

We have a new computer system called Input Health. This system allows your doctor and other care providers to better communicate with you by email or text and the Patient Portal. Please let our staff know how you would like us to communicate with you.

Patients are also able to access some of their information and book appointments online through our secure **PATIENT PORTAL** found on our web site at www.cwwiebemedical.ca. There is additional information under the Frequently Asked Questions in the About Menu option.

What is a Patient Portal?

A patient portal is a secure online website that gives you convenient 24-hour access to some of your personal health information and medical records from anywhere with an Internet connection

Why is Using a Patient Portal Important?

Accessing your personal medical records through a patient portal can help you be more actively involved in your own health care. Accessing your family members' health information can help you take care of them more easily. Also, patient portals offer self-service options that can eliminate phone tag with your doctor and sometimes even save a trip to the doctor's office.

What can I do with a Patient Portal?

The features of patient portals may vary, but typically you can securely view portions of your medical record, including recent lab results and messages anytime and from anywhere you have Web access.

Other features may include

- Receiving secure e-mail or texts from your health care team
- Scheduling non-urgent appointments
- Updating your contact information
- Completing questionnaires to help with your care

A Patient Portal may also allow you to access these features on behalf of your children or other dependent family members.

How do I get access to the Patient Portal?

All registered patients have access to their Patient Portal through the link on the home page of our web site. To log in you will need to enter your 9-digit Manitoba Health number and either the cell phone number or email that is recorded in your clinic chart. You will then receive a secure passcode to that number or email that you will enter. This is to make sure only you have access to your health information.

Your Health Information Is Private, Secure, and Protected

Patient portals have privacy and security safeguards in place to protect your health information.

To make sure that your private health information is safe from unauthorized access, patient portals are hosted on a secure connection and accessed via an encrypted, password-protected logon.

EHRs also have an "audit trail" feature that keeps a record of who accessed your information, what changes were made, and when.

Although patient portals use safeguards, there are other safety tips you should follow when accessing the patient portal. Always remember to protect your username and password from others and make sure to only log on to the patient portal from a personal or secure computer.

Electronic Communication - **PATIENT INFORMATION**

Email / SMS (Text Messages)- If you provide us with your email address / cell phone:

- receive an email reminder of upcoming appointments
- your care provider or a nurse may email or text you directly to let you know your test results
- receive an email notifying you of confirmation for a specialist appointment

To view your message or email:

You will be sent a one time pass code with a link to enter that passcode.

The passcode expires in 24 hours.

If the password has expired or you have trouble using it or you want to see the message again, you can use the Patient Portal that can be found on the right side of our web site at

www.cwwiebemedical.ca.

You will need to enter your 9-digit Manitoba Health number **and** the cell phone number or email address that we have in our medical records. You will then receive a one time passcode to enter; this will provide you secure access.

This Patient Portal stores all your messages, appointments and any results your care provider has sent to you so you are able to view them anytime. The Patient Portal also allows you to request appointments. Please visit our web site for more information.

Your Health Information Is Private, Secure, and Protected. Patient portals have privacy and security safeguards in place to protect your health information. Although patient portals use safeguards, there are other safety tips you should follow when accessing the patient portal. Always remember to protect your username and password from others and make sure to only log on to the patient portal from a personal or secure computer.