

# Overview of MyAHS Connect

MyAHS Connect is a patient portal launched within Connect Care that allows patients and designated individuals to participate more fully in health maintenance and care.

## MyAHS Connect users can:

- View **health information** such as: Test Results, Problem List, Medications, Allergies, Immunizations, Medical History, Preventive Care Health reminders, Implants, Letters, Procedures, Visit summaries
- View upcoming and past scheduled appointments
- Request or cancel an appointment
- Attend a Video Visit from their MyAHS Connect account (integrated with Zoom)
- Request an update to medications, allergies and health issues (problem list). Updates are reviewed and accepted by the MRHP
- View, request and upload documents
- Communicate with the Care Team in advance or in follow-up to a visit
- Complete questionnaires and patient-entered flowsheets
- Proxy access to view/access another patient's Connect Care health information including a parent accessing a child's chart

## MyAHS Connect access should be offered to every patient that has an encounter at an AHS facility that has launched Connect Care

To be eligible, patients must be 14 years of age and have the following:

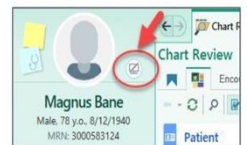
- A valid Alberta issued Driver's License or Alberta issued Identification Card (with a current address)
- Alberta Health Care number
- An email account
- Access to the internet via computer, tablet or mobile device

If patients are experiencing difficulties with the MyAHS Connect activation process, staff should encourage patients to call the support number:  
1-844-401-4016  
(Monday to Friday 8:15 am to 4:30 pm)

## 3 Ways to Share Activation Instructions

### 1. Email the Instructions:

- a. Open the patient's Connect Care record
- b. Click on the MyAHS Connect icon and the MyAHS Connect Signup box will appear.
- c. Ask if the patient would like to have a MyAHS Connect account.
- d. Click "Send Email" button to enter their email address send sign-up instructions.



### 2. Print the Letter:

If the patient does not wish to provide an email, offer to print the sign-up instructions. Click "Print".



### 3. Print the After Visit Summary:

If patient is ready for discharge from the Emergency, Urgent care and Inpatient unit, then print The After Visit Summary (AVS) which includes MyAHS Connect sign-up instructions and review with the patient.

## After Activation Status

- Once the letter has been printed or the email has been sent, the MyAHS Connect icon next to the patient photo on their chart will change from "inactive" to a "pending" status. It will stay in pending status for 90 days, then go back to inactive.
- This will change to "active" once the patient completes the rest of the sign-up steps.

\*If patient returns prior to activation expiry, please remind the patient of MyAHS Connect sign up.

