

Health information sharing resources for Lloydminster residents

Residents of the City of Lloydminster and the surrounding areas, whether in Alberta or Saskatchewan, may use health services provided in both provinces.

It is not always seamless for Lloydminster residents' health information to be shared across provincial borders. Medical records are not always readily available and/or sharable when an Alberta patient accesses a health care service or a provider in Saskatchewan and vice versa.

This document looks at some Frequently Asked Questions when there is a need to share health information between the two provinces.

I am a resident of Alberta. How can I access my own health information related to health services received in Alberta and share with health care providers in Saskatchewan?

You can access some of your key health information through your [Alberta MyHealth Records](#) account via My Personal Records, and share with out-of-province health care providers as you see fit. MyHealth Records provides you with direct access to records of your medications, immunizations, common lab test results and diagnostic imaging reports. For example, you can view or share on a mobile device or print out the information prior to an appointment.

You can also share health information via [MyAHS Connect](#). MyAHS Connect provides you with access to records of care provided in Alberta Health Services (AHS) facilities including lab test results, diagnostic imaging reports, medications, and immunizations.

MyHealth Records and MyAHS Connect portals are only available to residents of Alberta who are 14 years of age or older. Residents of Saskatchewan are not eligible for access to MyHealth Records or MyAHS Connect.

I am a resident of Alberta. How can I share my health information related to health services received in Saskatchewan with health care providers in Alberta?

You can make an access request by completing a [Request for Access to Personal Health Information Form](#) for services you received in a facility of Saskatchewan Health Authority. Requests may be submitted by delivering in person, mailing or faxing to the specific facilities from which you request health information.

Requests of personal health information records are generally subject to a \$20 processing fee and \$0.25 per copy fee.

However, there are times that fees may be waived:

- Fees do not apply when sharing information between providers as part of a patient's ongoing care.
- Fees will be waived for Lloydminster Alberta residents who make a request to the Lloydminster Hospital Health Information Services department for laboratory test results, medical imaging reports, prescription history and clinical visit history.
- Fees will be waived for immunization records from Lloydminster Public Health.
- Fees will be waived if a Lloydminster Alberta resident is requesting their own personal information from the Lloydminster Hospital to take with them to an appointment with a provider in Alberta.
- Fees may be waived where clients express concerns with financial hardship.

For records from a private health care provider, you must make an access request directly to the clinic from which you are receiving care. The private health care provider may charge a fee for processing your request.

Once you have received your health information from Saskatchewan, you can bring the print-out for your Alberta health care providers. Albertans with a [MyHealthRecords](#) account can also upload records, including records from the Lloydminster Hospital, into their MyHealth Records and share those documents via the same platform with health care providers in Alberta.

I am a resident of Saskatchewan. How can I access my own health information related to health services received in Saskatchewan and share with my health care providers in Alberta?

You can access some of your key health information via [MySaskHealthRecord](#). Residents of Alberta are not eligible for access to the MySaskHealthRecord.

I am a resident of Saskatchewan. How can I share my health information related to health services received in Alberta with health care providers in Saskatchewan?

To make a request for AHS records, you may contact the [AHS Disclosure Help Line](#); for Covenant Health records, you can contact their privacy office at privacy@covenanthealth.ca.

For access to your key health information from Netcare, you may make an access request to a custodian with whom you have a current care relationship, such as primary care physician, pharmacist, dentist, optometrist, or chiropractor.

For access to your health information that are not hospital or Netcare records (e.g., the detailed paper or electronic notes a physician or specialist maintains in their clinic), you must directly contact the custodian who has control of those records.

In Alberta, custodians may charge a basic fee of \$25 for producing a copy of a patient's health information. Patients can discuss concerns about access request fees with their custodians.

Appendix - Links to Resources

Alberta MyHealth Records

MyHealth Records offers Albertans the ability to access and manage their own Alberta health records such as medication history, most lab results, and immunization records.

Albertans can upload personal health information to their personal health record through the Uploaded Files tool in My Personal Records. For instructions on how to upload information to MyHealth Records, visit myhealth.alberta.ca/help/kb/using-myhealth-records/understanding-myhealth-records-tools/tools-and-settings and scroll down to the Uploaded Files section. The maximum individual file size is 5MB, and individuals can add multiple files.

Albertans can download and share their health information and medical records with health providers and whomever they choose. For instructions on how to share information, visit myhealth.alberta.ca/help/kb/using-myhealth-records/understanding-myhealth-records-tools/tools-and-settings and scroll down to the Share My Records section.

MySaskHealthRecord

MySaskHealthRecord gives Saskatchewan residents quick and easy access to their personal health information through a secure website or mobile app. All information in MySaskHealthRecord is stored securely and can only be accessed through a highly secure, personalized log in. A Saskatchewan resident can register to gain access to:

- laboratory test results;
- medical imaging reports;
- immunization history;
- prescription history;
- clinical visit history (displayed as inpatient, outpatient or emergency visits to a health care facility); and,
- clinical documents – this displays notes from your doctor such as hospital admission, discharge summaries and consults. Select clinical documents will be released through MySaskHealthRecord in a phased approach and now includes Saskatchewan Cancer Agency notes since May 2023, and Saskatchewan Health Authority diagnostic documents dictated since November 27, 2023. There is a plan to release more clinical documents on MySaskHealthRecords in 2024.

For more information about MySaskHealthRecords, including how to register and frequently asked questions, please visit:

<https://www.ehealthsask.ca/MySaskHealthRecord/MySaskHealthRecord/Pages/About.aspx>.

MyAHS Connects

When you visit an AHS health care facility that has launched with Connect Care, someone from your health care team will ask if you would like to sign up for MyAHS Connect.

If you'd like to sign up, they will give you sign up instructions or send it to you by email. These instructions will give you a website link where you will need to enter your personal information to get access to MyAHS Connect.

AHS Disclosure Help Line

<https://www.albertahealthservices.ca/about/Page13433.aspx>

Information Included in Alberta Netcare

<https://www.albertanetcare.ca/HealthInformation.htm>

Alberta Health Information Regulation Fee Schedule

https://kings-printer.alberta.ca/1266.cfm?page=2001_070.cfm&leg_type=Regs&isbncln=9780779775903

Custodians are health services providers or organizations that are in the health sector who have health information in their custody or under their control.

In Alberta, the *Health Information Act* establishes the rules for the collection, use, disclosure and protection of health information that is in the custody or under the control of a custodian. Examples of custodians include physicians, pharmacists, Alberta Health Services (AHS) and Alberta Health.

Request for Access to Personal Health Information Form & Contact Information by Facility can be found on the Saskatchewan Health Authority internet site:

<https://www.saskhealthauthority.ca/our-organization/quality-care-patient-safety/privacy-personal-health-information/health-information-services-health-records>

Contact of Lloydminster Public Health:

4910 50 Street
Lloydminster, SK S9V 0Y5
Phone: 306-820-6225

MySaskHealthRecord account can be registered at:

<https://www.ehealthsask.ca/MySaskHealthRecord/MySaskHealthRecord>