Is there a cost to my practice to use the eResults platform?
No, none. The Government of Nova Scotia is covering all of the licensing fees for you to offer the RelayHealth platform to your patients. We are also offering a stipend to healthcare providers who complete training and other implementation activities.

To bring your practice online, or for more information:
MyHealthNS@novascotia.ca

eResults is scheduled to be available across Nova Scotia by Spring 2017.

Lab test results are among the most important sources of information for clinical decision making between you and your patients. Over the past couple of years, the Government of Nova Scotia has been working with more than 30 local family healthcare providers and 6,000 of their patients to evaluate a secure online communication platform where healthcare providers can send test results right to a patient's smartphone.

Overwhelming feedback was that being able to share test results electronically is as valuable to practices as it is to patients. Now, we're preparing to make this tool available to every practice in the province.

Here are some answers to some common questions healthcare providers are asking...

Will this work with my EMR?
You don’t need an EMR to use MyHealthNS, but having one can make things easier and more efficient.

All approved EMRs in the province have integration with the MyHealthNS portal to automate a number of tasks for you. Patient record creation, logging in, visibility into your messaging inbox and patient connection status are some of the features available.

If you switch EMRs in the future, your MyHealthNS patients move right along with you.

What do patients need to use it?
MyHealthNS is accessible on computers, tablets and smartphones with a web browser. Patients must be invited by a MyHealthNS registered provider to connect online before there is any electronic relationship between them and the practice.

Want a demonstration?
Got questions?
We have a team ready to assist.
Email: MyHealthNS@NovaScotia.ca
Web: www.myhealthns.ca

The workload generated from responding to patients using MyHealthNS is minimal, easily adaptable into my clinic routine, and with many issues, is more convenient for me to address online.
– Dr. Michel Chiasson (Cheticamp)
How is eMessaging more efficient?
Doctors have reported that it can take less time to answer a routine question via eMessage than with an in-person visit. By introducing eMessaging into your practice model, you will be able to address more patient need in the same amount of time. It also means that your appointment slots can be saved for those patients who need to come in and see you.

Do patients use eMessaging appropriately?
It is a common concern among doctors that they will be flooded by patient eMessages. However, physicians report that eMessaging is a good way to provide a clear response which isn’t misunderstood or forgotten, as well as provide patient education materials including online resources which the patient can reference over and over again as needed.

What does it cost?
All costs of the portal are covered by the Province. Set up, training and support are free. Family doctors can also earn a stipend of up to $12,000 for participating in the pilot during 2018–2019. To qualify for the stipend, family physicians must agree to enroll patients into MyHealthNS on request, to release their lab results to them (this can be automated) and to receive and respond to eMessages. Check our enrollment form for details.

Is there evidence that PHRs improve patient care?
Several studies in multiple jurisdictions demonstrate improved patient outcomes and enhanced patient safety when PHR is adopted. If you’d like to learn more, request a copy of our literature review.

What is MyHealthNS?
MyHealthNS is an online personal health record (PHR) for patients. It gives patients a way to receive, send and store their medical information securely. They can add information to their PHR as well as receive information such as test results, medication lists, and immunization records. It also allows for secure communication between you and your patient.

Does it replace an office visit?
An eMessage is not a substitute for all office encounters. Patients may have questions or issues that are best dealt with face to face, in which case they should be asked to schedule an appointment.

Physicians are not required to write long detailed replies. However, physicians report that eMessaging is a good way to provide a clear response which isn’t misunderstood or forgotten, as well as provide patient education materials including online resources which the patient can reference over and over again as needed.

My patients love MyHealthNS and being able to track their results online. It gives them a sense that they are taking responsibility for some of their care.
– Dr. Michelle Dow
(Meteghan)