, you will be automatically logged out. We recommend that you log out of MyAHS Connect if you need to leave your computer or mobile device for even a short amount of time.

## Video Visits

### 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 a clinic or office for your appointment.

Video Visits take place on Zoom, which has a 'Virtual Background' option that lets you show an image or video as your background during a meeting. Do not use a Zoom 'Virtual Background' during your Video Visit. It blocks the healthcare provider's view. It's important for the healthcare provider to see you and any others who are in the room with you.

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

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

## Help and Support

**I need help setting up my account. Who do I contact?**

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 a.m. to 4:30 p.m. Monday to Friday. It is not available evenings, weekends or statutory holidays.

The support line can help you:
- Set up or use your Alberta.ca Account
- Set up or use MyHealth Records
- 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, visit the Alberta.ca Account website and select **Forgot your username or password** or call the support line at 1-844-401-4016, Monday to Friday 8:15 a.m. to 4:30 p.m. The support line is not available evenings, weekends or statutory holidays.

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