



**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 patient portal, providing people with easier access to their personal health information and tools to support their overall health and well-being. Launched in 2024, MyHealthNL started small and expanded over time to provide more features and health information to its users. On April 25, 2026, with the launch of CorCare, MyHealthNL was enhanced by a new application called MyChart, offering easy access to more personal health information. MyHealthNL is available on the web at MyHealthNL.ca or through the MyChart app.

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.

Personal health information belongs to the patient who is the subject of the information. The **Personal Health Information Act (PHIA)** requires NL Health Services to provide patients with access to their health information, with some limited exceptions.

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?

Patients 16 years of age and older can create their own MyHealthNL account. Patients who already have a MyHealthNL account through MyGovNL can use the same username and password to log into the new MyHealthNL powered by MyChart. Patients ages 12-15 can request a MyHealthNL account with parent or guardian consent.

Proxy access

Patients will be able to share their health information with their loved ones and caregivers by providing them with proxy access to their MyHealthNL account. Parents, guardians, and caregivers can request proxy access to a child or incapacitated adult's record through their own MyHealthNL account.

What can patients view on MyHealthNL?

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

- **Laboratory results:** final 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.
- **Clinic notes:** final clinic, procedure and progress notes from CorCare. This does not include draft notes, flow sheets or historical clinic notes transferred to CorCare from Meditech or other legacy systems. Notes marked as sensitive or hidden from MyHealthNL will not be available. Certain sensitive note categories are protected by default at the system level:
 - Notes protected under the Adult and Child Protection Acts;
 - Sexual assault notes;
 - Autopsy reports.
- **NL Health Services visits/appointments:** a historical record of inpatient, outpatient, and emergency visits from across the province, as well as upcoming appointments.
- **Medications:** NL Health Services prescribed medications and dispensed medications from community pharmacies.
- **Allergies and adverse drug reactions** reported to NL Health Services or a community pharmacy.

All information will appear in MyHealthNL with minimal delay. Personal health information available to patients will only be sourced from CorCare, HEALTHeNL, and the Pharmacy Network. Information from other systems, such as MedAccess EMR, will **not** appear in MyHealthNL.

Where can my patient access MyHealthNL?

There are three ways a patient can access MyHealthNL:

1. MyHealthNL.ca

2. MyChart app (select 'NL Health Services')
3. MyGovNL.ca

Patients can use their MyGovNL username and password to access MyHealthNL, or they can sign up with an activation code from an NL Health Services appointment.

What if my patient has questions about MyHealthNL?

Patients who require account support or have technical questions about MyHealthNL can email MyHealthNLsupport@nlhealthservices.ca or call 1-833-961-3750 (Monday to Friday, from 8:30 a.m. to 4:30 p.m. NT).

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. A patient-facing health library is also available within the platform to help patients understand their results and notes.

Setting patient expectations

Make patients aware that they may see their results and reports sooner than they are used to, sometimes even before you, as their health-care provider. Explain that some 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 [OneSpotNL.ca](https://www.1spotnl.ca), the [MyHealthNL Health Library](#) or the [MyHealthNL Patient FAQ](#).

FAQ

What health information is not available to patients?

Currently, MyHealthNL does not include medical images (written reports only), complete vaccination records, any clinic notes marked as sensitive by the note author, and notes designated sensitive by default (e.g., notes relating to the Adult Protection Act).

What other features are available in MyChart?

Feature	Description
Care companions	Guides to help a patient prepare for a procedure or event (e.g., routine pregnancy or bowel prep)
Appointment management	Patients can book, cancel, reschedule and self-register for some NL Health Services appointments
Cancer screening self-referral	Eligible patients can self-refer to the breast or colon screening programs
Symptom checker	Customized by NL-based clinicians, helps patient find the right level of care for their symptoms
Health library	Patients can access educational information on tests, conditions, procedures, treatments, and more. Note, this is not Canadian-specific content

What if my patient wants access to their child’s record?

Parents, guardians, and authorized caregivers of children, youth, and dependent adults can request proxy access through a MyHealthNL questionnaire. Proxy requests will be directed to

the NL Health Services Health Information Management team for review and provisioning

Access rules are age-dependent and aligned with consent and confidentiality standards.

Children aged 0-11: Parents or guardians can request full proxy access, including clinical documentation, unless a documented exception related to confidentiality or safety applies.

Proxy access to a child's record expires when the child turns 12.

Youth aged 12–15: Access level is dependent on the level that the youth consents to provide. Options range from full access to administrative only. Youth must provide signed consent for a parent or guardian to be set up as a proxy. Proxy access to a youth's record expires when the youth turns 16.

Individuals aged 16 and older: Access is controlled by the individual through their MyHealthNL account, in alignment with confidentiality legislation and consent requirements.

What do patients think of MyHealthNL?

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

Who uses MyHealthNL?

Over 170,000+ 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 myhealthnl@nlhealthservices.ca.