

# Real-Time Release of DI reports to patients: Changes and Implications

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# Session Overview

- Increase awareness related to upcoming changes for MyHealth Records (MHR) and MyAHS Connect (MAC)
- Review provider experience with results release
- Review possible impacts of real-time DI reports release for patients, implications for pre-test counselling and possible workflow impacts
- Respond to questions you may have

# Patient Portals in Alberta

- Provincial
  - My Health Records
    - My Personal Records (Alberta Health) – “MPR”
    - MyAHS Connect (AHS Connect Care) – “MAC”
- Local
  - Physician Electronic Medical Records
  - Local Patient Health Records



# Provincial Portals in Alberta

The screenshot shows the MyHealth Alberta.ca Network dashboard. At the top, the Alberta logo is on the left, and the network name is on the right. A navigation bar contains links for Home, Health Information and Tools, MyHealth Videos, Find Healthcare, About MyHealth Alberta.ca, and Healthier Together. A user profile for 'Hi Adelaide' is visible on the right, along with a 'MyHealth Apps' button. The left sidebar includes a toggle switch, a 'Dashboard' menu item (highlighted), and links for Account Settings, Identity Verification, Notifications, and Support. Below the sidebar is a privacy notice: 'Protect your privacy and security. Remember to sign out and close your browser when you are done.' The main content area is titled 'Dashboard' and features a 'MyHealth Records' section with three cards: 'My Personal Records' (accessing immunizations, medications, and lab results), 'MyAHS Connect' (interacting with AHS and partner care teams), and 'COVID-19 Test Results' (checking results for children under 18). Each card has a 'Proceed' button.



# Background Information

## My Health Records (MHR):

- Any Albertan over 14 years of age who has an AB driver's license or government-issued ID can register for a MyHealth Records (MHR) account
- A verified MHR account holder has access to information held in [My Personal Records \(MPR\)](#)
- [MyAHS Connect](#) and the personal health information within it is also accessible through the MHR Web Portal once access is provided by Alberta Health Services (AHS)



# Background Information

## My Personal Records (MPR)

- A verified MHR account holder currently has access to personal information in MPR:
  - Lab results
  - Dispensed medication information
  - Immunization information
- Reports are available without delay (once a final report is available in Netcare, it is available in MHR soon after)
- Other information will be made available in future: referral information, operative and procedure reports, hospital discharge reports, other diagnostic reports



# Background Information

## MyAHS Connect (MAC)

- Any Albertan over 14 years of age, who has visited an AHS location using Connect Care, can be given access to MyAHS Connect (MAC).
- MAC currently provides access to information held in a person's Connect Care record including:
  - Lab results (sent to Netcare)
  - Diagnostic imaging results (Sent to Netcare)
  - After visit summaries, care plans, medications provided or ordered in AHS clinics or facilities.
  - Direct interaction with their health team, plus more
- In the current state, DI, endoscopy and cardiology reports are released in MAC after a 5-day delay
- Referral information will be available in future

# Release of DI reports in provincial portals – Current state

- My Personal Records (Alberta Health) – “MPR”
  - DI reports not currently available
- MyAHS Connect (AHS Connect Care) – “MAC”
  - DI reports available for patients who have visited a location using Connect Care; released with a 5-day delay



# What Changes Are Coming?

As of March 20, 2023:

For both portals, the following will now be available without delay:

- General xray, CT, MRI, ultrasound, mammography, nuclear imaging, fluoroscopy
- Angiography, angioplasty
- Interventional radiology-injections, aspirations, etc.

The remaining cardiology and endoscopy reports will continue to be available with a 5-day delay in MAC. (These reports are not yet available in MPR)



# DI reports release – upcoming changes and details

My Personal Record “MPR”	MyAHS Connect “MAC”
Source of reports: Netcare DI folder	Source of reports: Connect Care
No imposed delay for release of results	Current 5-day imposed delay will be removed to coincide with MPR release of DI reports
Reports dated as of March release date will be made available – no history for existing MPR users	Reports available since November 2018 and for each location using Connect Care since
User must open their MPR for the system to “pull” new reports from Netcare <ul style="list-style-type: none"> <li>No notifications for users regarding new results</li> </ul>	New results are available in MAC when <u>finalized</u> result is in Connect Care <ul style="list-style-type: none"> <li>Patients can receive email and mobile app notifications when new information is available</li> </ul>
Provider cannot attach a message to a result for a patient to see	Provider can attach a message to a result that the patient can see when viewing a result Brief: <a href="http://ahs-cis.ca/macbyte">http://ahs-cis.ca/macbyte</a> Detailed: <a href="http://ahs-cis.ca/macbackgrounder">http://ahs-cis.ca/macbackgrounder</a>
Endoscopy and non-imaging cardiology reports not yet available in MPR	Endoscopy and non-imaging cardiology reports are available in MAC with a 5-day imposed delay for release



# Rationale for releasing additional information

- In 2013, the HQCA Continuity of Care Report (aka the Greg Price story) was released
  - Recommends a patient portal to view lab, DI and pathology reports, procedure findings, hospital discharge summaries, other results (e.g., EKG, echocardiograms, pulmonary function tests)

# More information increases the value for Albertans

- The HQCA report suggests that ability to see test results immediately drives patient use of a portal
- Based on interviews with Kaiser, Geisinger and Mayo organizations

# Patient advocacy perspective and patient impact

- Patient feedback to Alberta Health has been to request immediate access to more information via MPR
- AHS' patient portal patient advisors favour immediate result release
- 2015 study from B.C. shows when results are released without delay, patient engagement and empowerment regarding their health increases (B.C. Excelleris Study 2015)

# Decision for release without delay in provincial portals

The decision to release results without delay was approved by the Health Information Executive Committee in 2019

- Reps: AH, AHS, AMA, CPSA, ACP, ACFP, CRNA, PCN



# Personal/Colleague Experience

## Community EMR (Telus Wolf and QHR Medeo) actively posting all lab and reports ~ 5 years

- Net balance of calls (some patients call less now and some call more)
- Patients have become more familiar with meaning of results; improved self-management, involvement in decisions
- Use asynchronous messaging to replace “results review” appt.
- Patients appreciate seeing results and being able to discuss them without an in-person appointment
- Pre-counselling and planning with patients is key
- Educate patients on how you or your clinic review and act on results; develop responses for patients calling for results



# Release of DI reports to patients: Possible Implications

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# Concerns raised during clinical engagement sessions

- Retroactivity
- Patients receiving results before physician
- Patient anxiety and clinician workload
- Incidental/soft findings
- Radiology recommendations for follow up

# Retroactivity in MPR

- Reports in MPR with final date after March 20, 2023 will be available; no reports before March 20 will be available
- An MHR/MPR user who sets up an account after the DI release date of March 20, 2023, will receive DI results from the date of joining back to March 20, 2023, with up to 18 months of history available to them. (For example: If a user joins in June 2023, they will receive 3 months of history; if a user joins in June 2025, they will only see 18 months back.)

# Patients receiving results before physician

- Once DI reports are in Netcare they will be available for patients who are accessing their MPR and MAC
- Patients will see results right after they are available at the same time or before the ordering provider
- Providers receive results to their EMR's as batch feeds (paper, fax or electronic) rather than in real time, so may be later than the patient.
- Information has been put on the MHR and MAC sites informing patients they may see a report before their provider
- Providers should include information about timing of results in pre-test counselling
- When providers can see results in Netcare, patients can also see those results.

# Patient anxiety and resulting clinician workload

- Some clinicians expressed concern about potential impact on their workload and practice with no delay to release of results. Many of these concerns did not come to pass with lab results release.
- Some patients may experience more anxiety and contact you related to this, but as many or more patients who would have contacted their provider no longer require this contact.
- Some patients who received unexpected life-changing results, have expressed concern. Others express gratitude for having early access to results. In some cases, patients have been instrumental in getting overlooked items addressed.

# Incidental/soft findings

- Material on the MHR site informs patients there may be content in the report that is not related to why the test was performed, and if concerned to speak to the ordering provider
- As part of pre-test counselling, you should include information about incidental (or “soft”) findings

# Radiology recommendations for follow up

- Information on the MHR site advises patients that a report may contain recommendations for potential additional investigations and to discuss with the ordering provider, if they are appropriate for their circumstance.
- You may want to include information about follow up regarding radiology recommendations for further investigations in pre-test counselling.



# Pre-test counselling summary

## Considerations to share with patients:

- How long until you will see the report
- Possible results (e.g. cancer, incidental findings)
- The need to discuss with care team before interpreting
- How your office handles results
- Consider not looking on days when support is not available
- Patients are empowered to decide whether they will look at results in advance of meeting with provider

# What if I Didn't Order It?

Patients may contact a provider who did not order the test (and is not cc'ed on that result)- to discuss the result

That provider needs to carefully decide how to handle the situation based on:

- Critical results
- Results requiring detailed specialist follow-up
- Clear understanding of the indication for the test

Ideally, providers will redirect back to the ordering provider

# Postcards and Posters - MHR

As requested by community providers, Alberta Health prepared a postcard and poster with information for patients to sign up for MHR

Posters and postcards will be accessible to print and available in the help centre of MHR

In addition, Alberta Health has printed postcards and will send to clinics on request

Contact [myhealthrecords@gov.ab.ca](mailto:myhealthrecords@gov.ab.ca) to request, please provide complete address information and a contact number in your request



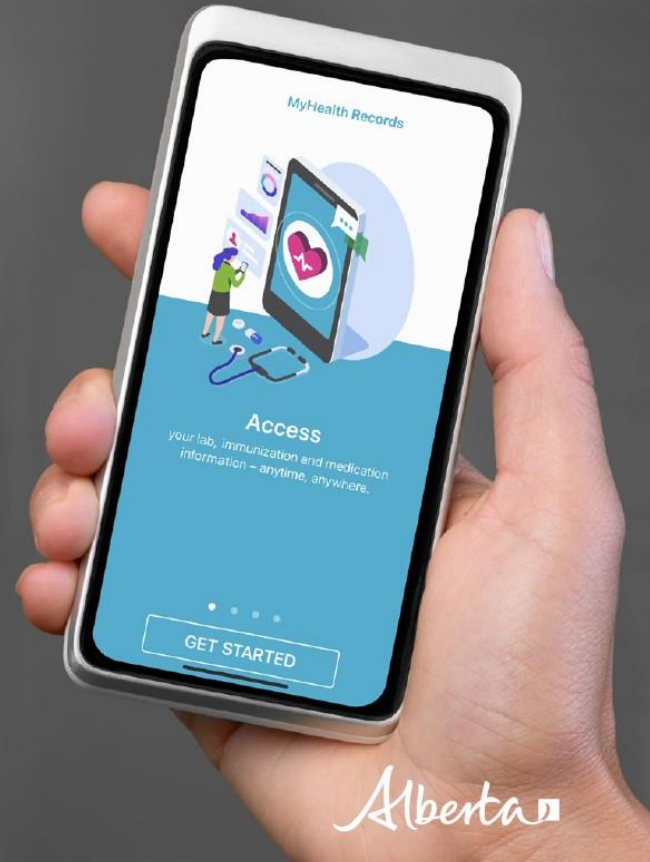
# Postcards and Posters Sample

## MyHealth Records

Albertans 14 years of age and older can sign up to access personal health information like

- Lab results
- Immunization history
- Dispensed medications
- Diagnostic imaging reports

Sign up at [alberta.ca/myhealthrecords](http://alberta.ca/myhealthrecords)



# Recap

In summary, as of March 20, 2023:

- Reports for DI and Cardiology that involve imaging will now be available in **My Personal Records**
- Reports for DI and Cardiology that involve imaging will continue to be available in **My AHS Connect**, but will no longer have a 5-day delay for release
- Please discuss the plans and implications of these changes with your patients and take into consideration the effects this may have on your practice

# Questions and Answers



# Gratitude & Final Remarks

