

AccessMyHealth Patient Portal – Provider Bulletin 4

Join the VPP Medical Staff Forum: October 15

Register in advance for this virtual event taking place **Wednesday October 15, 2025 from 5:30 p.m. to 6:30 p.m.** Our panelists will discuss the new patient portal, what it means for you and your patients and the new functionality it entails. You'll hear real-world experience from other facilities who have implemented similar patient portals.

[Register for the VPP Medical Staff Forum](#)

NOTE: You must register to receive the forum access link. You'll have the opportunity to submit questions in advance.

Portal View of Upcoming Appointments

When we launch the new patient portal AccessMyHealth, patients will have a view of their upcoming appointments to help them keep track along their health journey.

Upcoming appointments will display in the portal to serve as reminders for patients, including any instructions for preparation. These may include reminders about arriving early or bringing certain information with them. To help avoid any confusion for patients, some appointments will have customized display names. For example, "NM Therapy Thyroid Ablation I-131 OP VGH" will display to the patient as "NM-Nuclear Medicine Therapy Thyroid."

Appointment types that will display	Appointment types that will not display
Ambulatory clinic visits	Appointments that patients don't attend, like case conferences
Imaging	Inpatient-specific appointments (e.g. Inpatient radiology)
Pre-anesthesia clinic	A small number of clinics based on the type of clinic (list to be confirmed)
Procedures, Surgeries (will only display date, not the time)	

Regular appointment notifications and video visits

In terms of how clinics communicate appointments to patients directly, there is no change at this time. There will also be no change to any automated appointment reminders that are currently in place. Video visits will also remain unchanged and will continue to be scheduled and hosted in the same way they are today.

If you have 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.

