Managing Messaging

Viewing a New Message

The My Connected Care Patient Portal messaging section allows you to receive communication from your health organization through secure messages. These messages are sent ensuring HIPAA/PHIPA compliance and protection of sensitive information. This section will provide more information on how to navigate the My Connected Care Patient Portal's secure messaging features.

Once logged in, you can view new messages under the Messaging navigation section. The Inbox contains messages and updated responses received from Grand River Hospital and St. Mary's General Hospital care providers.

To review your messages:

1. From the My Connected Care Dashboard menu, click **Messaging** and then select **Inbox** to review messages.
   - Your messages will appear on the right side of the screen.
2. Click on the message subject, date, or sender and this will display the new message.

⮩ **Filter Options**: Your newest message appears at the top of the screen; your oldest message appears at the end of your messages. If you want to change the order in which your messages are listed:

3. Click the **Arrange by** drop-down arrow and select how you want your messages to appear.
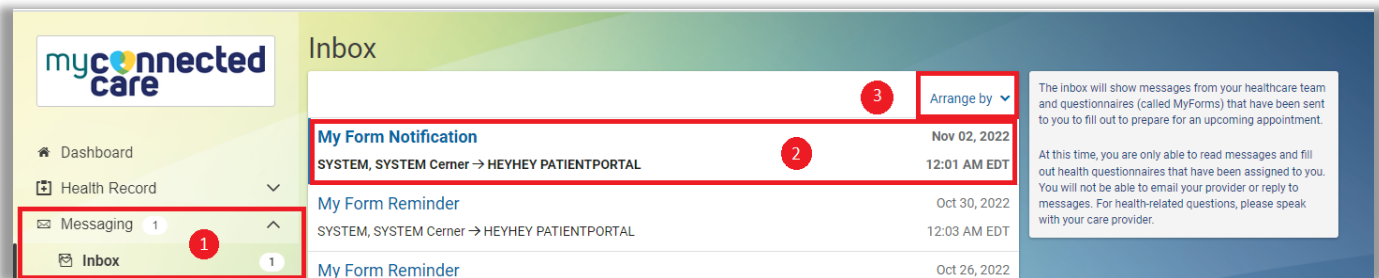
4. Once a message is opened, you have the option to Delete it (select **Trash**) or **Print** the message by clicking on the appropriate links.
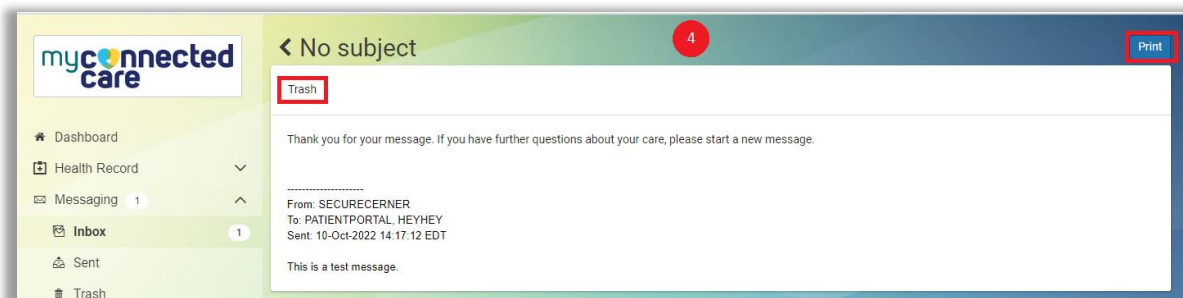
Message Alerts

The My Connected Care Patient Portal will send you a message to your personal email to let you know that a new message has arrived in the portal.

If you need to update your email address:

1. Log into your account and select the drop-down menu in the bottom left-hand corner that says your name.
2. Choose **Notifications** and open the update email address field.
3. Enter the email where you wish to receive notifications.
4. **Save** your changes.

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