



Online Health Records through the YourHealthNS App

Frequently Asked Questions for Patients

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What can I see through my online health records and when will it be available to me?

Health Record Category	Available Information	Timeframe of Included Information	Delay Before you Receive your Results in YourHealthNS
<p><i>* Provider's notes will not be accessible through the YourHealthNS app</i></p> <p><i>A Provider is any health care professional who provides medical care, tests or treatment. This may include a doctor, nurse practitioner, specialist, or health care professional such as a pharmacist, nurse, resident, therapist, etc.</i></p>			
<p>Medications</p>	<p>Your current and previous prescriptions will be available.</p> <p>This will include the name of the medicine, who prescribed it to you, the date and time the prescription was filled, the DIN (drug identification number), the strength and unit (dosage), directions, and dispensed fill (number of units of the medication provided.)</p>	<p>Approximately the past 10 years</p>	<p>Available after approximately 7 days</p>

<p>Lab and Diagnostics</p>	<p>Your results for lab tests, such as blood tests, urine tests, and some other general lab tests will be available. This information will include: provider, lab location, result date and time, result, and normal range for this result.</p> <p>Note: It is not uncommon for results to be out of range. Your provider will contact you if your results are concerning based on your individual health.</p> <p>Results for diagnostic imaging including CT, MRI, X-ray and Ultrasound. This information will include the date, time, type of test (CT, MRI, X-ray, Ultrasound), body part, referring provider, and location of the place where you received your test.</p>	<p>Lab results will initially include approximately the last year of information, with previous years to follow over time.</p> <p>Diagnostic imaging results will initially include approximately the last year of information, with previous years to follow over time.</p>	<p>Lab results will be available 7 days after your provider receives them.</p> <p>Diagnostic imaging results will be available 14 days after your provider receives them.</p> <p>This gives your provider time to review your results and contact you if necessary.</p>
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Hospital visits and stays	<p>Review your hospital stays and visits (visits to hospitals or clinics that did not require an overnight stay, like a blood collection appointment) at Nova Scotia Health and IWK Health.</p>	<p>Approximately the past 10 years, except for oncology information, which will include approximately the last year of information.</p>	<p>Available after approximately 7 days</p>
Health visits	<p>Information about your primary care (visits with your family doctor, nurse practitioner, or pharmacist) and VirtualCareNS visits.</p> <p>At this time, primary care information will only include date, time, and provider, and will be available by September 2024.</p>	<p>Primary care information will not be available immediately. It will be available by September 2024. It will include approximately the last year of information.</p> <p>VirtualCareNS information will include approximately the last two years of information.</p>	<p>Available after approximately 7 days</p>
Immunizations	<p>Access immunization records with VaxRecordNS for School Program, COVID-19, Flu, and other routine vaccinations</p>	<p>Approximately the past 10 years</p>	<p>Available after approximately 7 days</p>

Accessing and Understanding your Online Health Records

How can I get access to view my records through the YourHealthNS app?

- Download the YourHealthNS app or visit the yourhealthns.ca
- Click on “Records”
- Click on the “Access Your Health Records” tile, and create or sign in to a My NS Account to access your records.
 - My NS Account is the Government of Nova Scotia’s secure online service. It allows Nova Scotians to create a single account to access multiple online provincial services and verify personal information for online services that require it. It must be renewed on an annual basis. Learn more about My NS here: [About My NS Account \(novascotia.ca\)](https://novascotia.ca).
- When creating your My NS Account, you will be asked to verify your Nova Scotia Health Card Number
- After logging into My NS, you will be able to access your healthcare records

Is there a way to know if my provider has viewed the results?

The app does not tell you if your provider has viewed your results. Providers will be given seven days to review lab test results and 14 days to review diagnostic imaging results before a patient can see them within YourHealthNS. If you have questions or concerns about your results, you are encouraged to contact your provider.

Could I potentially see concerning results before my provider is able to contact me?

Providers will be given seven days to review lab test results and 14 days to review diagnostic imaging results before a patient can see them within YourHealthNS, in order to give them the opportunity to contact you with any concerning results. However, patients are encouraged to discuss tests ordered with their provider *before* the test if they have concerns about possible results. It is important to know that test results that fall outside of the normal range are not always concerning.

How much information will be provided with test results? Will I be able to interpret the information?

If available, test results will be accompanied by an indicator of whether the result is within the normal range. Results that fall



outside of the normal range are not always concerning. You are encouraged to discuss possible results with your provider *before* your test if you are concerned about potential test results.

Can I see the pictures from my x-ray, ultrasound, CT, or MRI?

No. YourHealthNS does not provide access to the medical images taken during your imaging test.

Can I view my online health records through the YourHealthNS app if I am a patient with a New Brunswick health card receiving care in Nova Scotia?

At this time, only patients with Nova Scotia health card numbers can access their health records through the YourHealthNS app.

What does it mean if a result says “not specified”?

“Not specified” means that that part of your health record was blank or information was not inputted by your provider.

I am a student at University in Nova Scotia but I do not have a Nova Scotia health card. Can I still access my health records?

At this time, only patients with Nova Scotia health card numbers can access their health records through the YourHealthNS app.

Is the app available outside of North America?

You are unable to access YourHealthNS outside of North America.

Will providing patients with access to online health records lead to an increase in patients’ anxiety and/or confusion regarding certain results?

Studies in other jurisdictions show providing patients with electronic health records has not increased stress or anxiety while they wait for follow-ups, compared to patients who do not have access to their results.

The evaluation results from the pilot program showed that patients showed a general appreciation for the app’s potential to enhance care experiences. 60% of users felt more involved in their care. 98% of users with access can see themselves continuing



to use the app. 45% of users felt they better understood how their care team is supporting them. 35% of users felt better prepared for their appointments.

What resources are available to assist patients in navigating their test results?

Where appropriate, test results within the app will be accompanied by an indicator of whether the result is within the normal range. Clinicians are encouraged to discuss possible outcomes with patients before they go for testing. Patients should be advised that they will only be contacted by their provider if their results are concerning, and that results that fall outside of the normal range are not always concerning.

Will health records from other provinces be available?

No. Online health records through YourHealthNS only include data from Nova Scotia.

What happens to the records of people on the Need a Family Practice Registry?

Nova Scotians who do not have a family doctor or nurse practitioner can still access their health records through YourHealthNS.



Privacy, Security and Participation

Is my information safe and secure?

All data will be stored in a secure cloud environment. Your data will not be stored on the YourHealthNS app and can only be viewed through MyNS Account from within the app, upon authentication.

To find out what information is collected, how it's used and disclosed, how information is protected or to learn more about your privacy rights and choices, see our [Privacy Notice](#).

Where will my healthcare data be stored?

All patient data is being securely stored on cloud-based servers in Canada.

Why were amendments made to the Personal Health Information Act?

The changes that were made to the Act allow electronic records to be available to patients who want them. They don't change the strict security measures in place. The Personal Health Information Act is in place to protect data from being misused in any way.



Why aren't patients able to choose not to share their data with government?

Every time a patient interacts with the health system in Nova Scotia, records are created. These include the healthcare provider's own records, which they must retain to document the care they provide, as well as administrative records that are needed to operate the health system. It is important for patients to know that records are created and maintained according to legal and operational requirements, and that nobody has the option to 'opt out' from these requirements.

The Personal Health Information Act (PHIA) recognizes the right of all individuals to protect their personal health information alongside the need for it to be collected and used to manage and operate the health care system. The Act outlines the obligations placed on custodians to provide the highest level of protection for all personal health information.

How is the data being protected?

We believe that healthcare data should be protected at all costs. Personally identifiable health data is only accessible to the patient, and to the very small group of employees who must access the data for the sole purpose of maintaining the system and ensuring the data is available to patients who choose to access it. The data is stored on a secure cloud-based server, which has been tested and has passed multiple privacy and security assessments.

The app does not contain any personal health information. It's simply the tool that allows a patient to access their information.

There are very strict measures in place to limit who can access the server. The Personal Health Information Act requires data to be protected from theft, loss, any unauthorized access and any form of misuse. The Electronic Health Record regulations require any information that gets used for planning or management purposes be de-identified before it is accessed by the Department of Health and Wellness.

Who has access to the information?

There are strict limits on the ability to access personally identifiable information. It is mostly limited to the patients themselves.



There is a very small group of employees will have access to the data for the sole purpose of maintaining the system, performing data quality assessments, and ensuring the data is available to patients who choose to access it. These employees are bound by confidentiality agreements. They may only access the system and data per the Personal Health Information Act and the regulations under the Act. This Act and the regulations govern how personal health information and data may be accessed and used and how it must be protected. We also have controls in place to provide oversight and monitoring of the system that includes logging and auditing capabilities.

Statistical data collected through your use of the application will be aggregated and de-identified before it reaches the Department where it can be used for the purpose of health system planning.

Can patients revoke consent for their online health records through YourHealthNS?

Nova Scotians can withdraw consent from having your health records viewable through the YourHealthNS app.

It's important for Nova Scotians to understand that any time you receive a healthcare service in Nova Scotia a health record is created. This record can then be used by healthcare providers across the healthcare system to have a better understanding of your complete medical history and provide you care that is appropriate. Health records will always be part of the system but it's up to each patient to decide if they want to access them. The only way to do that will be through YourHealthNS with a secure login, or requesting paper records directly from a provider which may result in a fee.

When you use YourHealthNS to view your health records, your personal health information is collected, used and disclosed under the authority of the NS Personal Health Information Act. You have the right to withdraw your consent to the use or disclosure of your personal health information for this purpose at any time.

You can find the instructions to withdraw your consent [here](#).

What security measures are in place to protect patients' online privacy while using My NS Account?

All healthcare data will be provided through My NS Account, which uses industry recognized security safeguards to protect users' personal information. When personal information is collected, used or disclosed, we follow the [legislation that governs how personal information](#) must be handled in the province of Nova Scotia.

To find out what information is collected, how it's used and disclosed, how information is protected or to learn more about your privacy rights and choices, see our [Privacy Notice](#).

What about people who are elderly or don't want or have access to the equipment to access their records online? What options are available to them?

We understand that not everyone will be comfortable or able to access their records this way. Patients can still request paper copies from their healthcare provider but there may be a fee set by the provider.

Will providing health records available online isolate Nova Scotians with limited online access or who are not comfortable using mobile apps or online platforms?

Health records and data will still be made available in the traditional methods. Making health records and data available online is one way that Nova Scotia is providing citizens with access to their information. Digital health care options can improve access for seniors, people living in remote areas and those who have mobility issues.

You've included records from the IWK, but parents can't see their children's results, why?

Families have other mechanisms to request access to their children's health records. In developing the records component of the app, the focus has always been to provide patients with their own personal health information. The age to register to access this information through the app is 16. Anyone under 16 is unable to create an account and dependent profiles cannot be linked to those of parents or guardians.



It's also important to remember that the IWK also provides women's health and by providing access to IWK health records, we're providing women who have access services through the IWK a more complete picture of their health history and information.

What is different about this compared to the electronic records program that Nova Scotia introduced in 2016, which ended in 2019?

While the MyHealthNS program was ended in 2019, that pilot project provided many learnings which Nova Scotia Health used to inform the development and design of this new system.

YourHealthNS is an internal, purpose-built platform that uses the secure My NS Account platform and integrates with existing platforms such as Telus and Accuro EMR data, VirtualCareNS, Meditech, STAR and EDIS, which many clinicians are already using to digitally maintain patient records.



Contact Information

Who do I contact for help with My NS Account?

Contact the Government of Nova Scotia's My NS Account support team at 1-844-322-9375.

Who do I contact for support?

If you are viewing this document online, you can click [here](#) to access our Support form. To get support while using YourHealthNS, click the three horizontal lines in the upper right-hand corner and then click Support. You can also visit yourhealthns.ca and click "Support" in the upper right-hand corner.

Who do I contact with concerns about my personal health information?

If you have a concern regarding your personal health information, please contact the Department of Health and Wellness Health Privacy and Records Management at phia@novascotia.ca.

Who do I contact if I think there is an error in my health information?

You can contact our Support team. If you are viewing this document online, you can also click [here](#). To get support while using YourHealthNS, click the three horizontal lines in the upper right-hand corner and then click Support. You can also visit yourhealthns.ca and click "Support" in the upper right-hand corner.

Who do I contact if I have feedback about YourHealthNS?

To access the feedback option while using YourHealthNS, click the three horizontal lines in the upper right-hand corner and then click Feedback. You can also visit yourhealthns.ca and click "Feedback" in the upper right-hand corner.