

***My Alex Health* briefing for Primary Care colleagues**

July 2025



My Alex Health is PAHT's new patient portal, a web-based, secure digital service where patients can access information relating to their care at the Trust. The portal works in a similar way to the NHS App but is specific to the care provided in hospital.

How patients benefit from using *My Alex Health*



My Alex Health enables our patients to:

- View hospital appointment letters digitally
- Confirm attendance to their own appointments
- Receive appointment reminders on their phone
- Complete assessments and questionnaires within the patient portal
- View their test results, reports and health record information
- Receive messages from consultants

If a patient registers and there are no appointments for them to view, please advise them to not worry as their specialty may not have been added to the portal yet, but it will be there soon. If patients are having difficulty registering, please ask them to [click here for support](#).

What *My Alex Health* going live means for patients



To access **My Alex Health**, patients first need to register using this [link](#).

After they've done so, if they have the NHS App installed, they can also use it to log in to **My Alex Health**.

Patients are encouraged to register for **My Alex Health** and the NHS App as soon as possible. That way they can be ready to access newly booked appointments and appointment information as soon as it goes live in the portal.

What *My Alex Health* going live means for patients



What patients can see

- **Letters:** appointment letters, clinical outcome letters, and discharge letters
- **Blood test results*** (e.g., blood count, electrolytes) within 1–2 hours of lab processing.
 - **Details:** numerical values, reference ranges, and abnormal flags (e.g., “High”) without interpretation.
- **Personal health information:** including any allergies, family history

Possible Challenges

- **Anxiety:** abnormal results (e.g., high troponin) may worry patients.
- **Misinterpretation:** patients may misread results or assume severe diagnoses.
- **Increased contact:** patients may want information regarding their results or appointments

* Please note:

- Radiology results will be available in *My Alex Health*, but only after a **21-day** publishing delay.
- Cellular pathology test results will **not** be visible in *My Alex Health*.

What actions can help reduce patient anxiety?



Patients can be reassured that when **accessing their test results**, they will usually be contacted by a clinician either by letter or phone call. We hope to minimise patient anxiety wherever possible.

For all patient issues: Patients should be advised to use the **Patient Portal Help Centre** as their first point of call. Advise them to selecting the article: *'I have a problem, what should I do?'*.

Patients will be advised to follow the instructions provided by the clinician ordering the tests, rather than contacting their practice or the hospital for further information.

If patients want to speak to someone about what they've seen on My Alex Health, please ask them to contact paht.pals@nhs.net in the first instance,

Primary care colleagues can contact the following email for clinical questions tpa-tr.GPQueries-PAH@nhs.net

If patients are having difficulty registering, there is a support link on our website:
www.myalexhealth.pah.nhs.uk/support_requests/new

PAHT results availability



Lab results	Radiology reports	Pathology reports
blood sciences, microbiology, virology	general diagnostics, USS, MRI	histopathology and cellular pathology
Immediately visible to patients	Visible to patients after 21 days	Will not be visible to patients

Where to go for more information

- Please read our monthly GP newsletter for the latest updates.
- Visit our [dedicated website page](#) for GPs and primary care colleagues for a range of information about Alex Health and the patient portal My Alex Health.
- Join our briefings to the Harlow and Epping Forest Locality Meetings and other primary care network meetings.
- **Primary Care staff ONLY:** Contact our Lead at PAHT with any questions: shahidsardar@nhs.net