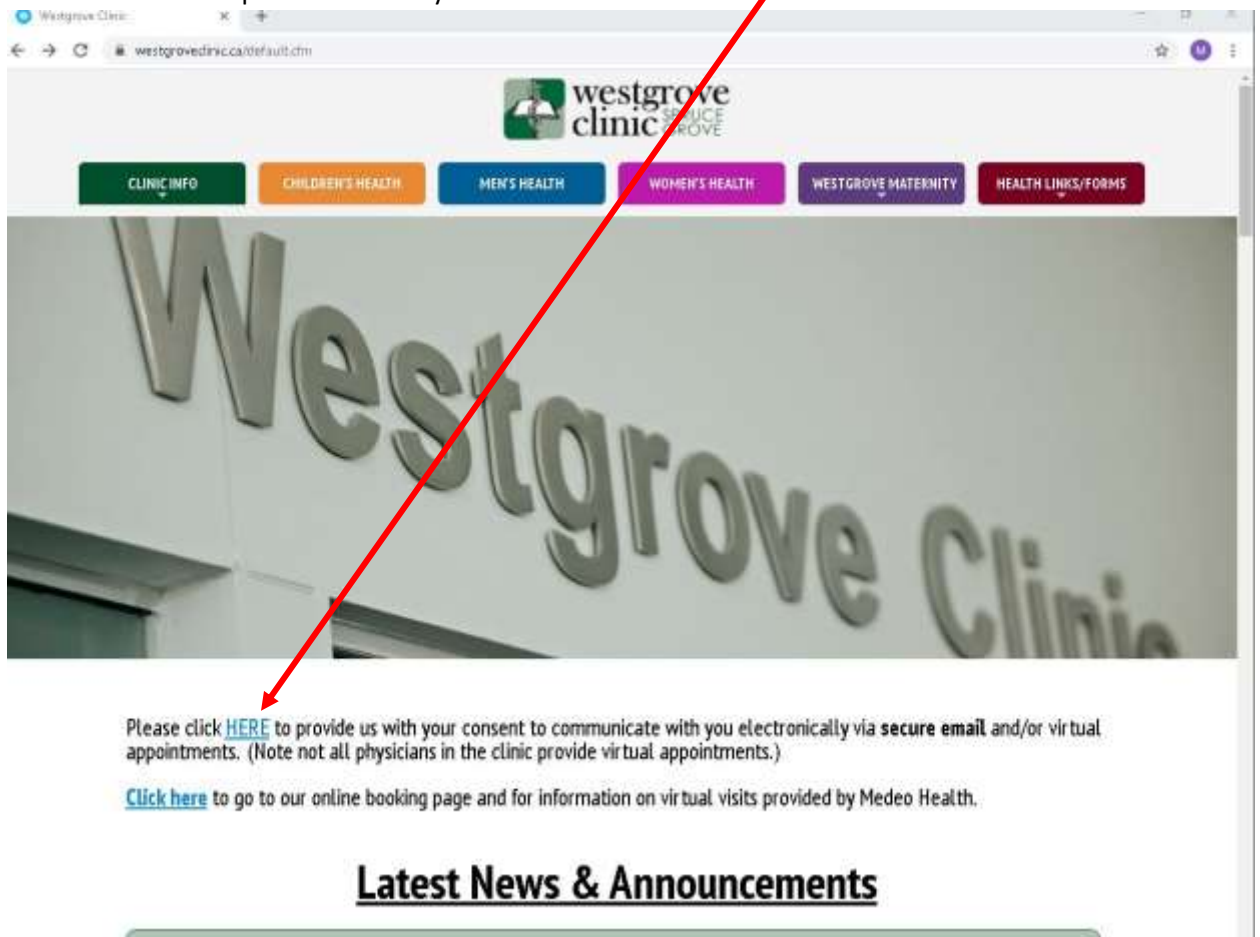


Medeo Messaging Guide for Patients

Westgrove clinic uses electronic messaging via Medeo to communicate with patients. The website is available at: <https://medeohealth.com/>

1. Prior to using Medeo messaging with Westgrove Clinic, we do require your consent to communicate with you electronically, please go to <https://ocean.cognisantmd.com/intake/IntakePortal.html?eReqRef=fce833df-fa0b-4fad-b580-095f669c1176>

Or to our website www.westgroveclinic.ca and click on the first link above the Latest News & Announcements to provide us with your consent.



The screenshot shows the Westgrove Clinic website. At the top, there is a navigation menu with buttons for CLINIC INFO, CHILDREN'S HEALTH, MEN'S HEALTH, WOMEN'S HEALTH, WESTGROVE MATERNITY, and HEALTH LINKS/FORMS. Below the menu is a large banner image of the clinic's exterior with the name 'Westgrove Clinic' in large letters. A red arrow points from the text above to a link in the banner area. Below the banner, there is a text box with the following content:

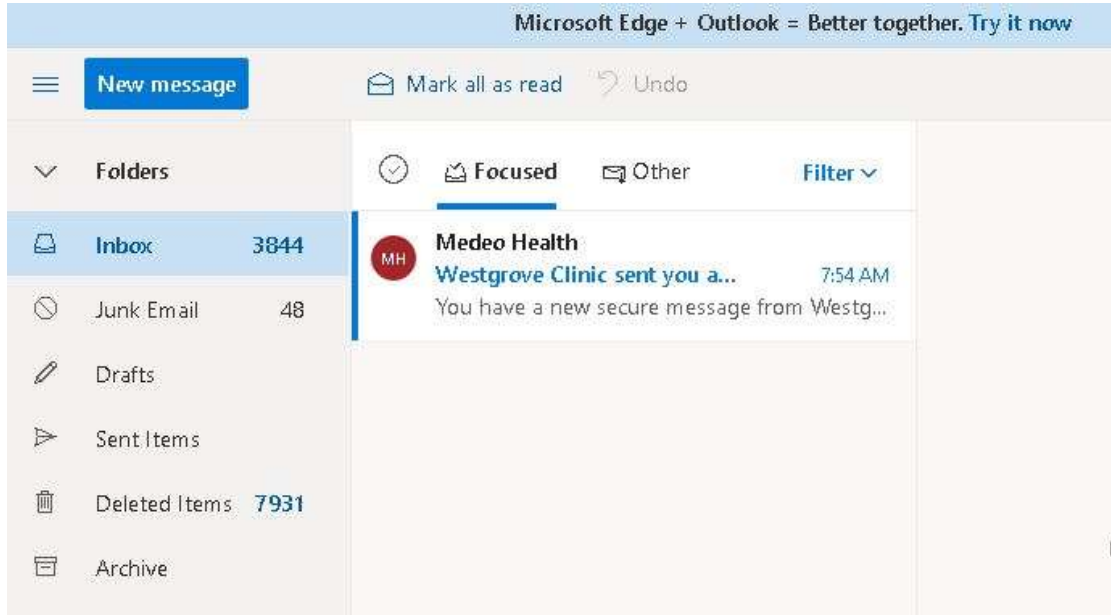
Please click [HERE](#) to provide us with your consent to communicate with you electronically via **secure email** and/or virtual appointments. (Note not all physicians in the clinic provide virtual appointments.)

[Click here](#) to go to our online booking page and for information on virtual visits provided by Medeo Health.

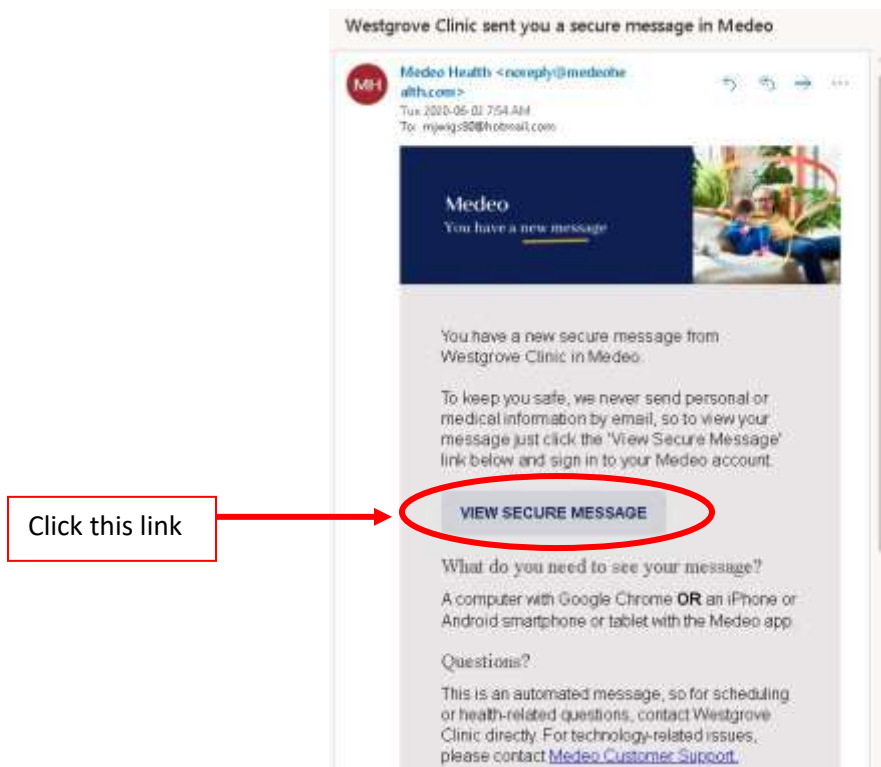
Latest News & Announcements



2. Medeo Messages can only be started by doctors or staff of Westgrove Clinic. Once a message is sent to you, you will receive an email from “Medeo Health” in your inbox, with a subject line of “Westgrove Clinic sent you a message.”



3. In the email, there will be a link to “View Secure Message”, click on that link, it will take you to the Medeo website.





4. You will be taken to the sign in page, if you already have a Medeo Account, click “Log In” and proceed as usual. If you do not already have a Medeo Account, click “Sign Up”

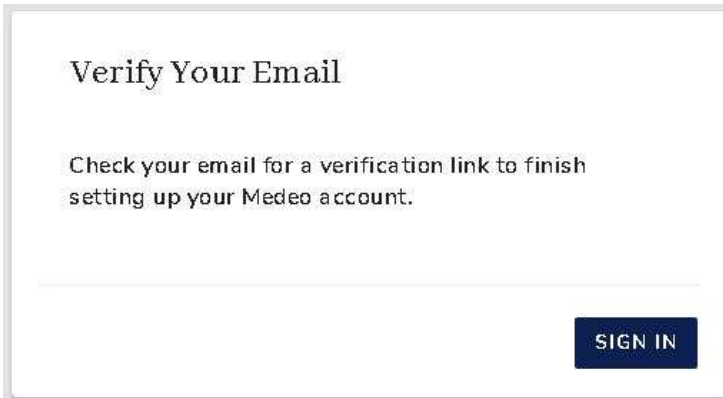
A screenshot of a web form titled "Sign In". At the top, it says "Connect with your Healthcare Provider from anywhere." Below this, the form has a "Sign In" heading. There are two input fields: "Email address *" and "Password *". Below the password field is a link that says "Forgot Password?". At the bottom of the form, there are two buttons: "SIGN UP" and "LOG IN".

5. Enter your information (you MUST use the same email address that the Medeo message was sent to), then click “Sign Up.”

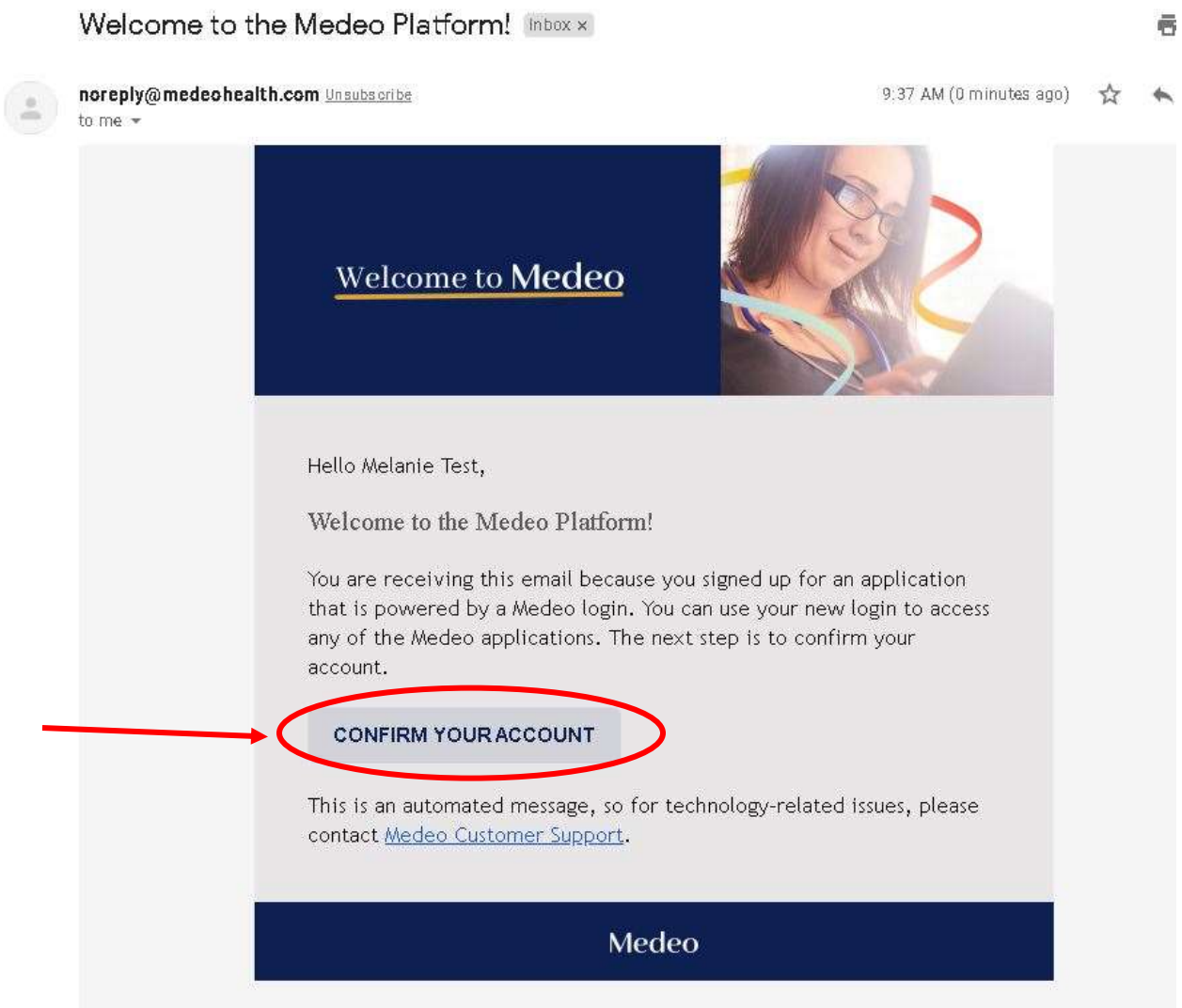
A screenshot of a web form titled "Create Account". At the top, it says "Connect with your Healthcare Provider from anywhere." Below this, the form has a "Create Account" heading. There are five input fields: "First Name *", "Last Name *", "Email address *", "Confirm email address *", and "Create a password *". Below the "Email address *" field, there is a note: "This will be used for sign in, to reset your password and to keep you up-to-date with booking requests". Below the "Create a password *" field, there is a note: "Minimum of 6 characters". At the bottom of the form, there are two buttons: "LOG IN" and "SIGN UP".



6. You will get the following message:



7. Go into your email inbox , you will have a message from noreply@medeohealth.com. Click on the "Confirm Your Account" link.





- 8.** You will be brought back to the Medeo Login Page, enter your email address and password

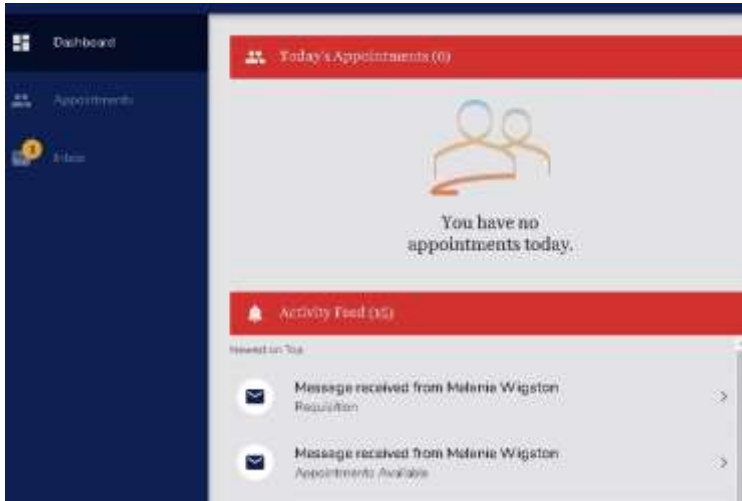
A screenshot of the Medeo login page. At the top, a blue banner contains the text "Your account was successfully confirmed. Please sign in." Below this is a "Sign In" section with two input fields: "Email address *" and "Password *". A "Forgot Password?" link is located below the password field. At the bottom right of the form is a blue "LOG IN" button.

- 9.** Enter your information to complete your Medeo Profile, click "Save"

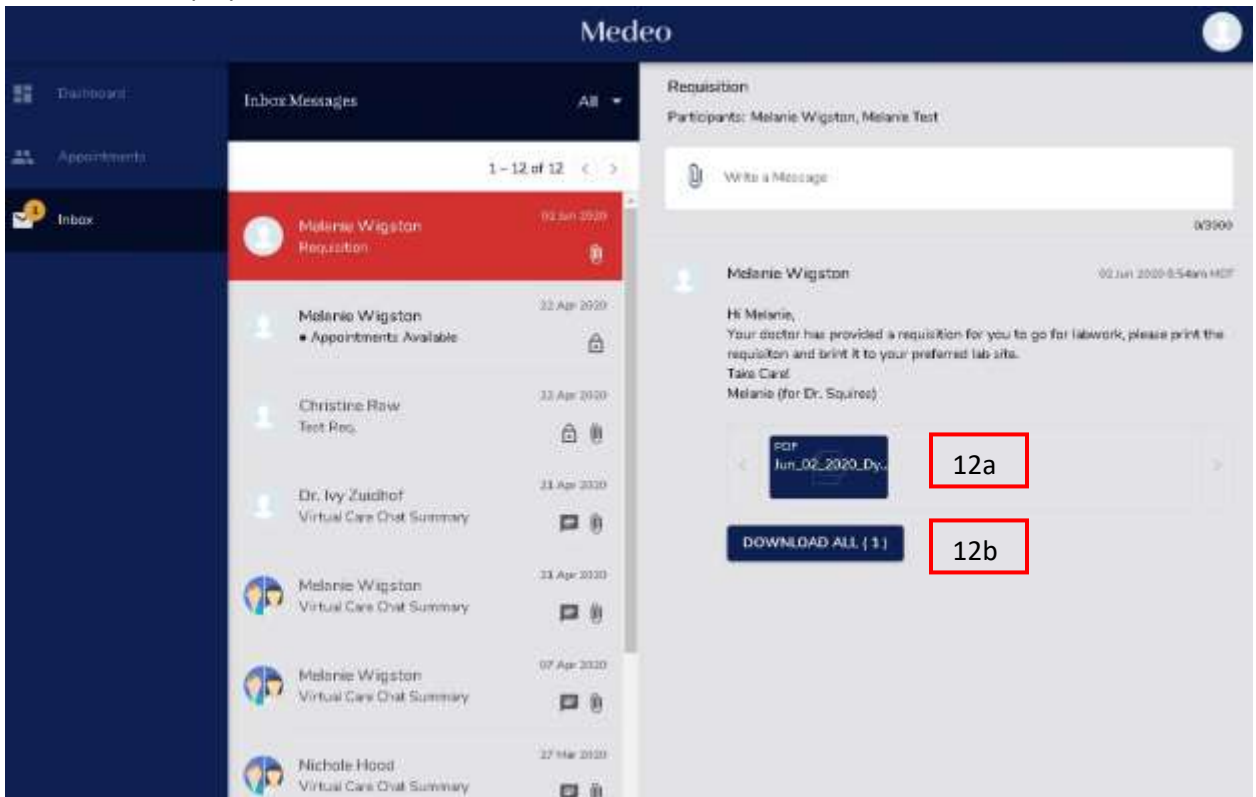
A screenshot of the "Complete profile" form. The title "Complete profile" is at the top. Below it is the instruction: "To continue using Medeo, please provide the following information:". The form contains several fields: "Province" with a dropdown menu showing "Select One"; "Birthday" with a calendar icon; "Phone type" with a dropdown menu; "Phone Number" with a text input field and a note: "Please follow this format: +14445556666"; and a checkbox labeled "I agree to Medeo's [Terms of Service](#) and [Privacy Policy](#)". A "SAVE" button is located at the bottom right of the form.



10. You will now be brought to your Medeo Dashboard, here you can see any appointments you've booked online, or have booked for a virtual appointment. From here you can click on the newest Message under the Activity Feed to view the message that was sent to you, or launch a Virtual (video) Appointment if you have one booked.





11. Once you've clicked on the message, you will be taken to the Inbox and your message from the clinic will be displayed.








12. If the clinic has sent an attachment, there are two ways to view the attachment (refer to last screen shot for locations of 12a and 12b on the Medeo page).

- a. Click on the PDF icon, then on the download icon  in the upper right corner (to the left of the X).


Then click on the pdf bar in the bottom left corner  to open your document.

 Jun_02_2020_Dynal....pdf 

OR -

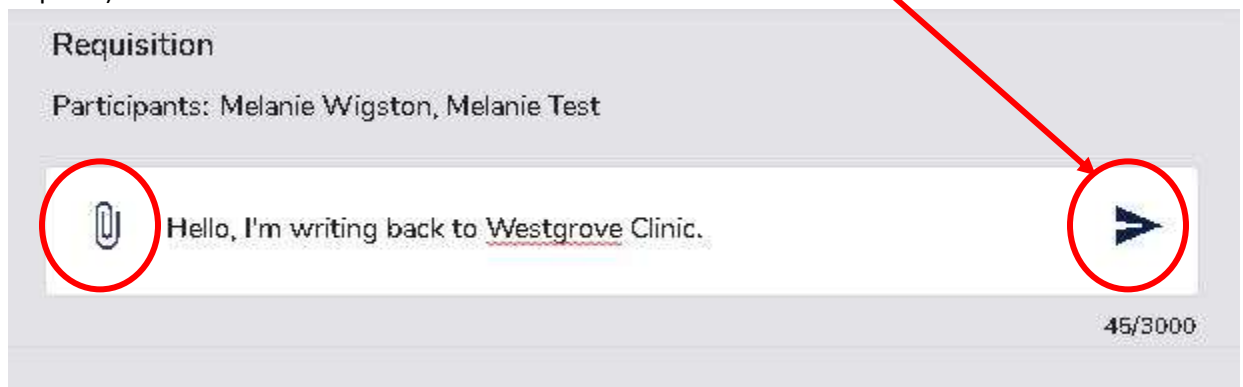
- b. Click on the Download All button, then in the bottom left corner of your screen, click on 

 attachments (1).zip 

the Attachments bar , this will open a file folder, with your document(s) , from here you can double click on the document to open it.

13. Some messages will allow you to reply to the sender, if you have the message open, click anywhere in the white “Write a Message” bar to type your reply.

If you need to send an attachment to Westgrove Clinic, click on the paperclip, choose your file and click open. Once your message is ready to send, click on the send Icon (looks like a paper airplane).



TROUBLESHOOTING:

- Occasionally, internet explorer has trouble launching the Medeo website, try using another web browser, such as Google Chrome.
- You must have a unique email address – if your email address has been used by another person (ie: spouse, parent) to create an account, you cannot use it in Medeo to create another account, you will get the following message.

Create Account

First name*
Melanie

Last name*
Test

Email*
test.Melanie@outlook.com

has already been taken

This will be used for sign in, to reset your password and to keep you up-to-date with booking requests

Confirm email address*
test.Melanie@outlook.com

Create a password*
●●●●●●


Minimum of 6 characters

LOG IN **SIGN UP**

- The email address you use to create an account must match what is in your file at Westgrove Clinic.



TROUBLESHOOTING continued:

- If you need to create a free email address for use with Medeo, directions can be found here:
https://www.westgroveclinic.ca/theme/common/document_launch.cfm?ItemId=4397
there are also instructions to have any emails from these free accounts forwarded to your preferred email account so you don't have to check multiple inboxes.
- For Medeo troubleshooting and help articles, go here:
<https://qhrtechnologies.force.com/patient/s/topic/0TO3400000LHclGAW/medeo-patient-account>
- Or call 1-800-438-1277 for the Medeo Customer Support Line.
- Westgrove Clinic Staff cannot help you if you are experiencing technical issues with the website, you will need to contact Medeo as it is their website.
- If you need to send information to your doctor, please call the clinic at (780) 962-9888 and follow the prompts to get to the Patient Care Coordinator for your doctor.
- If you already have a Medeo account but have a new email address, you will need to sign into Medeo with your old email address, then go to the  icon in the upper right corner, click on My Account, then under Password & Security, click on Change Email Address.
- If you can't remember your password, on the sign in screen click the "Forgot Password?" link (Westgrove Clinic cannot reset your password, you must do this through the Medeo site).
- The login page looks different from the last time you logged in? If you login through the link in an email, you will be taken directly to the login page, if you go to Medeo from your browser (www.medeohealth.com) you will need to click "Log in" in the upper right corner, then choose "Patient log in"