

AccessMyHealth Portal – Talking points for medical staff and health care team members

Last updated: February 9, 2026

The following messages are intended to support in-person discussions with patients and their families about the AccessMyHealth self-serve digital portal launching February 4, 2026. Information is also available on accessmyhealth.ca

If you are working in an acute, inpatient or long-term care setting, educate patients as the opportunity arises. In an ambulatory or outpatient setting, you may wish to discuss at the time of booking, check-in or during the appointment.

What patients and families need to know:

- AccessMyHealth is a new online service available to patients who must be a resident of B.C. with a [BC Services Card account](#).
- Patients must have received care within a Vancouver Coastal Health, Provincial Health Services Authority or Providence Health Care [at a site or clinic where CST Cerner is used as the electronic health records system].
- Patients can view their latest lab, medical imaging and other key diagnostic results. Some results have a delay before they are visible in the portal to allow health-care team members the opportunity to review.
- For allergies, imaging, laboratory, microbiology, pathology and procedures, information may date back as far as 2018 depending on the health-care site or clinic. [The information is available from the date of the site or clinic's CST Cerner go-live]
- AccessMyHealth offers a quick way for patients to reference appointments and to confirm information that they may have received directly from their care team.
- Some appointments are not visible. Patients should confirm with their clinic whether their appointments will be visible in AccessMyHealth.
- Patients can stay informed about their health-care journey with notes from members of their care team.
- In most cases, patients will have access to certain notes and documentation created by their care team. [For the full list, click here: [Note Type Distribution \(Excelleris/CareConnect/AccessMyHealth\)](#)]

Proxy access:

- Proxy access allows someone to view another person's health record in AccessMyHealth when a patient has given consent, or if a third party is legally authorized to act on a patient's behalf.
- A [BC Services Card account](#) is required for proxy access.
- Proxy access can be requested for adults 19 and older with consent.
- For children 11 and under and for adolescents ages 12–18 who are who are lacking the capacity to make decisions about their own health care, proxy access can be requested by parents, family members, guardians or other caregivers.
- Otherwise, to support adolescents in making choices about their health and to protect their privacy, proxy access is not allowed to records for capable adolescents aged 12-18.
- For more information about proxy, including steps to request access, go to accessmyhealth.ca/proxy

If documentation in CST Cerner is not yet available at your clinic or site:

- Over time, AccessMyHealth will be available at more sites and clinics within Vancouver Coastal Health, Providence Health Care and Provincial Health Services Authority [as they transition to using CST Cerner as the electronic health records system].
- In the meantime, certain legacy electronic health records such as CAIS (BC Cancer) and C&W Cerner allow providers to copy patients on relevant documentations ([using cc functionality](#)) that makes these documents accessible through [MyCareCompass](#) and [Health Gateway](#). Eligible patients (12 and up) may sign up to use Health Gateway to access their health information.
- Patients can also still request their paper records through Health Information Management by going to [HIMconnect.ca](#)

Key points for exempt sites or clinics:

- Information from some clinics and programs is not available due to patient confidentiality considerations.
- Appointments and clinical documentation will not display to either the patient or any proxies to their chart when they are documented at that location. This includes clinical documents, procedures, and results that are finalized on that visit.
- For lab/imaging/cardiology tests that are ordered at an exempt location: If tested and finalized at a location that **isn't exempt (for example the hospital lab or the medical imaging department)**, then the patient should be aware that results **will be** visible.

Key points for exempt specialties: (Addiction Medicine • Adolescent Medicine • Child and Adolescent Psychiatry • Child Protection Services Team • Forensic Psychiatry • Pediatric Complex Pain Services • Pediatric Gynecology • Perinatal Addiction Medicine • Psychiatry • Sexual Assault Services)

- Information from some specialties is not shared to support patient confidentiality and safety.
- Clinical documentation by these specialties will not display to either the patient or any proxies to their chart when they are documented on that note type.

If a patient needs help signing in or navigating the portal:

- For help navigating the portal or reporting issues, patients can email accessmyhealthsupport@phsa.ca. The support team responds 8 a.m. to 4 p.m., Monday to Friday, except on statutory holidays. They can also go to accessmyhealth.ca/support for step-by-step help guides.
- For help with BC Services Card login, account setup and account management, patients can go to id.gov.bc.ca or call the Service BC help desk at 1-888-356-2741 / 604-660-2355
- AccessMyHealth is not a source of medical advice. If patients have questions about the information or results in their health record, they should contact their family doctor (primary care provider) or specialist. They can also visit HealthLinkBC.ca for reliable health information.

Reminders for patients to keep their information secure:

- We recommend you avoid using AccessMyHealth from a shared or public computer, where possible.
- Always sign out of AccessMyHealth and Health Gateway. Close the screen when you are done viewing your information.

More information for patients, including FAQs, is available on accessmyhealth.ca. Medical staff and health care staff can find additional resources on [CST Cerner Help](#).