



Electronic Medical Record (EMR) Communicate Instructions: Easy Steps for Humber River Family Health Organization / Team Patients

What is Communicate?

Communicate is an electronic communication package that is in Humber River Family Health Organization / Team's electronic medical record system. Communicate is a safe and secure way for your healthcare providers at the Humber River Family Health Organization / Team to communicate with you electronically. It is similar to an email; however, regular email is not a secure way to share your personal health information. Communicate is encrypted and password protected to help keep your personal health information safe.

Steps for how to use Communicate:

Step 1: Give your healthcare provider your permission to use your email for electronic communication correspondence. If the appointment is by telephone or virtual video conferencing, your verbal permission will be documented, and in the future your written permission will be documented on consent form. If you are in person, you will be asked to sign electronic communication consent form.

Step 2: Give your email address to your healthcare provider. This will be saved in your electronic medical record and will be kept confidential.

Step 3: Your healthcare provider will give you your patient PIN (a combination of letters and numbers). This PIN is your password to allow you to log into the communicate website and see messages from your healthcare provider. This will be your password for all future communicate messages that you receive from any of your healthcare providers at the Humber River Family Health Organization / Team (e.g. doctor, social worker, dietitian etc.) **Please keep this PIN safe and do not share it with anyone else!**

***If you visit multiple HRFHT sites, you will have a different patient PIN for each site**

Step 4: In your personal email, you will receive a communicate invitation from 'noreply@indivicare.com' (see below)

noreply@indivicare.ca

Letter

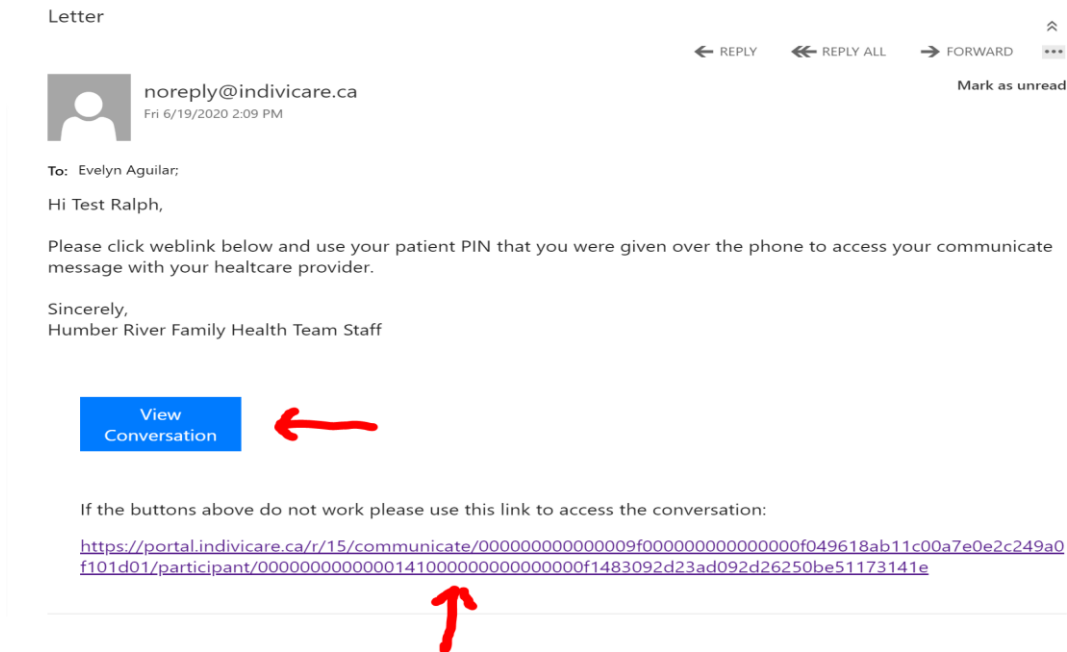
Fri 6/19

Hi Test Ralph, Please click weblink below ...



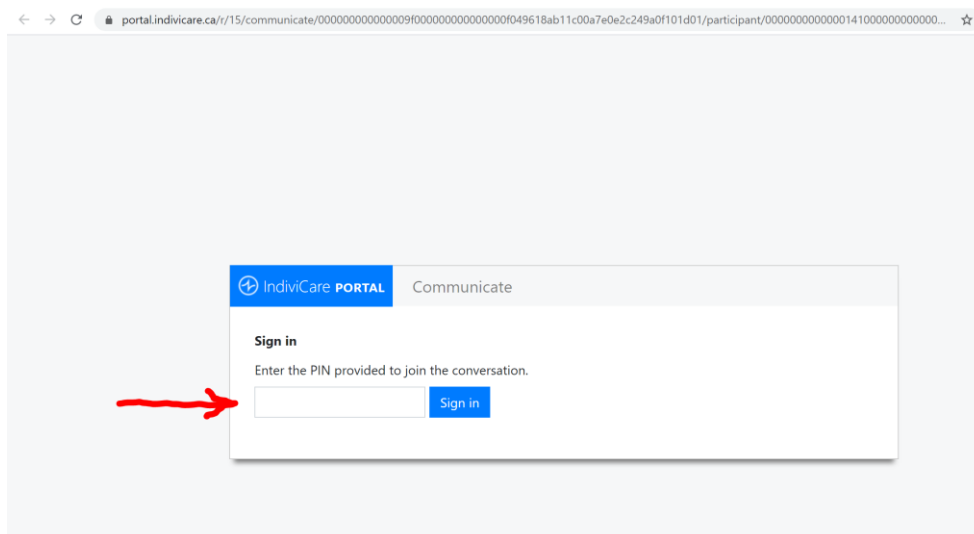
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Step 5: In the email you will see a blue box and website link, you can click on either one.



Step 6: When you click this link, you will be sent to the Communicate website. Enter your patient PIN as the password to log in and access your healthcare providers message.

Please note, you must use CAPITAL LETTERS for any letters in your patient PIN. It will not work if the letters are lower case.





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Step 7: Once you have entered your patient PIN, you will be directed to your healthcare providers message.

The screenshot shows the 'IndiviCare PORTAL' interface. At the top, there is a 'Communicate' header with a notification icon. Below this, a 'Participants' sidebar lists 'Aguilar, Evelyn' and 'TEST, RALPH'. The main area displays a message thread. The first message is from 'Aguilar, Evelyn on 2020-06-19 15:09:13', containing the text: 'Hi Test Ralph, It was nice talking with you today at our appointment. Please see attached advocacy letter. Please print this and give to..... We will continue the conversation at our next appointment on Thursday June 25, 2020 at 11:00AM. Sincerely, Evelyn Aguilar, SW'. To the right of this message is a document icon with a download arrow and the text '26kb'. The second message is from 'TEST, RALPH on 2020-06-19 15:11:20', containing the text: 'Thank you, I got the letter. See you at our next appointment. Sincerely, Test Ralph'. The third message is from 'Aguilar, Evelyn on 2020-06-19 15:12:17', containing the text: 'You welcome Test Ralph. See you at our next appointment. Sincerely, Evelyn'. At the bottom, there is a text input field labeled 'Enter message here ...' and a send icon.

Step 8: You will see this icon if your healthcare provider has attached a document. Simply click the icon and it will open the document that you can download and print.

This screenshot is identical to the one above, but with a red circle and arrow highlighting the document icon (a square with a downward arrow) and the text '26kb' next to the first message. This icon indicates that a document is attached to the message.



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Step 9: If you need to reply to the message, use the field below.

Please note that communicate messaging does not replace a booked appointment with your healthcare provider and is also not to be used for urgent or emergency situations. Please do not use Communicate to discuss new or pressing issues. Please call reception to book your next appointment.

The screenshot shows the 'IndiviCare PORTAL' interface for the 'Communicate' section. On the left, under 'Participants', are 'Aguilar, Evelyn' and 'TEST, RALPH'. The main area shows a message thread:

- Aguilar, Evelyn on 2020-06-19 15:09:13**
Hi Test Ralph,
It was nice talking with you today at our appointment. Please see attached advocacy letter. Please print this and give to.....
We will continue the conversation at our next appointment on Thursday June 25, 2020 at 11:00AM.
Sincerely,
Evelyn Aguilar, SW
- TEST, RALPH on 2020-06-19 15:11:20**
Thank you, I got the letter.
See you at our next appointment.
Sincerely,
Test Ralph
- Aguilar, Evelyn on 2020-06-19 15:12:17**
You welcome Test Ralph.
See you at our next appointment.
Sincerely,
Evelyn

At the bottom, there is a text input field with the placeholder 'Enter message here ...'. A red arrow points to this field from the left. To the right of the input field is a send icon (a paper plane) and a small '1' in a circle in the top right corner of the interface.