

# AccessMyHealth Patient Portal – Provider Bulletin 2

“The patient portal will transform healthcare by making patients an informed partner in the management of their health.” - Dr Eric Grafstein CMIO VCH-PHC

## CST Cerner Documents Distribution

Clinical documents are a key part of keeping clear records for patient care as well as serving as a communication tool between care teams. Four out of five Canadians are interested in having access to their health records ([CIHI, 2023](#)). Many patients often ask to have copies of clinical documents to keep as a personal record. One of the components of information sharing using the AccessMyHealth portal will be clinical documents.

A few key decisions have been made that you should be aware of:

- **Documentation Display Start Date:** Provider documents will only display to the portal prospectively (e.g. going forward from portal go live date).
- **Display Delay:** There will be a one-hour delay on documents displaying to the portal, after a document is finalized.
- **Sensitive Information:** In situations where sharing certain information to the portal may not be appropriate or could negatively impact the patient or others, a new note type, ‘Provider Note – Do Not Distribute to Portal’, will be available to document, in addition to the expected specialty-specific standard note which will distribute to Excelleris and CareConnect.

### Which clinical documents are included?

The following six note types (with some exceptions by medical specialty) will distribute to the portal:

- ✓ Clinic Notes
- ✓ Consult Notes
- ✓ Discharge Summaries
- ✓ Operative Reports
- ✓ Patient Handouts
- ✓ Procedure Notes

A small number of specialties have chosen to exempt their note types from the portal at this time. Exempted note types include\*:

- ✗ Addiction Medicine
- ✗ Adolescent Medicine
- ✗ Child Protection Services
- ✗ Perinatal Addiction Medicine
- ✗ Psychiatry
- ✗ Sexual Assault Services

*\*Decisions are still being finalized and may be subject to change.*

If you have questions, please reach out to [accessmyhealthportal@vch.ca](mailto:accessmyhealthportal@vch.ca) and a member of the project team will get back to you.

Please check [CST Cerner Help](#) for previous bulletins you may have missed.

