Protecting Your Privacy

The privacy and security of your health information is very important to us. To make sure that your health information is safe from unauthorized access, My Connected Care is hosted on a secure connection and accessed with a password-protected login. The following best practices for using My Connected Care will help protect the privacy of your health information:

✔ My Connected Care will require you to select a password that is minimum 8 characters in length, and contain at least 3 of the following:
- Lower case letters (a-z)
- Upper case letters (A-Z)
- Numbers (e.g. 0-9)
- Special characters (e.g. !@#$%^&*)

✔ The following video shares helpful information on choosing a strong password: https://youtu.be/aEmF3Iylvr4.

Examples of strong passwords:

An odd character in an otherwise familiar term	Example: 1phnybon instead of 1funnybone
A deliberately misspelled term	Example: Wdn-G8 (Wooden Gate)
Two words separated by a punctuation character	Example: dog%Kat

✔ Use a memorable password that is different from other passwords you have, and do not write it down.

✔ Never allow your computer browser software to save or remember your password for you.

✔ Do not share your password. If you would like someone else to have access to your health information, you can give them access as an Authorized Representative (more information is available on our website).

✔ Avoid the use of open, public Wi-Fi.

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✓ Use your own personal, secure device. This is particularly important if you are downloading or printing documents.

✓ After printing or downloading documents from the portal, be sure to keep the information in a safe and secure place. Any information that the user copies and/or duplicates from the portal is the responsibility of the user.

✓ Always Sign Out of the portal by clicking the name at the bottom left of the screen and choosing "Sign Out". The portal will automatically logout after 20 minutes of inactivity, but don't wait for the automatic logout. Protect your privacy by signing out every time. Similarly, sign out of your email   account to prevent access to your email for account set up and password reset.

✓ This menu also has The Access Logs feature, which allows you to see who accessed your information and when. If you believe that your My Connected Care account has been breached or compromised, please contact the Privacy Office by email. Emails are monitored Monday to Friday from 8:30am - 4:30pm. The Privacy Office will respond in 1-2 business days.

Waterloo Regional Health Network:
Confidentially.Speaking@grhosp.on.ca

Notifications

Patient Information

Access Logs

Help

Sign Out

@ Heyhey Patientportal   ...