



Connect Care Patient Portal – MyAHS Connect

Connect Care helps Alberta Health Services (AHS) provide better care to patients and families. Better care is promoted when patients are empowered, participate in decision-making, connect plans to goals, and share responsibility for health outcomes. Accordingly, patient-centred information service is a core Connect Care offering, with Connect Care’s patient portal, MyAHS Connect, acting as a key enabler.

MyAHS Connect uses Epic’s MyChart software, optimized for Alberta’s patients after extensive testing in family medicine and specialist clinics. Well received by patients and clinicians alike, MyAHS Connect has improved appointment scheduling, streamlined clinic communications, enhanced preventive care, and even prevented unnecessary emergency room visits.

With more and more healthcare clinics and facilities using Connect Care as the record of care, MyAHS Connect helps patients and families manage all of their AHS interactions while directly involving them in their healthcare team.

Patients access MyAHS Connect via a link from the Alberta Health personal health portal (myhealth.alberta.ca) and its **My Health Records** service, after authenticating with a valid **MyAlberta Digital ID**. Additionally, mobile device applications or “apps” (iOS, Apple Watch, Android) extend MyAHS Connect integration anywhere, any time.

Patient Experience

Most MyAHS Connect features are made available to patients interacting with AHS at any level, including when presenting for laboratory tests or diagnostic imaging. Some functions are opened to MyAHS Connect users by healthcare providers who use Connect Care as their record of care. Indeed, the main distinguishing characteristic of MyAHS Connect is that information is presented in the context of healthcare services and moves bidirectionally between patients and their providers.

Key patient experiences include the following:

| Function | Features | Uses |
|----------------|---|--|
| Communications | Secure electronic mail, texts, alerts and notifications to and from the health team, including support for document, image, audio and video attachments. eVisits, eConsults and full telehealth video-visits can be scheduled and conducted through the MyChart website or mobile apps, including on-demand initiation of audio and/or video interactions by the patient or provider. | Patient interactions with the healthcare team are fully integrated with the health record. Unified health communication tools are secure. All exchanges appear in context and are linked to actions, such as health status surveys, health data transfers, prescription refills, reminders or appointment re-scheduling. |
| Scheduling | Appointments, admissions, tests, treatments and classes are scheduled, tracked, checked-in, cancelled and supported with pre- and post-event surveys and follow-ups. | Reminders and instructions reduce no-shows, patients are better prepared, and health status reporting is directly linked to episodes of care. Wayfinding tools help patients get to the right place. |



| Function | Features | Uses |
|-------------------------|--|---|
| Results | Test results, treatment reports, care summaries and plans of care are available for patient review, with links to instructions and educational materials and support for feedback and corrections. Clinicians can optionally share any part of the chart and can provide explanatory comments for anything shared. | Clinics, hospitals and physician offices save time, and patients are better informed about all Connect Care-facilitated health services. Communications, education and action buttons can be embedded in result and report views. |
| Health Record | Summary snapshots, patient goals, health conditions, medications, adverse reactions and many other chart elements are shared, with opportunity for comment and correction. Patients can enter and track their own health history and experiences. Any clinical documentation, including consultations and letters, can be shared. Patients can submit information and objects (e.g., documents, photos, videos) for inclusion in the health record. | Information shared by patients can facilitate efficient assessments and effective follow-up surveillance. Chronic disease management improves with capture of patient-reported health outcomes and sharing of personalized care plans. |
| Data Capture & Tracking | Data from linked devices (e.g., glucometers, blood pressure monitors) are synchronized with the health record. Apple Health, HealthKit, ResearchKit, CareKit and Google Fit compatible devices (personal and clinic) are supported. Patients can use a wide range of flowcharts to capture and track data important to their care. Diverse questionnaires capture information about risks and experiences to further personalize care. | Health tracking information is immediately available and can be monitored for danger signs used to trigger alerts to the healthcare team and earlier follow-ups. Clinic-provided devices (e.g., holter monitor) facilitate virtual care. Patient-centred health surveillance is seamless, minimizing double-data entry. Chronic disease management functional status tracking becomes a shared undertaking. |
| Decision Support | Health maintenance reminders and other prompts direct patients to appropriate care plans, or links to information resources, classes, support groups and even clinical research. Patients see and participate in their subscribed care paths. | Best practice guidelines are co-presented and personalized for both the patient and provider, reducing practice variation and increasing compliance with best practice. Consent processes are supported, including goals of care and advance directive planning. |
| Sharing | A wide variety of reports can be generated, including a full chart summary, for printing, displaying or sharing with healthcare providers. | Patients can control how MyAHS Connect information is shared with members of their family and professional circle of care. |



Provider Experience

MyAHS Connect services are part of a seamless health information system, all working from a single codeset and dataset. This keeps information “in context” and reduces loss of meaning that can occur when data is transferred from one system to another.

More importantly, patient and provider experiences are deeply integrated. Clinicians experience patient actions, messages, alerts and functions as part of a comprehensive health information ecosystem. A patient message can be generated while in a visit workflow, reviewing test results, communicating with a colleague, or checking which preventive care services are due for a patient panel. Clinicians can continue interaction with patients before, during and after encounters, facilitating continuity of healthcare relationships.

System Experience

AHS accountabilities for improving patient access, satisfaction and outcomes are better served when enterprise scheduling, patient communication, health function tracking and satisfaction surveillance all work as part of a unified system. Information loss at care transitions is less likely.

Growing use of MyAHS Connect will socialize the patient as the “owner” of health information, as promoted by the Connect Care Clinical Information Sharing Approach. Population health, risk surveillance, continuous quality improvement and clinical inquiry all stand to benefit.