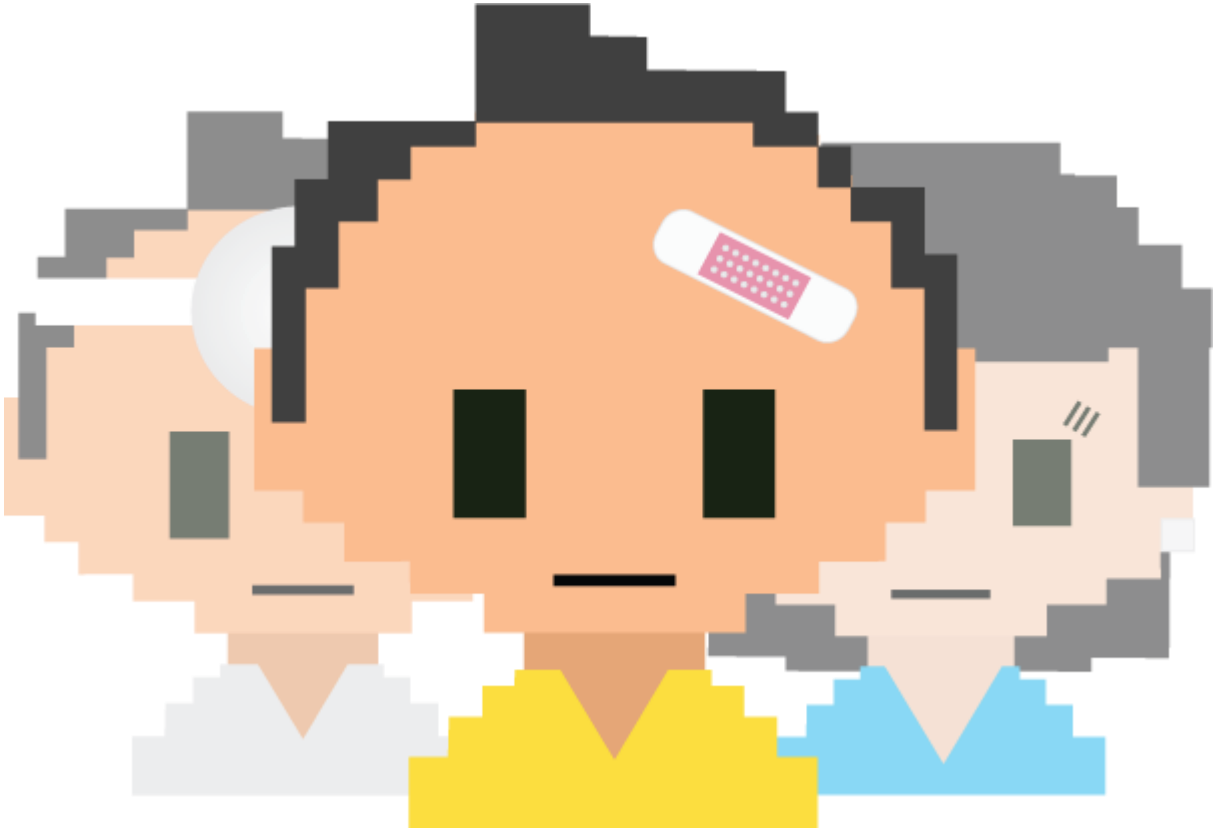
healthmyself

Patient Guide



FAQ

How do I complete the registration? Registration is an easy 2-step process. The first step has been already completed when you filled out a form to give us your email address. The second step is completed by clicking on the blue registration link on this email or on the email invitation that has been previously sent to you. Click the blue registration link and follow the prompts to verify your identity, create a password, and PIN.

How long does it take to complete the registration? Most users take between 1-3 minutes to complete the registration.

What do I need to complete the registration? You will need the first 4 digits of your Alberta Health Care number, you will need to create a password, a 4-digit PIN, and agree to the terms of service.

What is my activation code? The first 4 digits of your Alberta health care number serve as your activation code.

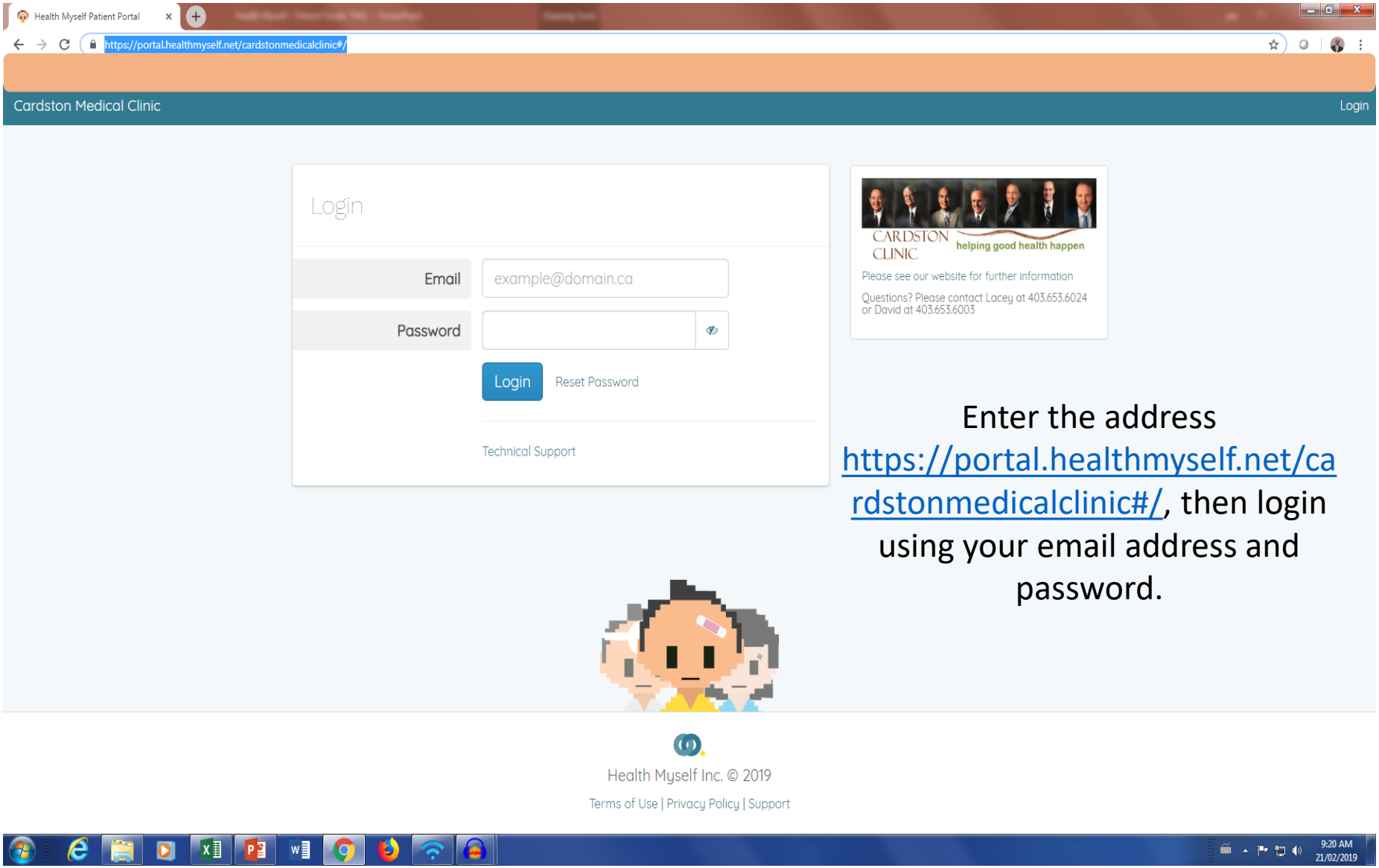
Why are the requirements for the password so strict? Health Myself Patient Portal is a secure site that through which medical information can be passed. The strict requirements for the password are to protect your personal information.

What is the PIN used for? The PIN is to be used for recovery purposes only. No one but you will know your PIN. If you have forgotten your password, the PIN can be used to safely verify your identity to reset your password.

Is there anyone available to help me learn how to use the portal? We would love to help you learn how to use the portal! Because we desire the benefits the portal offers for all our patients-no matter their current technology capabilities- We have staff that will be happy to spend some individual time with you helping you to learn how to use the portal. Call our main line at 403-653-3331.

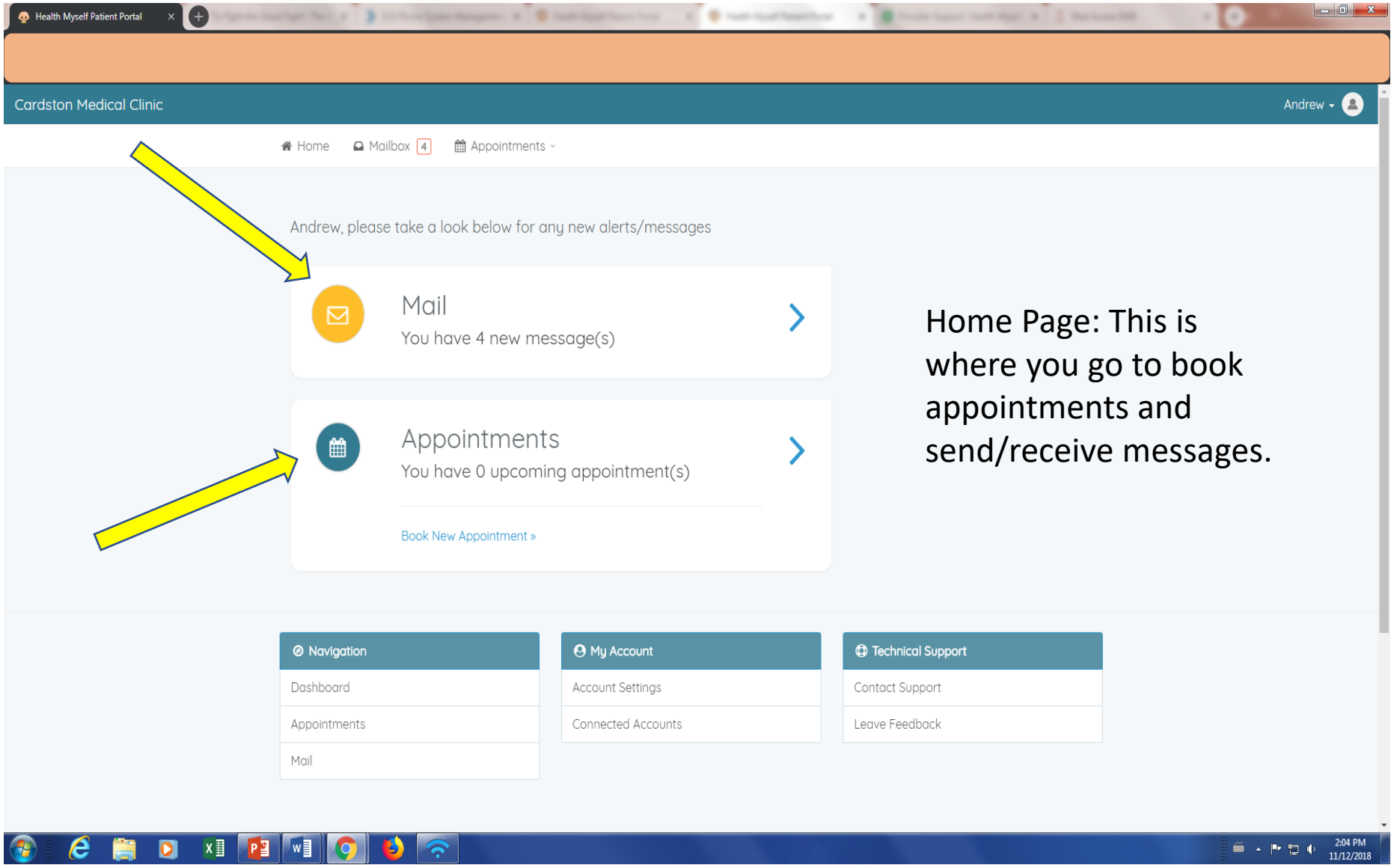
How do I get back to the portal when I need to return to book appointments and communicate? The easiest way to return to the portal is by saving the link to your "favorites" on your mobile device or for apple devices by clicking on the share icon on the bottom of your screen and adding an icon to your home screen. You can also save by "bookmarking" it on your desktop computer. Another option is to enter the web address into your browser. The web address is https://portal.healthmyself.net/cardstonmedicalclinic/login#/ Again, if you would like help with this we would be pleased to assist you!

Login Screen…



Enter the address https://portal.healthmyself.net/cardstonmedicalclinic#/, then login using your email address and password.

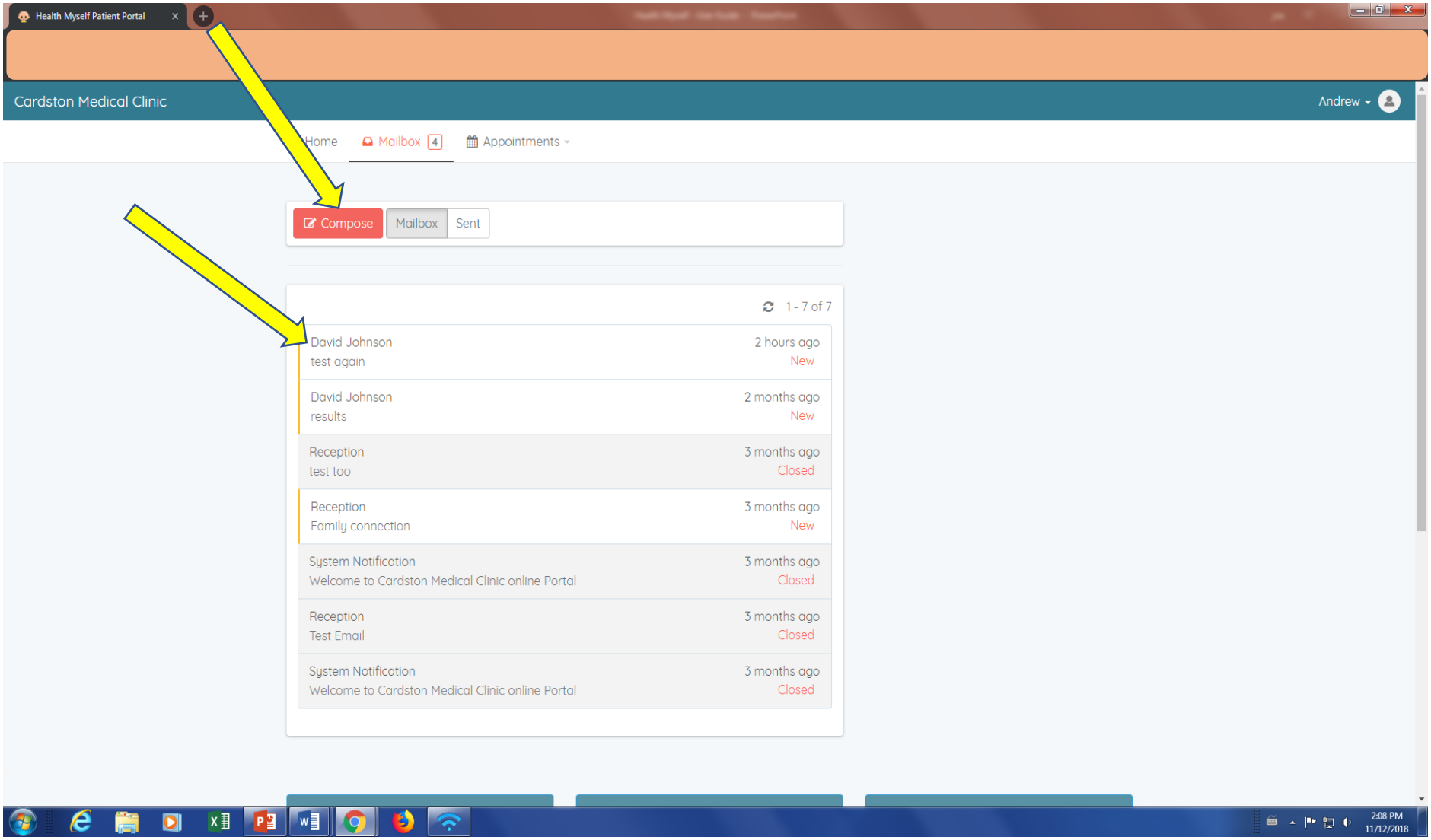
How to navigate the portal…



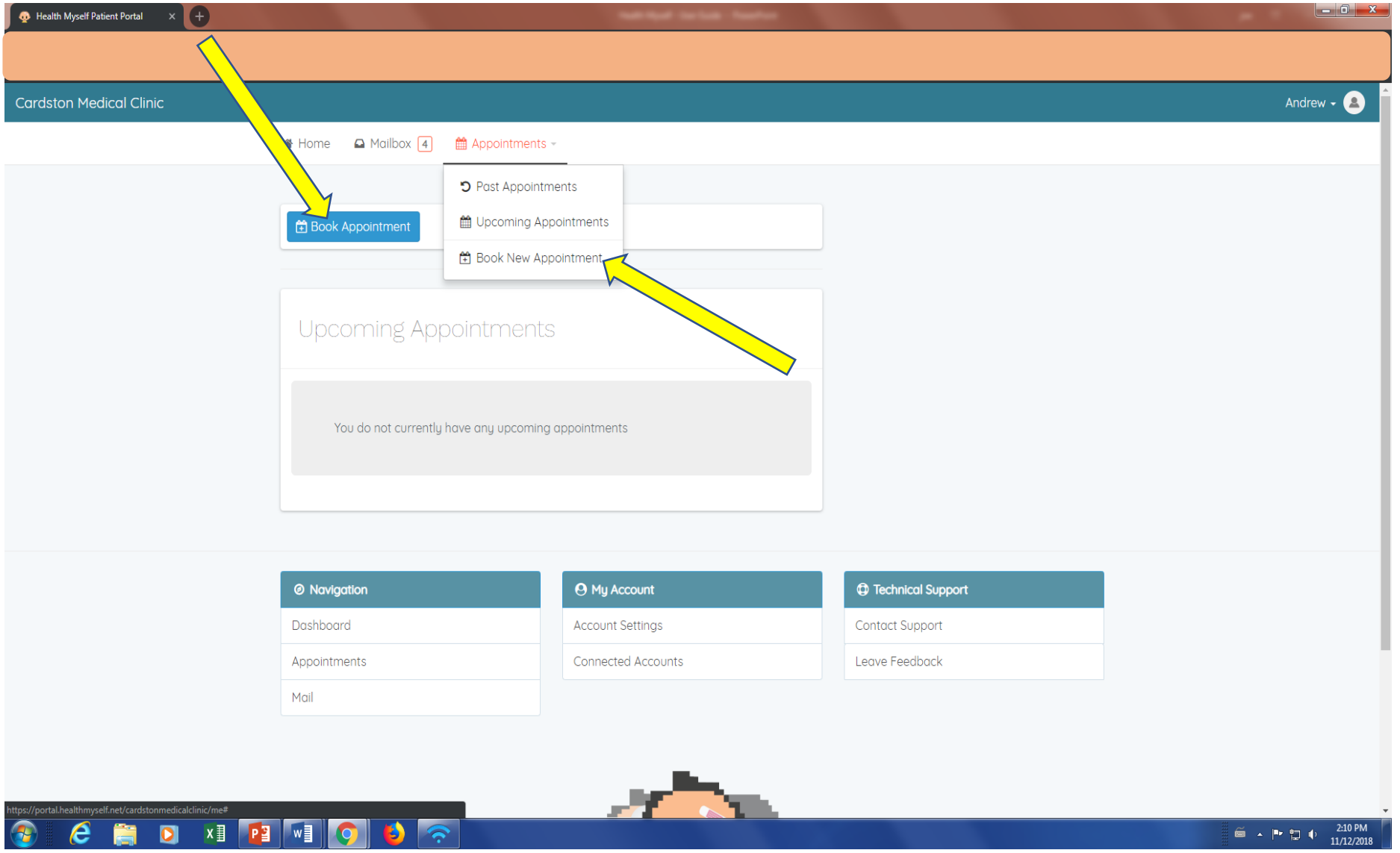
Home Page: This is where you go to book appointments and send/receive messages.

To create and send a new message click on the red “Compose” button.

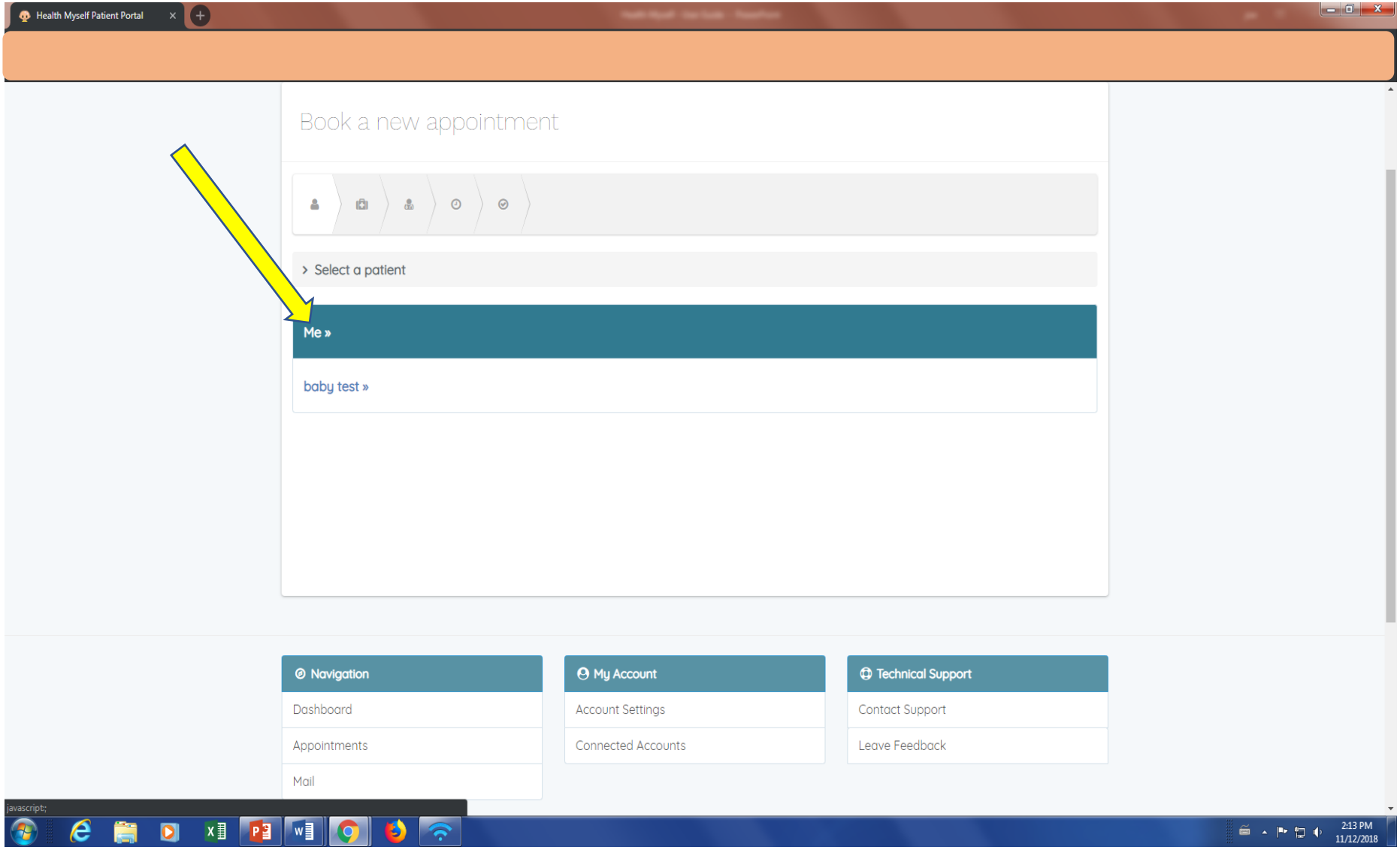
To read and respond to received messages, click on the name of sender.



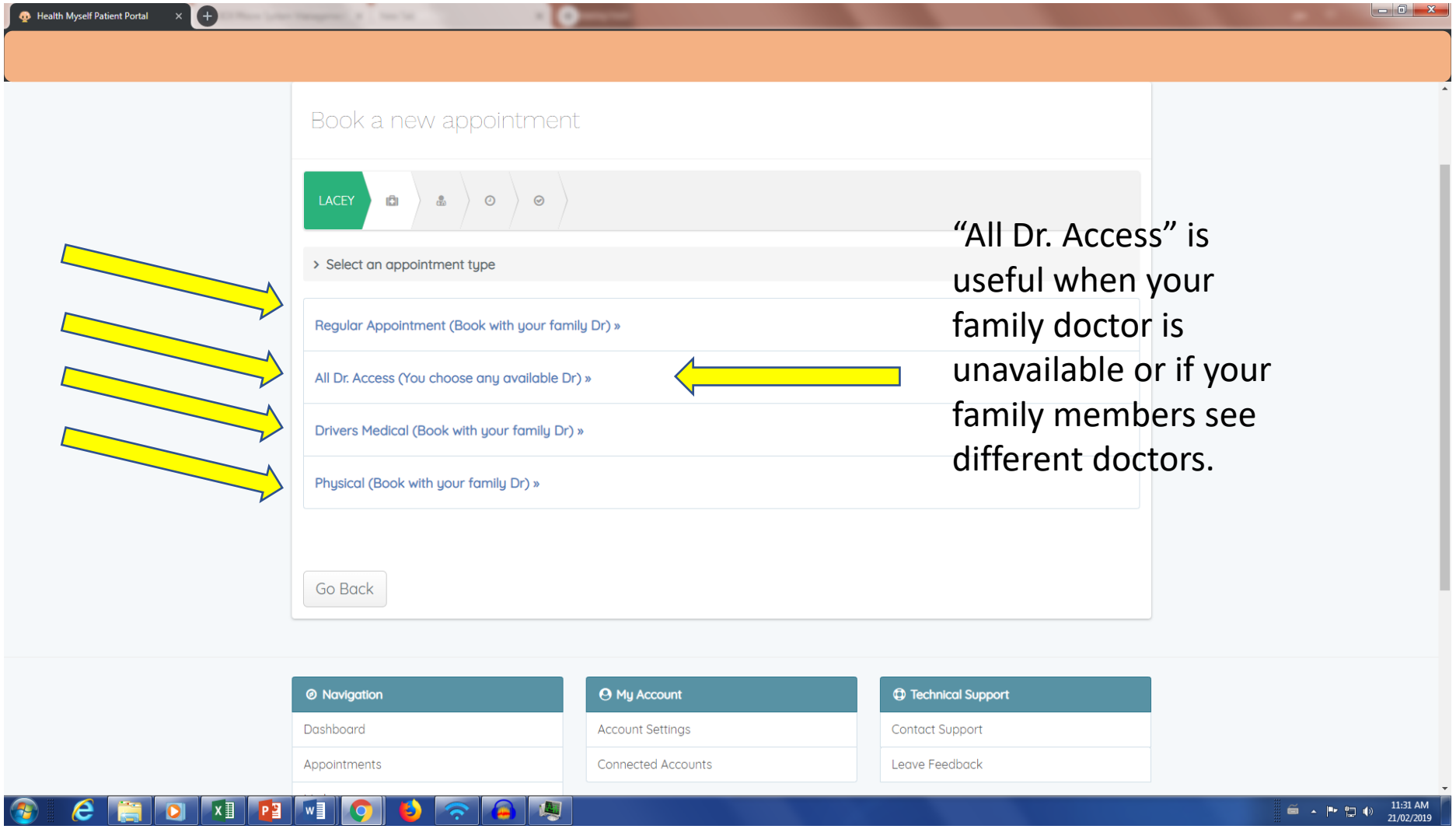
To make a new appointment, click on the blue “Book Appointment” button and choose the “Book New Appointment” option.



Select the person for whom you will be booking an appointment (either yourself or a family member).

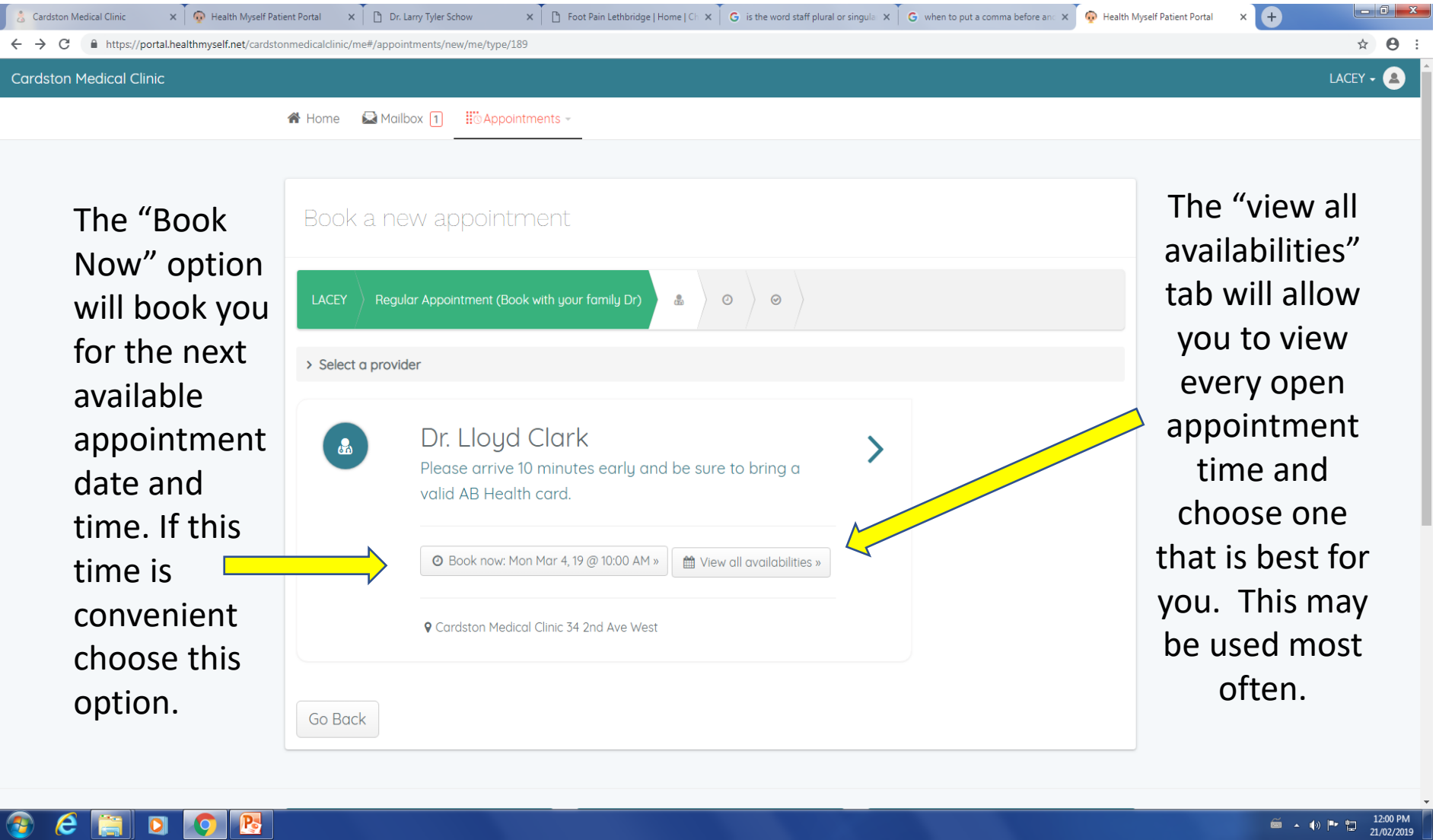


Choose an appointment type. If you choose “Regular Appointment,” “Drivers Medical,” or “Physical” the appointment will default to your family Dr. If you click on “All DR Access,” you can choose from any of the doctors in the clinic.



“All Dr. Access” is useful when your family doctor is unavailable or if your family members see different doctors.

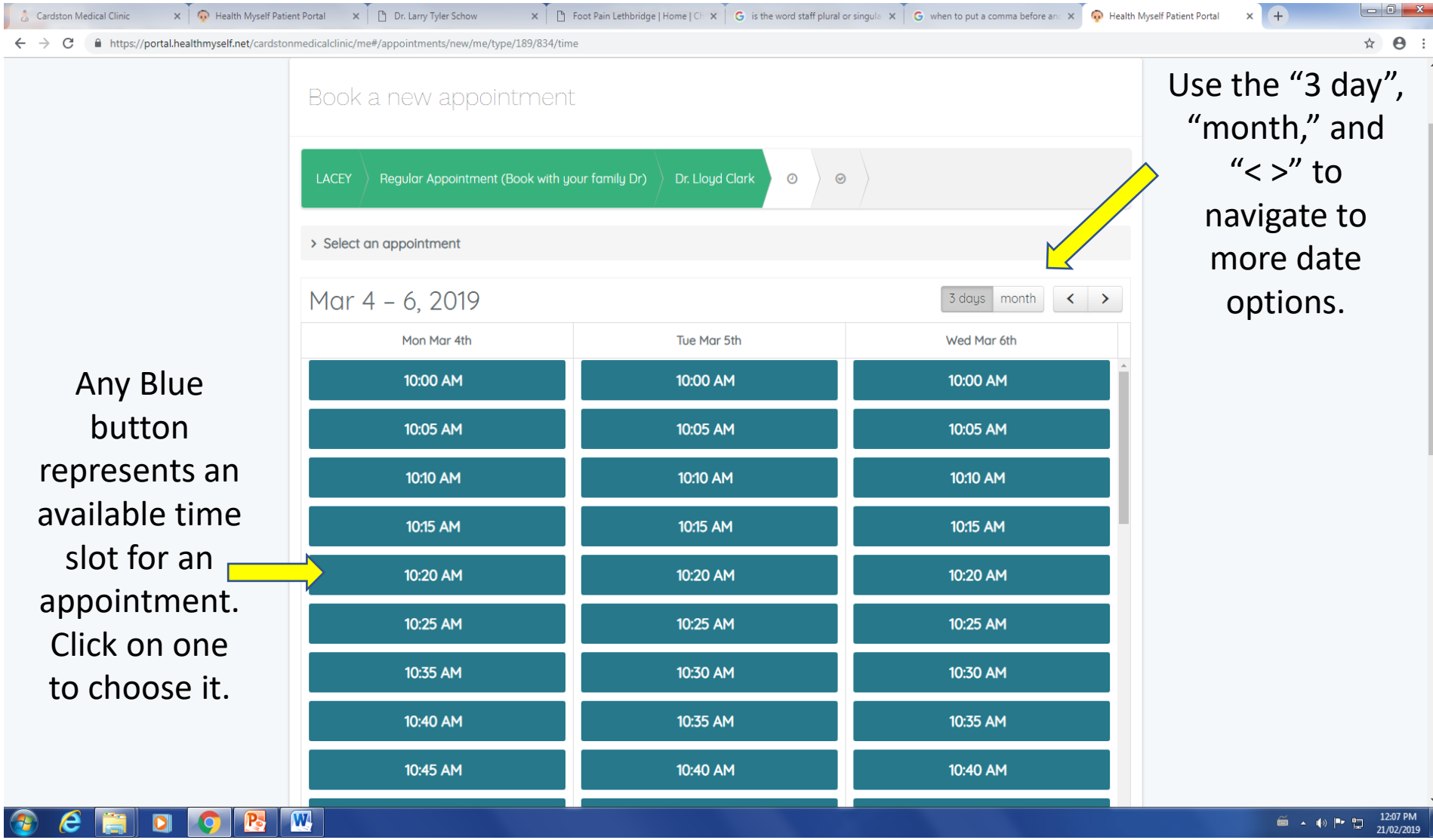
Choose one of the booking options: “Book Now” or “View all Availabilities.”



The “Book Now” option will book you for the next available appointment date and time. If this time is convenient choose this option.

The “view all availabilities” tab will allow you to view every open appointment time and choose one that is best for you. This may be used most often.

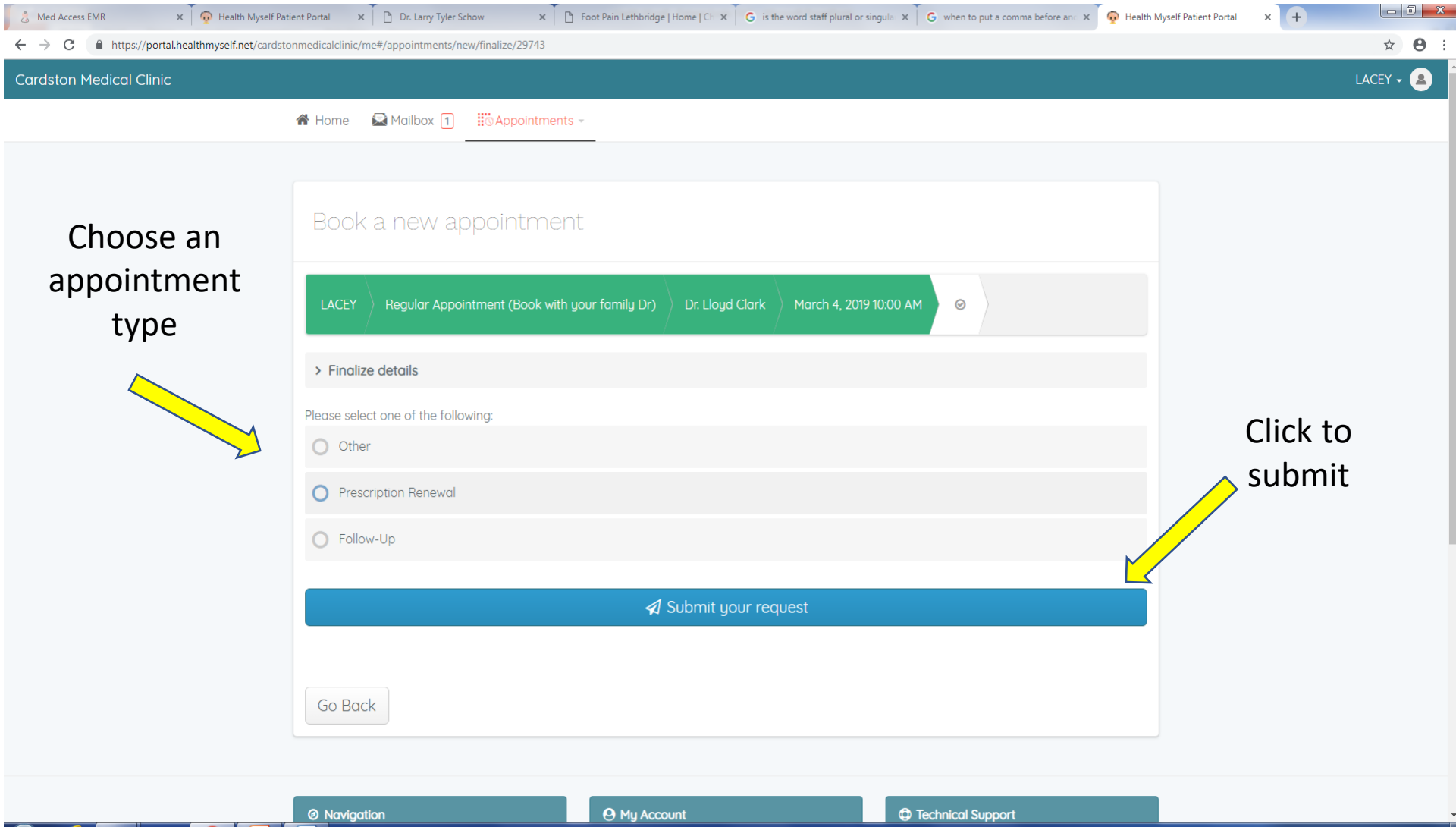
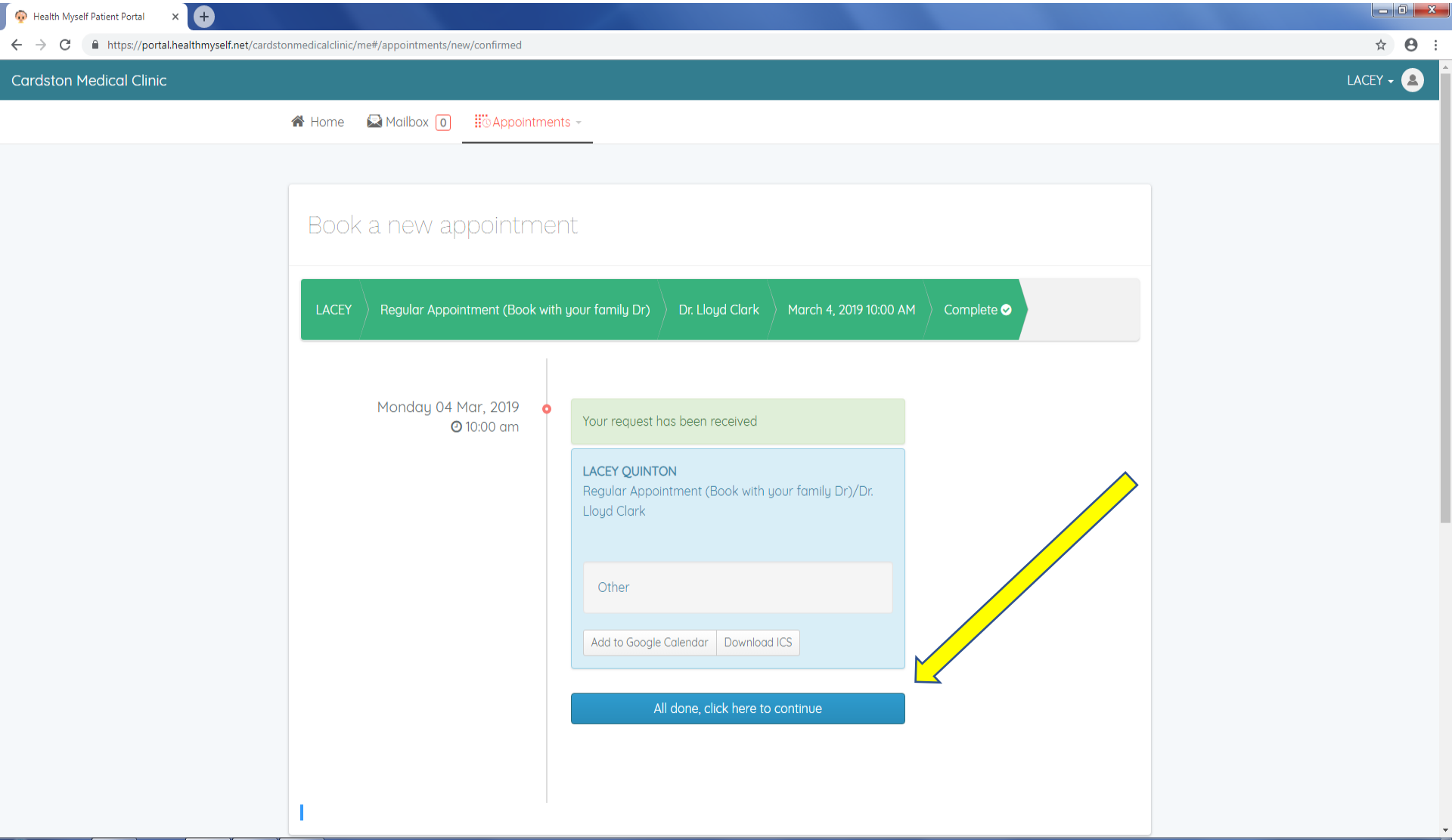
If you selected “View all availabilities” you may now select a date and time for your appointment.



Use the “3 day”, “month,” and “< >” to navigate to more date options.

Any Blue button represents an available time slot for an appointment. Click on one to choose it.

Finalize the details of your appointment by choosing the appointment type and clicking on the blue “submit your request” button.



Click the blue “All done, click here to continue” button to end the transaction and return to the home page.