myconnected care

Health Record

Messaging

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.

my connected		Inbox			
čáre		3	Arrange by 🗸	The inbox will show messages from your healthcare team and questionnaires (called MyForms) that have been sent	
Dashboard		My Form Notification SYSTEM, SYSTEM Cerner → HEYHEY PATIENTPORTAL	Nov 02, 2022 12:01 AM EDT	to you to fill out to prepare for an upcoming appointment. At this time, you are only able to read messages and fill out health questionnaires that have been assigned to you. You will not be able to email your provider or reply to messages. For health-related questions, please speak	
E Health Record	\sim	My Form Reminder	Oct 30, 2022		
Messaging 1	^	SYSTEM, SYSTEM Cerner → HEYHEY PATIENTPORTAL 12:03 AM		with your care provider.	
🖻 Inbox	1	My Form Reminder	Oct 26, 2022		

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.

myconnec care	ted	< No subject
		Trash
Dashboard		Thank you for your message. If you have further questions about your care, please start a new message.
Health Record	~	
Messaging 1	^	From: SECURECERNER To: PATIENTPORTAL, HEYHEY Sent: 10-Oct-2022 14:17:12 EDT This is a test message.
🖻 Inbox	1	
📥 Sent		
â Trash		

^{10-Nov-22} myconnectedcare.ca



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.

muserseehed	Notifications
myconnected	* Indicates a required field.
	Notifications from the portal are sent to this email address. Your notification email address could be different than the email address associated with your sign-in account.
Dashboard	* Email Address
Health Record Messaging 1	neyney@gmain.com
Appointments !	Be sure the email address is correct as messages may contain sensitive information.
FAQ	Save Cancel
📞 Support	4
Survey	
Notifications 2	
Patient Information	
Access Logs	
Help	
Sign Out	
Heyhey Patientportal	





