

AccessMyHealth Patient Portal – Provider Bulletin 3

“I know from working with patient portals elsewhere that they empower patients by giving them timely access to their own health information, strengthening engagement, trust and shared decision-making in their care” - Dr. Angel Arnaut, Surgical Oncologist and CMIO, PHSA

Benefits of having access to results

[Research shows](#) that patients overwhelmingly (96 per cent) preferred receiving test results as soon as possible. Having access to results in the AccessMyHealth portal, alongside their appointment, documents and other information, will help patients have a more complete picture of their health information. This can help promote informed decision-making and conversations about their care journey.

Types of results available

Information	Start Date of Information	Display Delay After Result Finalization
Imaging Reports	CST Cerner Go Live Date (28 April 2018)	7 days
Laboratory – General Lab	CST Cerner Go Live Date (28 April 2018)	No delay
Laboratory – Microbiology	CST Cerner Go Live Date (28 April 2018)	No delay
Laboratory – Pathology	CST Cerner Go Live Date (28 April 2018)	7 days

- Certain laboratory test results can be displayed in a graph.
- Laboratory results will display with reference ranges.

How AccessMyHealth complements Health Gateway

- Some lab and imaging results may be viewed in both AccessMyHealth and Health Gateway, enabling a seamless experience for patients within our portal.
- Results availability may differ between AccessMyHealth (only showing what is available in CST Cerner) and Health Gateway (generally showing results available in CareConnect)
- Display delay times are aligned between AccessMyHealth and Health Gateway to ensure consistent information sharing.

If you have further questions, please reach out to accessmyhealthportal@vch.ca and a member of the project team will get back to you!

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