

AccessMyHealth Patient Portal

Health care staff reference - January 2026



What is AccessMyHealth?

AccessMyHealth is a new portal connected to CST Cerner that will enable patients of VCH, Providence and PHSA to view more of their health information online. The service will launch in early 2026 when AccessMyHealth.ca is live. Eligible patients (and proxies) in the region - and throughout BC - will access the portal via the provincial Health Gateway using their BC Services Card. While all 'CST Cerner live sites' are connected to AccessMyHealth, some specialties and programs are excluded.

What's included in the portal?

- Scheduled appointments - once confirmed
- Cardiology, lab, and medical imaging results
- Limited clinical documentation
- Allergies - as documented in CST Cerner
- Procedures - as documented in CST Cerner
- One way messaging from Message Centre



CST Help for related FAQs & help topics



To find: CST Help site → Applications
→ AccessMyHealth Patient Portal

Benefits to patients

- Access health record information from anywhere - desktop or mobile
- View lab, medical imaging, and key diagnostic results
- See confirmed, upcoming appointments
- Read select Care Team notes
- Receive messages or educational materials from Care team

Learning
Hub
Courses

AccessMyHealth Patient Portal Overview



AccessMyHealth Patient Portal: Documentation Overview



Best Practices: in Clinical Documentation



AccessMyHealth Patient Portal



Why can't a patient see all of their information?

Not all information within a health record is available within the portal. Though select documentation, as well as documented Allergies, Procedures, Labs, and other components are viewable, there are also limitations. Certain medical specialties or clinical areas are not associated to the portal to protect patient information.

Proxy Access

- Proxy access must be requested and verified via either consent from the patient or legal documentation; it is not automatic for parents or caregivers
- Proxies see the same information as the patient
- Access duration varies by type; details are on the accessmyhealth.ca website

Patient Support Request Form



Support form is located at the bottom of this page!

Gender or name changes

- CST Cerner and AccessMyHealth use data from the BC Services Card and License registry
- Name and gender in the patient portal may not match the BC Services Card or License if it has not been updated in CST Cerner at a subsequent visit.
- There is no ability to manually change or override name or gender in the patient portal; it reflects BC Services Card or License information.

Patient & Staff Support

- Dedicated AccessMyHealth Support for patients will be available 8am to 4pm, Monday to Friday
- Patients can access support by submitting the **support request form** on www.accessmyhealth.ca website or emailing accessmyhealthsupport@phsa.ca
- For account creation and initial login: BC Services Card Account Support: Visit [website](#) or call 1-888-356-2741 / 604-660-2355
- Staff may access support for themselves by contacting their usual Service Desk phone number

Provider Notes viewable

****Some exceptions by medical specialty**

- Consult Notes
- Operative Reports
- Procedure Notes
- Discharge Summaries
- Clinic Notes
- Patient Oriented Documents (e.g. Patient Discharge Handout)



Multidisciplinary Documents viewable

**** all other notes will NOT distribute**

- Audiology Visit Note
- Dietitian Visit Note
- Exercise Physiology Visit Note
- Genetic Counsellor Visit Note
- Occupational Therapy Visit Note
- Physical Therapy Visit Note
- Respiratory Therapy Visit Note
- SLP Visit Note
- Nursing Procedure Note
- Wound, Ostomy, & Continence Care Note
- Wound, Ostomy, & Continence Care DC Summary