

MyHealthPEI – Online Service for Residents

FAQ for Health Care Providers

General Overview

MyHealthPEI online service for residents is a collaboration between Health PEI and the Government of Prince Edward Island to provide **Island residents 16 years of age and older** with convenient and secure online access to components of their personal health information.

MyHealthPEI online service for residents is part of a new province-wide digital initiative called MyPEI Account, giving Island residents secure access to multiple online provincial services including their personal health information.

Benefits of MyHealthPEI

The goal of the MyHealthPEI online resident service is to encourage and empower Island residents to be active partners in their health care. With secure, easy access to components of their personal health information, as well as access to educational health resources and health services, Island residents can better track, understand and manage their health information and conditions. They can also better prepare for upcoming medical appointments with any questions or concerns they may have, fostering better collaboration with their health care providers.

Recent evidence from [Canada Health Infoway](#) outlines that patients with access to their personal health information felt more informed about their health; are less likely to contact their care provider while waiting for results; and, are less likely to have an in-person visit related to their results. Additionally, Canada Health Infoway reports that patients with access to their personal health information are less likely to call or make requests for information. Evidence also suggests that individuals with chronic disease are more likely to access their personal health information.



Frequently Asked Questions

What personal health information will my patients be able to access?

Initially, Island residents will be able to access the following components of their personal health information along with the ability to utilize various self-monitoring features including:

- General laboratory results (from tests taken mid-May 2025 onward)
- Microbiology laboratory results (from tests taken mid-July 2025 onward)
- Cytology and pathology results (from tests taken late September onward)
- Diagnostic Imaging reports (from images taken mid-July 2025 onward)
- Immunization history
- Self-entry health data tools (e.g. weight, height, insulin, blood glucose, blood pressure, etc.)
- Option to connect to select smart devices (Fitbit, Withings, Garmin, Omron)
- Library of educational health resources and links to various health services

MyHealthPEI will continue to grow over the coming months to include more personal health information such as medication history and other types of clinical results and reports. New features will also be added to help support Island residents in managing their health, including booking appointments, more self-entry tools and additional educational information.

It is important to note that only results for tests or diagnostic imaging ordered by health care providers in PEI will be available in MyHealthPEI. This includes lab tests or diagnostic imaging sent out of province for processing.

Do other provinces in Canada make personal health information available to patients online?

Yes, most other provinces in Canada have an online service like MyHealthPEI that provides their citizens with access to their personal health information. More specifically, there are two provinces, with millions of citizens, that use the same solution as MyHealthPEI to deliver this service.

How do patients access their personal health information in MyHealthPEI?

To access their personal health information in MyHealthPEI, patients will first need to create their verified [MyPEI Account](#). To create a verified MyPEI account, Island residents must be 16 years or older and have:

- An active PEI driver's license or Voluntary ID
- An active PEI health card
- One further piece of identification from the following list:
 - Canadian Birth Certificate
 - Canadian Citizenship Card or Certificate
 - Permanent Resident Card
 - Secure Certificate of Indian Status
 - Canadian Passport
 - NEXUS Card



Once their MyPEI Account has been verified, they will need to link their PEI Health Card information to their MyPEI Account to connect to their personal health information in MyHealthPEI.

Reports and records available through MyHealthPEI are generated from the various components of the provincial electronic health record system (i.e. Clinical Information System), as well as the provincial Immunization Registry, based on the person's PEI Health Card information.

Who can access their personal information in MyHealthPEI?

At this time, Island residents 16 years of age and older who are permanent residents of PEI and have a verified MyPEI Account and a linked PEI Health Card will be able to access their personal health information in MyHealthPEI.

Currently, the minimum age for accessing personal health information online in Canada ranges from 12 years of age (British Columbia) to 16 years of age (in Atlantic Canada). It is important to note that work is ongoing to understand what may be required to support expanding the age of access for MyHealthPEI to youth under 16 years of age. As part of this work, health care providers and other key partners and stakeholders will continue to be consulted.

Will individuals have access to their children's or dependent's personal health information via MyHealthPEI?

Initially, individuals will not be able to access their children or dependent's health records in MyHealthPEI. Features such as proxy access and sharing will be available as part of future releases, and policy work is ongoing to ensure clear processes for establishing these types of access.

If the child or dependent is 16 years of age or older, they can access components of their own personal health information by creating a verified MyPEI Account and linking their PEI Health Card to their profile to use MyHealthPEI.

A parent/guardian can also [request a copy of their child's/dependent's health information](#) from Health PEI.

Will I have access to MyHealthPEI to see my patient's data?

As a health care provider/professional, you will not have access to your patient's health information in MyHealthPEI. However, you can continue to access your patient's record through existing electronic health record solutions (i.e. provincial EMR and CIS) as you always have.

Health care providers can access their own personal health information in MyHealthPEI, as an Island resident.



What supporting materials will be available to citizens?

A series of Frequently Asked Questions (FAQs), resources guides, and educational materials have been created to support viewing each component of the health information available in MyHealthPEI (i.e. immunization records, lab reports, etc.) as well as using the various self-entry features. These materials and supporting videos will be available through the [MyHealthPEI webpage](#) as well as being linked within the MyHealthPEI online service.

Additionally, an extensive Health Links Library with information on various health topics is available in MyHealthPEI. Work is also underway to secure a trusted health knowledge database to be available through MyHealthPEI as part of a future release of features.

[Support](#) will be available to anyone with questions about MyHealthPEI, including troubleshooting navigation and other related inquiries such as concerns about incorrect information being displayed.

Can patients print their personal health information from MyHealthPEI?

Yes, patients can save and print their personal health information from MyHealthPEI.

Where are patients being guided to if they have questions about clinical reports and results available in MyHealthPEI?

Island residents are being reminded that the ordering health care provider will follow up with them directly should they have any concerns about their recent test results or reports. They are also encouraged to follow up with the ordering care provider, if they are available, or the next most responsible care provider if they have any further questions or concerns about their results.

If they do not have a primary care provider, Islanders can call 8-1-1 to speak with a registered nurse or make an appointment to speak with a health care provider through [Virtual Care](#).

Lab Results

What lab results will be available in MyHealthPEI?

MyHealthPEI displays lab results for tests ordered by health care providers at health care sites – community locations and hospitals – across Prince Edward Island. Currently, results are available for:

- General laboratory tests (from tests taken mid-May 2025 onward)
- Microbiology tests (from tests taken mid-July 2025 onward)
- Cytology tests (from tests taken late September 2025 onward)
- Pathology tests (from tests taken late September 2025 onward)

Over the coming months, lab results for blood bank tests will be available through MyHealthPEI.



What is included as part of the general lab results available in MyHealthPEI?

General lab includes results such as:

- Chemistry
- Cardiac function and lipid profiles
- Nutritional status
- Kidney and liver function
- Endocrine and tumor markers
- Blood gases
- Hematology
- Coagulation (e.g. INR orders)
- Immunology (including common allergens)
- Therapeutic drug monitoring
- Other drug screening
- Serum toxicology
- Urine screening

What is included as part of microbiology lab results available in MyHealthPEI?

The following categories of tests are included under microbiology lab results available in MyHealthPEI:

- Bacterial, fungal, and parasite testing (cultures and PCR)
- Antibiotic resistance screening tests
- Antibody & serology testing
- Antigen testing
- Diagnostic infection panels (brain, respiratory and gastrointestinal infections)
- Bacteria, viruses, fungi, or other substances to help with diagnosis

Is there a delay before lab results appear in MyHealthPEI?

Once lab tests are processed and completed, the results will be available in MyHealthPEI based on the following timeline:

- General lab results: 4 calendar days after the test is processed and completed
- Microbiology lab results: 4 calendar days after the test is processed and completed
- Cytology lab results: 7 calendar days after the test is processed and completed
- Pathology lab results: 7 calendar days after the test is processed and completed

The longer delay for cytology and pathology results affords health care providers time to review the results, consider the next steps in patient care and follow-up with the patient. Island residents are being made aware that some tests may take longer to process than others and some may need to be sent off-Island for processing.

How does PEI's results delay policy for lab results compare to those of other provinces with similar online access to personal health information?

The results delay policy for lab results varies from province to province. Current practices range from zero delay (immediate availability) up to a 7-day delay, with most provinces making results available online to residents within 3 to 4 days. Like other provinces, PEI will review results delay policies to ensure they are responsive to patient needs over time.



How far back can patients see their lab results in MyHealthPEI?

Lab results will be made available in MyHealthPEI as follows:

- General lab tests (from tests taken mid-May 2025 onward)
- Microbiology tests (from tests taken mid-July 2025 onward)
- Cytology tests (from tests taken late September 2025 onward)
- Pathology tests (from tests taken late September 2025 onward)

If patients require access to lab results prior to this, they can [request a copy of their lab results](#) from Health PEI.

Diagnostic Imaging Reports

What diagnostic imaging results can patients see in MyHealthPEI?

MyHealthPEI makes available reports from diagnostic imaging ordered by health care providers at health care sites across Prince Edward Island. Reports are available from imaging taken mid-July 2025 onward. Currently, reports for the following categories of diagnostic imaging are available in MyHealthPEI:

- General Radiography (X-rays, Bone Mineral Densitometry, and GI procedures)
- Ultrasounds
- Echocardiography
- Magnetic Resonance Imaging (MRI)
- Computed Tomography (CT or CAT Scan)
- Mammograms
- Nuclear Medicine

How long does it take for diagnostic imaging reports to be available to patients in MyHealthPEI?

Diagnostic imaging reports will be available to patients in MyHealthPEI at least 14 days after the technician completes the exam. Some imaging may take longer to process, which can further delay the report availability in MyHealthPEI.

Will the imaging be available to patients in MyHealthPEI?

No, the imaging itself will not be available to patients in MyHealthPEI. Only the report completed by the radiologist, which contains the findings and conclusions of the medical images, will be available in MyHealthPEI.

Are reports from diagnostic imaging done in other provinces available in MyHealthPEI?

No, reports from diagnostic imaging done in other provinces will not be available to patients in MyHealthPEI (even if they have a valid PEI Health Card at the time of the imaging). If needed, patients can request a copy of the report from the out-of-province health care provider who ordered the imaging or from the health care facility where the imaging was done.



Immunization Records

What information is displayed in the Immunization Records section of MyHealthPEI?

Patients will be able to see a record of vaccines received in the province that 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.

A record of childhood vaccinations is also included in the PEI Immunization Registry and available in MyHealthPEI for Island residents born in 1998 or later who received vaccinations from PEI public health nursing.

Are vaccines administered at a health care provider's office and billed through Medicare displayed in MyHealthPEI?

Yes. Vaccines administered at a physician's office are available in the PEI Immunization Registry and MyHealthPEI if they were billed through Medicare. Vaccines not billed through Medicare may not exist in PEI's Immunization Registry unless the records are manually submitted to the Chief Public Health Office to be entered.

What is the time delay for my patient's immunization record to be updated and available in MyHealthPEI following vaccination?

MyHealthPEI displays updated immunization records as soon as vaccine information is entered into PEI's Immunization Registry. There may be a delay in when this information is available depending on the health care setting where the patient received the vaccine and the time it takes for the information to be entered into the registry. Should your patient require proof of vaccination sooner, they can contact the health care provider who administered the vaccine.

Some immunizations are not displayed in MyHealthPEI. Why?

MyHealthPEI only displays immunization records that are recorded in PEI's Immunization Registry. The following are examples of immunizations that are not available in the provincial immunization registry:

- Vaccines administered in another province or country
- Childhood vaccines administered to PEI residents born prior to 1998 (may only have paper copy of childhood immunizations)
- Vaccines administered by primary care providers or pharmacists with paper-based reporting prior to the launch of the PEI Immunization Registry (2016).



How can I ensure that my patient's vaccinations are up to date?

Information about adult immunizations in Prince Edward Island, including recommended vaccinations, vaccination schedule and other specific immunization information and referral forms for health care providers is [available online](#).

Information about childhood immunizations is also [available online](#).

Patients can find out what vaccines are needed by using the [PEI Adult Immunization Self-Assessment Tool](#).

How can my patient access their Proof of Vaccine Certificate (PVC) for COVID-19 Vaccines?

Anyone who received a COVID-19 vaccine using their PEI Health Card or had a COVID-19 vaccine administered in another province and had added to their PEI Immunization Record can access a copy of their proof of vaccination on our [COVID-19 Proof of Vaccination page](#).

Island residents can also access their Proof of Vaccine Certificate (PVC) for COVID-19 vaccines through their MyPEI Account without needing to log into their MyHealthPEI profile.

