

AccessMyHealth Patient Portal

Provider - 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



Benefits to patients

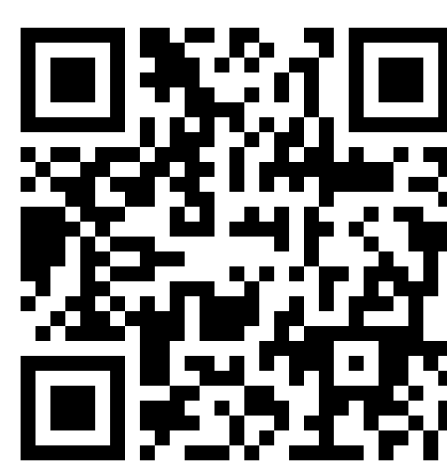
- Access health record information from anywhere - desktop or mobile
- View lab, medical imaging, and key diagnostic results
- See confirmed, upcoming appointments
- Read select Care Team notes
- Receive messages or educational materials from Care team

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](http://www.accessmyhealth.ca) website

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

Patient Support Request Form



Support form is located at the bottom of this page!

Provider Notes Viewable

****Some exceptions by medical specialty**

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

Do Not Distribute to Portal Notes

- In situations where sending clinical documentation to the portal could negatively impact the patient or others, a new note type, 'Provider Note – Do Not Send to Portal', can be used by medical staff across specialties.
- This note type will send to CareConnect and to the PCP, as well as any selected cc's via Excelleris, but will not display in the patient portal.
- Importantly, this note type should be in addition to the usual distributable note type to ensure documentation deficiencies are met and the patient receives a document.

Note Distribution and Editing

- Documents will have a 1-hour delay time between being signed/finalized and visibility in the portal
- If a document is modified after this, the 1 hour delay applies, then it will become visible to the patient again.
- Documents marked as 'in error' will automatically be redacted from the portal.
- If a note type is modified after signing, the note will take the visibility of the new note type - this means that it may not show if a note type is chosen that does not display.