

Fraser Health Patient Centre App

A guide for using this web application



Image by Bella H. from Pixabay.com

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Welcome

Welcome to your handbook for using the Patient Centre application.

You can use this handbook in one of 2 ways:

- Use the table of contents to guide you to a specific section
- Read the handbook from start to finish.

If you are reading an electronic copy, you can click on [blue underlined text](#) to open more resources in your web browser, such as videos, websites, and brochures.



If you are reading a paper copy and you have a smart phone or tablet, you can scan the QR code to open those added resources.



In this handbook, we will walk you through each of these:

- 1. What the Patient Centre app is**
- 2. Benefits of using this app**
- 3. What you need to use this app**
- 4. Features of this app and how to use them**
- 5. Who to contact for help**

What is the Patient Centre app?

The Patient Centre is a web application (app) on the internet and used through a web browser.

Your care team uses it to schedule your health care visits or appointments. The app sends you reminders about your visits by text email, or phone.

In your Patient Centre, you can do each of these:

- See a calendar list of your visits.
- Read details about your visits, like time and place.
- See whether it is an in-person or virtual visit.
- See which care provider you are seeing.
- See forms you need to fill out before your visits.

You can also join a virtual video visit directly from the Patient Centre using a clickable link.

Benefits of using this app

Using this app has these benefits:

- Easier for you and your care team to share information
- Helps you stay organized since you can see a calendar of your visits with everything in one, online place.
- Saves you time by being able to fill out forms ahead of time.
- Helps you remember appointments.

Scan the QR code or click the link to watch the video:

[Fraser Health: Information about the Fraser Health patient centre application](#) for more about this app and its benefits.



How do I sign up?

Talk to your care team. Tell them you are interested in using this app.

They will ask you for your email address and phone number.

Expect to get an email with a link to access your Patient Centre.

What do I need to have to use this app?

Equipment

To use this app, you will need one of these devices to access the internet:

- smart phone
- laptop computer
- desktop computer
- tablet computer

Some of our programs lend devices to the people they serve. Check with your care team.

Web Browser

The best web browser to use is **Google Chrome**. This app does not work with Internet Explorer.



If you are not sure what web browser you have on your device, watch this short video on YouTube: [What is a browser?](#)



Computer Skills

You will need to have basic computer skills such as being able to open an email, click on links, and type in authentication codes.

Microsoft (MS) Teams

If you are using a smart phone or tablet for your virtual video visits, you will need to download the MS Teams application.



If you are using a desktop or laptop computer for your virtual video visits, MS Teams opens through your web browser. You don't need to download the application but you can if you wish.

To download and learn how to use MS Teams, visit the website:

[Download Microsoft Teams: Desktop and Mobile](#)



For more on virtual visits, how to connect, and the risks of technology, see our factsheet: [Virtual Health: Connecting from Home Using Microsoft Teams](#)

How do I use this app?

These are the **4 main features** of this app:

- See a list of your visits and the visit details.
- Open and complete online forms.
- Get reminders and notices.
- Join virtual video visits.

Using the Patient Centre

Your Patient Centre is where you can see your calendar of visits, visit details, use the chat feature (if turned on), and join your virtual video visits.

Scan the QR code or click the link to watch the video:

[Fraser Health: The patient centre](#). This goes through all of the steps listed below on how to use the patient centre.



When you sign up for this app, we email you with instructions. This is an example of what is in the email. It includes a link to the Patient Centre.

If you are joining from your computer, please **check that you have Google Chrome, Microsoft Edge or Safari**. Internet Explorer is not supported.
Please fill out the form(s) anytime before your appointment by clicking on the meeting link and going to the "Form" tab.

Virtual Appointment Resources

- [Instructions for how to attend your virtual appointment](#)
- [Information about risks of using virtual technologies](#)


On the Day of Your Appointment

Move to a quiet place and click the meeting link **15 minutes before your appointment**.

Please click here for your appointment: [Meeting Link](#)

Patient Centre

You have access to a Patient Centre that includes your health care information.

To login click here: [Patient Centre](#) 

Tips for a Successful Virtual Appointment

- Your computer, smartphone, or tablet that is charged or plugged in
- You have good internet connection
- You are in a quiet space
- You introduce any family member or friend who is joining you

We suggest you **save or bookmark the site** in your web browser so you can easily get to it when you want to.

To bookmark the link, follow these steps:

1. Click on the **Star** button in upper right of your web browser window.
2. Name the bookmark such as “Fraser Health Patient Centre” or something else that is easy for you to remember.
3. Choose to place the bookmark on your **Bookmarks Bar** or in a folder.
4. Click **Done**.



For how to find your bookmark for next time, watch this short video:

[How to Search Bookmarks in Google Chrome](#)



If your care team loaned you a tablet, the Patient Centre icon will be on the main tablet screen. Click on this icon to open and log into the Patient Centre. No need to bookmark.

How to get into the Patient Centre the first time

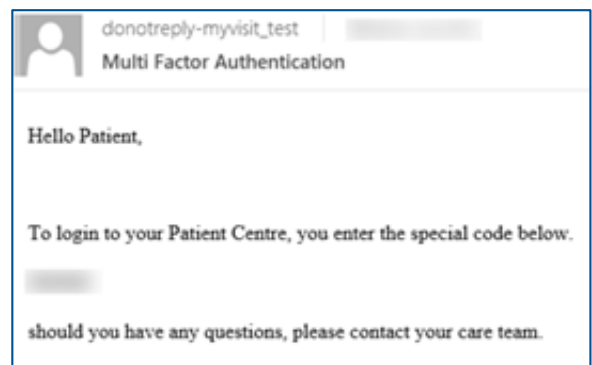
The next step is to fill out each section of the **Patient Login** screen

1. Select how you want to get an authentication code from the **dropdown menu**: by email, by text, or by automated phone call.
2. Enter your email address, text or phone number based on what you chose in #1.
3. Enter your date of birth.
4. Enter your health card number.
5. Click the **Login** button.

The screenshot shows the 'Patient Login' form. It includes a dropdown menu for 'Select which communication channel to send authentication code:' with 'By Email' selected. Below are input fields for 'Email Address *', 'Date of Birth *' (with a date picker icon), and 'Health Card Number *'. A green 'Login' button is at the bottom, highlighted with a yellow box. Yellow callout bubbles with numbers 1, 2, 3, and 4 point to the dropdown menu, the email address field, the date of birth field, and the health card number field respectively.

6. **Wait 2 to 5 minutes** to receive the authentication code by the option you chose in #1.

Here is an example of an email with the code. The subject line reads: Multi Factor Authentication

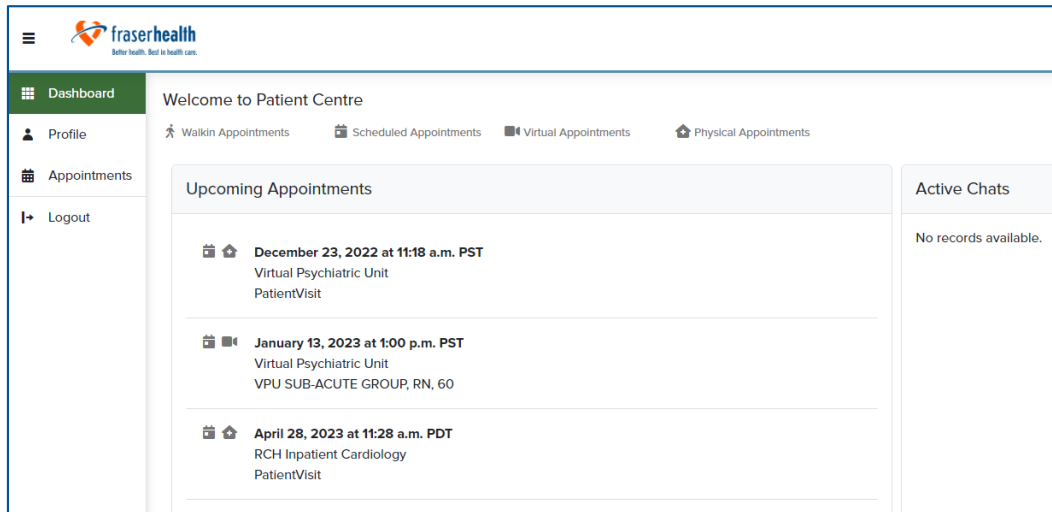


Note: If you do not get a code after 5 minutes, click on the Patient Centre link and follow these steps again.

7. Return to the **Authentication Code** screen.
8. Type in the code you received.
9. Click on the **Verify** button.

The screenshot shows the 'AUTHENTICATION CODE CONFIRMATION' screen. It has a heading 'Input the authentication code received from the selected communication channel:' followed by a 'By Email:' label and a blurred area. Below is an 'Authentication Code' input field. At the bottom are two buttons: a green 'VERIFY' button and a white 'RESEND' button.

Once logged in, you will see your Patient Centre dashboard.



The screenshot displays the Fraser Health Patient Centre dashboard. At the top left is the Fraser Health logo with the tagline "Better health. Best in health care." Below the logo is a navigation menu with options: Dashboard (selected), Profile, Appointments, and Logout. The main content area is titled "Welcome to Patient Centre" and features four tabs: Walkin Appointments, Scheduled Appointments, Virtual Appointments, and Physical Appointments. The "Upcoming Appointments" section lists three appointments:

- December 23, 2022 at 11:18 a.m. PST**
Virtual Psychiatric Unit
PatientVisit
- January 13, 2023 at 1:00 p.m. PST**
Virtual Psychiatric Unit
VPU SUB-ACUTE GROUP, RN, 60
- April 28, 2023 at 11:28 a.m. PDT**
RCH Inpatient Cardiology
PatientVisit

The "Active Chats" section on the right indicates "No records available."

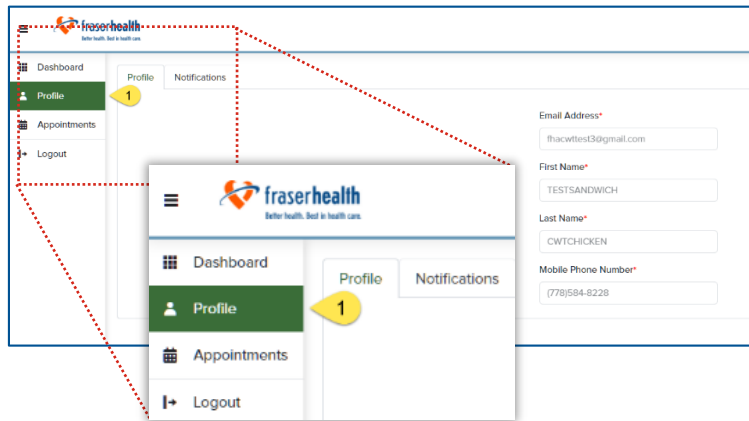
Note: You will go through the **Multi Factor Authentication everytime** you log into the Patient Centre, join a virtual visit, or view a chat message. This is to protect you – to make sure the message went to the right person.

The **Authentication Code changes** each time you go through the Multi Factor Authentication.

How to check and update your profile

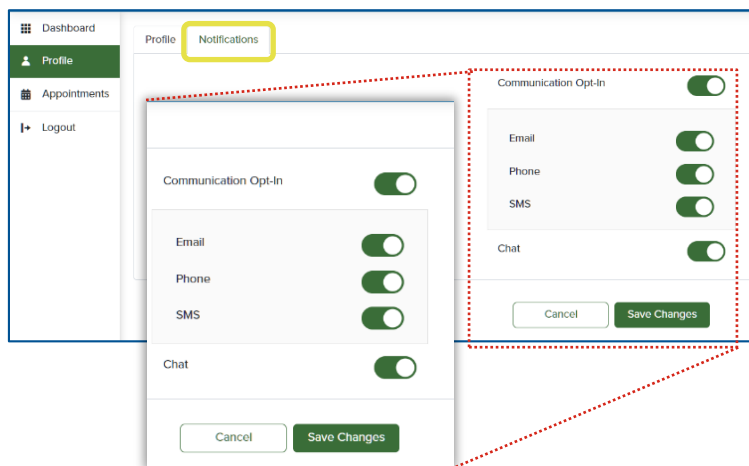
On the left sidebar, click on the **Profile** section, then the **Profile** tab.

Check that your information is correct. Please contact your care provider if you need to update or correct your profile information.



How to get appointment reminders or notifications

In the **Profile** section, click on the **Notifications** tab to see how you are getting reminders. You can change how you want to be notified. You can choose to get reminders in any these ways: by email, by automated phone call, by text (SMS).



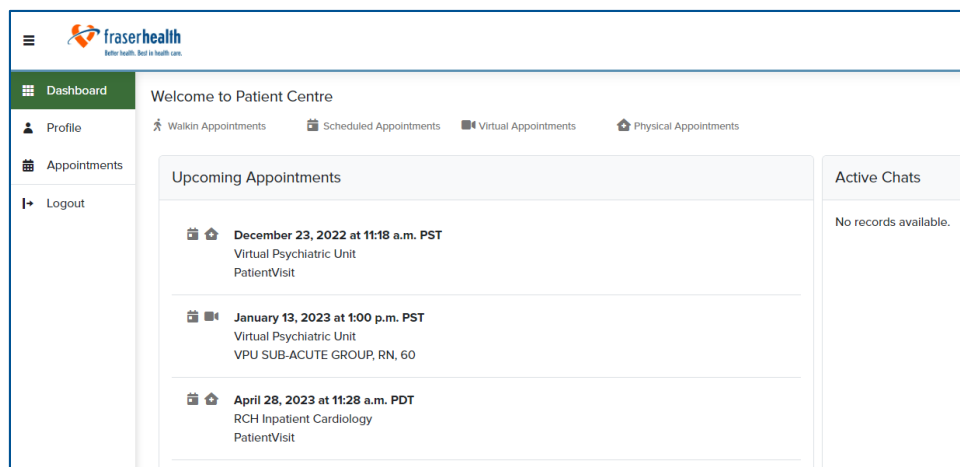
Note: If you turn off **Communication Opt-in**, you will not get any notices and will not longer be able to login in to the Patient Centre. If you turn this off and wish to turn it back on, please contact your care provider or the clinic.

How to view your upcoming appointments

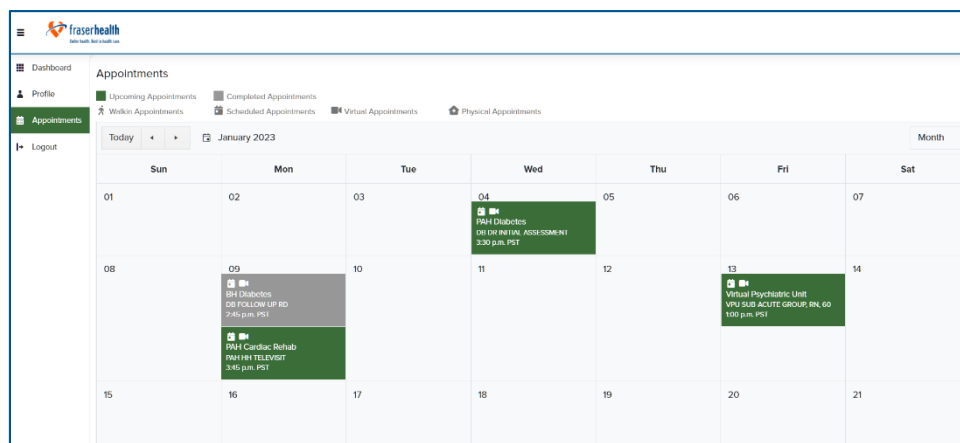
You can view your visits in 2 ways:

- on your Dashboard
- in your **Appointments** section

You will see your upcoming visits listed in the **Dashboard** when you open the Patient Centre. This is the quickest way to see a list of your upcoming appointments.



When you click on **Appointments** in the left sidebar, a calendar appears with all your upcoming and completed visits.



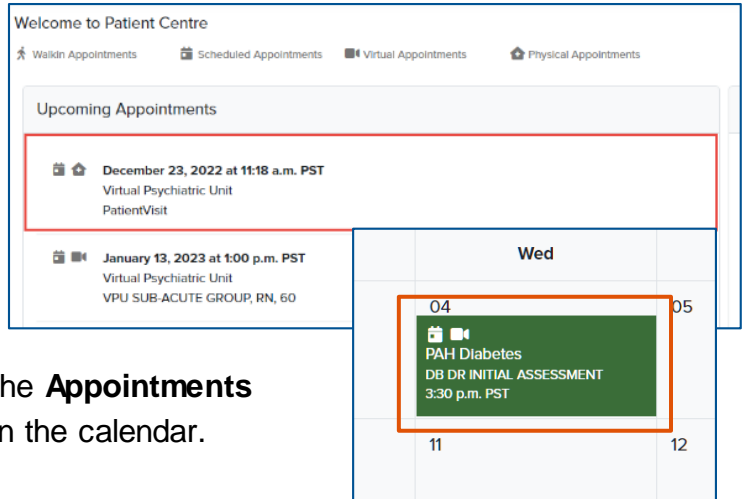
Note: Your upcoming visits show as green. ■
 Your completed visits show as grey. ■
 You can see the time and location of your visits month to month.

How to see appointment details

You can view your details of your appointment in 2 ways:


- from your **Dashboard**
- from your **Appointments**

To see the details of a visit from the **Dashboard**, click anywhere in the box that shows the visit you would like to view.

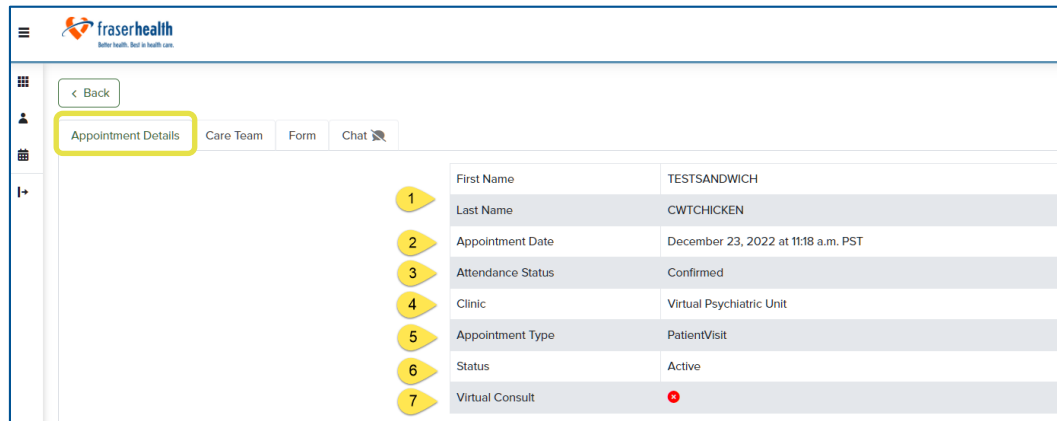


To view the details of a visit from the **Appointments** section, click on the appointment in the calendar.

The **Appointment Details** appear with this information

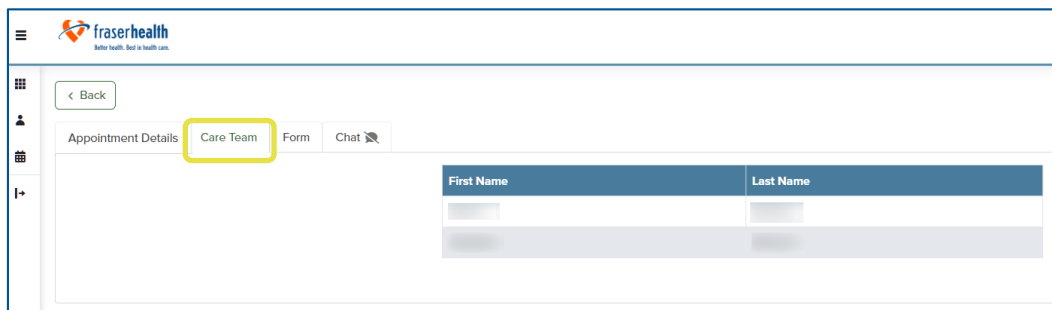
1. Your first and last name
2. The appointment date and time
3. Whether or not you confirmed your visit (Appointment Status)
4. The name of the clinic for your appointment
5. The type of visit
6. If your visit is upcoming or in the past (Status – Active or Completed)
7. If this visit is a **virtual video visit**, there is a green checkmark. 

If this is either an **in-person or telephone visit**, there is a red “X”. 



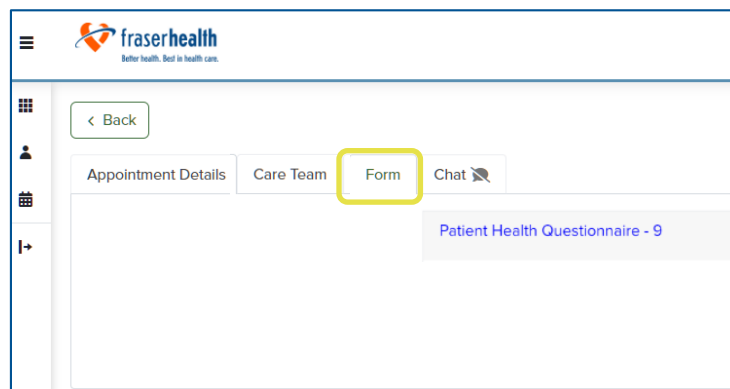
How to know who the care provider is for your visit

1. Click on the **Care Team** tab. This lists the name of the care provider you are seeing during this visit.



How to complete forms

1. Click on the **Form** tab to see if you have any forms that need to be completed before your visit.



2. Complete the form electronically by clicking on the answers that apply to you.
3. Click the **Save** button at the bottom of the form when you are finished completing each form.



You might need to complete one or more forms for in-person visits, telephone visits, as well as for virtual video visits.

There might not be any forms when you first log into the Patient Centre. Check back before visits to see if any have been added. Some you complete before the appointment begins.

How to use the chat feature

Your care provider can start a chat* with you by sending you a link by email, text, or automated phone call.

* The chat feature is only active and available if your care provider has turned on this feature.

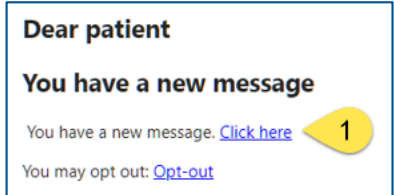
How you get this notice depends on which option you chose in the **Notifications** section (page 8).

To **see your chat message** from an email or text:

1. Click on the link that says **Click here**.

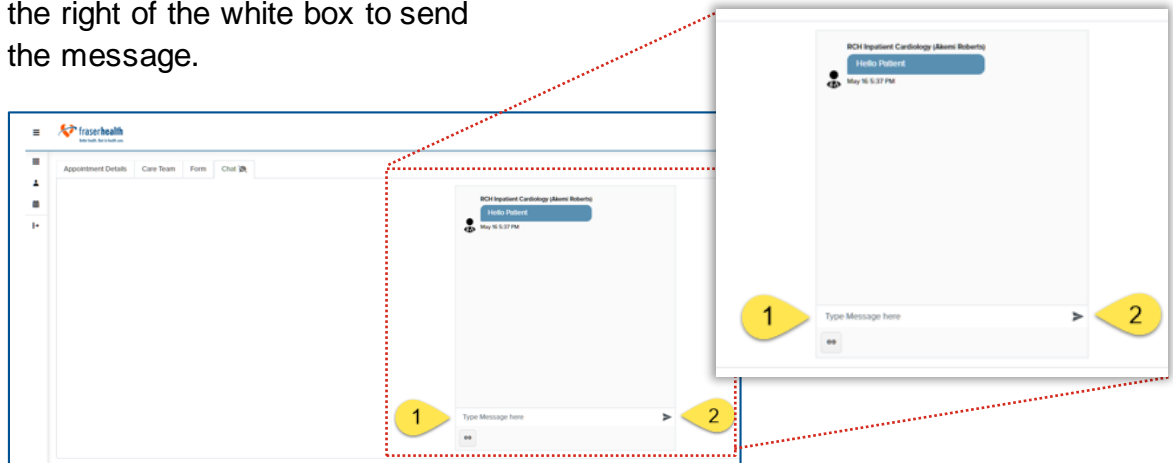
If you do not want notices of chat messages, you can opt-out by clicking the link that says **Opt-out**.

2. Follow the steps to receive and enter an Authentication Code (page 6).
3. The Patient Centre opens and goes straight to the chat section.
4. View the chat message.



To **start chatting** with your care provider:

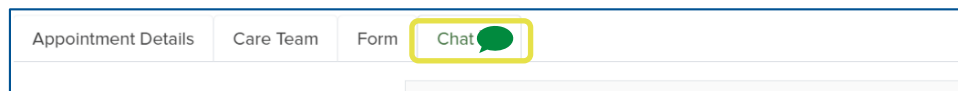
1. Type your message in the white box at the bottom.
2. Click on the arrow button (▶) to the right of the white box to send the message.



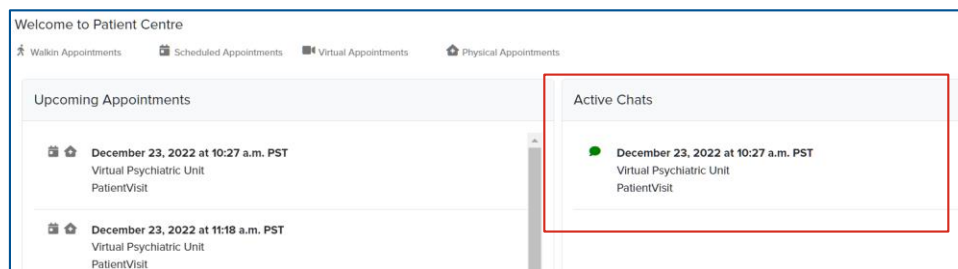
To see your chat message from an automated phone call, just log into your Patient Centre.

In the Patient Centre, you can see your active chats 2 ways:

- in the **Chat** tab of the visit details (page 10)



- on your **Dashboard**



How to respond to reminders and notices

Your care provider sends you visit reminders through email, text, or automated phone call, depending on what option you chose.

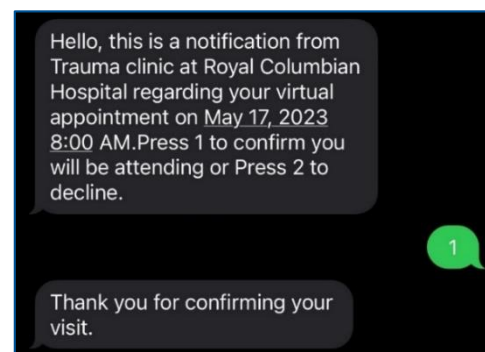
There might be times when you are asked to confirm the visit.

To respond to an automated phone call reminder:

- Follow the prompts on the phone recording.

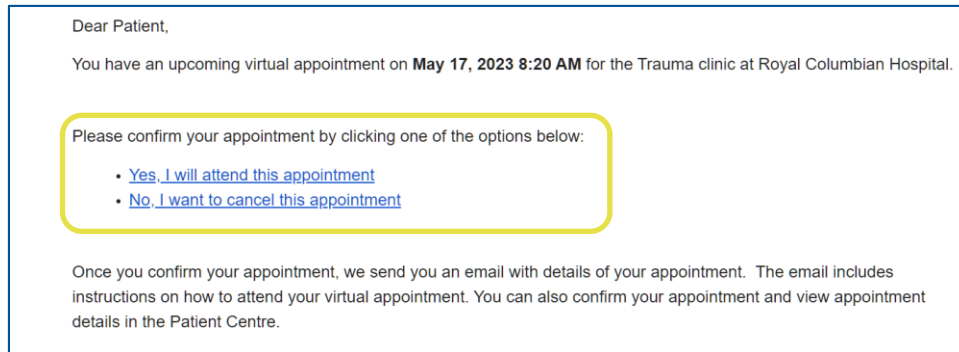
To respond to a text reminder:

- Text **1** to confirm
- Text **2** to decline
- Look for a text acknowledging your response.

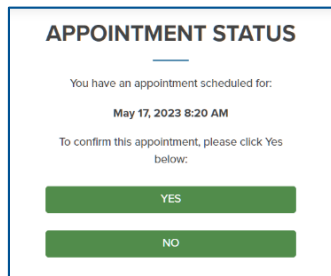


To respond to an email reminder:

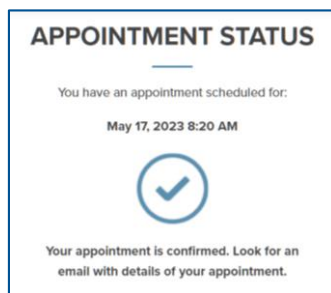
1. Click on the link in the email to either confirm (Yes, I will attend this appointment) or cancel (No, I want to cancel this appointment).



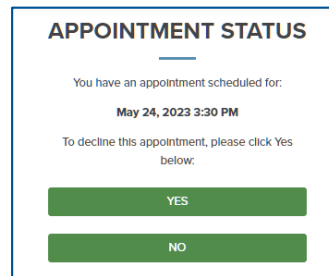
2. When you choose **Yes, I will attend this appointment**, this Appointment Status message pops up.



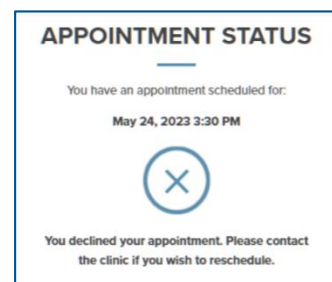
3. Click **Yes** to confirm.
4. An **Appointment Status** message pops up showing you have confirmed.



2. When you choose **No, I want to cancel this appointment**, this Appointment Status window pops up.



3. Click **Yes** to decline.
4. An **Appointment Status** message pops up showing you have declined.



Joining virtual video visits

There might be times when it is appropriate for you to have a virtual video visit with your care provider instead of seeing them in-person or talking on the phone.

Scan the QR code or click on the link to watch the video:

[Fraser Health: Joining a virtual video visit using the Fraser Health patient centre application](#). This goes through all of the steps listed below on how to join a virtual video visit.



You can join a virtual video visit through either of these ways:

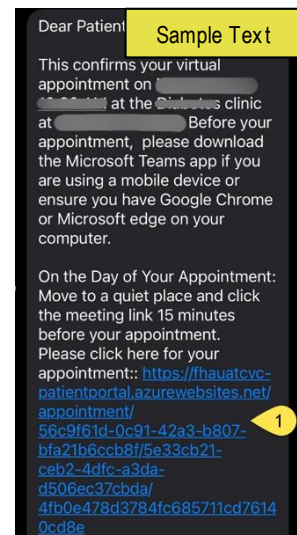
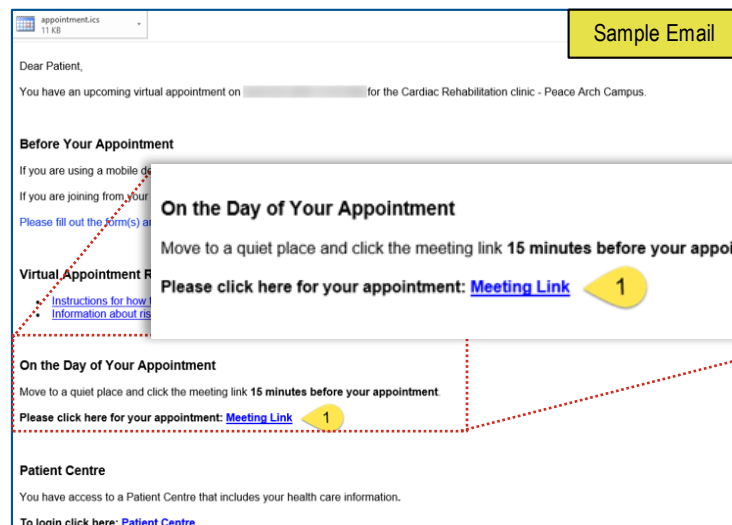
- A link sent to you by email or text
- A link from within your Patient Centre's "appointment details" section

Note: You might be asked to complete an online form before the visit.

How to join using a link sent by email or text

1. Click on the Meeting Link in the email or text.

Make sure you join 15 minutes before your appointment.

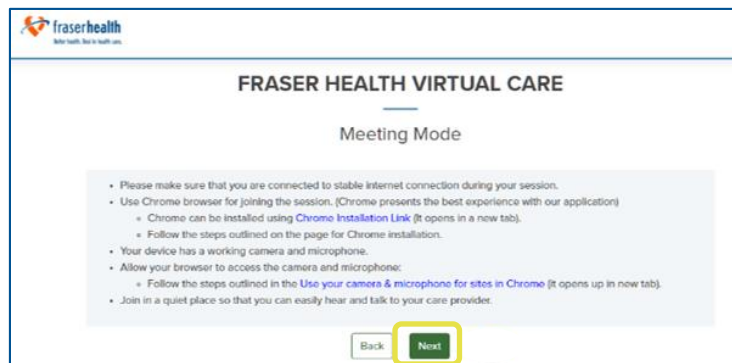


2. An **Authentication Code** screen appears asking how you want to get the code.
3. Select where you would like the Authentication Code sent to: automated phone call, text, or email.
4. Type in the phone number or email address, depending on what you chose. This is the “masked value”.
5. Click the **Send** button.
6. Wait 2 to 5 minutes to receive the authentication code by the option you chose.
7. Type in the code you received.
8. Click on the **Verify** button.

9. This brings you into the **Appointment Details** section of your Patient Centre.
10. Click the **Join Appointment** button.

First Name	TESTSANDWICH
Last Name	CWTCHICKEN
Appointment Date	April 28, 2023 at 10:30 a.m.
Attendance Status	Confirmed
Clinic	PAH Cardiac Rehab
Appointment Type	PAH HH TELEVISIT INTAKE
Status	Active
Virtual Consult	✔

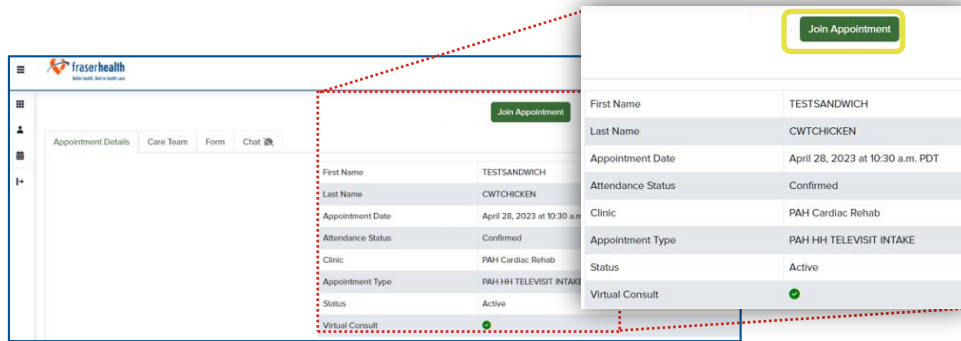
11. Review the **Meeting Mode** instructions when the **Fraser Health Virtual Care** window appears.
12. Click on the **Next** button.



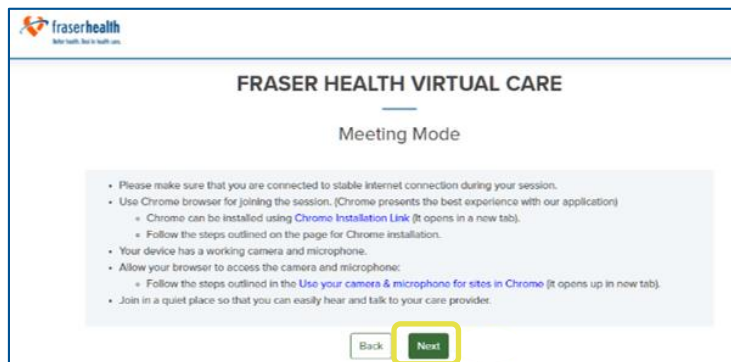
13. Complete any forms if asked to (page 11).
14. Wait in the Virtual Care Waiting Room (page 19) until your visit starts.

How to join using a link within the Patient Centre

1. Log into your Patient Centre.
2. Click on the visit you will be joining to open the **Appointment Details** section.
3. Click the **Join Appointment** button in your **Appointment Details** section once your Patient Centre opens.



4. Review the **Meeting Mode** instructions when the **Fraser Health Virtual Care** window appears.
5. Click on the **Next** button.

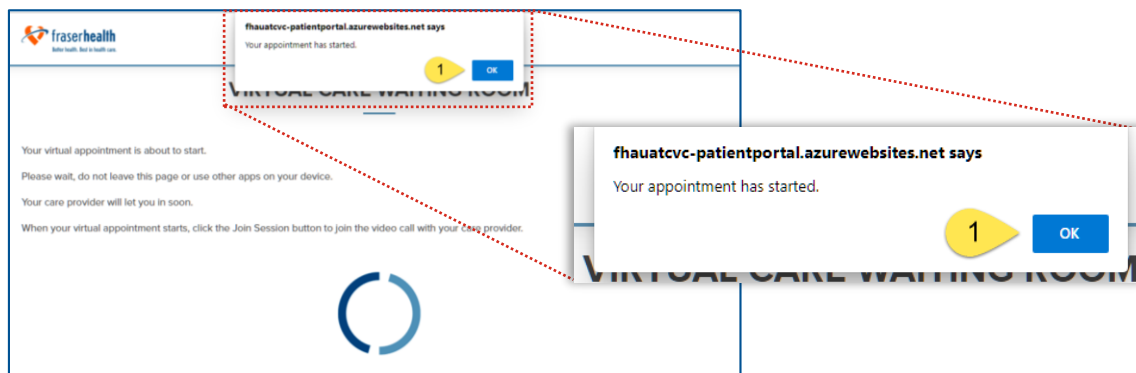


6. Complete any forms if asked to (page 11).
7. Wait in the Virtual Care Waiting Room (page 19) until your visit starts.

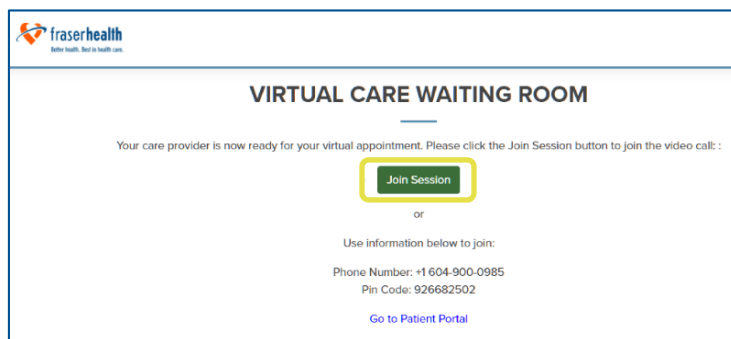
The Virtual Care Waiting Room

Once you have gone through the steps to join the virtual visit, you will be in the Virtual Care Waiting Room.

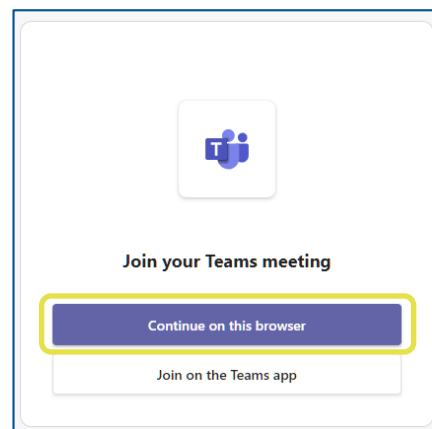
1. Wait here until you see a pop-up message at the top of the screen that says “Your appointment has started”.
2. Click the **OK** button.



3. Click the **Join Session** button to start your video visit with your care provider. You are now in an MS Teams Video Call.



4. Join the MS Teams Video Call by selecting **Continue on the browser**.
If you downloaded the MS Teams app, the app will automatically open.
5. Make sure your camera and microphone are turned on.



Who do I contact?

When you have questions or need help with the app

Please contact the clinic that you made the appointment with this app if you have any questions or need help.

When you don't feel well

If you are not feeling well and you are an **admitted inpatient** in one of our virtual hospital units, such as our virtual psychiatric unit:

- Call **your care team** first, using the contact number they gave you.
- Call **Fraser Health Virtual Care** to speak to a registered nurse if you cannot contact your care team.
1-800-314-0999 or live chat online at fraserhealth.ca/virtualcare
Available from 10:00 a.m. to 10:00 p.m., 7 days a week.

If you are not feeling well and you are an **outpatient** with one or more of our clinics, these are your options:

- Call **Fraser Health Virtual Care** to speak to a registered nurse.
1-800-314-0999 or live chat online at fraserhealth.ca/virtualcare
Available from 10:00 a.m. to 10:00 p.m., 7 days a week
- Call your family practitioner (family doctor or nurse practitioner)
- Call **HealthLinkBC 8-1-1 (7-1-1 TTY)**
 - Speak to a registered nurse after hours, 7 days a week
 - Speak to a pharmacist 5:00 p.m. to 9:00 a.m., 7 days a week
 - Speak to a dietitian 9:00 a.m. to 5:00 p.m., Monday to Friday

If you have chest pains, difficulty breathing, or severe bleeding at any time, it could be a **life-threatening emergency**:

Call 9-1-1 or your local emergency number right away.

