

AccessMyHealth Patient Portal – Provider Bulletin 7

Thank you to everyone who attended the recent VPP Medical Staff Forum on October 15, 2025. A recording of the session can be found [here](#).

Below is a summary of key themes that emerged during the session. Please note: questions have been edited for clarity.

Portal access and functionality

- How will patients access the portal?
 - The BC Services Card allows eligible BC residents to register and log-in one time (via single sign-on) to access their health record information in AccessMyHealth, as well as other applications on [Health Gateway](#). To get started, patients will need a [BC Services Card](#) and to set up their [BC Services Card account](#), which is the digital ID they will use to log-in to AccessMyHealth.
- What specialties are exempt from sending documents to the portal?
 - For the initial launch, a small number of specialties will not send documentation to the portal. Exempted note types include:
 - Addiction Medicine
 - Adolescent Medicine
 - Child Protection Services
 - Pediatric Complex Pain Services
 - Perinatal Addiction Medicine
 - Psychiatry
 - Sexual Assault Services
- Will patients receive notifications about the availability of information that's been posted to the portal?
 - The portal does not currently include notifications for new results or documentation. However, when a secure *one-way* message is sent from their care provider, the patient will receive a notification.
- Will patients be able to access lab requisitions from the portal?
 - Lab requisitions will not be visible in the portal, but the team will investigate this feature in the future.

Proxy

- At what age is a patient eligible to access the portal themselves?

- B.C. residents who are 12 years of age or older may register to access the portal through the BC Services Card login. Two pieces of government-issued ID will be required to complete the registration process.
- I understand there will be a note type that won't be visible on the portal, such as any discussion of confidential topics for adolescent patients who have their parents as proxy etc. What if parents or patients then call to ask why they can't see certain notes?
 - The current process allows for patients, care givers and guardians to request information through Health Information Management. This process will not change with the patient portal.
 - If there is cause for concern about certain information being documented, providers and clinicians are advised to prevent certain information from being posted to the portal by documenting it in a 'Provider - Do not distribute to portal' note. In addition, **providers and clinicians should create the standard specialty-specific note**, which will ensure that key information is visible, while maintaining privacy and discretion.

Support

- What resources are available to support patients and providers on the portal?
 - User-support content and FAQs will be available online to patients. Additionally, a robust support model will be in place to triage patient requests for technical support or to answer questions about their information.
 - The following resources will be available for providers and staff to support effective use of the portal:
 - eLearning module on LearningHub to support awareness and education
 - Documents on CST Cerner Help to provide guidance on:
 - AccessMyHealth – Review portal status and proxy information
 - AccessMyHealth – Sending a message to the portal
 - AccessMyHealth Provider Note – 'Do not send to portal' note type

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

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