Virtual VPP Medical Staff Forum

AccessMyHealth Patient Portal

October 15, 2025

Dr. Eric Grafstein, Naomi Brooks, Lori Campbell, Dr. Alain Gagnon, Steve O'Neill and Claire Snyman

Land Acknowledgment

We acknowledge with gratitude, that we are gathered on the traditional, ancestral and unceded territories of the Musqueam, Squamish, and Tsleil-Waututh Nations who have nurtured and cared for the lands and waters around us for all time. We give thanks for the opportunity to live, work and support care here.

Agenda

Welcome and opening remarks	Dr. Eric Grafstein – Chief Medical Information Officer, VCH-PHC
AccessMyHealth Portal Overview	Lori Campbell – Regional Director, Clinical Informatics, VCH
Patient Perspective	Claire Snyman – Patient Advisor, Patient Experience
Opening Your Notes Directly to Your Patients	Steve O'Neill – Teaching Faculty, Center for Bioethics, Harvard Medical School
Live Q&A	All panelists
Closing remarks	Dr. Eric Grafstein

This Webinar is Being Recorded

We are recording this session for our medical staff who are unable to join us live.

Only forum panelists will be recorded.

AccessMyHealth Portal Overview

Lori Campbell

Regional Director, Clinical Informatics, VCH

Key Features & Functionality

AccessMyHealth is a new regional patient portal connected to CST Cerner that will be publicly accessible to patients from PHC, PHSA, and VCH. The portal will be activated in early 2026 and include the below key features:

Secure Access Anytime, Anywhere

Patients can securely access their health records online at their convenience, whether using a desktop or mobile device.
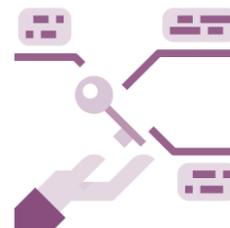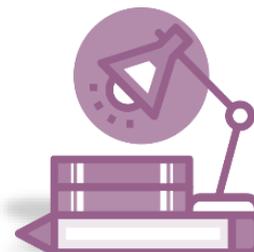
Tracking Upcoming Visits

Patients can quickly check and confirm upcoming appointments. However, some appointments may not be displayed in the portal.

Instant Access to Test Results

Patients can view their latest lab, medical imaging and other key diagnostic results without having to wait for an appointment.

Informed with Care Team Notes

Selected notes and documentation from the care team are available to help patients stay informed and engaged in their health-care journey.

Patient View: What's Included in the Portal

Features Available

PROXY/ CAREGIVER ACCESS

ALLERGIES

DIAGNOSTIC RESULTS

PROCEDURE HISTORY

MESSAGES SENT BY CARE TEAM

APPOINTMENTS

CLINICAL DOCUMENTATION

Please note that not all information for these areas may be included on the portal. Some content will be available, while other details might be excluded for various reasons.

Summary of Decisions: Results and Patient Information

Content	Information Start Date	Publishing Delay
Allergies	CST Cerner Go Live Date (28 April 2018)	None
Clinical Documentation	Portal Go Live Date	1 Hour
Imaging Reports	CST Cerner Go Live Date	7 Days
Laboratory	CST Cerner Go Live Date	None
Microbiology	CST Cerner Go Live Date	None
Pathology	CST Cerner Go Live Date	7 Days
Procedure History	CST Cerner Go Live Date	None
Appointments	Future confirmed appointments	None

Summary of Decisions: CST Cerner Document Distribution

- Documents will only **publish to the portal prospectively** (e.g. from portal go live date forward)
- There will be a **1-hour distribution delay** on documents publishing to the portal after they are finalized by the author
- For individual situations where sending information to the portal could cause harm to the patient and/or a third party, **a new note type** '*Provider Note – Do Not Distribute to Portal*' will be available
- The following note types (with some exceptions by medical specialty) will distribute to the portal:
  - Consult Notes
  - Operative Reports
  - Procedure Notes
  - Clinic Notes
  - Patient Handouts
  - Discharge Summaries

Summary of Decisions: Proxy Access

- When proxy access is granted, it allows access to the same content as the patient would have access to

- Between ages 12-18 there will be no proxy access at this time

- For children under age 12, their parent or legal guardian can apply for access to the child's portal

- Over age 19, those who can consent will be required to give consent for proxy access, but those who are unable to consent will require validated documentation of proxy appropriateness

Medical Staff Education & Notification

CST Cerner Help will be updated with new content, guiding users on steps and functionality, as well as an e-Learning module specific to documentation.

CST Cerner users will receive a popup notification on the day of portal go live, reminding them of the implementation.

Key Timeline

Early 2026

**AccessMyHealth Portal
Go-Live**

The AccessMyHealth Portal is planned for go live in early 2026 at a subset of sites to allow us to build and establish the right level of support services.

Spring 2026

All Sites

Wider patient-facing communications are being planned for early 2026 and to allow a greater number of patients access to their information.

Vancouver CoastalHealth

Providence Health Care
How you want to be treated.

Provincial Health Services Authority

Thank you

For more information, visit CST Cerner Help - AccessMyHealth Patient Portal

Additional questions or concerns?
- AccessMyHealthPortal@vch.ca

TWO STEPS FORWARD

Patient Perspective

Claire Snyman, Health Advocate

clairesnyman

www.twosteps.ca

14

MY PATIENT JOURNEY

Ongoing asthma flares and medication changes

4 x laparoscopies
IVF
Hysterectomy
Ovarian cysts

Kidney stone removal surgery
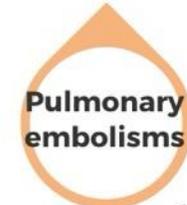Ongoing monitoring

Asthma

Endometriosis

Kidney Stones

2001

2010

2020

1988

2004

2017

Current

Hip fracture

Brain Tumour

Pulmonary embolisms

Hip bursitis

Brain surgery
Brain injury
Migraines/vertigo

Multiple ER visits, specialist follow ups, medium - long term impact

MY PATIENT JOURNEY

Ongoing asthma flares and medication changes

Asthma — 1988

Hip fracture — 2001 → Hip bursitis

Endometriosis — 2004: 4 x laparoscopies, IVF, Hysterectomy, Ovarian cysts

Brain Tumour — 2010 → Brain surgery, Brain injury, Migraines/vertigo

Kidney Stones — 2017: Kidney stone removal surgery, Ongoing monitoring

Pulmonary embolisms — 2020 → Multiple ER visits, specialist follow ups, medium - long term impact

Current

Knowledge, skills & confidence

24/7 part of the team

TRUST

* Preparation *Builds relationships

Reminder

Quality and safety of care

TWO STEPS FORWARD

Healthcare Management
2025

Life Management
2025

TWO STEPS FORWARD

Thank you

For more information, visit https://twosteps.ca/

Additional questions?
- Reach out to clairesnyman on LinkedIn

Opening Your Notes Directly to Your Patients

Steve O'Neill
LICSW, BCD, JD

Social Work Manager, OpenNotes Program
Associate Director of Ethics (retired)
Beth Israel Deaconess Medical Center

Teaching Faculty, Center for Bioethics
Department of Social Medicine
Harvard Medical School

Professor and Research Associate
Simmons University School of Social Work

OpenNotes

- No conflicts to report

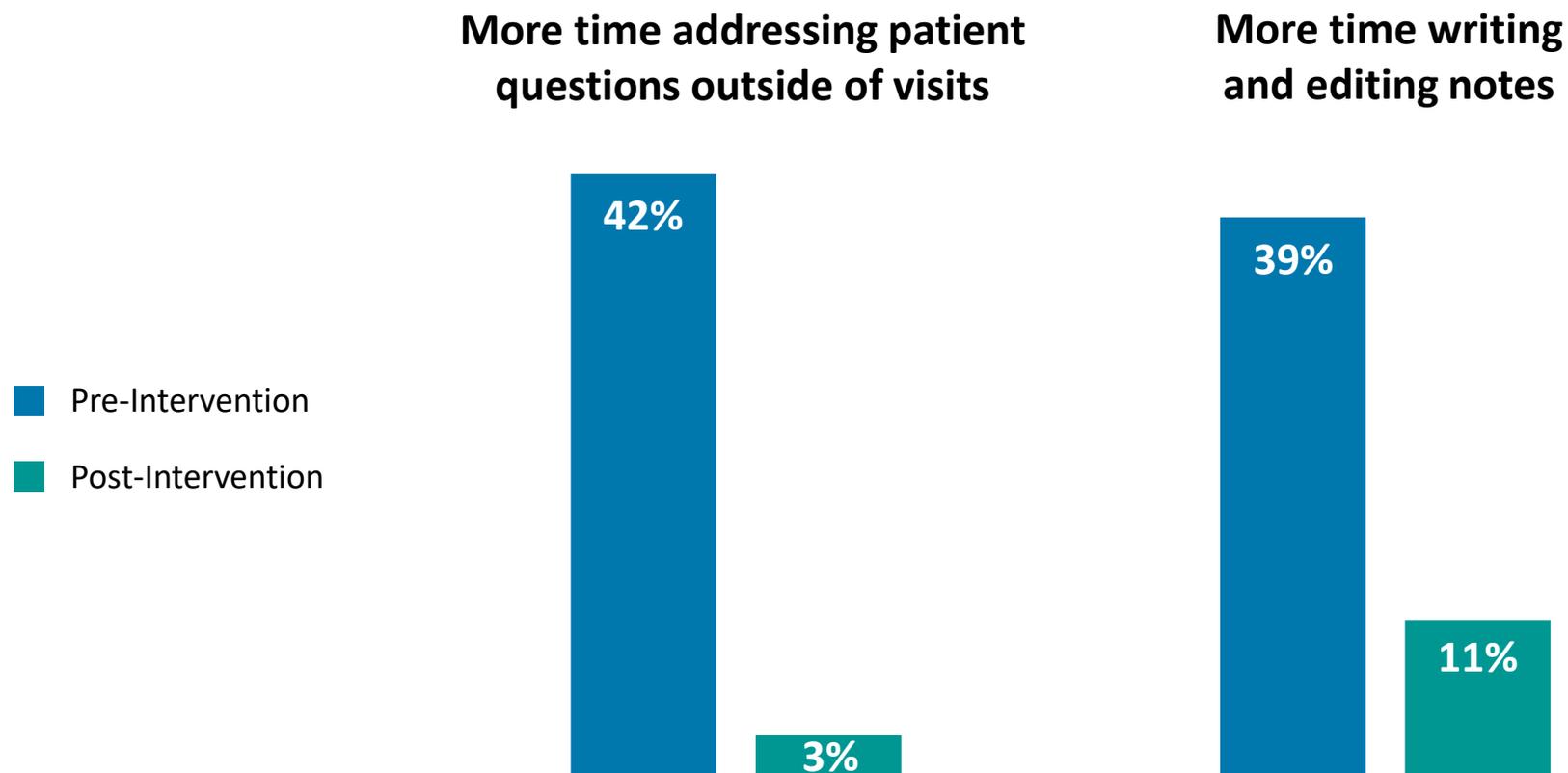- Funding from the Macy Foundation and Harvard Medical School

Relevant Beth Israel Deaconess Medical Center History

- First Electronic Health Record (1985)

- Ethics Note Sharing Policy (25+ years)

- Sharing Notes in Mental Health (35+ years)

- OpenNotes started within ambulatory Primary Care (2010);
  - All specialties, including Mental Health, fully opened in 2013-14

- Culture of Transparency and Trust
  - Apology and Disclosure
  - Preventable Harm Initiative

21st Century Cures Act

- Effective April 2021 across the USA

- Requires Secure Direct Patient Access to their Electronic Medical Record

- Forbids "Information Blocking"!

- Exceptions to Blocking: Substantial/Physical Harm; Privacy; Content/Manner

- Prior to Cures Act, already 55 Million USA persons had OpenNotes for better than 3 years (25% included mental health notes)

Clinician Concerns

More time addressing patient questions outside of visits

More time writing and editing notes

■ Pre-Intervention

■ Post-Intervention

42%

3%

39%

11%

Source:
Delbanco T, Walker J, Bell SK, et al. Inviting patients to read their doctors' notes: A quasi-experimental study and a look ahead. Ann Intern Med. 2012;157(7):461-470 https://doi.org/10.7326/0003-4819-157-7-201210020-00002

Beth Israel Deaconess Medical Center

HARVARD MEDICAL SCHOOL TEACHING HOSPITAL

OpenNotes

Clinician Concerns

Did doctors change the way they wrote notes? **YES!**

25% Mental Health

20% Substance Use

10% Obesity

Sources:
Delbanco T, Walker J, Bell SK, et al. Inviting patients to read their doctors' notes: A quasi-experimental study and a look ahead. Ann Intern Med. 2012;157(7):461-470 https://doi.org/10.7326/0003-4819-157-7-201210020-00002

Fernandez L, Fossa A, Zhiyong D, et al. Words Matter: What Do Patients Find Judgmental or Offensive in Outpatient Notes? J General Internal Medicine. 2021;36:2571-2578. https://doi.org/10.1007/s11606-020-06432-7

Clinician Concerns

None of the >250 organizations that implemented OpenNotes prior to the Cures Act **reported a significant increase in visit time with patients or in e-mail traffic.** In fact, **some organizations reported a decrease in e-mail**, as patients are able to resolve confusion or forgetfulness by reading their notes.
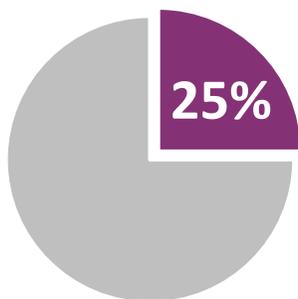
Source:
https://www.opennotes.org/

29

Clinician Perspectives
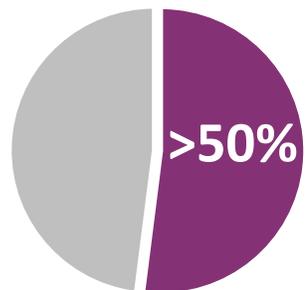
>50% of doctors believed shared notes increased patient satisfaction and trust

25% of doctors reported that patients discovered clinically important mistakes in their records

Source:
Bell SK, Mejilla R, Anselmo M, et al. When doctors share visit notes with patients: a study of patient and doctor perceptions of documentation errors, safety opportunities and the patient–doctor relationship. BMJ Quality & Safety. 2017;26:262-270. https://doi.org/10.1136/bmjqs-2015-004697

Patient Perspectives

- **9 out of 10** Americans don't fully understand what to do after a doctor's visit [1]

- **9 out of 10** doctors believe patients remember what is discussed in a visit [2]

- **4 out of 10** patients don't fully remember how to take their medication after leaving the hospital [1]

[1] Cleveland Clinic 2019
[2] National Opinion Research Center, University of Chicago 2021

31

Importance of Notifications

Reading rates dropped when GHS stopped sending patients messages to let them know a new note was available
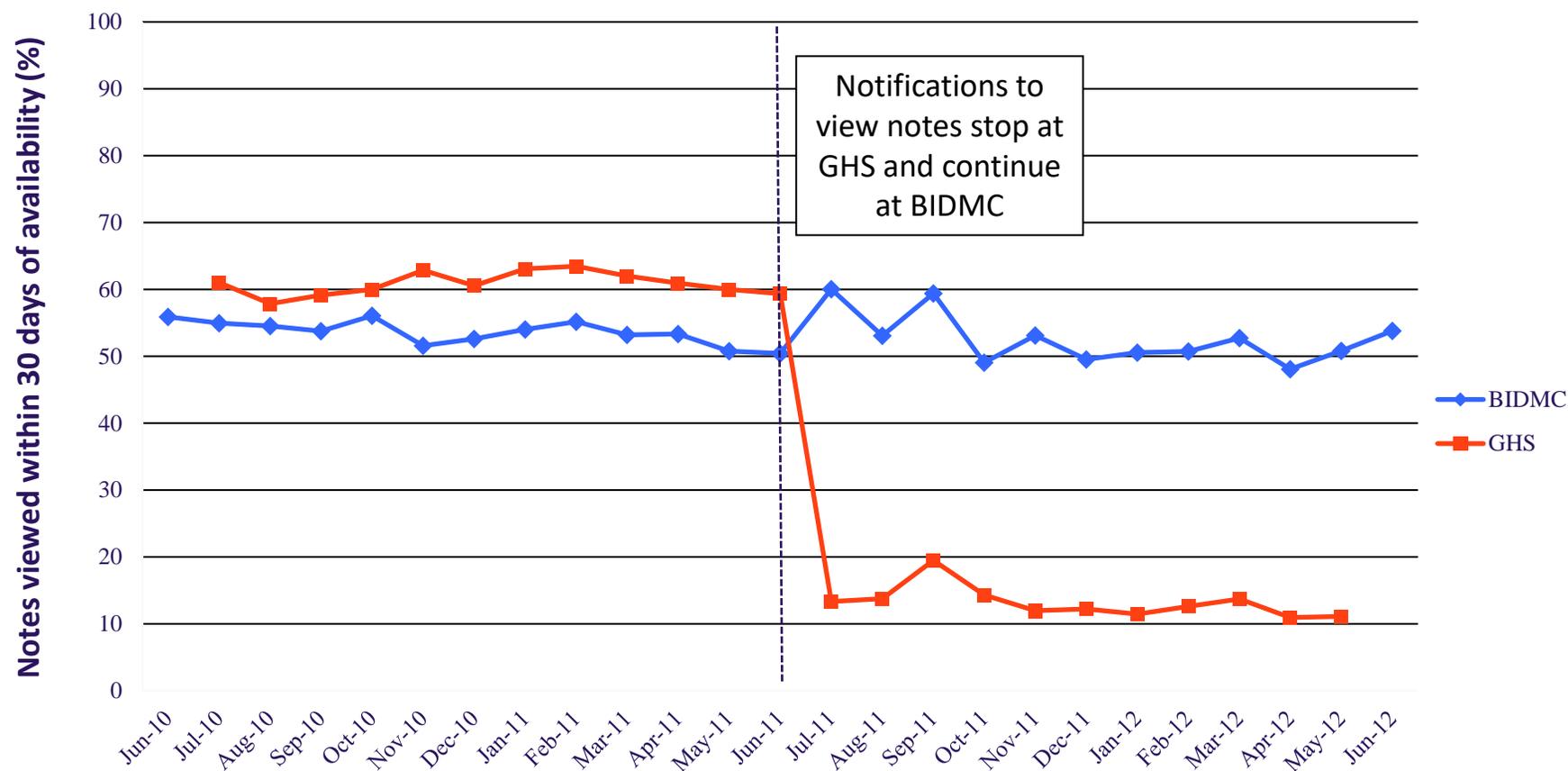
What about Care Partners?

- **42%** of patients say they share access because their **care partner helps them manage health care activities**.

- **30%** say they **share access** with a care partner **in case of emergency**.

- **18%** say they share access because they themselves **do not use a computer**.

Source:
https://www.opennotes.org/

What did we find from a Patient Perspective?

"Less educated, non-white, older, and Hispanic patients, and individuals who usually did not speak English at home, were those most likely to report major benefits from note reading.

Nearly all respondents (22,593/22,947, 98.46%) thought Web-based access to visit notes a good idea, and 62.38% (13,427/21,525) rated this practice as very important for choosing a future provider."

Source:
Walker J, Leveille S, Bell S et al. OpenNotes After 7 Years: Patient Experiences With Ongoing Access to Their Clinicians' Outpatient Visit Notes. Journal Medical Internet Research. 2019;21(5):e1387. https://doi.org/10.2196/13876

Patients with severe mental illness study

- 136,815 patients with Bipolar D/O, Schizophrenia or Major Depression; 29,656 responded (22%)

- **67%** reported that reading notes helped them to **understand why their med(s) were prescribed**

- **65%** reported feeling **more comfortable with taking their med(s)**

- **60%** reported feeling that reading their note(s) **helped to answer their questions**

Source:
Blease C, Dong Z, Torous J et al. Association of Patients Reading Clinical Notes With Perception of Medication Adherence Among Persons With Serious Mental Illness. JAMA Network Open. 2021;4(3):e212823. https://doi.org/10.1001/jamanetworkopen.2021.2823

60-78% of those taking medications reported "**doing better with taking my medications as prescribed**"

Source:
https://www.opennotes.org/

"96% of patients preferred receiving immediately released test results online even if their healthcare provider had not yet reviewed the result"

Source:
Steitz BD, Turer RW, Lin C, et al. Perspectives of Patients About Immediate Access to Test Results Through an Online Patient Portal. JAMA Network Open. 2023;6(3):e233572. https://doi.org/10.1001/jamanetworkopen.2023.3572

Thank you

For more information, visit www.opennotes.org

Questions?
- myopennotes@bidmc.harvard.edu
- soneill2@bidmc.harvard.edu

Audience Q&A

slido

Thank you to all panelists for sharing today.

If you have any additional questions, please email

AccessMyHealthPortal@vch.ca

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