



## MyChart Transitions (Patients)

### What is MyAHS Connect?

As a valued user of the eCLINICIAN “MyChart” patient portal, you have a lot to look forward to when MyChart becomes “MyAHS Connect” in November of 2019. MyAHS Connects continues familiar services, brings improvements to your portal experience, and adds new features.

### What’s new in MyAHS Connect?

MyAHS Connect will continue 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) with your health care team through MyAHS Connect.
- You can request a correction to your record or authorize release of your record to another provider.
- More information can be shared, including updates about medications and issues, when using MyAHS Connect to prepare for or check-in to a clinic.
- Images and documents can be shared with your health care 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.

### What might be lost in MyAHS Connect?

MyChart users are able to allow trusted persons (such as a family member) to access their record and help with their care. New provincial policies about “proxy” access are being worked on but may not be ready when MyAHS Connect launches, possibly removing proxy access until new processes are established.

### What changes with MyAHS Connect?

The biggest change you’ll notice relates to how you log on to MyAHS Connect. Alberta Health Services (AHS) set you up for access to MyChart. This changes with Connect Care, as Service Alberta becomes responsible for controlling access to all patient portals in Alberta. It will be necessary to obtain a MADI (“MyAlberta Digital ID”) through Service Alberta. This new username and password will be used to log on to MyAHS Connect.

### Will all information move to MyAHS Connect?

Unfortunately, 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, including all test results and clinic reports.

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. You will be provided with instructions about how you can download that information and, if wanted, add it back to MyAHS Connect.

### 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. This will come from Service Alberta.



The following steps must be completed before October 31<sup>st</sup>, 2019.

1. Create a **MyAlberta Digital Identity (MADI)** account
  - a. Go to <https://account.alberta.ca>
  - b. Click "Create Account"
    - You will need to be 18 years of age or older and have access to a valid Alberta issued Driver's License or Identification Card with a current address.
  - c. Help & Support
    - [About MyAlberta Digital Identity](https://account.alberta.ca/about-us) - <https://account.alberta.ca/about-us>
    - [Common Questions](https://account.alberta.ca/common-questions) - <https://account.alberta.ca/common-questions>
    - 1-844-643-2789
2. Wait to receive a MADI verification code in the mail. This usually takes about 5 business days. Follow instructions on the sheet provided.
3. Sign-in to **MyHealth Records** using their new MADI username and password
  - a. Go to: <https://myhealth.alberta.ca/MyHealthRecords>
  - b. Click "Login"
    - Provide the Username/password created in Step 1
    - For this step you will need an Alberta Health Care Card
  - c. Help & Support
    - [About MyHealth Records](#)
    - 1-844-401-4016
4. Upon entering a valid Alberta Health Care Number, you will have access to MyPersonal Records. Once Connect Care launches on November 3, 2019, will also be able to access MyAHS Connect from the same location.

### Why is MADI needed for MyAHS Connect?

MyAlberta Digital Identity (MADI) 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.

### When should I get ready?

Start the Service Alberta access activation process now, because this can take some time. The new MADI username and password must be ready to use before November 3, 2019.

### What about MyChart on my Smartphone?

You can continue to use the dedicated mobile MyChart app on your Android or Apple device. After November 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 November 3, 2019, should be directed to 1-844-401-4016