

AccessMyHealth Patient Portal – Provider Bulletin 5

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.

Why This Matters

- **Preserve Existing Workflows:** Providers do not need to learn or navigate a new support channel for portal-related issues.
- **Minimize Disruption:** A dedicated support team ensures staff and providers are not burdened with technical or administrative questions.
- **Maintain Clinical Focus:** Providers can continue focusing on care delivery, while the support team manages portal-related inquiries. The most common questions to Health Gateway in 2024 were: Lab Results and Diagnostic reports.

Support Model Overview

As we prepare for the launch of the AccessMyHealth patient portal, it is important for providers to understand how patient support will be managed and what to expect when patients reach out with questions about the patient portal.

- **Patient Support:** Patients will have a dedicated support email for all portal-related inquiries. The support team will triage requests, provide technical assistance and escalate data remediation issues as needed.
 - To minimize disruption, providers and staff are encouraged to direct all patient portal inquiries to the dedicated support email.
- **Provider and Staff Support:** Providers will continue to contact the **Service Desk** for your Health Authority for any portal-related concerns, including technical issues that may impact Cerner workflows – such as problems with Message Center.

Further information will be provided closer to Go-Live in early 2026.

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.