Completing the Process to Become an Authorized Representative

As an Authorized Representative, you will have access to another patient's account through your own My Connected Care account.

To learn more about becoming an Authorized Representative, please see the following links:

- Patients 16 and up: Authorized Representative Access Age 16 and Up (PDF)
- Patients between ages 12 and 15: <u>Authorized Representative Access Age 12 to 15 (PDF)</u>
- Patients 11 and under: <u>Accessing Your Childs My Connected Care Account (Age 11 and under)</u> (PDF)

To become an Authorized Representative:

- 1. Print and complete the Patient Portal Authorized Representative Form from the <u>Grand River</u> <u>Hospital</u> or <u>St. Mary's General Hospital</u> website
- 2. Scan and submit the form with supporting documentation to either hospital
- 3. The hospital will contact you to confirm any required information
- 4. Once confirmed, the hospital will send you an invitation by email to complete the registration process in My Connected Care.

Completing the Registration Process

- 1. Open the email sent to you by the hospital. You will see the first name of the patient for whom you have applied to be the Authorized Representative.
- 2. Click the first link to begin registration.



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3. In the Welcome window, confirm that you have legal authority to manage the patient's health.

Welcome to My Connected Care				
My Connected Care is your online connection to Grand River Hospital and St. Mary's General Hospital Non-Prod. Here you can view health and visit information kept in our electronic health record and access an expanding number of online services designed to help you manage your health.				
This invitation is for CHILDONE				
If you aren't CHILDONE but have legal authority to manage CHILDONE's health, you'll create an account first so that you can access the requested health information. If you don't manage CHILDONE's health, please contact us immediately.				
I manage CHILDONE's health Cancel				

4. Fill in the patient's Date of birth, answer the security question, read and agree to the Terms of Use and Privacy Policy, and then click the button to **Create Your Account**.

Verify Your Identity With Us					
By verifying patient information with Grand River Hospital and St. Mary's General Hospital Non-Pro keep medical record information secure.	od, you are helping us				
Complete CHILDONE's Information					
Date of birth Month Day Year Select Patient's information Enter the year as 4 digits.					
Last four digits of your phone number The answer to this security verification question may have been provided when you were invited to join. Answer to security question					
agree to the Grand River Hospital and St. Mary's General Hospital Non-Prod Terms of Use an Next, Create Your Account Cancel	ıd Privacy Policy.				

- 5. The My Connected Care Sign Up window opens by default for a new user. If you are <u>new</u> to My Connected Care:
 - Enter the email you provided to the hospital, enter a strong password of your choice, and your name.
 - b. Agree to the Terms of Use and confirm that you are over 12 years of age.
 - c. Click the **SIGN UP >** button.

Tips for a Strong Password

- At least 8 characters in length
 - Include 3 of the following:
 - Lowercase letters (a-z)
 - Uppercase letters (A-Z)
 - Numbers (0-9)
 - Special characters (!@#\$%^)
 - Use a misspelling (e.g. Spelt!Rong9)
 - Use a password that is different from others you use

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If you have an <u>existing</u> My Connected Care account:

- a. Click the **Log In** tab.
- b. Enter your email address and password.
- c. Click the **LOG IN >** button.
- If you are registering for access as an Authorized Representative for more than one patient and you see an error message, close the window and wait for about 15 minutes, and then begin again starting at Step 1.
- 6. Your My Connected Care account opens with your name listed in the top right. Click the down arrow next to your name to see a link to the account(s) that you have Authorized Representative status for.

You can click the link to the patient's account to see their health information.

Grand River Hospital Website	St. Mary's General Hospital	Viewing health record for PORTA TESTIO		Viewing health record for PORTA TESTIO
🐇 Health Connect Ontario	C Medical Abbreviations	Allergies	1	CHILDONE TESTIO
		No allergies recorded		CHILDTWO TESTIO
14.5		Latest Results		Allergies
		No information recorded		No allergies recorded
	The second	view Lab Results & Vital Signs		Latest Results
7311				No information recorded
				View Lab Results & Vital Signs
	all we want and a second secon			
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7. Remember to sign out of your account when you have finished reviewing health information, by clicking the ellipsis (...) in the bottom left corner next to your name.





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