

## Who can access My Connected Care?

Portal accounts are available for anyone 12 years and older who is a past or current patient at Waterloo Regional Health Network.

## Can I allow others to have access to my information?

When you first sign-in to the My Connected Care portal, only you will be able to see your health records. After you register, you can choose to allow an authorized representative to access your records by contacting our Health Records department.

## My Connected Care does not provide medical advice

For general inquiries or questions about medical topics, the Health811 website is a valuable resource to check your symptoms, get health advice, find a health service, or search the medical library.

[Health811 - Symptom assessment](#)

If you would like to talk to someone about your health, contact your healthcare provider.

**For medical emergencies, call 911**

### For More Information

For technical issues, please call My Connected Care support line at 1-855-455-2717

(Available 24/7)

**myconnectedcare.ca**

**myconnected  
care**



**Information for  
Patients and Family Members**

*My Connected Care is an initiative of Waterloo Regional Health Network*

# What is My Connected Care?

My Connected Care is a free, secure online tool that provides patients of Waterloo Regional Health Network (WRHN) access to their health records and personal health information.

With My Connected Care, you can:

- View lab results soon after they are available in our system (3 hour delay)
- View medical imaging reports, for example, X-ray, CT, MRI reports (3 day delay)
- Read clinical notes written by members of your healthcare team
- View upcoming appointment details and instructions
- Review measurements, for example, blood pressure and heart rate
- View pathology reports (10 day delay)

*“My Connected Care portal is a new exciting opportunity for patients and their care partners receiving care to elevate their patient experience to the next level of excellence”.*

Linda M

GRH and KW4 OHT Patient and Family Advisor

# Protecting Your Privacy

The My Connected Care patient portal is an initiative of Waterloo Regional Health Network. The information provided on the portal reflects the shared Electronic Health Record used across WRHN sites, and security measures are in place to protect against risks such as unauthorized access, collection, use, disclosure, or disposal.



# Technology Requirements

You can use any computer or device with the latest version of a web browser like Edge, Chrome, or Safari installed to access My Connected Care.

# Sign Up for My Connected Care Today

More information about My Connected Care, including a link to self-enroll is available on our website:

<https://www.wrhn.ca>

# What information do I need to enroll?

You will need one of the following to enroll:

1. Your health card number AND medical record number (MRN), OR
2. Your email address as it appears in our system

This information is available from a member of our registration team, or through the Self-Enrollment Assistance Form on our website.

# Already Registered?

My Connected Care is accessible from anywhere at any time through the internet:

**[www.myconnectedcare.ca](http://www.myconnectedcare.ca)**