# **How to Use your Patient Portal Account**

## Logging in from a computer/web-based platform:

The Connected Care Patient Portal can be used from most web browsers (including Safari, Chrome, Firefox and Internet Explorer) on either your computer, mobile phone, or tablet.

Once your email has been registered at the hospital, you will receive a confirmation email. Follow the instructions in the email to set up your account and choose a password.

To log in once your account has been set up, visit: <https://connectedcare.mychamp.ca> (CHAMP website).

## Logging in from a mobile device:

You can either log into your account by using you mobile browser to visit <https://connectedcare.mychamp.ca> (CHAMP website), or you can follow the instructions below to download the mobile Meditech MHealth app:

1. Download the free ‘**MEDITECH MHealth**’ app from the Apple Store or Google Play (depending on your device).
2. Once it has downloaded, open the app. A pop-up message will appear requesting access to your location services – select ‘**Yes**.’ The location services on your device must be on for the app to work correctly.
3. Click on the app again, and then select ‘**Connected Care Patient Portal**.’
4. Enter your login ID and password
5. From the app home screen you will now be able to access your health information.

## Giving a family/friend/substitute decision maker access to my Patient Portal:

When you are initially registered for the Patient Portal, only you will have access to your medical information.

However, once your account has been set up, you have the ability to use the "Shared Access" setting to add people to your account. This can include family members, care partners, or substitute decision makers who you have chosen to provide access.

There is no limit on the number of viewers you can add to your account. You are able to set ‘levels’ of access for the viewers, ensuring that they only have access to the health information you’re comfortable sharing with them.

To set up ‘Shared Access’:

1. Log in to your Patient Portal account
2. Click on the ‘**Profile**’ icon in the upper right corner of the screen
3. On the next page, select the ‘**Shared Account**’ button to the right of your patient information

## How do I change my email address or password?

Once you have signed-up for the Patient Portal you will start to receive electronic notifications on upcoming appointments, updates to your records, and test results and reports. It is important that your email and personal information remains up-to-date.

If you need to update your contact information or password:

**Email address:** Go to the Patient Portal homepage and click on the ‘Preferences’ button. From there, follow the prompts to update your email address.

**Password:** To reset your password, go to <https://connectedcare.mychamp.ca> (CHAMP website). Click on the ‘reset password*’* link and follow the prompts to update your password.

## Closing your Patient Portal account

To close your Patient Portal account, you must go to the Health Records at one of the CHAMP hospitals listed below between 8 AM – 4 PM, Monday to Friday.

* Arnprior Regional Health
* Bruyére Continuing Care
* Carleton Place and District Memorial Hospital
* Glengarry Memorial Hospital
* Hôpital Montfort
* Queensway Carleton Hospital

## What do I do if I have questions about my report/results?

Unless otherwise directed, please wait for your requesting physician to call you about your report or any results. Please do not call the hospital switchboard, they will not be able to connect you with the physician.

**Inpatients:** Follow the instructions your physician gave you during your stay in hospital or contact the physician directly through their office.

**Outpatients:** Follow the instructions your physician gave you during your appointment or contact the physician who arranged for your outpatient appointment.

**Diagnostic Imaging:** Please do not call the technician listed on any diagnostic results or reports. If you have questions, please contact your referring physician.

**ED:** Please follow-up as instructed by the ED Physician during your visit.