



**NL Health**  
Services

# Provider Info for MyHealthNL

## MyHealthNL Powered by MyChart: A Health App for Empowering Your Patients

### What is MyHealthNL?

MyHealthNL is Newfoundland and Labrador's secure digital health platform, providing people with easier access to their personal health information and tools to support their overall health and well-being. MyHealthNL is available as both a web portal and mobile app. Launched in 2024, MyHealthNL started small and expanded over time to provide more features and health information to its users. Beginning in April 2026 with the launch of CorCare, MyHealthNL will be enhanced by a new application called MyChart, offering easy access to more personal health information.

### A patient's right to access

The health-care provider is the custodian of a patient's health record and is responsible for proper use and management of the record. However, the information in the record belongs to the patient and the patient has a right to access it.

In fact, 36% of Canadians asked for their information, with seniors being the most likely to ask. Patients can access it through a formal request process, as outlined in law, but many custodians are pleased to share the information if a patient asks to see it and, in fact, many custodians are creating online portals or personal health record systems that patients can access whenever they wish.

### The 5 W's of MyHealthNL

#### Why is MyHealthNL important?

When patients have easy access to their personal health record, it improves their ability to self-manage chronic conditions and monitor their medications. This supports more informed and meaningful discussions with their health-care provider. Timely access to results supports a comprehensive personal health record, empowering patients to be more informed, and better manage their health.

### Who can use MyHealthNL?

Currently, those over the age of 16 with an MCP card and a Driver's License or Photo ID issued by the Government of Newfoundland and Labrador. With MyChart, everyone will have access to MyHealthNL, with proxy options for caregivers and parents.

### What can my patients view on MyHealthNL?

When patients log into their MyHealthNL account, they can currently view:

- **Laboratory results:** general laboratory, microbiology, cytology, and pathology from outpatient, emergency room, and hospital admissions from across the province. Some of these results can be customized to display over time in a table or graph.
- **Medical imaging reports:** all modalities from outpatient, emergency room, and hospital admissions across the province. Written reports only, images not included.
- **Visit history:** a historical record of inpatient, outpatient, and emergency visits at NLHS facilities from across the province. This does not include future appointments or pre-admissions.
- **Dispensed medications** from community pharmacies.
- **Allergies and adverse drug reactions** reported to a community pharmacy.

When patient information becomes available through the provincial Electronic Health Record (HEALTHe NL) system, it will also appear in the patient's MyHealthNL account. In most cases, results appear with minimal delay (with the exception of Pathology).

Even more information will be accessible with MyChart enhancements in April 2026 including clinical notes (with exceptions), appointment management, virtual care, and inpatient features. Personal health information available to patients will only be sourced from CorCare, HEALTHe NL, and the Pharmacy Network.

### Where can my patient access MyHealthNL?

To enroll for a MyHealthNL account, patients can follow these simple steps:

1. Visit MyGovNL.ca and log in or create an account
2. Add or select the Personal Health Record service card
3. Follow the enrollment prompts and request an activation code
4. Wait for the one-time activation code letter **by mail**
5. Return to MyGovNL, log in, and enter the activation code

That's it! Access MyHealthNL at myhealthnl.ca or by downloading the MyHealthNL app and using MyGovNL credentials to log in.

In April 2026, enrolment will be more accessible. Patients can download the MyChart app from any app store, and select MyHealthNL in the app.

### Where do I send patients with questions about MyHealthNL?

- For patients who require support with MyHealthNL, they can email [MyHealthNLsupport@nlhealthservices.ca](mailto:MyHealthNLsupport@nlhealthservices.ca)

For help with enrollment, please reference the [Enrollment section](#) in the resource hub or direct patients to call 1-833-961-3750.

### Communicating with your patients

It is important to discuss with your patients the test being ordered, what they might see, and what to do if they have questions about their results. For many patients, a short conversation to set expectations regarding their test and potential results may avoid a future phone call to your clinic.

### Setting Patient Expectations

Make patients aware that they may see their results and reports sooner than they are used to, and that certain results might appear abnormal or outside the normal range without necessarily indicating a serious issue. Reassure them that you will review their results in context and that MyHealthNL is not a substitute for professional advice or follow-up.

### Language to consider before sending patients for testing or procedures:

*“You have the option to see your results on MyHealthNL as soon as they’re released. However, if you’re worried about seeing them on your own, you can wait and review them with me in person. Sometimes results can cause anxiety if you’re not sure what they mean.”*

*“Let’s schedule a follow-up visit to discuss these tests together. You can look at your results in MyHealthNL beforehand, or we can wait and review them together.”*

*“Please give me some time to review the results once they’re available, and I will reach out if there’s anything we need to discuss or to book an appointment.”*

*“MyHealthNL doesn’t replace our current processes or my professional judgment. I’ll still be reviewing all your results and will reach out if necessary.”*

### Language to consider when a patient calls your staff or the clinic after testing:

*“Your provider will be reviewing your results, and please be assured that if there are any concerns, we will be booking a follow up appointment.”*

*“Please allow some time for your health-care provider to review the results and to determine the necessary next steps based on your results.”*

You can also advise your patients to visit our trusted sources of information, such as the [MyHealthNL Health Library](#) or the [MyHealthNL Resource Hub](#).

## Appendix

### Patient access

Currently, 79% of Canadians say they can access or would like access to their health information online. Furthermore, Canadians who do have access find it beneficial. In one study, 94% of patients who use portals said they valued viewing their health information online. In another study, 74% of Canadians with access to digitally-enabled health services say it helps them have more informed discussions with their doctor.

Source: Connecting Patients for Better Health: 2018. myCARE Benefits Evaluation and Final Report, Group Health Centre, 2016.

50% of Canadians now report they can access at least one health service online, such as viewing their health information, making an appointment with a physician and consulting with a health care provider. Providing patients with timely access to their health information is an important part of patient engagement and empowerment, which are linked to improved chronic disease management. In fact, engaged patients use less urgent and after-hour services.

Source: 2018-2019 Annual Report, Canada Health Infoway. 2019 Annual Tracking Survey, Canada Health Infoway. See also: <http://bit.ly/2n4PRpZ> and <http://bit.ly/2MUORAK>.

### Understanding results

In a study, 76% of patients who first saw their lab results online were confident they understood the results. The study also showed patients who view their results online are no more anxious than those who don't. In fact, people with chronic conditions are less anxious when they get their results online. Timely access to lab test results is an important part of patient engagement and empowerment, which are directly linked to improved chronic disease management.

Source: Mák G, Smith Fowler H, Leaver C, Hagens S, Zelmer J, “The Effects of Web-Based Patient Access to Laboratory Results in British Columbia: A Patient Survey on Comprehension and Anxiety” J Med Internet Res 2015;17(8):e191 DOI: 10.2196/jmir.4350

### Patient anxiety and stress

Patients who view their results online are no more anxious than those who wait to learn about them in person. A study showed that 93% of patients who accessed their lab results online said

they had more informed discussions with their doctor. Additionally, patients with one or more chronic conditions were less likely to report being anxious.

Source: Mák G, Smith Fowler H, Leaver C, Hagens S, Zelmer J, "The Effects of Web-Based Patient Access to Laboratory Results in British Columbia: A Patient Survey on Comprehension and Anxiety," J Med Internet Res 2015;17(8):e191 DOI: 10.2196/jmir.4350

### Impact on administrative work

Patients who have access to their lab results online are less likely to call their physicians while waiting for results and they're less likely to have an in-person visit related to their results. Additionally, patients who have access to their health information through a patient portal are less likely to call or make requests for information, with one Ontario study finding a 61% decrease in requests for information when a patient portal became available.

Source: Impacts of direct patient access to laboratory results – Final Report, August 2015, SRDC. Ontario Shores' HealthCheck Patient Portal Benefits Evaluation Report, 2016. See also: Group Health Centre's myCARE Benefits Evaluation Plan, 2016.

### A patient's right to access

The health-care provider is the custodian (trustee) of a patient's health record and is responsible for proper use and management of the record. However, the information in the record belongs to the patient and the patient has a right to access it. In fact, 36% of Canadians asked for their information, with seniors being the most likely to ask. Patients can access it through a formal request process, as outlined in law, but many custodians are pleased to share the information if a patient asks to see it and, in fact, many custodians are creating online portals or personal health record systems that patients can access whenever they wish.

Source: Connecting Patients for Better Health: 2018. For more information, see <http://bit.ly/1d1eyd5> and <http://bit.ly/2YM4WQu>.

## FAQ

### What health information is available to patients?

	Description	Delay	Historical Data
<b>Laboratory</b>	Chemistry, hematology, microbiology, and blood bank	No delay	2015-2018*
<b>Pathology</b>		56 days from specimen collection	March 10, 2025
<b>Cytology</b>		14 days	March 10, 2025
<b>Medical Imaging</b>	X-ray, CT, MRI, ultrasound and echo, PET, mammography,	No delay	2015-2018*

	interventional, nuclear med, and radiographic fluoroscopy		
<b>Visit History</b>	Information about attended encounters at NLHS (date, location, type)	No delay	2015-2018*
<b>Dispensed Meds</b>	Medications from community pharmacies	-	2 years of data
<b>Allergies</b>	Allergies and adverse drug reactions recorded at community pharmacies	-	2 years of data
<b>Screening Result Letters</b>	Result letters from the breast and colon cancer screening programs	-	-

\*Historical data varies by health zone: Eastern Health - May 1, 2015; Central Health - September 20, 2016; Western Health - June 6, 2017; Labrador Grenfell Health - February 5, 2018

### What health information is not available to patients?

Currently, MyHealthNL does not include the medical images (written reports only), clinic notes, procedure reports such as for colonoscopies or endoscopies, or complete vaccination records.

### What do patients think of MyHealthNL?

In MyHealthNL user survey, patients and users have provided overwhelmingly positive feedback, highlighting the benefits of MyHealthNL for patients across the province. MyHealthNL has an overall satisfaction rate of 83.9% in 2025, with primary themes of dissatisfaction linked to the activation/enrollment process and wanting to see more of their information.

### Who uses MyHealthNL?

Over 160,000+ residents of Newfoundland and Labrador currently use MyHealthNL, with more people enrolling every day.

- Over 25% of users are over the age of 65;
- 60% of MyHealthNL users are female;
- More than 50% of MyHealthNL users live outside of St. John's metro region.

### Contact us

Have questions? Contact the MyHealthNL Program Team at [myhealthnlsupport@nlhealthservices.ca](mailto:myhealthnlsupport@nlhealthservices.ca).