



Connect Care

MyAHS Connect User Guide

MyAHS Connect User Guide

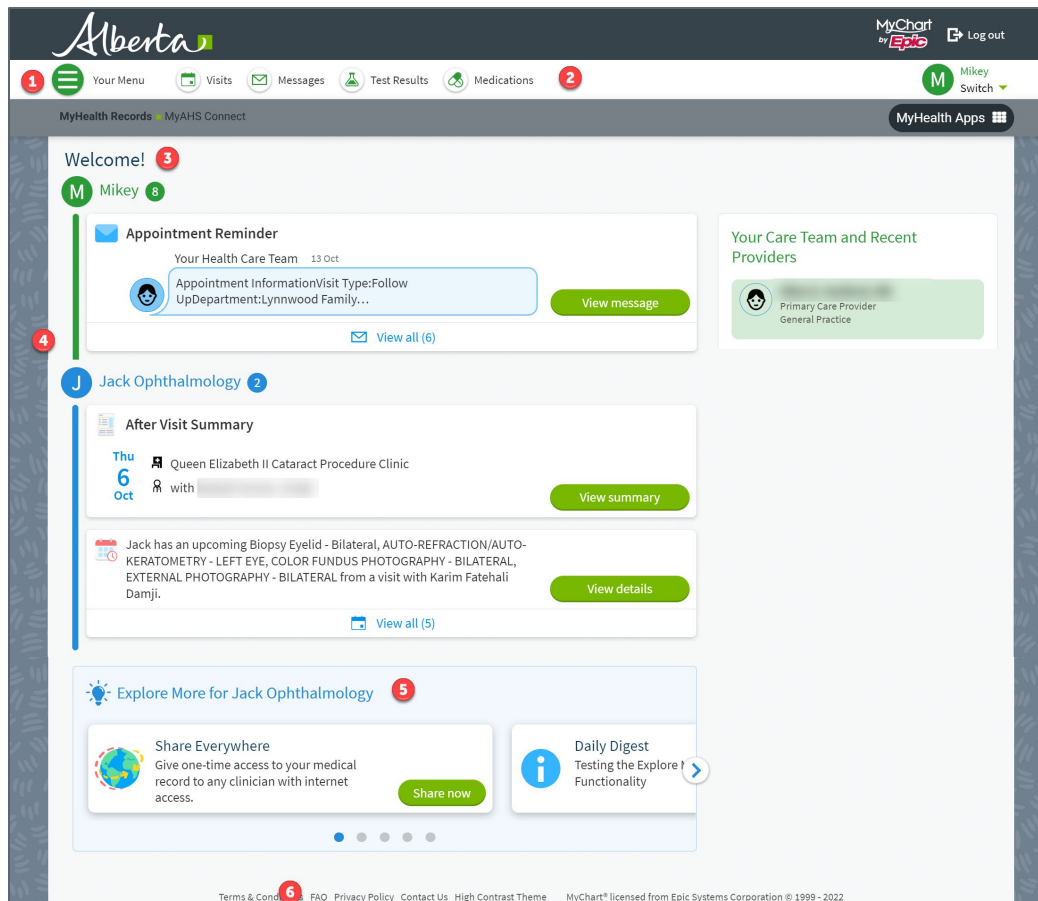
Welcome to MyAHS Connect.....	3
Resources	4
Search Medical Information Library.....	4
Research Studies	4
MyAHS Connect Resources.....	4
Current Hospital Visit	4
Day at a Glance.....	4
Find Care.....	4
Schedule an Appointment	4
View Care Team.....	4
Search for Provider.....	4
Find Healthcare	4
Communication	5
Messages	5
Ask a Question	5
Letters.....	6
My Record	6
Visits	6
Cancel an Appointment	7
eCheck-In Process	7
MyAHS Connect Video Visits	10
Attending a Video Visit Appointment.....	10
MyAHS Connect Video Visit - Troubleshooting Tips for Mobile Devices	12
MyAHS Connect Video Visit - Troubleshooting Tips for Laptop/Desktop	13
Test Results.....	14
Medications	15
Health Summary.....	15
My Conditions	16
Plan of Care.....	16
Preventive Care.....	16
Questionnaires	16
Upcoming Tests and Procedures	17

Implants	17
Medical and Family History	17
Track My Health - Flowsheets	17
Growth Charts	20
Document Center	20
Sharing Hub.....	21
Advance Care Planning.....	25
History Questionnaire	26
Eyeglass Prescription	26
Contact Lens Prescription	26
Wallet Card	26
Billing.....	26
View your outstanding balance	26
Pay your outstanding balance online	27
Sign up for paperless billing	28
Insurance.....	28
Review Insurance Information	28
MyHealth Apps	28
Account Settings	28
Personal Information	28
Personalize	28
Change Your Shortcuts	29
Linked Apps and Devices	29
Communication Preferences	29
Other Preferences	30
Deactivation	30
Mobile App	30



Welcome to MyAHS Connect

MyAHS Connect lets you see your Alberta Health Services health information online. It can help you take part in your healthcare and communicate with your healthcare team. This guide tells you about many MyAHS Connect features and how to use them. After you log in to MyAHS Connect, you will see the Welcome Page.



Starting at the top you will see:

- 1. Your Menu** – On the left side is a button called Your Menu. When you click on that button you will see a list of all the activities that are available on MyAHS Connect.
- 2. Shortcuts** – Beside the menu are shortcuts to the four most common activities: Visits, Messages, Test Results and Medications.
- 3. Welcome!** – The health feed provides a complete view of any actionable health updates on your record. In addition, if you have proxy access to another person's health record, you will also see actionable health updates for their accounts within the same feed, colour-coded by person, making it easy to stay on top of everyone's care.
- 4. Announcements** – Announcements are used to notify users of changes to the features in the portal, upgrades or upcoming system maintenance which may result in the portal being unavailable. After viewing an announcement, users can dismiss the card to clear it from the health feed.
- 5. Explore More** – The Explore More section, which appears at the bottom of the health feed, will highlight different activities. These are features that may change each time you log in to your account.
- 6. Frequently Asked Questions** – Frequently Asked Questions are at the bottom of every page in MyAHS Connect.



Resources

Search Medical Information Library

Search the Health Information Library for information on health conditions, healthy living, medications, tests, treatments, procedures and more. MyHealth Alberta provides evidence based, easy-to-understand online health information, videos, and tools.

Research Studies

You can decide if your health information can be considered for future research studies. You will also find information about any research studies in which you are involved.

MyAHS Connect Resources

You will find support materials and tip sheets about how to use MyAHS Connect such as a User Guide and Frequently Asked Questions.

Current Hospital Visit

Day at a Glance

During your stay at a hospital using Connect Care, you will see a feature called **Day at a Glance**. Day at a Glance provides a summary of your upcoming treatment schedule using a report called Keeping You Informed. The report displays medications that will be administered as well as upcoming lab orders, consultations, imaging orders, and other procedures that occur. Each individual event is grouped into a larger order category.

The **Keeping You Informed** report is dynamic. As your healthcare team modifies your treatment in Connect Care, the report will also change to reflect what is current at that point in time.



You will only see the Day at a Glance activity in your menu when you are admitted as an inpatient to a hospital that is using Connect Care.

Once you are discharged, you can view your After Visit Summary in the Visit activity. Click on the Visits shortcut at the top of the page.

Find Care

Schedule an Appointment

Click **Schedule an Appointment** which is found under the menu button to request or schedule an appointment with your healthcare provider. Depending on the reason for the appointment or type of appointment, MyAHS Connect will take you to one of the following pages:

- **Request an appointment** - Select the provider you want to see, the reason for the visit, dates, and times you prefer, and include any comments. After you submit your request, someone from the clinic will contact you to book your appointment.
- **Schedule an appointment** (this option is not available at all clinics) - schedule an appointment yourself so you do not need to wait to hear back from the clinic. After you confirm your personal information (such as address and phone number) and insurance information, select a clinic. Then, select appointment from the list of open time slots.

View Care Team

This is a summary of the healthcare providers who have been added to your Care Team. If you recently had an inpatient stay or visited a facility that was not using Connect Care, they may not display in this list.

Search for Provider

Link to existing Alberta Health Services resources to help you find a physician in Alberta or a family doctor using the Primary Care Networks.


Find Healthcare

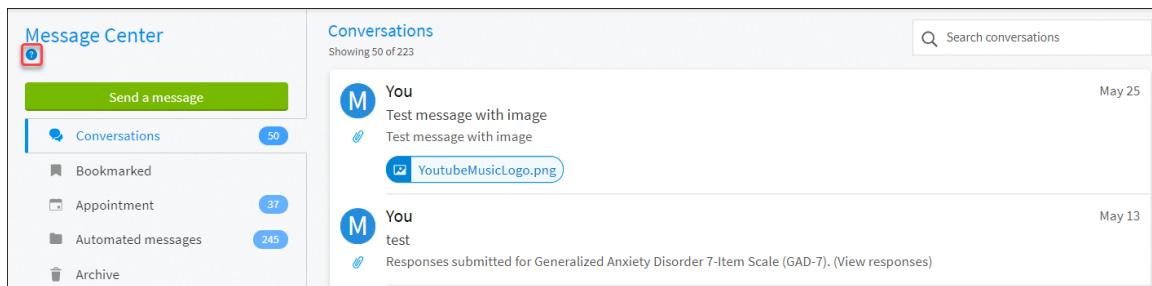
Link to existing Alberta Health Services resources to help you find a facility, hospital, or program location in Alberta.



Communication

Messages

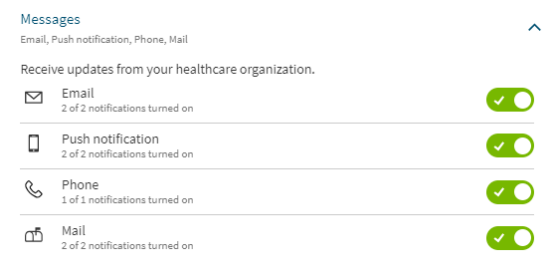
You can read any messages your doctor or other clinic staff sent you by going to **Messages**. Messages will be grouped by conversation, allowing you to bookmark a message to easily find later for follow-up and an archive section for old messages. You are also able to view messages that have a task associated to them, such as a questionnaire. In addition, you will be able to view appointment reminders, receive automated messages and search for messages. There is also an overview video available below the Message Centre title. Click on  to access.



If you are looking for a specific message, enter key words in the **Search Conversations** field.

You can also manage when you receive email notifications.

- Go to **Account Settings**, then click **Communication Preferences**.
- Expand the Messages section and select a notification option. Once a choice is selected, the icon will turn blue. Click **SAVE CHANGES** located at the bottom of the screen.



- Update your email address and mobile phone number, if needed, at the bottom of the page.

Ask a Question

There are three types of questions you can send through MyAHS Connect:

- Schedule an appointment
- Ask a medical question (non-urgent)
- Ask a customer service question



Please call 911 if you have an emergency or urgent medical question.

For health advice and information, call Health Link at 811, 24 hours a day, 7 days a week.

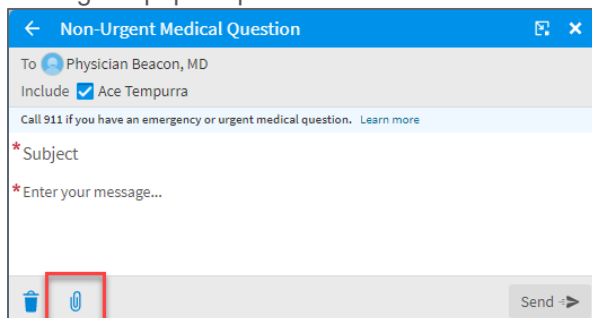
If you have a **non-urgent** medical question, you can send a message to your doctor's office. Your request for medical advice will be sent to a staff member from the office you have selected. Based on the content of your question, it may be forwarded to your doctor or other members of your healthcare team, for



example: Nurse, Dietitian, Physiotherapist, Pharmacist for resolution. It is important to note that any medical questions you send and answers you receive will become part of your health record.

Ask a (non-urgent) medical question:

1. Click **Ask a Question** from Menu or click **Send a Message** from the Messages page.
2. Select the type of question based on the options available.
3. Select a recipient from the list. This list includes people on your care team such as your AHS specialist, another healthcare provider you have seen recently, or the general nursing staff at the clinic. If you do not see someone specific on your list, speak to your healthcare provider at your next visit.
4. Enter a subject for your message and type your question in the large text box.
5. If appropriate, you can also include a document or image as an attachment to a message by clicking the paperclip icon.



6. When you are finished, click **Send**.

Someone at your clinic should respond to you within 5 business days. If you have set up email notifications for new messages in your MyAHS Connect account, you will receive an email notification letting you know that the clinic has responded to your question.

Ask a customer service question:

1. Go to **Ask a Question**.
2. Click **Customer Service Question**.
3. Select the type of question based on the options available.
4. Enter a subject for your message and type your question in the large text box area.
5. When done, click **Send**.

Letters

You can view letters produced by your care team that have been sent to you. These letters could include information related to a referral or a doctor's note.

My Record

Visits

You can view your past or future appointments that are booked at a Connect Care facility by going to **Visits**. When reviewing your upcoming or past appointments you can filter by doctors, departments or by specialty. Select a future appointment or click **Details** to see information such as:

- The date, time, and place of the visit
- Any pre-visit instructions from the clinic
- Directions to the clinic

If your clinic uses [eCheck-in](#), you can use it to do the following before you arrive at the clinic for your appointment:

- Confirm or update personal information such as your address, phone number, insurance, and emergency contacts
- Confirm or update medications, allergies, and health issues
- Answer appointment-related questionnaires



You can select a past appointment to see the **After Visit Summary**. This is a summary of what was discussed with your healthcare provider including a current list of your medications and any instructions for you after your visit.

Cancel an Appointment

Depending on the date and time of your next appointment, you might be able to cancel it through MyAHS Connect. If it is too close to your appointment, you may need to call the clinic to cancel.

1. Go to **Visits**. Select the appointment from the list or click **Details**.
2. Click **Cancel Appointment**. Enter comments about why you need to cancel and click **Confirm Cancellation**.

eCheck-In Process

You can do many pre-appointment tasks by using **eCheck-In** before your clinic visit. You can do these tasks 7 days before your scheduled appointment. By filling out the information through MyAHS Connect, it will expedite your check-in at the clinic.

1. Go to **Visits**. You will see the following screen showing any upcoming appointments (the example below shows an appointment for October 17).
2. Click **eCheck-In** to start the process.

The screenshot shows an appointment for Monday, October 17. The appointment is with a provider (represented by a purple circle icon) and starts at 8:00 AM MDT. The clinic is Lynnwood Family Practice Clinic, located at #204, 8768 - 149 Street, Edmonton AB T5R 1B6, with phone number 780-484-7574. There are two buttons: a green 'eCheck-In' button and a blue 'Details' button. At the bottom, there is a red 'X' icon and the text 'Cancel appointment'.

There are 5 sections that you are asked to review and edit as needed.

- a. Personal Information
- b. Contacts
- c. Medications
- d. Allergies
- e. Health Issues
- f. Hardware Test (if you have a video visit scheduled)

As you review each section, check the box next to **This information is correct** at the bottom of the screen before you can move to the next section.

The screenshot shows a blue checkbox with a white checkmark, followed by the text 'This information is correct'.

3. Personal Information
 - a. If something is incorrect, click the **Edit** button.
 - b. Click **Next**.

The screenshot shows the eCheck-In process. At the top, there is a progress bar with six steps: Personal Info, Contacts, Medications, Allergies, Health Issues, and Hardware Test. The 'Personal Info' step is currently selected. Below the progress bar, there is a section titled 'Verify Your Personal Information'. This section contains two boxes: 'Contact Information' and 'Details About Me'. The 'Contact Information' box shows the address '123 Alberta Street, Yourtown AB T0T 0T0' and the phone number '555-555-5555 (prefer...)'. The 'Details About Me' box shows the 'Preferred First Name' as 'Mike' and the 'Language' as 'English'. Both boxes have an 'Edit' button. At the bottom, there are two buttons: 'Next' and 'Finish later'.



4. Contacts

- If something is incorrect, click the **Edit** button.
- Click **Next**.

eCheck-In

Personal Info **Contacts** Medications Allergies Health Issues Hardware Test

Verify Patient's Contacts

L Lisa Marmot
Spouse

123 Alberta Street
edmonton AB

780-555-5555

[Edit](#)

S Sue Marmot
Grandparent

1 Main Street
Anywhere AB T1t 1t1

780-555-5555

[Edit](#)

[+ Add contact](#)

[Next](#) [Back](#) [Finish later](#)

5. Medications

- To add a new medication that you may have started since your last visit click **Report a Medication**.
- To remove a medication, you are no longer taking click **Remove**.
- Click **Next**.

eCheck-In

Personal Info Contacts **Medications** Allergies Health Issues Hardware Test

Current Medications

This is the list of medications that were identified or prescribed during a visit to an AHS site that is using Connect Care. It will only include medications or changes made within AHS and identified at that visit. To ensure you receive the best treatment, your healthcare providers need a comprehensive list of the medications you are taking. **Call 911 if you have an emergency.**

loperamide 2 mg tablet

[Learn more](#)

Take 1 tablet (2 mg total) by mouth four (4) times per day if needed for diarrhea for up to 10 days.

[Remove](#)

[+ Report a medication](#)

Medications You Reported Taking

Please review this list and submit any changes or additions that are important for your care team to be aware of. This information will be visible to your care team at your next visit to a site using Connect Care.

Centrum MultiGummies Men 80 mcg tablet, chewable

[Learn more](#)

[Remove](#)

Medications You Reported No Longer Taking

Please review this list and submit any changes or additions that are important for your care team to be aware of. This information will be visible to your care team at your next visit to a site using Connect Care.

amiodarone (CORDARONE) 200 mg tablet

[Learn more](#)

Prescribed: 1 March 2019

[Restore](#)

[Next](#) [Back](#) [Finish later](#)



6. Allergies

- To add a new allergy, click **Report an allergy**.
- Click **Next**.

The screenshot shows the 'Allergies' step in the eCheck-In process. At the top, a progress bar highlights 'Allergies' among other steps: Personal Info, Contacts, Medications, Allergies, Health Issues, and Hardware Test. Below the progress bar, a message reads: 'Please review your allergies and verify that the list is up to date. Call 911 if you have an emergency.' The main area displays a list of allergies: 'Milk Containing Products Bloating' (Added 4/12/2018), 'Chocolate Flavor' (Added 3/6/2021), 'Cat Dander' (Hives, Shortness of breath, Itching, Rash, Added 7/12/2018), and 'Acetaminophen Anaphylaxis, Hives' (Added 12/9/2019). Each entry has a 'Remove' button. A dashed box with a plus sign and the text '+ Report an allergy' is also present. Below the list, a section titled 'Allergies You Asked to be Removed' shows 'Budesonide-Formoterol Other (see comments)' (Added 31/1/2020) with a 'Restore' button. At the bottom, there are three buttons: 'Next' (green), 'Back' (blue), and 'Finish later' (blue).

7. Health Issues

- To add a new Health Issue, click **Report a health issue**.
- To remove a health issue that is resolved, click **Remove**. When you are done, click **Submit**. Your information has now been sent to the clinic for your healthcare provider to review. You will receive a message that **eCheck-In** is done.

The screenshot shows the 'Health Issues' step in the eCheck-In process. The progress bar at the top highlights 'Health Issues'. A message reads: 'Please review your health issues and verify that the list is up to date. Call 911 if you have an emergency.' The main area displays a list of health issues: 'Ventricular fibrillation' (Added 23/11/2022) and 'IBS (irritable bowel syndrome)' (Added 31/1/2020). Each entry has a 'Remove' button. A dashed box with a plus sign and the text '+ Report a health issue' is also present. Below the list, a section titled 'Health Issues You Reported' shows 'IBS (irritable bowel syndrome)' (Added 31/1/2020) with a 'Remove' button. At the bottom, there are three buttons: 'Next' (green), 'Back' (blue), and 'Finish later' (blue).

8. Hardware Test

- If you are completing the **e-Check In** for a video visit you will have the option to check that your device audio and video are working.

The screenshot shows the 'Hardware Test' step in the eCheck-In process. The progress bar at the top highlights 'Hardware Test'. A message reads: 'Before it's time for your video visit, make sure you have a working camera, microphone, and speaker.' Below the message is a 'Test hardware' button. At the bottom, there are three buttons: 'Submit' (green), 'Back' (blue), and 'Finish later' (blue).



9. Your **eCheck-In** is complete. Please note, you will still need to let staff know you have arrived for your appointment.

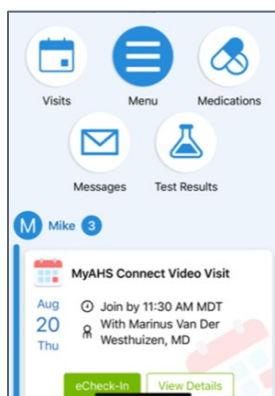
The screenshot shows a web interface titled "Appointment Details". At the top, a green banner states: "The information you've submitted is now on file. This will expedite your Check In process upon arrival." Below this, the left sidebar contains a circular icon with a question mark, the text "Follow Up with PMD FAMMD", and appointment details: "Monday 30/October/2023 11:00 MDT" with an "Add to calendar" link, and the location "East Calgary Health Centre East Calgary Family Care Clinic" with the address "4715 8 Avenue SE Calgary AB T2A 3N4" and phone number "403-955-1400". The main content area has a green header "Get ready for your visit!" with a "Confirm" button and the text "Let staff know you don't need a reminder call." Below this is a large empty space.

MyAHS Connect Video Visits

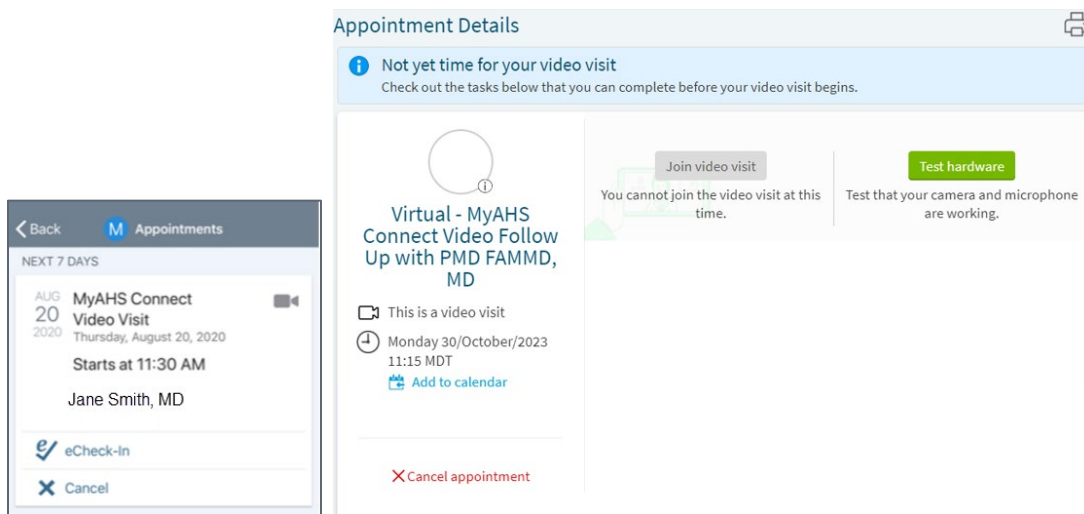
Meeting with a provider by video visit is a convenient way to receive care without going to the hospital or clinic in person. Your provider or clinic will reach out to see if you would be interested in having an upcoming appointment as a video visit. If you have proxy access to someone's health information, you will be provided with a link to the upcoming visit. You can use a web browser on your desktop or a mobile device to start a video visit. Mobile devices are the preferred method, as most devices already have the appropriate camera and microphone setup for these video visits. To get started, download the MyChart mobile application from the Apple App Store or Google Play store.

Attending a Video Visit Appointment

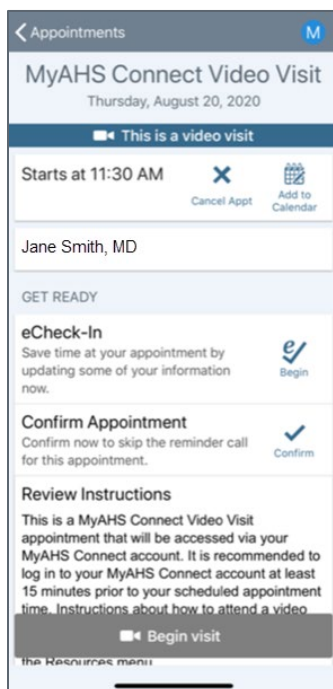
1. You will receive an email notification that you've been scheduled for a video visit.
2. At least 15 minutes prior to your video visit appointment, open the MyChart app and log in to your MyAHS Connect account. Choose a place that is private, quiet, and well-lit to attend your MyAHS Connect Video Visit. This will protect your privacy and help you and your healthcare provider to see and hear each other well during the video call. If there are other people in the room with you, please tell your provider at the beginning of the appointment.
3. Tap **Visits** on the home screen or if you see the MyAHS Connect Video Visit in your health feed, select **View Details**.



4. Your upcoming scheduled visits will appear in a list. Tap **eCheck-In** to confirm information prior to beginning your visit or you can skip this step if needed. Tap open additional details or to join the call, tap the visit information.

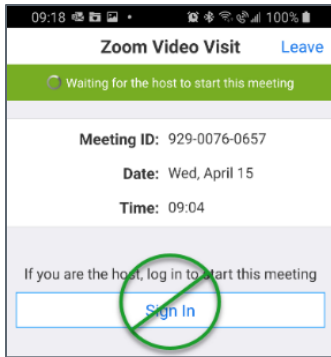


5. The **Begin Visit** button will be greyed out until exactly 15 minutes before your scheduled appointment time.
 - Tap the **Begin Visit** button when it turns green.
 - You will be prompted to download the **Zoom app** on your mobile device when you tap on the 'Begin Visit' button. Follow the prompts on the screen.



6. If the connection was successful, you'll be placed in a virtual waiting room. Your provider will be with you shortly.
 - While in the virtual waiting room, do not click on **If you are the host, log in to start this meeting** button.





You are able to log in to the virtual waiting room 15 minutes before your scheduled appointment. Your healthcare provider will join once the appointment time begins. **If your healthcare provider does not immediately join the MyAHS Connect video visit, please wait for 15 minutes after your scheduled appointment. If the healthcare provider did not join the call, please call the clinic who booked the appointment for follow-up.**

MyAHS Connect Video Visit - Troubleshooting Tips for Mobile Devices

If you are having difficulty connecting to your Video Visit through MyAHS Connect on your mobile device, please confirm the following steps have been completed.

1. Ensure you have downloaded the **MyChart** application from the application store available on your mobile device (App Store or Google Play Store).



Choose MyAHS Connect from the list of organizations. It will be shown as a choice on the main screen, or you can use the search bar at the top of the screen to find it.

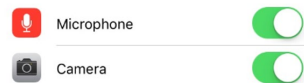
2. Ensure you have downloaded the **Zoom** application from the application store available on your mobile device (App Store or Google Play Store).



3. Ensure you are connected to a **Wifi Network**. This can be accessed through Settings on your mobile device.

4. Ensure your device is compatible with the Zoom software.
[Click this link to see System Requirements for iOS and Android](#)

5. Ensure your microphone and video are enabled on your mobile device.
 - **For iPhone:** Go to Settings > Zoom > switch the microphone and camera toggles to on.



- **For Android:** Go to Settings > Apps & notifications > App permissions > Microphone and switch on the toggle for Zoom

6. Ensure your sound is turned on, and your volume turned up using the buttons on the outside of your device.





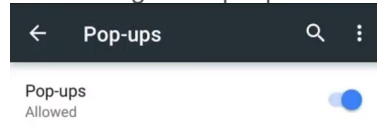
7. Ensure your pop-up blocker is turned off.

- **For iPhone:** Go to Settings > Safari > turn off toggle for Block Pop-ups.

Block Pop-ups



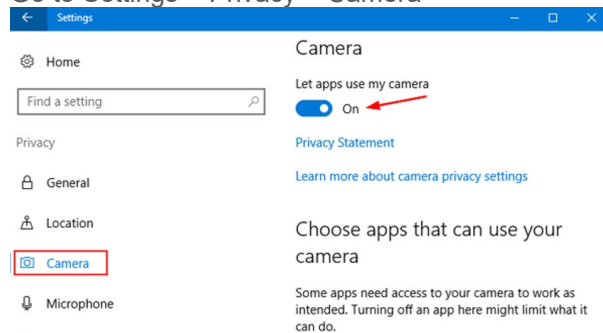
- **For Android:** Go to Chrome > tap the 3 dots in the top right corner > tap Settings > Site Settings > Pop-Ups > Switch toggle off to say Allowed.



MyAHS Connect Video Visit - Troubleshooting Tips for Laptop/Desktop

1. Ensure you are connected to a reliable internet network connection (check with your service provider if you're not sure) and close any applications you do not need to run at the same time
2. Ensure you are using a compatible browser
[Click this link to see System Requirements for PC, Mac and Linux](#)
3. Ensure your webcam is turned on

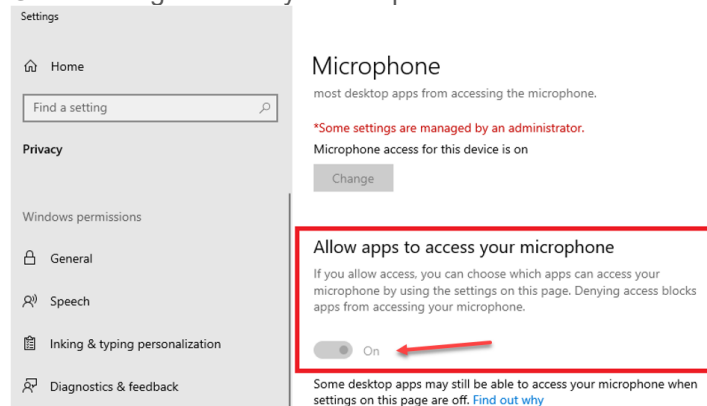
- Go to Settings > Privacy > Camera



- a. Find more information if your [video camera is not working](#).

4. Ensure Zoom has access to your microphone through your computer settings

- Go to Settings > Privacy > Microphone

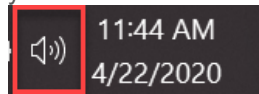


5. Ensure your sound is on and volume turned up

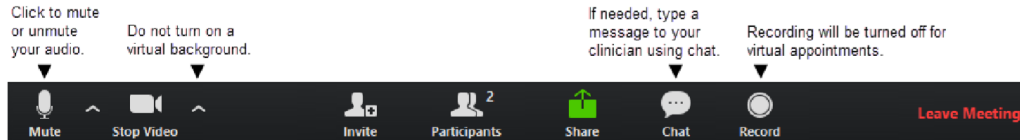
- If you are using a laptop, there may be volume keys on the keyboard.



- Otherwise, the volume is likely located on your desktop in the bottom right corner of your screen



6. Enable audio and video on Zoom The Zoom audio and video controls are located in the bottom left corner of your Zoom video screen.



7. Disable pop-up blockers on your internet browser.
8. **If there is an echo:** This may be caused if one person joins audio on more than one device at the same time: <https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting>

For more information about virtual visits, please follow the link to the [AHS Virtual Health](#) website.

Test Results

In MyAHS Connect, you can see most test results in real time, meaning that once they have been completed, they will be visible immediately within your account. Learn more [here](#). To see your test results, go to **Test Results using the shortcut on the menu**. Select a test to see more information, such as:

- The standard range for the result (what a typical result might be). It is common for test results to be outside the standard range, which may not apply to your specific age or health condition.
- Any extra comments your healthcare provider made about the result
- A graph of past test results

For more information about the test, click **About This Test** on the upper right side of the page to open a link to [MyHealth.Alberta.ca](#) – a trusted source of health information.



An example of a test result in MyAHS Connect:

Component	Your Value	Standard Range	Flag
COVID-19 NAT	Negative		

General Information

Ordered by Historical Provider
 Collected on 13/03/2020 from Nasopharynx (Swab)
 Resulted on 13/03/2020 10:07 AM
 Result Status: Edited Result - FINAL
 This test result has been released by an automatic process.



You can set up a notification to tell you when new results are ready for you to see.

- Go to **Account Settings**, then select **Communication Preferences**.
- Expand the Health section and select a notification option next to Test Result.
- Update your email address and mobile phone number, if needed, at the bottom of the page.

Medications

Go to **Medications** to see all the medications that were prescribed by your Connect Care healthcare team or that you have added. You can see details for each medication, including:

- The **commonly known** name of the medication
- **How much to take** (the prescribed dosage)
- **Instructions for how to take it**
- **Who prescribed it** and the date it was prescribed
- **Learn more** - see more information about the medication, such as things you need to know when you are taking it and possible side effects.

amiodarone 200 mg tablet
Commonly known as: CORDARONE
[Learn more](#)

Take 1 tablet (200 mg total) by mouth one (1) dose per day.

Prescription Details	Refill Details
Prescribed 1 March 2019	Quantity 30 tablets
Approved by Family Medicine, Physician2, MD	



[Remove](#)

You can also remove a medication you are no longer taking by clicking **Remove** or add a new medication by clicking **Add a Medication**. When you or a proxy request to have a medication removed or added, a message will appear to let you know that medication might not be formally removed or added until a provider reviews the request during a future visit. After you request to remove or add the medication, it will appear in the **Medications You Asked to Be Removed** or **Medications You Asked to Be Added** sections of your medication list.

Health Summary

To see a summary of your medical record, go to **Health Summary**. This summary includes information about:

- Current Health Issues
- Medications
- Allergies
- Immunizations
- Preventive Care

Health Summary

Use the links to jump directly to a section of your Health Summary.

[Current Health Issues](#) [Medications](#) [Allergies](#) [Immunizations](#) [Preventive Care](#)

You can add information to the Health Summary or single topics. For example, you could add a new allergy. Any additions or deletions that you make to your information will be reviewed by your healthcare team and discussed with you as it relates to your healthcare. If you feel there's information in this summary that is not correct, talk to your healthcare team at your next appointment.



My Conditions

This feature gives you a central place to view information related to a given health condition. You can view relevant medications, test results, preventative care topics, treatment summaries, and patient goals entered by your healthcare team.

Plan of Care

The **Plan of Care** feature shows any health goals that you and your healthcare team have set, for example lowering your blood pressure. You can also see upcoming appointments or tests that will help meet your goals.

Preventive Care

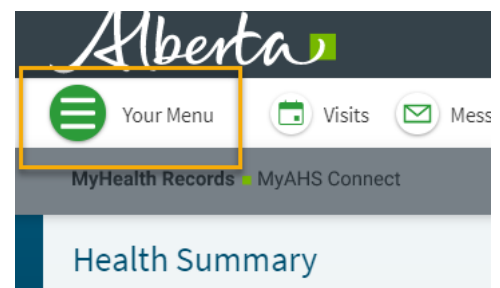
Preventive medicine plays an important part in your health and overall well-being. The **Preventive Care** feature may display procedures that are recommended for people of your age, sex, and medical history.

Questionnaires

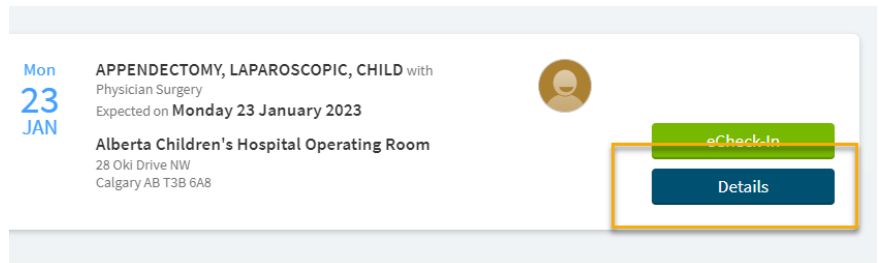
Your clinic may send you questionnaires in MyAHS Connect so you can do them online instead of at the clinic.

You can fill out questionnaires in three different places:

- **Questionnaires & History Questionnaires** found within the drop-down list of Your Menu – Here you will find both new questionnaires that you can complete and previous questionnaires that you have submitted.

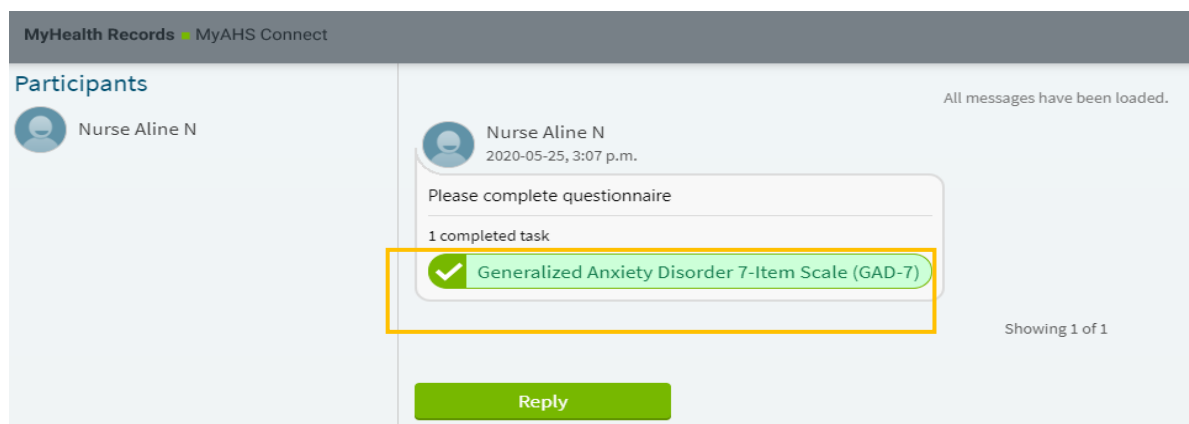


- **Visits** - If your doctor wants you to do a questionnaire before an appointment, they will attach it to your appointment. To respond to the questionnaire, go into your 'upcoming visits,' select the appointment and click **Details**.



Open the questionnaire by clicking its name in the questionnaires section of the appointment details.

- **Message** - If your doctor sends you a message with an attached questionnaire, open it by clicking the questionnaire link within the message.



If you need to close a questionnaire before you finish it, click **Finish Later** to save your progress.



Upcoming Tests and Procedures

Keep track of tests and procedures you need to follow up on. You will also receive reminders through your health feed that you can hide.

Implants

The **Implants** feature provides a detailed summary of current or removed implanted medical devices, such as a pacemaker or implantable cardioverter defibrillator, or other implants.

K-Wire .045	
Implant type: Wire	Implanted on: September 26, 2022
Implanted area: Arm	Number implanted: 1
Laterality: Right	Implanted by: Atlas Hess
	Implanted at: JMAH Hospital
^ Hide details	
Status: Implanted	Lot number: 456456
Model number: 321987	Serial number: 123456789
	Unique Device Identifier: (01)987654321(10)456456(21)123456789
	Device identifier: 987654321

Medical and Family History

The **Medical and Family History** feature is an overview of your medical history on file in Connect Care, it is also based on the information collected using the history questionnaire. To update the information in the history questionnaire, go to **My Record → History Questionnaire**.

Track My Health - Flowsheets

Your doctor might ask you to track information in MyAHS Connect, such as your daily glucose or blood pressure readings. You can manually enter data into the **Track My Health** feature, or you can connect MyAHS Connect to Apple Health, Google Fit, Withings or Fitbit to automatically pull data from other health and fitness apps or devices. Your doctor automatically receives the readings so they can watch your progress between visits.



This feature will not be visible to all MyAHS Connect users. The ability to use the Track My Health activity is based on whether your healthcare team has requested that the information be tracked using MyAHS Connect.

Using Track My Health for the first time

1. Go to **Communication → Messages**.
2. **Open the message** from your doctor about a new flowsheet. The flowsheet is what you use to enter your readings in the Track My Health feature.
3. Open Track My Health by **clicking the link** in the message. In the future, you will be able to record your readings directly by going to **My Record → Track My Health**.
4. Click the flowsheet's name to open it, and then click **Add New Data** to start recording your readings.
5. Enter the date and time manually or select **Now** which will auto populate the current date and time.

Add My PD Tracking (Automated) Data
Step 1 of 2: Enter readings
Click **Add Another Reading** if you would like to enter data for more than one reading at this time.
When you are finished entering data, click **Continue**. Click **Cancel** if you do not want to save the data you entered.

Reading 1

Date: **Now**

Time:

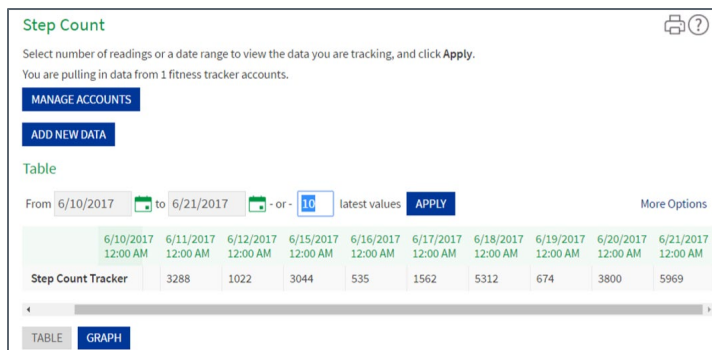


6. Enter your data or reading and click **Continue**. For users that are tracking treatments that have a start and end, you can enter data in all at once, or you can enter data at the initiation of treatment and then, add another reading at the end of treatment.
7. Make sure that you have entered your reading correctly and click **Submit**.

Track your readings over time in a table or graph

On the **Track My Health** page, click a flowsheet's name to see previous readings in a table. From this page, you can:

- Change the direction of the table. Click the **More Options** link to choose whether dates show as rows or columns.
- See the readings in a graph. Click **Graph** to change the display.
- Customize the date range or the number of readings that appear. Change the **From** and **To** fields or the **Latest Values** field and click **Apply** to update the display.



Connecting your MyAHS Connect account to Apple Health, Google Fit, Withings or Fitbit

To sync your MyAHS Connect account with Apple Health:

1. Log in to MyChart App on your **Apple device**.
2. In menu, tap **Track My Health**.
3. Tap **Manage Connections**.
4. Tap **Connect to Health**.
5. Choose the data you want to share with MyAHS Connect by tapping the toggle button for each type of data.
6. Tap Done.

Only the data your physician has requested will appear as an option to sync in MyChart (the app version of MyAHS Connect). Any data that was already stored in Apple Health is automatically synced to MyAHS Connect.



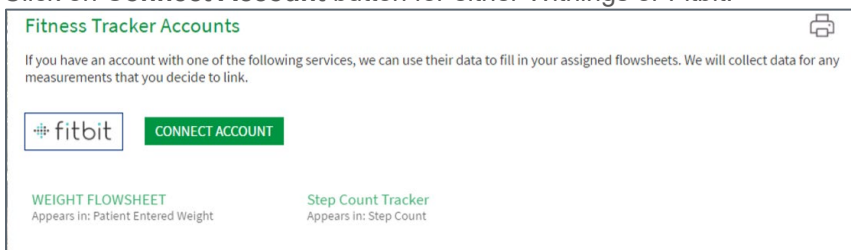
To sync your MyAHS Connect account with Google Fit:

1. Log in to MyChart App on your **Android Device**.
2. In menu, tap **Track My Health**.
3. Tap **Manage Connections**.
4. Tap **Connect to Google Fit**.
5. Choose the data you want to share with MyAHS Connect by tapping the toggle button for each type of data.
6. Tap **Done**.

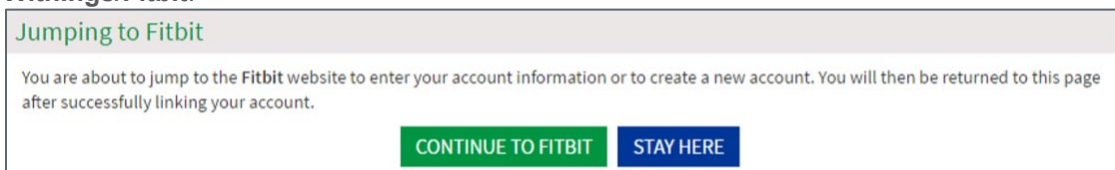
Only the data your physician has requested will appear as an option to sync in MyChart. Any data that was already stored in Google Fit is automatically synced to MyAHS Connect.

To sync your data from Withings or Fitbit, you must first have an account with the service. Once you have an account:

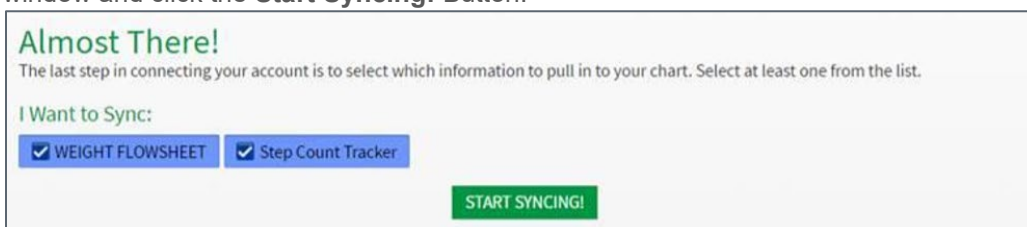
1. Log in to MyAHS Connect website on your laptop or desktop.
2. In the menu, go to **My Record → Track My Health**.
3. Click **Connect My Account**.
4. Click on **Connect Account** button for either Withings or Fitbit.



5. You will be redirected to the website for Withings/Fitbit. To continue, click **Continue to Withings/Fitbit**.



6. Enter your username and password for Withings/Fitbit and sign in.
7. You will be redirected back to MyAHS Connect. Select the data you want to sync on the pop-up window and click the **Start Syncing!** Button.



8. To sync data from your account with MyAHS Connect and send it to your healthcare provider, open the fitness tracker page in Track My Health and click the Sync Now button.

The selected data will be pulled for the last 30 days, or since the most recent sync. The date and time of the last sync will appear on the fitness tracker page for each piece of data you are tracking. You can unlink your account by clicking the red **Unlink** button.



Growth Charts

If you have proxy access to your child's account, you can use this activity to track their growth chart measurements and compare it to others in their age group. Note: You must be in your child's record to see the growth chart measurements.

1. Switch from your account to your child's account, **click on your name** in the top right side of the screen. In the drop-down list, **select the child's name**.
2. Go to the menu and select **My Record**, then click **Growth Chart**.
3. Select the **chart set** from drop down list. For example, you can switch between growth charts provided by the World Health Organization (WHO) and the Center for Disease Control (CDC).
4. Select the **chart type** from drop down list. For example, you can switch the view from length-for-age to weight-for-age or Body Mass Index-for-age.
5. Select if you want to see the data in **metric** or **standard**.

To learn how to request access to your child's record, go to the [Sharing](#) section of this user guide.

Document Center

Visit Records

You can view or download one visit or a set of visits. You can also view or download records from the [Sharing Hub](#).

1. In **Your Menu**, click **Document Center**. Then click **Visit Records**.
2. Select a visit on the **Single Visit** tab or use the **Date Range** tab or **All Visits** tab to select multiple visits.
3. Click **Download** to save a copy of the visit summary for your records.

My Documents

You can view, download, or print certain documents that you have on file within your Connect Care record. The following list of document types can be viewed within **My Documents**.

Document Types	Description
After Visit Summaries	Connect Care outpatient visit, emergency visit, or inpatient stay
Agreements and Invoices	Finance related agreements and invoices, equipment, or device loan agreements
Consents	Except for transplant organ donation and autopsy consents
Electronic Fetal Monitor Results	Fetal heart tracings
Equipment/Device Information	Information received on paper and scanned in related to equipment or devices (registration and warranty)
Immunization Documents	
Orders & Order Supporting Documents	Paper requests received and scanned in related to Lab, Diagnostic Imaging, Cardiology, and other testing/care services
Patient Submitted Documents	Financial decision-making documents e.g., Power of attorney, Identification, Insurance, and coverage
Prescriptions	Connect Care pharmacy received and processed requests
Release of Information Requests	Requests received for health information submitted by patient, patient's authorized representative, or third parties



If you do not see a document that you believe should be available, follow the [Requested Records](#) process.

Requested Records

If you have requested a copy of your medical record in MyAHS Connect you can download and view it rather than wait for a paper copy to arrive in the mail. Pending requests can also be cancelled here by clicking cancel on the request. To make a request, see the **Sharing Hub**.

To download:

1. Go to **My Record, then Document Center**. Click **Requested Records**.
2. Find the record you want and click **Download**.
3. If the record is password protected, a message will warn you. Click **Continue Download**.
4. Click **Save** to save the file and then open it or click **Open** to open it without saving it.
5. If the record is password protected, click **Show Password** on the Requested Records page to see the password you need, and then enter the password to see the document.

Who's Accessed My Record?

This page shows you a history of when you logged in to MyAHS Connect. It also shows when proxies (people who have your permission to log in to your MyAHS Connect) have logged in to your record.


Sharing Hub

Click on **Your Menu** then scroll down to the **Sharing** section. Select **Sharing Hub**. If you are unsure of which sharing option you need, choose one of the following four boxes:


Sharing Hub

There are many ways to share your health information. Let us help you find what you need.


Who do you want to share your health information with?




Yourself
You might be trying to get a copy for your personal reference.



A family member, close friend, or caretaker
This person might be taking care of you or helping you track your health.



A healthcare provider
A healthcare provider is a health professional (for example, a doctor, dentist, nurse, or social worker) or a healthcare organization.



Anyone else
This might be someone at another organization, like your insurance or workplace.

Already know which sharing option you want?

[Manage friend and family access](#)[Download health and visit summary](#)[Request copy of health record](#)

Next, select how you would like this information shared. If you know who and how you would like to have this information, select an option at the bottom of the screen.

Already know which sharing option you want?

[Manage friend and family access](#)[Download health and visit summary](#)[Request copy of health record](#)

Download health and visit summary, also referred to as **Download or send a snapshot**, is where you can download a digital copy of a single visit, multiple visits within a date range, all visits, or your Lucy summary. The **Lucy summary** includes your allergies, current health issues, procedures, test results, and immunizations from MyAHS Connect.



Visit Records

Select the visits you'd like to view or download. You can select a single visit or multiple visits using the options below.

Single visit Date range All visits Lucy summary

Request copy of health record provides you with a physical copy of your health record. To submit a new request for a copy of your health record, fill out the form with the required information.

Request Copy of Health Record

- All requests are subject to \$25.00 basic fees. Additional cost may apply for retrieval and special handling where applicable.
- If you require any assistance in filling this form, please contact the Disclosure Help Line by phone 1.855.312.2265 or by email at disclosure@ahs.ca
- We will make every effort to respond to your request within 30 days.

Submit a new request for a copy of your health record

* Indicates a required field

* Where would you like to send this request form?

* Who should we send this record to?

Me Someone else

i We do not allow sending a copy of your records to someone else through MyAHS Connect. Please contact Disclosure Help Line at disclosure@albertahealthservices.ca to know about our process outside MyAHS connect to make this request.

* What dates do you want information from? (if you want the records from a single date, please include same start and end date)

Date range All available dates

* From:

* To:

* What information do you want included in the record?

Diagnostic Imaging Reports

[What is this?](#)

Include

Laboratory Result Reports

[What is this?](#)

Include

Discharge Summary

[What is this?](#)

Include

Confirmation of Stay

[What is this?](#)

Include

Other

Include

To facilitate a quicker retrieval of records, please provide the name of the specific facilities/departments in the below text box. Failure to specify the facilities/departments may increase processing time. If you require records from all facilities, please indicate 'All facilities' in the below text box.

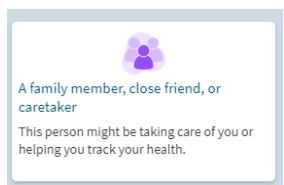
Continue

Manage friend and family access

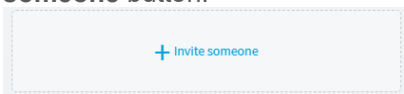
As a MyAHS Connect user, you can grant another trusted person access to your chart to view your health information. This is called **proxy access**. This capability is only available to users 18 years of age and older. It is important to note that when someone is granted access to another individual's MyAHS Connect account, that person is able to see all aspects of their health information, such as medications, test results, scheduled appointments, visits to the emergency department. There is no ability to block confidential treatments or appointments from appearing. You and the other person both need to have MyAHS Connect accounts for proxy access to occur. The steps below show how you can grant permission to another MyAHS Connect user to view your health information.

1. Select the **Sharing Hub** from the menu.
2. Select **A family member, close friend, or caretaker**.





3. Click **manage ongoing access to your MyAHS Connect account**. Then click the **Invite someone** button.



4. Follow the prompts and fill out the **name** and **email** for the person you want to have access to your health information.
 - a. Decide if you are going to give them **Full Access** to your record or **View Only** access.

Invite Someone to Have Access to Your Record

Who are you inviting?

Name

Where should we send this invitation?

Email Confirm email

*What kind of access would you like this person to have to your chart?

Full Access

View and update clinical information, view and schedule appointment and send messages

View Only

View clinical information & upcoming appointments.

5. Click **Send Invite**.
 - a. An email is sent to the person you have invited. You will see a message stating that the proxy invite is pending until it is accepted by the other person.
6. The person who has been offered proxy access will:
 - a. Receive an email to notify them that someone has invited them to access their MyAHS Connect account.
 - b. Click on the link in the email.
 - c. Enter your date of birth to confirm that they know you.
 - d. Accept the proxy invitation.
7. The next time the person who has been granted proxy access to your MyAHS Connect account logs in to their own account, they will be able to access your health information.
 - a. They will see their own profile icon with their name highlighted on the right side of the page (in this example, Mike). When they click on their own name, a drop-down list will appear with the names of the accounts they have access to. Clicking on the other names (in this example, Allison) will give them access to that health record.



- You will receive a message to let you know that the proxy has accepted the request and has access to your record.

Friends and Family Access - Using Proxy Access

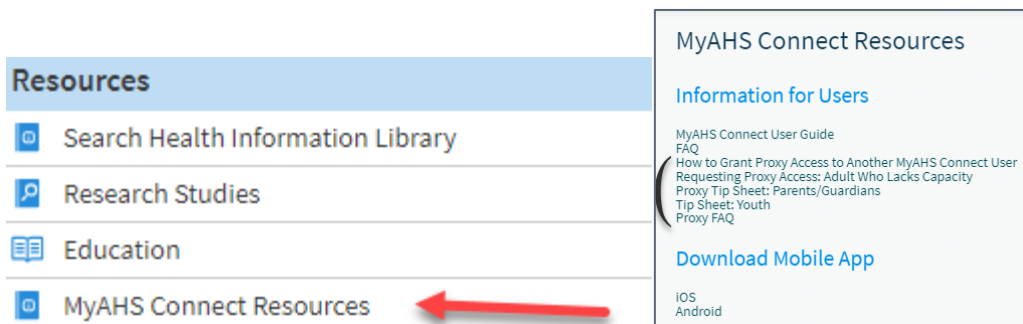
When you have proxy access, your health information and new or upcoming tasks for the individual you have proxy access for will appear in the same feed on your MyAHS Connect homepage. The information is colour-coded, making it easy to stay on top of their care. This allows you to see all upcoming appointments/tests or new information up front rather than needing to go into each chart to see what is new. To switch from your account to the account of the person you have proxy access to, **click on your name** in the top right side of the screen. In the drop-down list, **select the individual's name**.



Friends and Family Access – Request Access

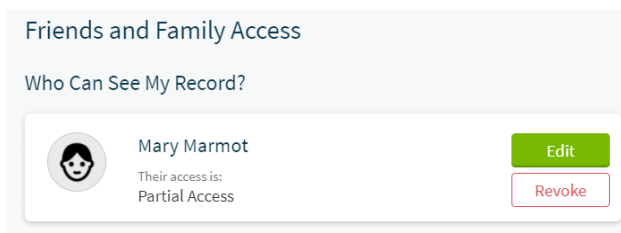
There may be circumstances where you need to **request** access to someone else's health information in person with a healthcare provider. Examples include children under 12, youth 12-17 with special healthcare needs or less and/or adults who require additional support in their healthcare journey. For further information regarding proxy access, please refer to the information in the **Resources** section of MyAHS Connect.

Click the menu button, then select **MyAHS Connect Resources** or click [MyAHS Connect Proxy Website](#).



Friends and Family Access – Remove Proxy Access

All MyAHS Connect users 14 years of age or older can quickly and easily remove another MyAHS Connect user's proxy access. Using the **Sharing Hub** feature found in the menu of MyAHS Connect, you can see who has proxy access to your account and remove their access. This change occurs in the system immediately.



Advance Care Planning

Advance Care Planning allows you to tell others what your wishes are should there be an unexpected event or change in your health and you are not available to make decisions about your healthcare.

To find the Advance Care Planning activity, select **My Record**, then **Advance Care Planning**.

Advance Care Planning

Having a plan is one of the best gifts you can give to those you care about.

New to Advance Care Planning? Start by watching this short video. Planning ahead makes sure that your wishes are known if there is an unexpected event or change in your health and you aren't currently available to make decisions about your healthcare.

Watch Video

Agent(s)

Lisa Marmot (Spouse)

Agent - All

This person can currently make medical decisions for you.

125 Sesame Street
edmonton AB

780-555-4444
Mobile phone not entered
Work phone not entered
Email not entered

Planning Documents

If a document should be removed, send us a message.

Documents On File

Power of Attorney
Added on 4/3/2020

Accepted

Accepted

Related Links

Ask a question

Helpful Resources

These resources will help you make wise decisions and prepare for conversations with your family, friends, and doctors.

Personal Directive
A personal directive provides instruction for future medical care and identifies an agent to make personal decisions if needed.

Conversations Matter
A way to help you think about, talk about and document wishes for healthcare.

Office of the Public Guardian
Supports people who need help to make, or who aren't able to make personal decisions for themselves (that aren't financial).

Plan Well Guide
To prepare for Goals of Care Designation conversations and understand the difference between resuscitative care, medical care, and comfort care.

Add a document

Uploaded Advance Care Planning Documents may be reviewed at your next medical appointment. You are responsible to retain copies of the original documents.

Back to the home page

Terms & Conditions FAQ Privacy Policy Contact Us High Contrast Theme MyChart® licensed from Epic Systems Corporation © 1999 - 2022

Some highlights to point out:

1. Link to a **short video** which introduces you to the topic of Advance Care Planning.
2. A list of additional **Helpful Resources** including personal directives and conversations matter.
3. If you have appointed **decision makers** for your healthcare, their contact information will be found here.
4. If you have **uploaded your planning documents**, such as a Personal Directive, they will be found here.
5. You are able to add Advance Care Planning documents by clicking **Add a Document** found at the bottom of the screen.

The following is a list of approved Advance Care Planning and Decision-Making Documents that can be added to MyAHS Connect:

- Advance Care Planning Tracking Record
- Capacity Assessment Report
- Decision Making Authority Form
- Enduring Power of Attorney
- Goals of Care Designation Order
- Guardianship Order
- Incapacity/Regained Capacity Declaration
- Jehovah Witness- Refusal of Blood and Blood Products
- Organ & Tissue Donation
- Personal Directive
- Trusteeship Order



To note:

- The **Add a Document** feature should not be used to upload previous medical history documents, to make changes to your health information go to [Health Summary](#).
- If you need to change any information about who is listed as your agent, or decision maker, you will need to discuss with your healthcare provider at your next appointment.
- If you are adding an Advance Care Planning document, this will be reviewed at your next medical appointment. You are responsible to keep all original documents.

History Questionnaire

A standard history questionnaire that you can update any time.

Eyeglass Prescription

A printable copy of your latest eyeglass prescription.



This feature will not be visible to all MyAHS Connect users. The ability to see Eyeglass Prescriptions is based on whether a prescription was written for you by an AHS Ophthalmologist or Optometrist using Connect Care.

Contact Lens Prescription

A printable copy of your latest contact lens prescription.



This feature will not be visible to all MyAHS Connect users. The ability to see Contact Lens Prescriptions is based on whether a prescription was written for you by an AHS Ophthalmologist or Optometrist using Connect Care.

Wallet Card

You can print medical information onto a convenient wallet-sized card to carry with you. Some of the information includes:

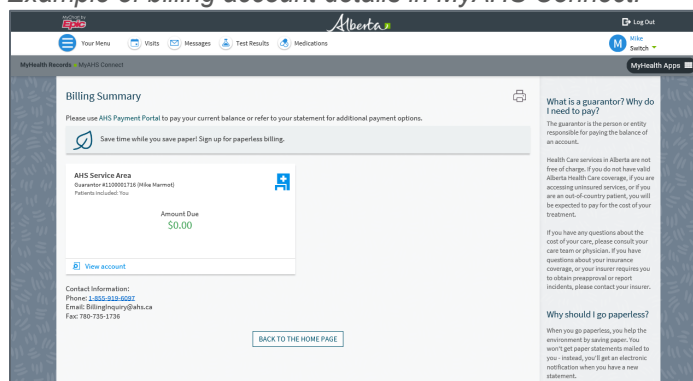
- Your address and phone number from Connect Care
- Medical conditions, medications, and allergies
- Emergency contact and insurance information

Billing

View your outstanding balance

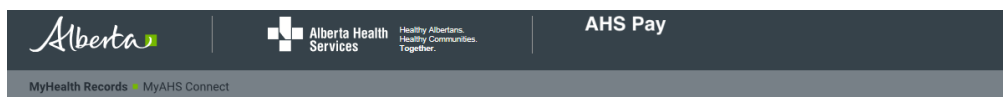
The billing functionality provides a more efficient way to pay for things not covered by your health insurance, such as crutches or an air boot. To see the outstanding account balance (how much money is owed) for any of your accounts, go to **Billing**, then select **Billing Summary**. To see more information about an account, including past statements, click the **View account** button. You will see the following screen.

Example of billing account details in MyAHS Connect.



Pay your outstanding balance online

To pay your balance online, click **AHS Payment Portal**. A new pop-up window will appear so you can follow the steps to complete the payment.



AHS Service Payments - Online

Terms and Conditions

Alberta Health Services is collecting and using your personal information such as: name, address, phone number and email address for the purpose of processing payments. Your personal information will be provided to The Toronto-Dominion Bank, our credit card processing company, for the purpose of validating your identity, and verifying that you have the funds to make a payment. The collection of your personal information is authorized by section 33(1)(c) of the Freedom of Information and Protection of Privacy Act. Any questions concerning the collection, use or disclosure of your personal information may be directed to Information & Privacy at 1-877-476-9874. You may also write to Information & Privacy at:
10301 Southport Lane SW;
Calgary, Alberta, T2W 1S7
or email us at privacy@albertahealthservices.ca.

☐ I understand and agree to the terms and conditions.

> STEP 1

Terms & Routing Number

STEP 2

Contact Information

STEP 3

Invoice Information

STEP 4

Payment

CONFIRMATION

Routing Number (Required) ⓘ

Next ➔

For payment assistance, please refer to your invoice. For technical assistance, please enter your routing number and then [contact us](#).

Please note: There have been changes made to the AHS Online Payment Portal. Only ONE instance of an invoice number

The payment process will require two pieces of important information from your statement (sample below).

1. Routing number (**4000** for Connect Care).
2. Guarantor ID (appears on the top section of your statement).



Patient Name: MARMOT,MIKE
Guarantor Name: MARMOT,MIKE
Guarantor ID: 1100006953
Address: PO BOX 1775
ATHABASCA AB T9S 2B5
Statement date: 28 June 2020
Payment is due upon receipt

Patient Name: MARMOT,MIKE		Page 1 of 2
Hospital charges		\$8,032.00
Professional charges		\$0.00
Current account balance		\$8,032.00

Note: Some professional charges may be on a separate invoice or statement

Questions?

Phone: 1-855-919-6097
Email: BillingInquiry@ahs.ca


Payment Options

- Pay at your bank, online, or by telephone banking:
Use Payee "**Alberta Health Services**" and your Account Number **1100006953**
- Pay online at www.ahs.ca/payment
Enter routing code **4000**
- Pay at site or hospital
Cash, Cheque, Debit, Credit Card
- Pay by mail (see below)

This document has been produced through Connect Care, a health information system used by Alberta Health Services and many other healthcare providers across the province to support and improve healthcare for Albertans. For details about how Connect Care collects, shares and protects health information, visit ahs.ca/ccinfo or call Health Link at 811.



Sign up for paperless billing

1. From the **Billing Summary** page, click the paperless billing icon. 
2. If you want to get an email message when a new paperless statement is ready online, enter and confirm your email address and select the email check box to get notifications.
3. Select the **I understand that I will no longer receive statements in the mail** check box and then **Sign Me Up**.

Insurance

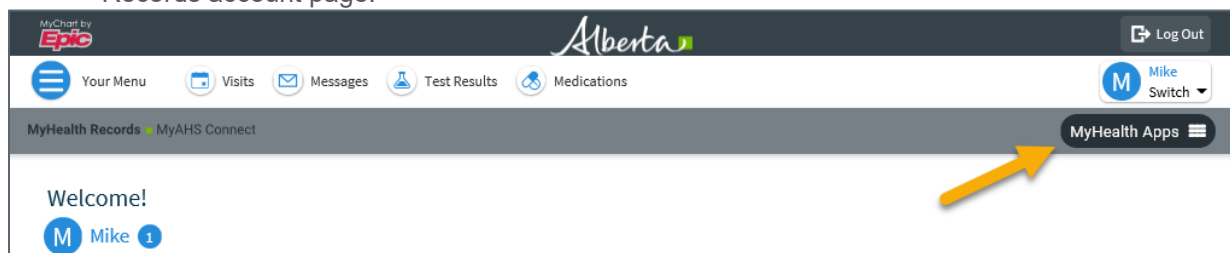
Review Insurance Information

To review the insurance information your clinic has on file, go to Insurance, then select **Insurance Summary**.

MyHealth Apps

There are two links in the MyHealth Apps heading in the menu. If you are viewing MyAHS Connect on a web version, you will also see MyHealth Apps on the tool bar at the top of the screen.

- **My Personal Records** link will navigate you away from MyAHS Connect and open your My Personal Records account.
- **MyHealth Account** link will navigate you away from MyAHS Connect and open your MyHealth Records account page.



Account Settings

Personal Information

You can update your address, phone number, email address, and other personal details such as your affirmed (preferred) name any time so that your clinic always has the most up-to-date information in your record.

1. Go to **Account Settings**, then select **Personal Information**.
2. Click **Edit** in the section of the information you need to update.
3. Confirm that your updated information is correct, and then click **Save Changes**.

Note: Any changes made to your personal information such as your preferred name or gender identity will be visible on your health record and on your wristband at your next scheduled appointment.



You will receive a contact verification notification when an email address is changed or updated.

Personalize

Personalize colour schemes, nicknames, and photos on MyAHS Connect.

1. Go to **Account Settings**, then select **Personalize**.
2. Click **Edit (bottom of the screen)**.
3. Make changes to the photo (1), nickname (2) or colours using a drop-down list (3) and then click **Save**.







The **photo** in your MyAHS Connect account is visible to your healthcare team and used for identification purposes. Photos uploaded must meet the following requirements:

- Your face is unobstructed with no hair covering the eyes or face
- If regular or tinted eyeglasses are worn, the eyes are clearly visible without reflection
- Only head coverings worn for religious, cultural beliefs or medical reasons can be visible

Images that do not meet the requirements such as images of other people, pets, landscapes, cartoons, or avatars will be removed by staff.

Personalize

Whose Records Can I View?

Photo	Account Name	Nickname	Access Until	Color Scheme
 1	Mike Marmot	Mike 2	This is your own MyAHS Connect account.	Forest 3 
	Allison Bottle	Allison		Skylight 

Change Your Shortcuts

You can now personalize your shortcuts on the home page at the top of screen.

1. Go to **Account Settings**, then click **Change Your Shortcuts**.
2. Select which four shortcuts from the menu list you would like displayed.
3. Click **Save Changes**.

Linked Apps and Devices

This activity lists all trusted devices added to your MyAHS Connect account. You can unlink a device you do not recognize.

Communication Preferences

Choose how you would like to receive notifications of new information on your MyAHS Connect account such as test results, messages, appointment updates.

1. Go to **Account Settings**. Then select **Communication Preferences**.
2. Choose notification options for a group of notifications (for example, Appointments or Messages) or expand a notification group to choose options for single notifications you want to get.
3. Click **Save Changes**.
4. Update your email address and mobile phone number if needed (bottom of the page).

Test Result Email Notifications

If you receive multiple test result emails for yourself or as a proxy, you can modify your preferences and receive one email between 8:00 a.m. to 10:00 a.m., Monday to Friday (except holidays). To modify:



















1. Go to **Account Settings**, then select **Communication Preferences**.
2. Click on **Health** to expand the list.
3. In the **Test Result** heading, **select the checkbox** to receive a single daily email if any new test results are available.
4. If **unchecked**, you will receive an email every time new, corrected, or updated test results are available in MyAHS Connect. For some people this may occur multiple times per day.
5. You can change your preferences at any time. Test results are always available by logging into test result section of your account.



Communication Preferences

Choose how you would like to receive MyAHS Connect notifications. You can manage your settings for push notifications on your mobile device.

Email Call Mail

Appointments Alerts and notifications about upcoming or past appointments.	  
Messages Receive updates from your healthcare organization.	  
Health Notifications when new information is available about your care.	  
Advance Care Planning	
Document to Sign ⓘ	
Health Maintenance Reminder ⓘ	  
Medical Document Request	
Prescription	
Research Study Invitation	
Test Result ⓘ <input type="checkbox"/> Receive a daily notification of test results between 8 - 10am M - F	

Other Preferences

In this section, you can make changes to your personal preferences on file with the clinic, such as your preferred days and times for appointments.

Deactivation

You can deactivate your MyAHS Connect account from the Account Settings menu. By deactivating your MyAHS Connect account, you will be logged out and you will lose access to MyAHS Connect on both the mobile app and web browser. If any other individuals have proxy access to your account, they will continue to have access after your account is deactivated. To remove their access, go to **Sharing Hub** activity before deactivating your account.

1. Go to Account Settings and select **MyAHS Connect Account Deactivation**.
2. Click **Sharing Hub**, then **Manage friend and family access** to see who has proxy access to your account. To remove their access, click **Revoke**.
3. Go to Account Settings. Click on **MyAHS Connect Account Deactivation**.
4. Click **Deactivate**.

Mobile App

MyChart for iOS and for Android are portable versions of MyAHS Connect. You can use them to manage your health information on the go. The mobile app contains many of the same features as the MyAHS Connect website, allowing you to do all of the following, and more. Visit [Download Mobile App for iOS](#) and [Download Mobile App for Android](#) for more information.

