

## MyHealthPEI Health Care Provider Portal: Pharmacy

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## 1. SEARCH FOR A HEALTH RECORD

The MyHealthPEI Health Care Provider Portal will provide you with access to components of your clients' immunizations and laboratory test results.

After entering your username, password, and authentication code, you will be brought to the **Search for a Health Record** screen. On this screen, you will see four different options you can enter to search for a client's record. You can search using the below combinations, **with PHN being the recommended method**:

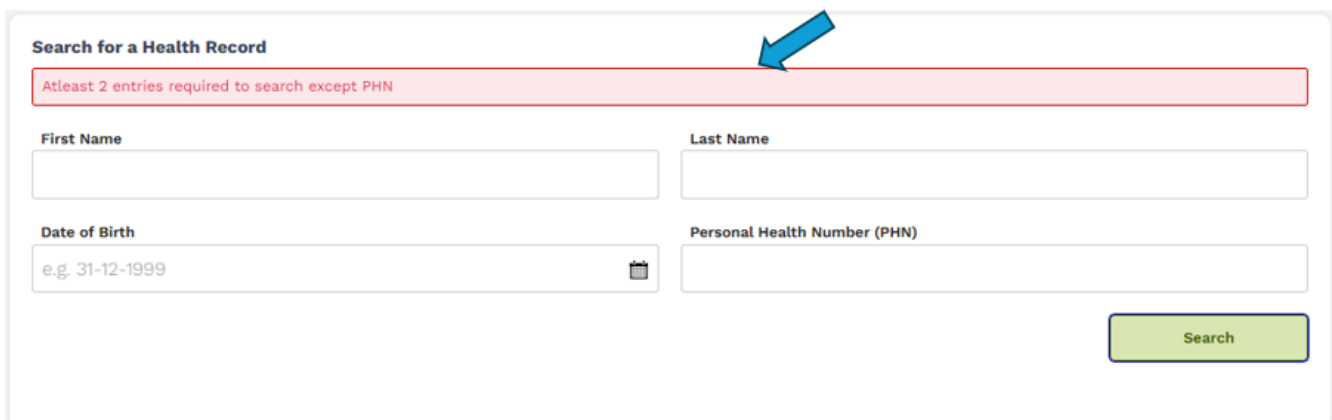
PHN (Best Practice)
First Name + Last Name
First Name + Date of Birth
Last Name + Date of Birth

Enter your search criteria and click on the **Search** button.



The screenshot shows the 'Search for a Health Record' form. It has four input fields: 'First Name', 'Last Name', 'Date of Birth' (with a calendar icon and example 'e.g. 31-12-1999'), and 'Personal Health Number (PHN)'. A blue arrow points to the green 'Search' button.

If you try to search for a record without using the list of required information above, you will receive an error message.





The screenshot shows the 'Search for a Health Record' form with an error message at the top: 'At least 2 entries required to search except PHN'. A blue arrow points to the error message. The form fields and 'Search' button are visible below.

Once you enter the required search criteria, all client records that meet the criteria will appear below the search area. **Before you select a record to view, please be sure to verify that the client information that appears is correct.**

**Search for a Health Record**

First Name  Last Name

Date of Birth   Personal Health Number (PHN)

**Search returned 1 results** 

**ZZ** ZZTEST ZZTEST >  
DOB: 02-Sep-2015 PHN: 30808661

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

When you click on the record you want to view, a new screen will appear requiring both a reason for accessing the record and additional details around the request. The various reasons are listed below:


Assessment
Immunization-Related
Patient Inquiry
Prescribing-Related
Treatment


Once you enter the **Reason** and **Additional Information**, select the **View record** button, which will take you to the client dashboard.

Please provide a reason for accessing the following record: ✕

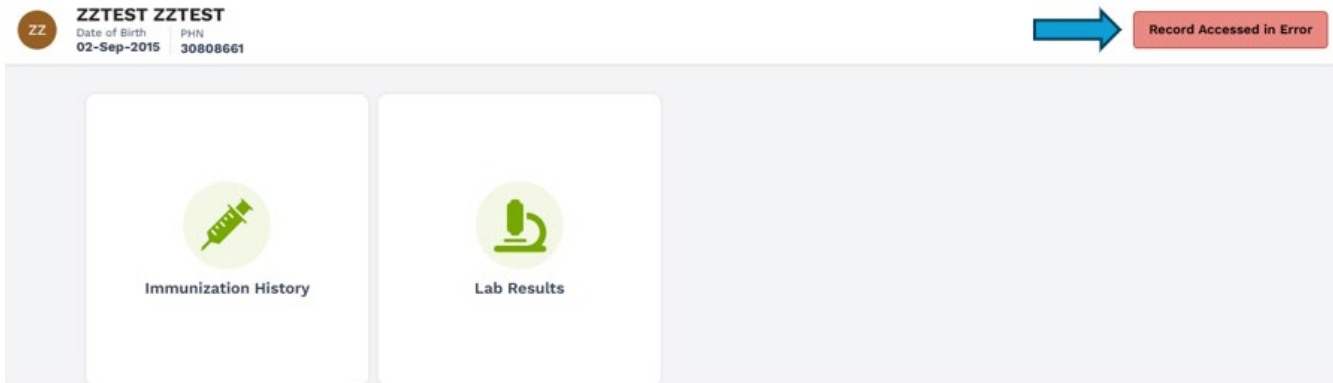
**ZZ** ZZTEST ZZTEST  
DOB: 02-Sep-2015 PHN: 30808661

\*Reason  Immunization-Related 

\*Additional Information  Viewing immunization history

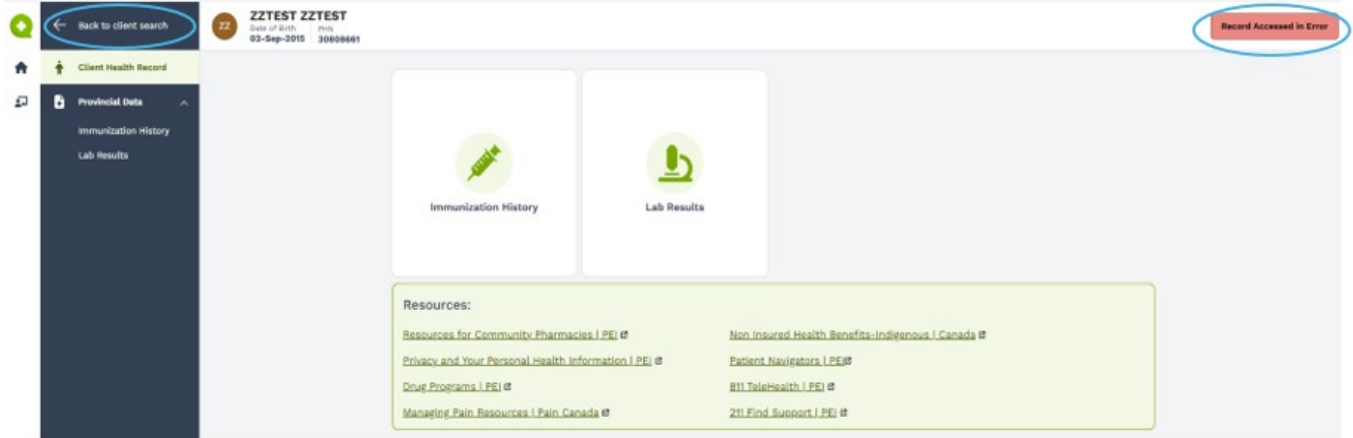


If you realize at this point that you have mistakenly opened the incorrect record, please select the **Record Accessed in Error** button on the top right-hand corner of the dashboard. Selecting this button will remove you from the client's record, sending you back to the **Search for a Health Record** screen.



Please Note: The reason and additional information you enter will be viewable by the client through the **Record History** feature in their personal MyHealthPEI account. The client will also be able to see in this feature if their record was accessed in error.

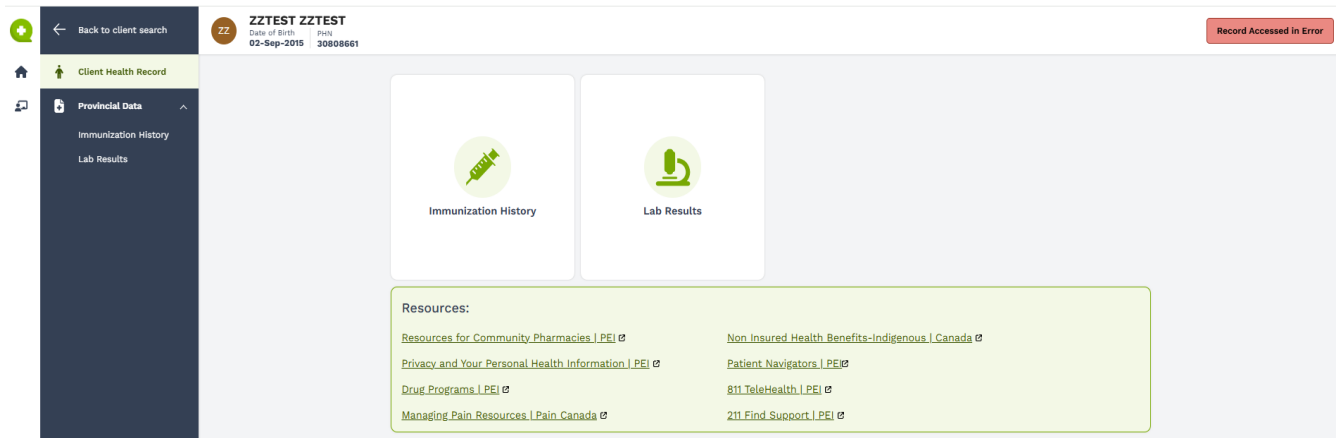
If you leave or navigate away from a client record by using your browser's "back" function or by using the "**Back to client search**" or "**Record Accessed in Error**" options as seen on the dashboard photo below, this will take you away from the client record and back to the **Search for a Health Record** screen. If you then need to re-access the client's record, this access will appear as a separate entry on the client's **Record History** page in their personal account.



Please Note: There is an automatic log out feature after ten minutes of inactivity.

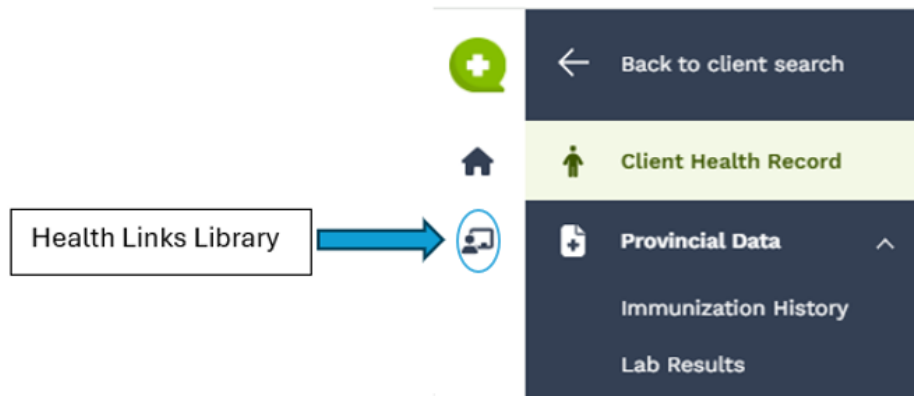
## 2. DASHBOARD

After entering the reason for accessing a client's records, you will be brought to the MyHealthPEI Health Care Provider Dashboard screen.



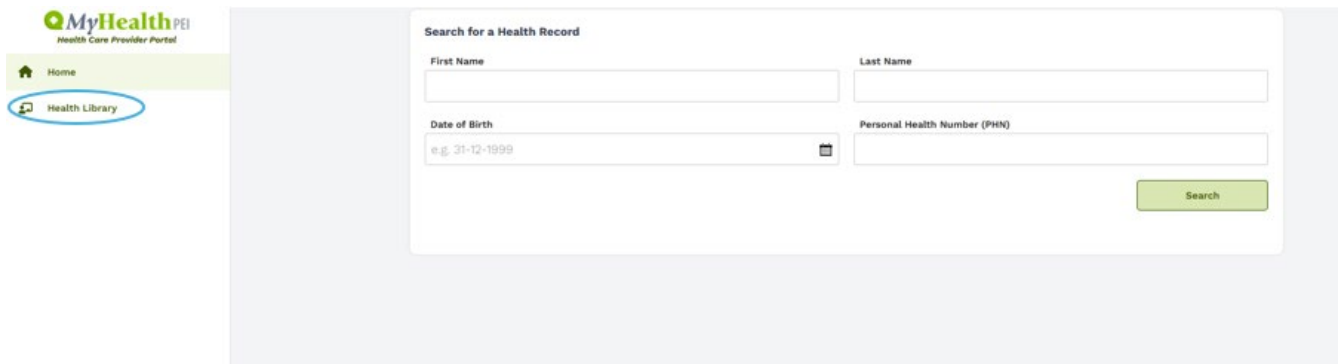
On the dashboard, you will see a navigation panel on the left side of the screen and tools (widgets) on the main area of the dashboard.

The left-hand navigation menu allows you to access **Immunization History** and **Lab Results**. You will also find options to return to the **Client Health Record**, which will bring you back to the dashboard view for the existing client, or you can select the **Back to client search option**, where you can search for a new client's record.



Through the left-hand navigation menu, there is also an option to access the **Health Links Library**.

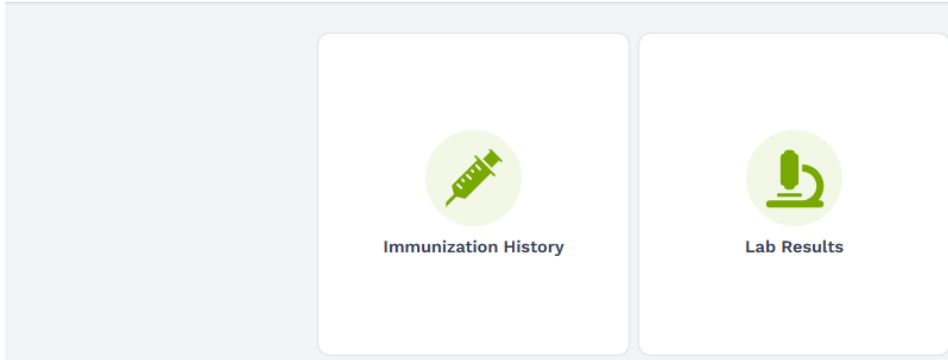
Please Note: Selecting the **Health Links Library** icon from the dashboard screen will take you out of the existing client record. Additionally, the same **Health Links Library** can also be accessed from the client search screen prior to accessing a client record, allowing you to use these resources without accessing a client record.



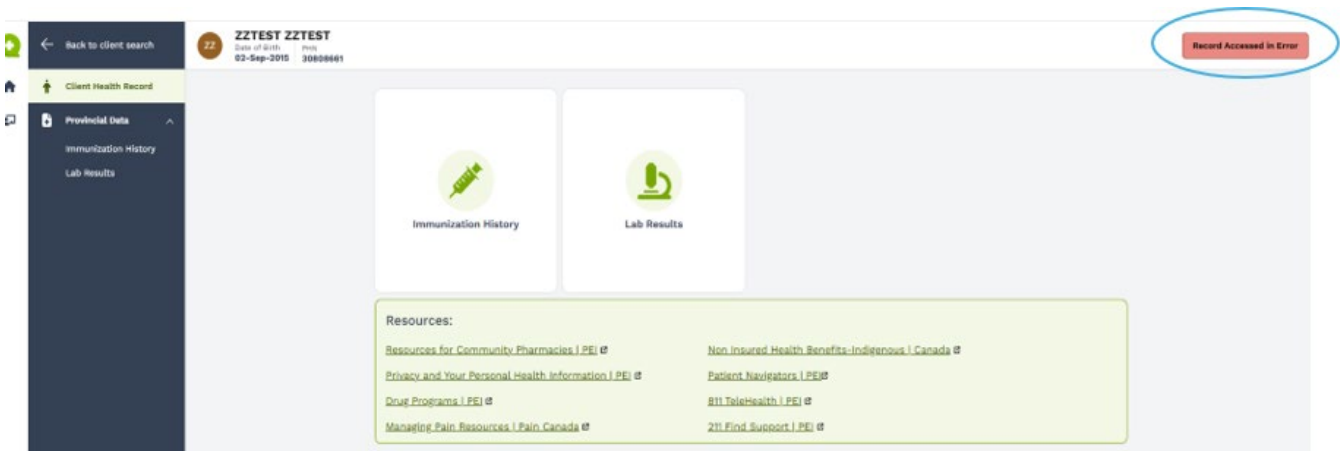
The following tools are currently available within the MyHealthPEI Health Care Provider Portal for Pharmacists to view:

- Immunization History
- Lab Results

**ZZ** **ZZTEST ZZTEST**  
Date of Birth | PHN  
02-Sep-2015 | 30808661



**Record Accessed in Error** – as mentioned in the previous section, once in a client profile, if you realize you have accessed the record in error (due to human error, same name, etc.), please utilize the “**Record Accessed in Error**” button circled below. This will record the error in the client’s **Record History** section on their personal MyHealthPEI account so they will be aware that their record was accessed in error.



## 2. IMMUNIZATIONS

The Immunizations tool allows you to see a record of vaccines that were administered in the province and have been digitally recorded in PEI’s Immunization Registry. This includes vaccines received from public health nursing, community pharmacists, primary care providers, as well as vaccines received while in hospital, long-term care or at a post-secondary institution in PEI.

From the dashboard screen, you can access a client’s immunizations in two ways. You can click on the tile in the centre of the screen labelled **Immunization History**, or you can open the **Provincial Data** dropdown on the left-hand navigation bar and select **Immunization History** from there – both will take you to the same screen.



Once you are on the immunizations screen, a list of all of the client’s available immunizations will appear. You are able to sort this immunization information (i.e. alphabetically by Trade Name, oldest to newest for Date Administered) by clicking on the small arrows beside each column name.

### Immunization History

A client's digitized immunization records from PEI will be available here. If the immunization was administered out of province it may not be listed. There may be a time lag between when an immunization is administered and when it will be displayed within MyHealthPEI. This time lag can vary, depending on where the immunization was administered.

If you or your client cannot find record of an immunization, please suggest the client reach out to the provider they received it from. Always verify a client's vaccine history with them prior to administering a vaccine.

**Date Range**

All

Date Administered	Common Name	Location	Source
29-Jan-2025	COVID-19	New Location Test	PEI Health Record
22-Jan-2025	Flu	SOBEYSPHARMACYLTD870UNIVERSITYAVECHTOWN	PEI Health Record
22-Jan-2025	COVID-19	SHERWOODDRUGMART2010INC	PEI Health Record
22-Jan-2025	DTaPHBIPVHib	A-PHN Office	PEI Health Record
22-Jan-2025	Pneu15	A-PHN Office	PEI Health Record
22-Jan-2025	COVID-19	Charlottetown COVID 19 Vaccination Clinic - ECTESTING	PEI Health Record
16-Jan-2025	Rota		PEI Health Record
16-Jan-2025	Pneu15	A-PHN Office	PEI Health Record
08-Jun-2022	MMR	Location 1004	PEI Health Record
08-Jun-2022	MMR	Location 047	PEI Health Record

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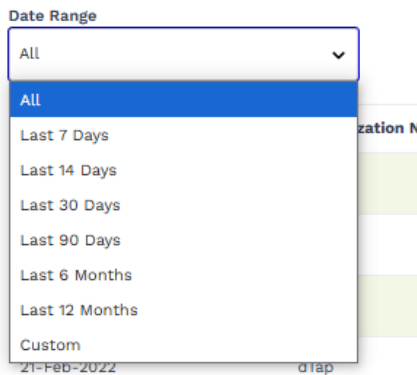
At the top of the immunizations screen, you will find some helpful guiding text around out of province immunizations and time lags.

## Immunization History

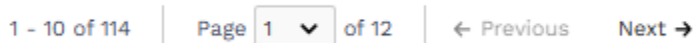
A client's digitized immunization records from PEI will be available here. If the immunization was administered out of province it may not be listed. There may be a time lag between when an immunization is administered and when it will be displayed within MyHealthPEI. This time lag can vary, depending on where the immunization was administered.

If you or your client cannot find record of an immunization, please suggest the client reach out to the provider they received it from. Always verify a client's vaccine history with them prior to administering a vaccine.

Also, toward the top of the page, you have the option of choosing a specific date range to view by selecting the **Date Range** dropdown and selecting your preferred timeframe.



You may have multiple pages available to view, which you will see at the bottom of the list of immunizations. To move between the pages, please use the **Previous** and **Next** buttons.



To view a specific immunization record, click anywhere on the record you wish to view. On the right-hand side of the screen, you will see a popup open where you can also view additional immunization information.

### View Immunization ✕

Date Administered  
**29-Jan-2025**

Common Name  
**COVID-19**

Trade Name  
**COVID-19 COMIRNATY 30 mcg/0.3 ml mRNA PB**

Generic Name  
**COVID-19 unspecified**

Location  
**New Location Test**

Source  
**PEI Health Record**

Toward the bottom of the Immunizations screen, you will see a green box called **Related Information**. Here you will find a selection of links that provide you with further information on topics like immunization schedules along with links for vaccine clinics.

**Related Information:**

- [Childhood Immunizations | PEI](#)
- [Adult Immunizations | PEI](#)
- [National Advisory Committee on Immunization | Canada](#)
- [Flu Vaccination Clinics | PEI](#)
- [A parent's guide to Immunizations | Caring for Kids](#)
- [PEI Adult Immunization Self-Assessment Tool | CANImmunize](#)

**3. LAB RESULTS**

The **Lab Results** tool allows you to see a record of blood tests, urine samples or other laboratory test results that were received by clients from April 2025 onward. Any lab tests completed out of province will not display. Some test results may take longer to appear (i.e. tests that require additional time to process or those sent out of province).

From the **Home** dashboard screen, you can access a client's lab results in two ways. You can click on the tile in the centre of the screen labelled **Lab Results**, or you can open the **Provincial Data** dropdown on the left-hand navigation bar and select **Lab Results** – both will take you to the same screen.



Once you are on the **Lab Results** screen, a list of the client's available results will appear.

Back to client search  
Client Health Record  
Provincial Data  
Immunization History  
Lab Results

TYLER ZZTEST CC TYLER  
Date of Birth: 16-Mar-1992  
ID: 30811061

Record Accessed In Error

Date Range: All

Search by Test Name

Date	Ordered By	Source	Test Name	Result	Status	Reference Range	Abnormality
20-Jan-2025 12:25 PM	Physician Unknown Physician	PEI Health Record	Albumin	50 g/L	Complete	35-50 g/L	-
20-Jan-2025 12:25 PM	Physician Unknown Physician	PEI Health Record	Total Protein	60 g/L	Complete	64-83 g/L	L
21-Nov-2024 06:00 PM	CPOE Nurse Practitioner Test	PEI Health Record	Calcium Level Total	2.20 mmol/L	Complete	2.10-2.60 mmol/L	-
21-Nov-2024 01:00 PM	MD CPOE Physician Test MD	PEI Health Record					

At the top of the **Lab Results** screen, you will find some informative text about privacy standards and things to consider before sharing a client's results or information.

Also, toward the top of the page, you have the option of choosing a specific date range to view by selecting the **Date Range** dropdown and selecting your preferred timeframe.

Date Range

- All
- Last 7 Days
- Last 14 Days
- Last 30 Days
- Last 90 Days
- Last 6 Months
- Last 12 Months
- Custom

You can also search for a specific test result by typing the name of the test in the **Search** box, located on the top left-hand side of the screen, directly below the **Date Range**.

Date Range


All

Search by Test Name


You may have multiple pages of results available to view, which you will see at the bottom of the list of lab results. To move between the pages, please use the **Previous** and **Next** buttons.

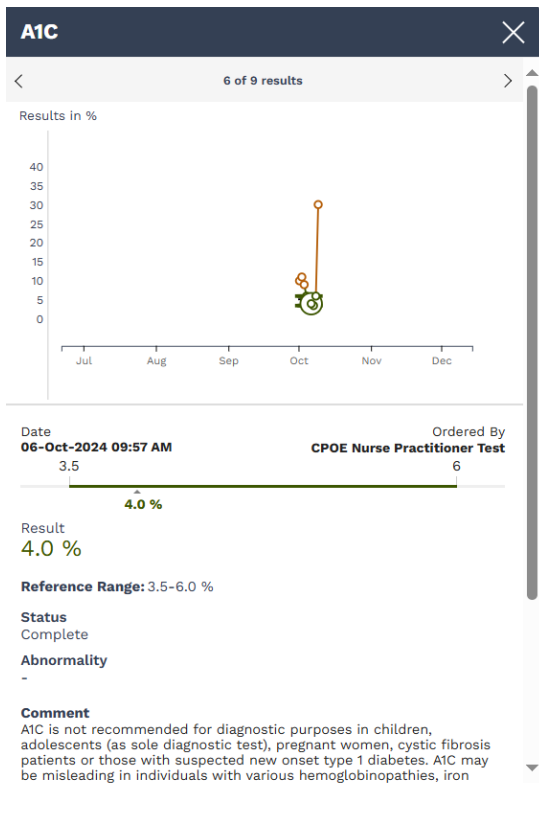
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To view a specific lab result record, click anywhere on the record you wish to view, or on the arrow as indicated on the picture below. Once you click on the right-hand side of the screen, you will see a popup open where you can view more information about results (2<sup>nd</sup> photo).

Date	Ordered By	Source		
09-Apr-2025 11:13 AM	MD CPOE Physician Test MD	PEI Health Record		
<b>A1C</b>				Status: Complete
Test Name	Result	Status	Reference Range	Abnormality
HEMOGLOBIN A1C/HEMOGLOBIN.T...	< 3.5 %	Complete	3.5-6.0 %	L
				 >

Date	Ordered By	Source		
23-Jan-2025 01:26 PM	MD CPOE Physician Test MD	PEI Health Record		
<b>Albumin</b>				Status: Complete
Test Name	Result	Status	Reference Range	Abnormality
Albumin Lvl	40 g/L	Complete	35-50 g/L	-
				 >



On each record, you will find the following information:

- Test name
- Date
- Reference range (the target range for the lab result as determined by the lab team)
- Status
- Abnormality (Crit = Critical, H = High, M = Medium, L = Low, blank means within the reference range)
- Comments (these are generated by the lab system and include information about some lab results)

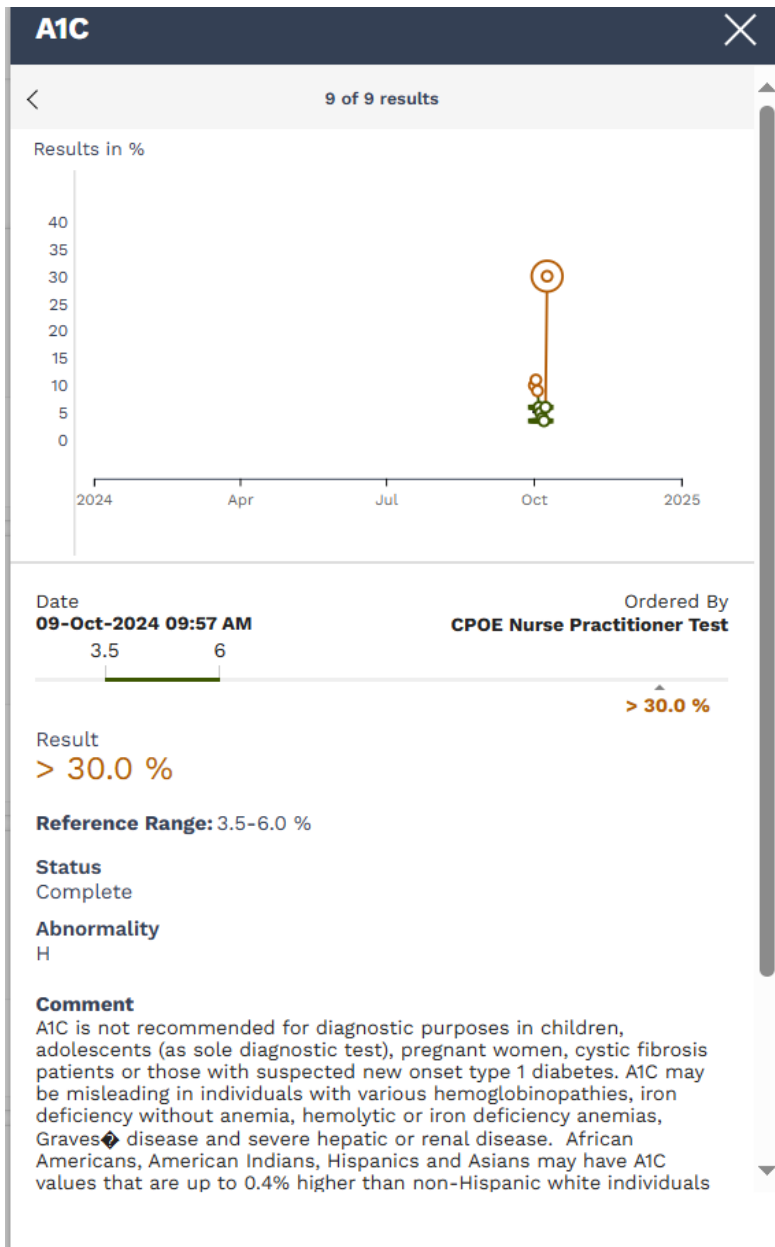
If a client has certain bloodwork completed on a regular basis, for example **A1Cs**, you will be able to see a graph that tracks the results over time. To access this graph, click on the lab result on the main lab results screen and a popup will open on the right-hand side of your screen. Here, you will see a graph populate, displaying results for that test over time. The next two images show how to access the lab result's additional information and the associated graph.

Click on lab result to open pop-up window.

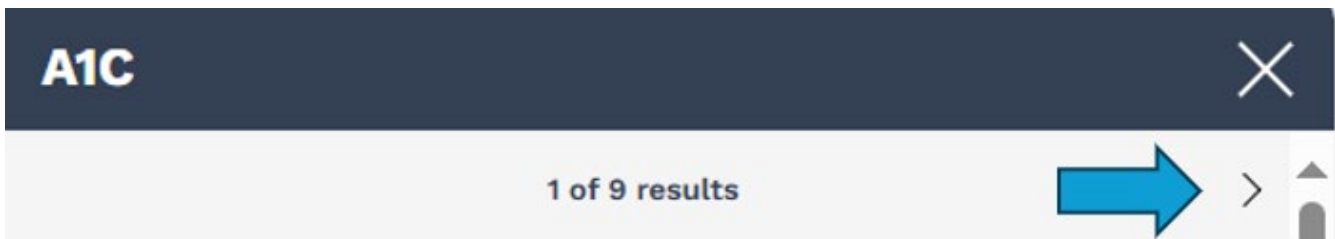
**ZZTEST ZZTEST**  
Date of Birth: 02-Sep-2015  
ID: 30808601

Date	Ordered By	Source		
07-Oct-2024 09:57 AM	CPOE Nurse Practitioner Test	PEI Health Record		
<b>A1C</b> <span style="float: right;">Status: Complete</span>				
Test Name	Result	Status	Reference Range	Abnormality
A1C	< 3.5 %	Complete	3.5-6.0 %	L
>				
Date	Ordered By	Source		
06-Oct-2024 09:57 AM	CPOE Nurse Practitioner Test	PEI Health Record		
<b>A1C</b> <span style="float: right;">Status: Complete</span>				
Test Name	Result	Status	Reference Range	Abnormality
A1C	4.0 %	Complete	3.5-6.0 %	-
>				
Date	Ordered By	Source		
05-Oct-2024 09:57 AM	CPOE Nurse Practitioner Test	PEI Health Record		
<b>A1C</b> <span style="float: right;">Status: Complete</span>				
Test Name	Result	Status	Reference Range	Abnormality
A1C	5.0 %	Complete	3.5-6.0 %	-
>				
Date	Ordered By	Source		
04-Oct-2024 09:57 AM	CPOE Nurse Practitioner Test	PEI Health Record		
<b>A1C</b> <span style="float: right;">Status: Complete</span>				
Test Name	Result	Status	Reference Range	Abnormality
A1C	6.0 %	Complete	3.5-6.0 %	-
>				





In the case of the above screenshot, you can see that there are 9 individual A1C test results. To view each result, you can use the **Arrow** button located on the top right-hand corner of the screen to move through each of the available A1C results.



Result numbers themselves will be colour-coded based on where the result falls within the Reference Range determined by the lab team. A normal result will appear in **green**, while an above or below normal result will appear in **orange**.

**ZZTEST ZZTEST**  
Date of Birth: 02-Sep-2015 | PHN: 30808661

Record Accessed in Error

Date	Ordered By	Source
09-Oct-2024 09:57 AM	CPOE Nurse Practitioner Test	PEI Health Record

**A1C** Status: Complete

Test Name	Result	Status	Reference Range	Abnormality
A1C	> 30.0 %	Complete	3.5-6.0 %	H

Date	Ordered By	Source
08-Oct-2024 09:57 AM	CPOE Nurse Practitioner Test	PEI Health Record

**A1C** Status: Complete

Test Name	Result	Status	Reference Range	Abnormality
A1C	6.0 %	Complete	3.5-6.0 %	-

Toward the bottom of the **Lab Results** screen, you will see a green box called **Related Information**. Here you will find a selection of links that provide you with useful information and informative websites.

**Related Information:**

- [Appointments for Laboratory Tests | PEI](#)
- [Walk-in Clinics Skip the Waiting Room | PEI](#)
- [What about Walk-in Clinics ? | PEI](#)
- [Virtual Care | PEI](#)
- [Pharmacy Plus | PEI](#)