



# Frequently Asked Questions

## MyHealthNL Health Care Provider Edition

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NL Health  
Services



# FREQUENTLY ASKED QUESTIONS FOR HEALTH CARE PROVIDERS

## What is MyHealthNL?

MyHealthNL is a personal health record that enables citizens of Newfoundland and Labrador to access personal health information through a secure website.

## What personal health information is available in MyHealthNL?

For the initial deployment, a patient will have access to the following personal health information in MyHealthNL:

- Laboratory Results – Chemistry, Hematology, Microbiology, and Blood Bank
- Medical Imaging Reports – General Radiology
- Dispensed Medications from community pharmacies
- Allergy information recorded at community pharmacies

To learn more, please refer to the document titled “*Personal Health Information Available in MyHealthNL*”.

Please note, historical Medical Imaging reports won’t be available in MyHealthNL, however historical Laboratory results will correspond to when Laboratory results became available in HEALTHe NL.

## Will patients be able to view electronic clinic notes?

No. MyHealthNL doesn’t display clinic notes, discharge summaries, etc.

To learn more, please refer to the document titled “*Personal Health Information Available in MyHealthNL*”.

## Will I have an opportunity to review my patients’ results prior to them accessing them in MyHealthNL?

You will have access to the results before your patient.

- Laboratory results are not released to MyHealthNL until **7 days** after they have been released in the Health Information System.

- Medical Imaging reports are not released to MyHealthNL until **14 days** after they are released in the Health Information System.

### Will patients be able to directly message a health care provider?

No. Patients will not be able to directly message a provider through MyHealthNL at this time.

### Can minors have access to their personal health record?

A minor is defined as someone who is under the age of 16 years old. Citizens must be at least 16 years of age to enroll and access MyHealthNL.

### Can parents or legal guardians have access to a child's health record?

Currently there is no process available for a parent or legal guardian to gain access to their child's record. However, we do anticipate this to be available soon.

### Can caregivers and/or substitute decision makers obtain access to another individual's personal health record?

Currently, there is no process available for obtaining access to another individual's personal health record. However, a citizen who has a MyHealthNL account can share their record with another MyHealthNL user.

### Are health care providers required to learn how to use MyHealthNL?

Health care providers are not required to learn the functionality of MyHealthNL. Providers should continue to review results and reports using the current processes and systems used today (i.e., Hospital Information System, HEALThe NL, or Med Access EMR). MyHealthNL will not provide any additional health records. Providers who wish to enroll for access to their own personal health record can reference the training document titled "*Personal Health Record: Enrollment*".

### Citizens now have access to their personal health record. How will this impact me and my practice?

Granting patients access to their personal health information gives them the ability to track their medications and follow trends in results which can help the management of chronic conditions, and save time and costs associated with healthy visits to the provider. These patient benefits can indirectly translate into benefits to you, the health care provider. For example, you may notice

improvements in patients' abilities to self-manage chronic disease and have more meaningful and informed conversations with you.

A concern among some providers and patients is that patients may not fully understand their report information. When ordering a laboratory test or medical imaging exam, you may want to set expectations with your patient regarding how these results can be interpreted given what's considered 'normal' for the patient. This may reduce potential concerns your patient may have when they view their result(s).

Acknowledging concerns raised during our consultation phase, jurisdictional scans show that health care providers and support staff have not experienced a significant increase in workload following the implementation of a personal health record. The PHR Program will monitor this type of impact through regular evaluations.

## Where do I direct my questions?

If you have questions or feedback, please email [MyHealthNL@nlchi.nl.ca](mailto:MyHealthNL@nlchi.nl.ca).