



# Frequently Asked Questions

## Personal Health Record

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NL Health  
Services



## What is MyHealthNL?

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

## What personal health information can I see in MyHealthNL?

MyHealthNL will display:

- Laboratory results: general laboratory and microbiology from outpatient, emergency room, and hospital admissions from across the province.
- General Radiology (X-ray) reports from outpatient, emergency room, and hospital admissions from across the province.
- Dispensed medications from community pharmacies.
- Allergies and adverse drug reactions reported to a community pharmacy.

## Why should I enroll for MyHealthNL?

Having access to your personal health information will:

- enhance the relationship with your provider through informed discussions.
- enable you to better self-manage chronic health conditions.
- increase the likelihood you will renew medications on time.
- provide a consistent, secure source of results.
- prevent unnecessary trips for healthy visits to your provider, saving transportation costs and time.
- allow you to share your health information with a family member or caregiver.
- improve continuity of care if you do not have a family physician.

## What electronic devices can I use to access MyHealthNL?

You can access MyHealthNL on computers, tablets, and smartphones. Please note that MyHealthNL is not an app. You will need to access the internet using a browser such as Google Chrome, Safari, or Microsoft Edge to view MyHealthNL.

## Is my personal health information safe and secure in MyHealthNL?

All personal information in MyHealthNL is stored securely within existing health information systems within Newfoundland and Labrador Health Services. It can only be accessed through a highly secure, personalized login using two-factor authentication (2FA). All necessary steps have been taken to assist in the protection of your information.

## Who can enroll for MyHealthNL?

To enroll for MyHealthNL you must:

- Be a resident of Newfoundland and Labrador; and

- Be 16 years of age or older; and
- Have a valid MCP; and
- Have a valid Government of Newfoundland and Labrador issued Driver's License or Photo ID.

## How do I enroll for MyHealthNL?

To enroll for a MyHealthNL account, go to [MyGovNL.ca](https://www.mynl.ca) and login. If you do not have a MyGovNL account, you must create one.

For help with enrollment, please reference the training guide titled "*Personal Health Record: Enrollment*".

If you have any questions or need assistance, please email [digitalgovernment@gov.nl.ca](mailto:digitalgovernment@gov.nl.ca).

## What information will I have to provide to enroll for a MyHealthNL account?

When you are ready to enroll for a MyHealthNL account, you should have the following on hand:

- MCP card
- Your Driver's License or Photo ID issued by the Government of Newfoundland and Labrador

## How do I confirm or update my address with MCP?

To ensure your health card information is up to date, please visit the MCP service on the services page at [MyGovNL.ca](https://www.mynl.ca).

## My MCP has expired, who do I contact?

To renew your MCP, please visit the MCP service on the services page at [MyGovNL.ca](https://www.mynl.ca).

## How do I update my information with Motor Registration Division?

To ensure your Driver's License or Photo ID information is up to date, please visit the Driver and Vehicle Service on the services page at [MyGovNL.ca](https://www.mynl.ca).

## The Activation Code sent to me has expired. How can I get a new one?

Your Activation Code will expire 60 days after it is issued. During the enrollment process, if you are prompted with a message that your Activation Code is expired, you will have the option on your screen to request a new code. Once you request a new code, it will be sent to you in the mail. To enter a new Activation Code, go to [MyGovNL.ca](https://www.mynl.ca) and login to your account.

Select **Use Service** for the Personal Health Record service. Select **Continue** to enter your new Activation Code.

### Can I access the health information of my child?

No. Currently, there is no process in place to allow access to the information of a child under 16 years of age. A child over the age of 16 who has enrolled for MyHealthNL can, however share their record with another MyHealthNL user.

### I am an emancipated minor and want access to my personal health record. How do I gain access to MyHealthNL?

Currently, there is no process to grant access to an emancipated minor.

### I am a designated substitute decision maker for a family member. How do I gain access to their personal health record?

Currently, there is no process to grant access to a family member's personal health record within MyHealthNL. An individual who has a MyHealthNL account can share their record with another MyHealthNL user.

### Can someone under the age of 16 enroll for their own MyHealthNL account?

No. Currently, you must be 16 years of age to enroll in MyHealthNL.