SANTÉ QUÉBEC

VIRTUAL CARE PLATFORM
PATIENT ACCESS PORTAL

USER GUIDE

Your healthcare professional has invited you to use the Patient Access Portal of the Virtual Care Platform. This portal allows you to receive messages from professionals, complete forms and questionnaires, and attend virtual appointments (by video call). To access the portal, go to https://accespatient.soinsvirtuels.gouv.qc.ca.

This guide explains how to access and use your Patient Access Portal.

What you need to get started

1. **You need an email address.**
   This email address needs to work properly, and it should belong to you. Your invitation to create your portal account will be sent to this address. Once you have created your account, you will receive emails to let you know when it's time to sign into the portal. You will also receive a verification code at this address every time you sign into the portal.

2. **You need an invitation from a healthcare professional.**
   Registration on the portal is only possible with an invitation from a healthcare professional. The invitation is sent in two parts:
   - **an invitation email,** which contains an account setup link; and
   - **a 6 digit invitation code.** Your healthcare professional will provide this to you either in person, over the phone, or by a text message (SMS) sent to your cell phone.

3. **You need to consent (agree) to using virtual care.**
   Your healthcare professional is required to ask you for this **before** inviting you to use the portal. Remember, you always have the right to refuse virtual care.

IMPORTANT

You must create your account within 5 days of receiving your invitation.
After 5 days, your invite code and link will stop working.

Contact your clinic if your invitation is expired or lost.

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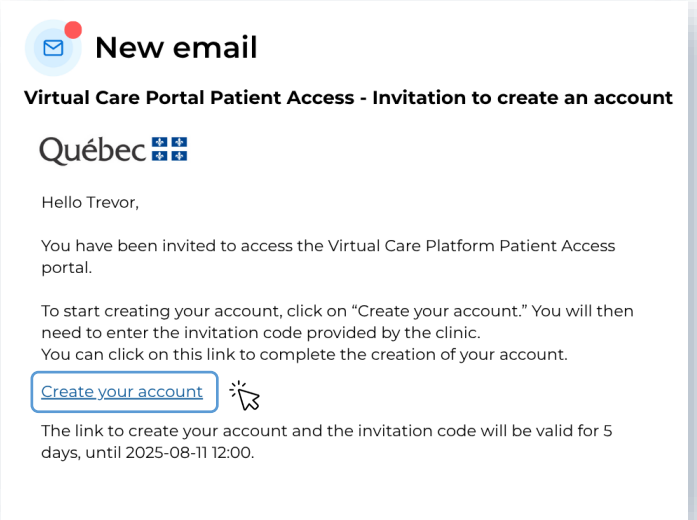
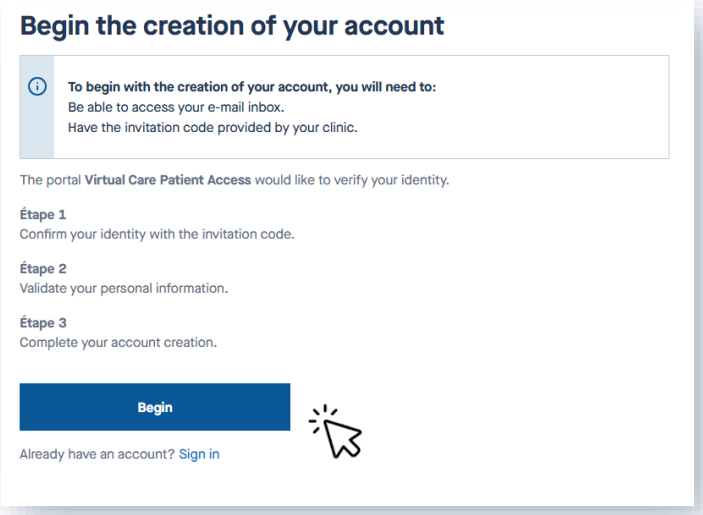
How to create your account

1. Open the invitation you received by email, then click on **“Create your account.”** You will be redirected to the portal.

Contact your clinic if you have not received this email.



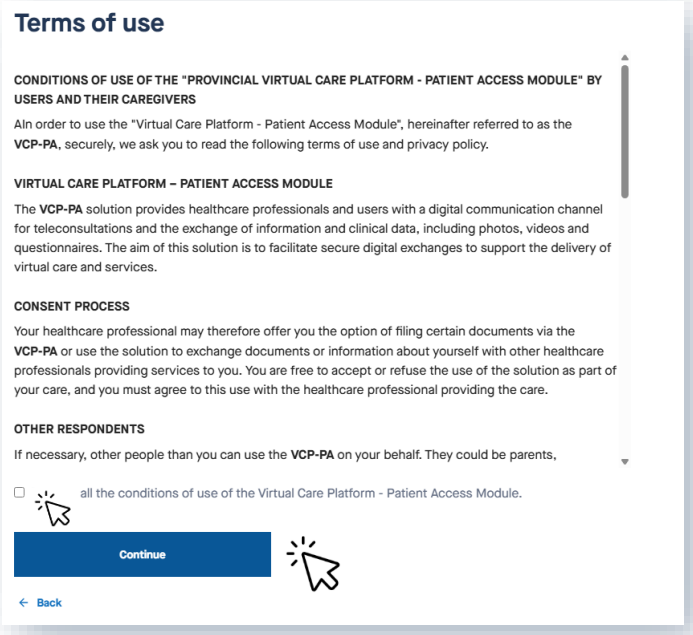
2. You will see a summary of the steps you will follow to create your account. Click **“Begin.”**



3. **Accept the terms and conditions.** Read them carefully before continuing.

To confirm that you have read and understood the terms, click the box ☑ beside **“I accept all of the conditions for using the Virtual Care Platform.”**

Once you have checked the box, click **“Continue”** to go to the next step.

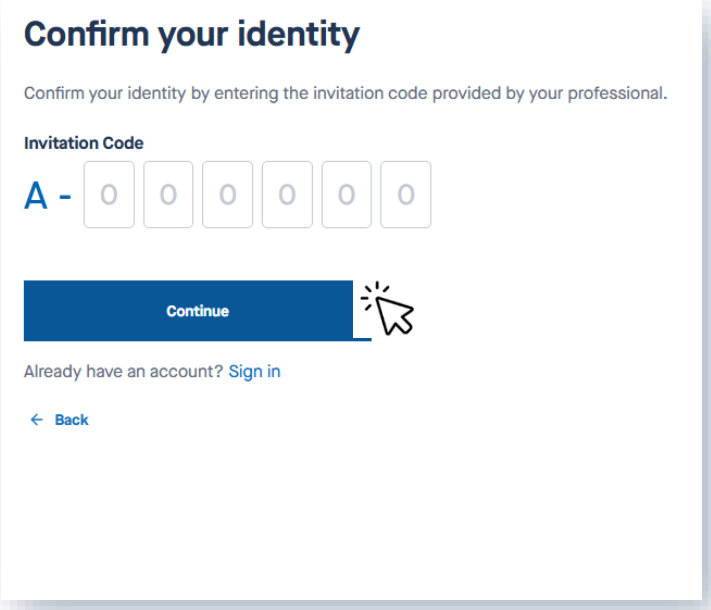


4 Enter your invitation code.

This step allows us to confirm your identity.
You can choose to receive this code:

- in person (during an appointment);
- over the phone (during a call with the clinic); or,
- in a text message (SMS) sent to your cell phone.

If you can't find your invitation code, contact your clinic.

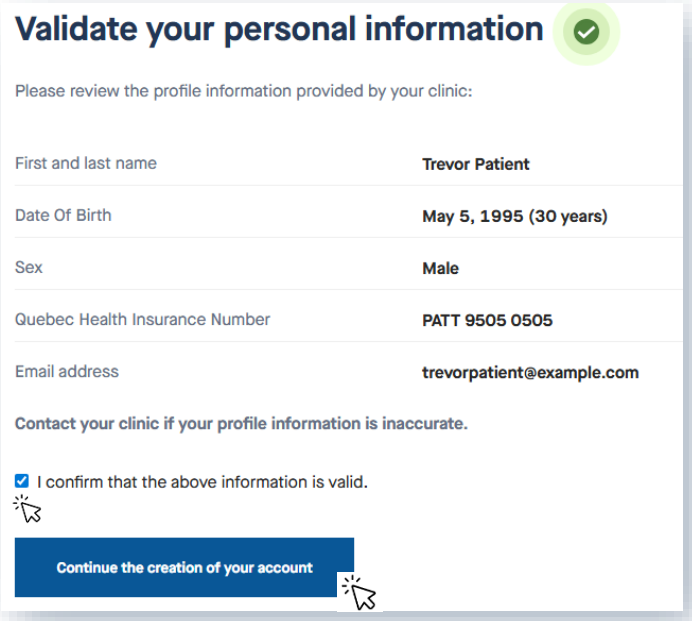


Enter the code exactly as it was provided to you, then click **"Continue"** to continue creating your account.

5 Ensure your personal information is correct.

You will see your personal information as it was entered by the clinic. Verify it carefully. **If it contains any errors, contact your clinic before you continue any further.**

If your information is correct, click the box ☑ beside **"I confirm that the above information is accurate..."** then click "**Continue creating my account.**"



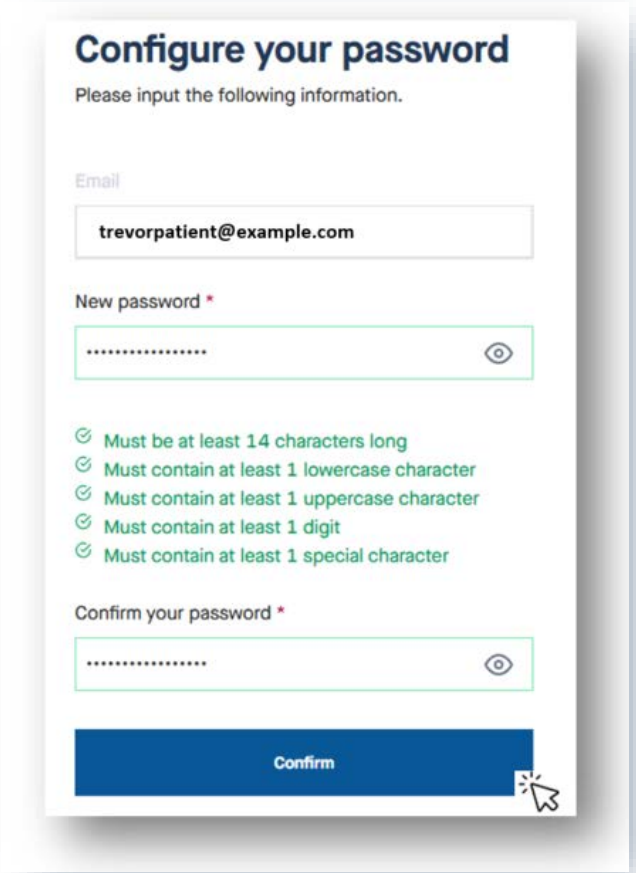
6 Choose your password.

You must now select a password for your account.
Enter a password that is easy for you to remember, but difficult for others to guess.

Enter your desired password under **"New password."** Your password needs to respect the rules appearing in green text.

Enter your password again under **"Confirm your password."**

Click **"Confirm."**



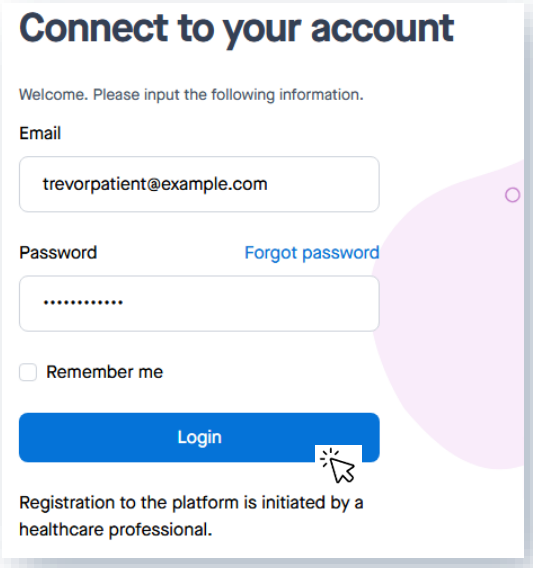
Congratulations! Your account has been created.
Read the next sections to learn how to sign into your account and use the portal.

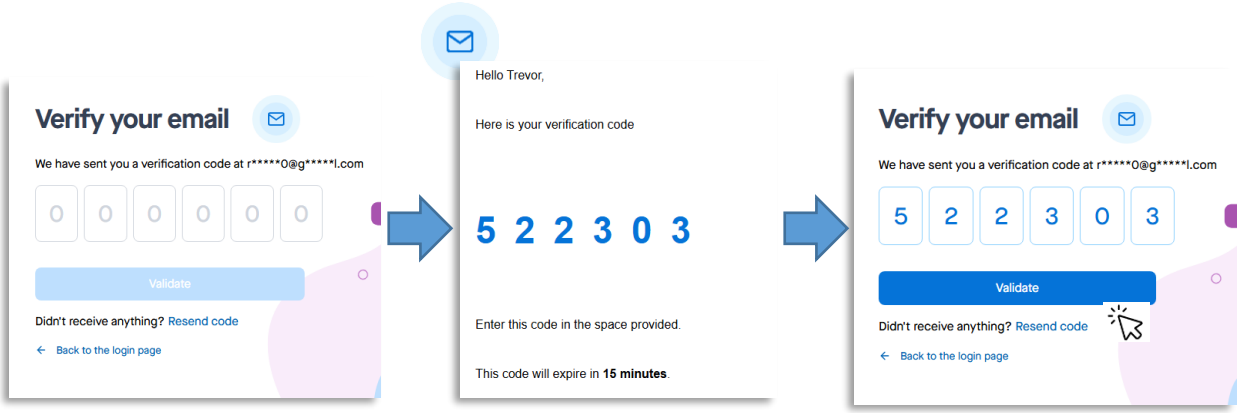
How to log into the portal

1. **Go to the login page.**
   You can log into the portal at accespatient.soinsvirtuels.gouv.qc.ca.
   Tip: *For faster access, add this link to your favourites/bookmarks.*

2. **Log in.**
   Enter your email address and password, then click **"Login."**

3. **Check your email for your verification code.**
   Open your email inbox. You will receive a six-digit verification code.
   Enter this code in the portal, then click **"Validate."**

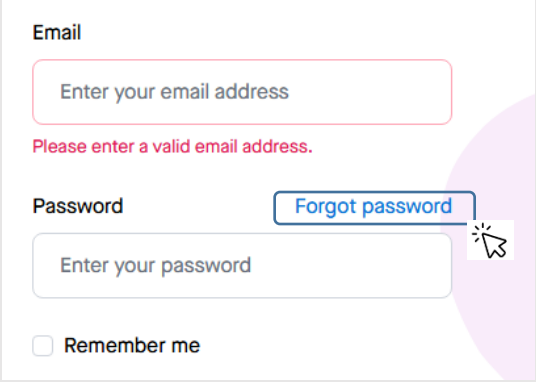




If you forget your password

1. On the login page, click **« Forgot password »**.
2. Enter your email address, then click **"Submit."**
3. Check your email inbox. You will receive an email with a link that will allow you to reset your password.

1



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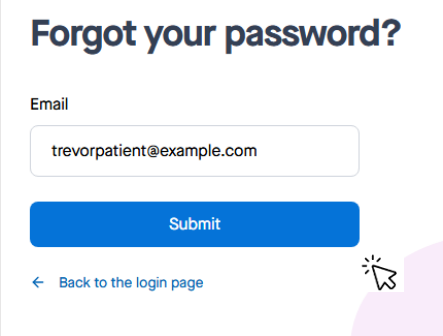


3

How to access the portal as a representative

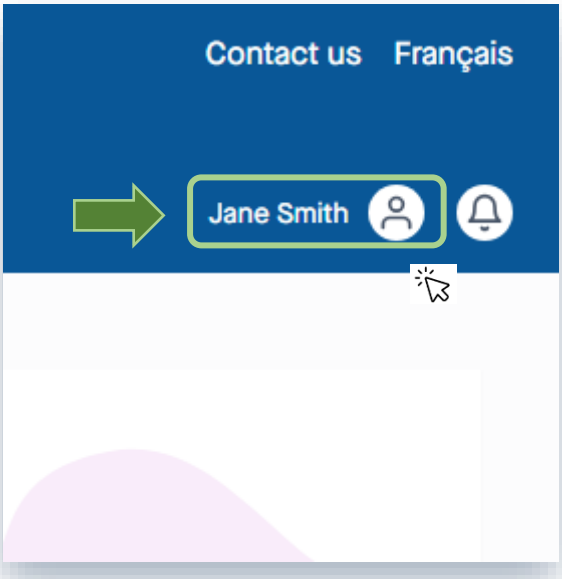
A healthcare professional may have invited you to use the platform to participate in another person's care. For example, you may be asked to use it for your child's care, or the care of another person who you take care of. If this is the case, you have been invited to use the platform as a **representative**. Here's how it works.

Your account will have two sections:

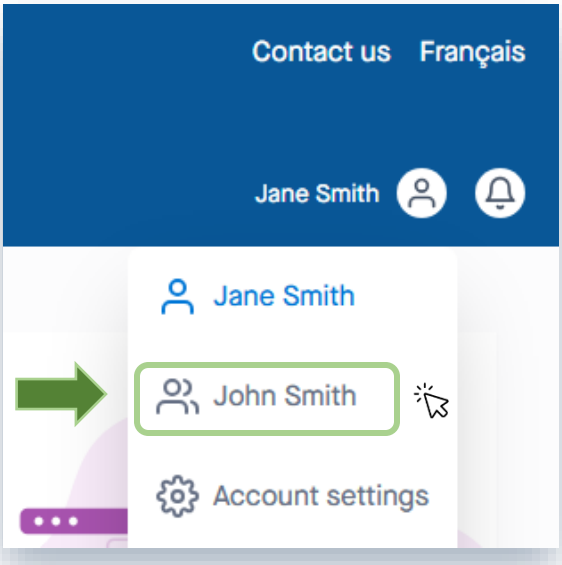
- one section for **your own care**;
- another section for **the care of the person you represent.**

When you log into the platform, you'll automatically see the section for **your own care.** To see the section for the person you represent, follow these steps.

1. **Click on your name in the upper right-hand corner of the screen.**



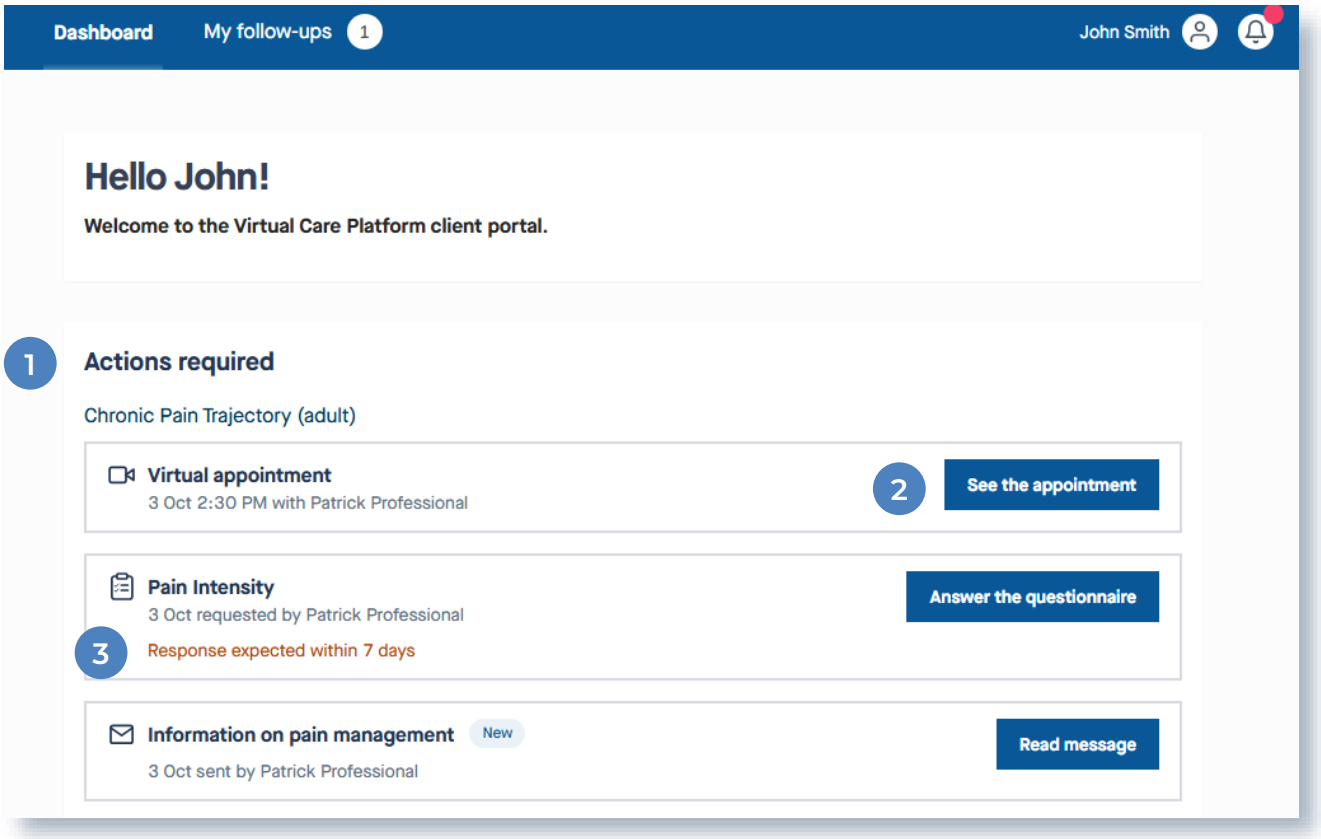
2. **Click on the name of the person you are representing.**



How to use the portal

1. THE DASHBOARD

The dashboard is the first thing you will see when you log into the platform.



1 The **Actions required** list shows everything that requires your attention, including:

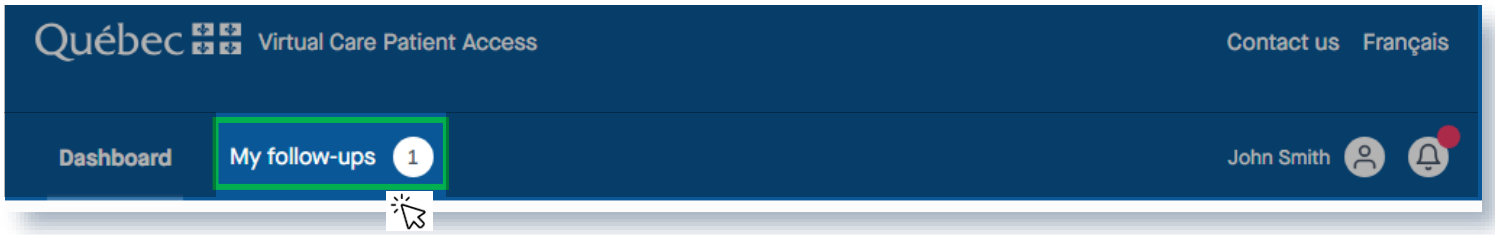
- new messages from your healthcare professional ;
- forms and questionnaires you need to complete;
- your upcoming virtual appointments.

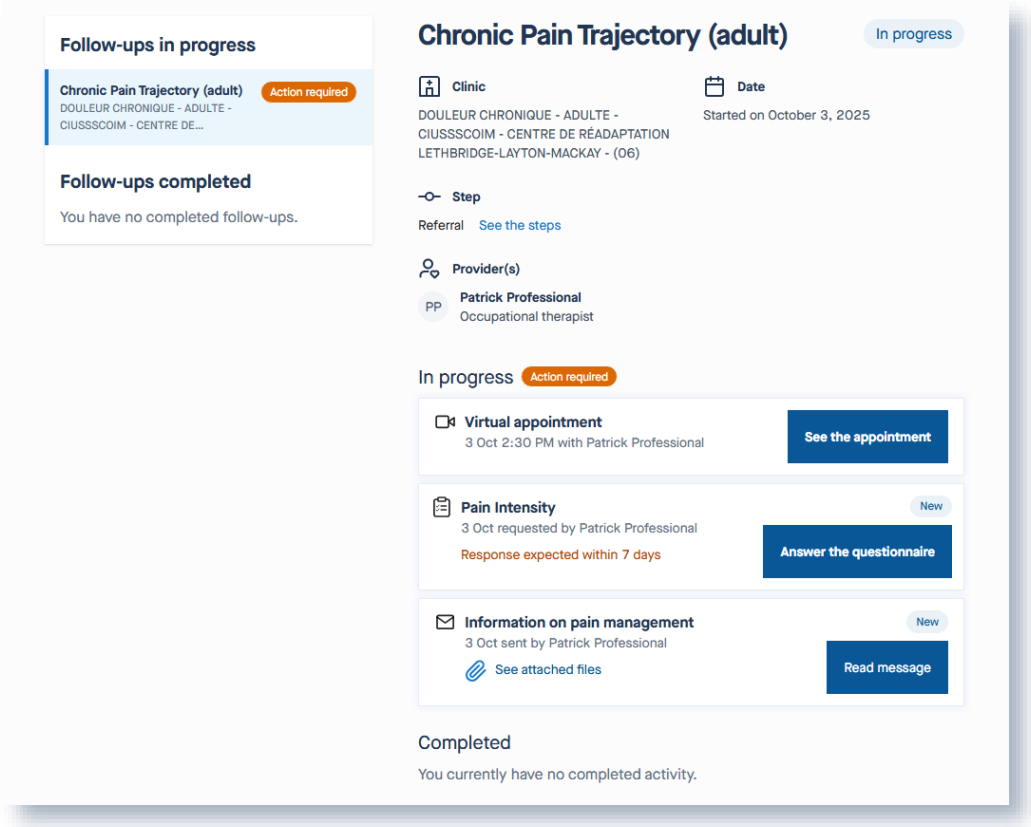
2 **Blue buttons** bring you directly to the task you need to complete.

3 Your professional can request that you reply to a message or complete a form before a given date. **If this is the case, the deadline to respond will appear in orange**.

2. THE “MY FOLLOW-UPS” TAB

You can see more detailed information regarding your care by opening the “My follow-ups” tab.





Dans cette section, vous pouvez voir les actions que vous devez prendre. Vous pouvez aussi voir les actions que vous avez complétées.

Par exemple, vous pouvez revoir les messages que vous avez déjà lus.

An orange **Action required** indicator means that your professional has sent you something that requires action on your part.

Orange text indicates a deadline.

A **New** indicator marks items you have not yet looked at.

3. READ AND REPLY TO MESSAGES

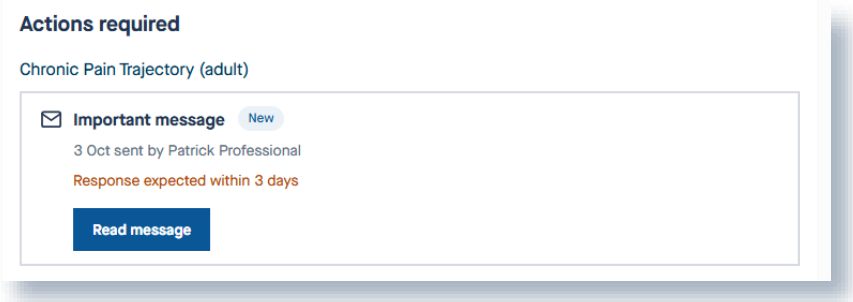
Your healthcare professional can send you messages through the platform.
You will receive an email notification when you receive a new message from your professional.

!!

THIS IS NOT AN EMERGENCY SERVICE
Call 911 or go to the emergency room if your life, or the life of a loved one, is in danger.

Once you have logged into the platform, new messages will appear in your **Actions required** list.

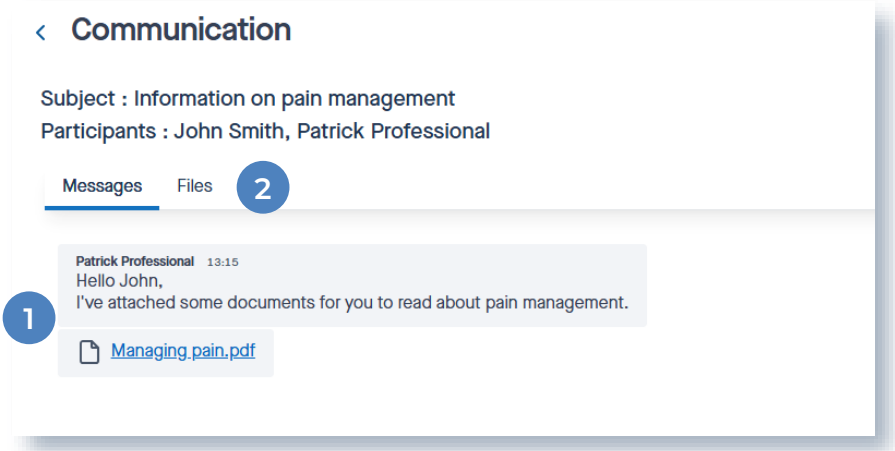
Messages are marked by an envelope symbol (✉).
If your professional has given a deadline for you to answer the message, it will appear in orange.

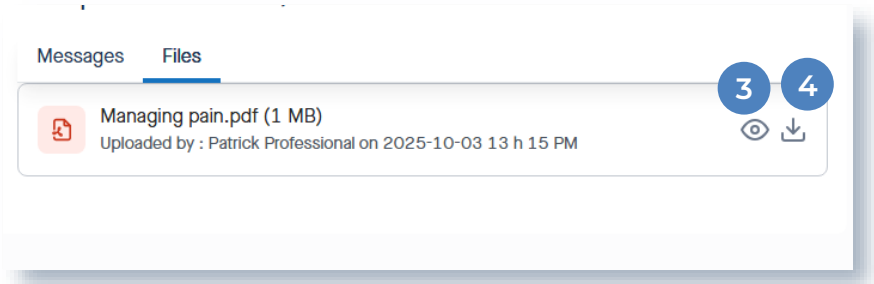


To read a message, click the **Read message** button.
To find a message you have already read, go to the **My follow-ups** tab.

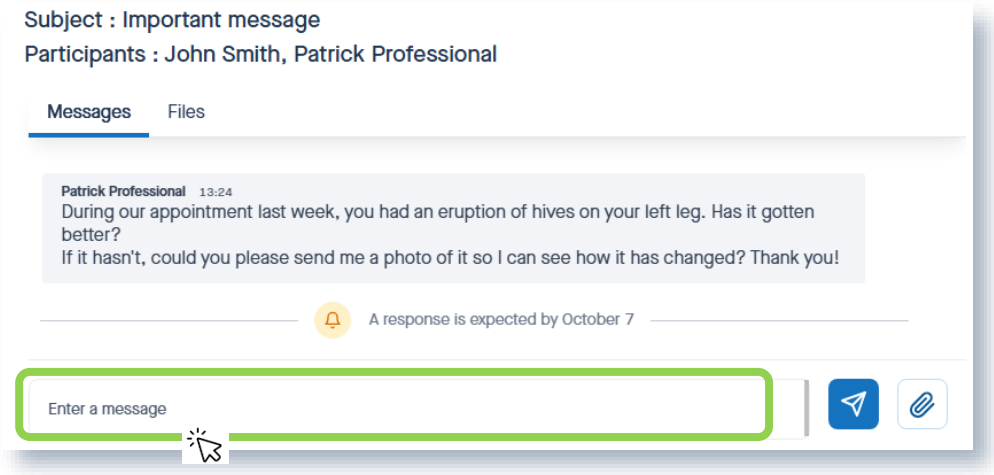
Here's what you'll see when you open a message.

1. To open an attached file, click on its name (underlined in blue).
2. Click on the **Files** tab to see a list of files your professional has sent you.
3. Click on the eye symbol 👁 to see a preview of the attached file.
4. Click ⬇ to download the attachment.

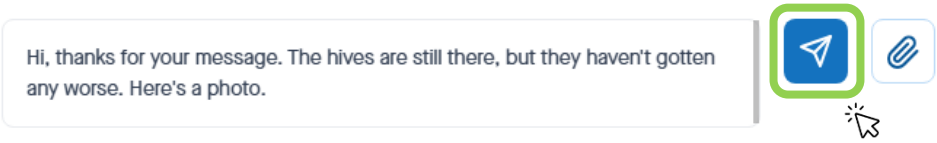




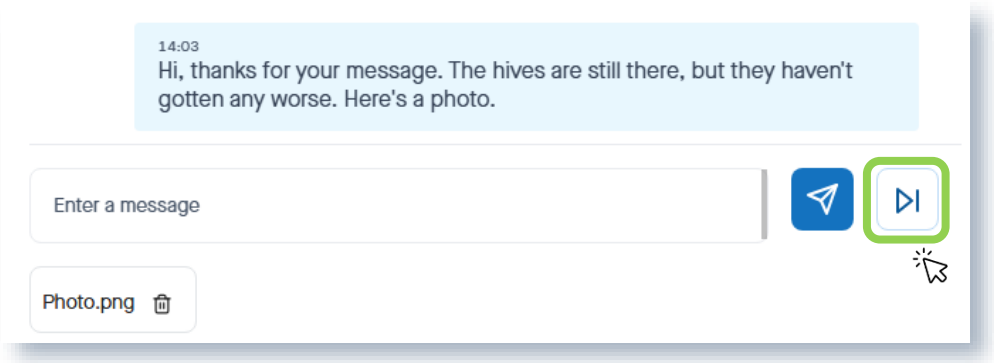
Your healthcare professional can request that you reply to a message. If this is the case, you will see a text box below the message you have received.
Click on "**Enter a message**" and start typing your message.



Once you have finished writing your message, **click the paper airplane button to send it.**



To attach a file, click the paperclip symbol .
You will then be able to choose the file you wish to send. When the file is ready to be sent, the paperclip symbol will become the Send button ( ). **Click on it to send the attachment.**



!

This is not an instant messaging ("chat") system.

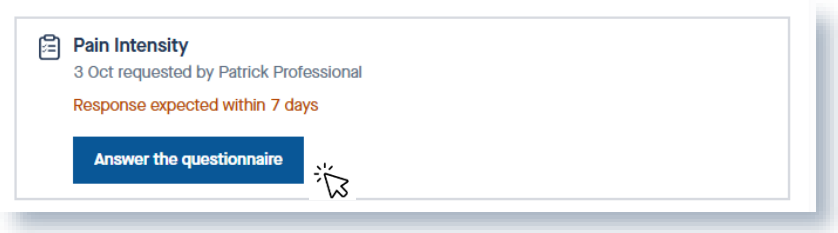
Your professional will reply to your message as soon as they can. However, there may be a delay before your professional is able to reply.
When your professional replies, you will be notified by email.

4. FILL OUT QUESTIONNAIRES/FORMS

Your healthcare professional can send you forms and questionnaires to complete using the platform. They might use these to better understand your symptoms and how they change over time. These can also be used to determine your eligibility for certain services.

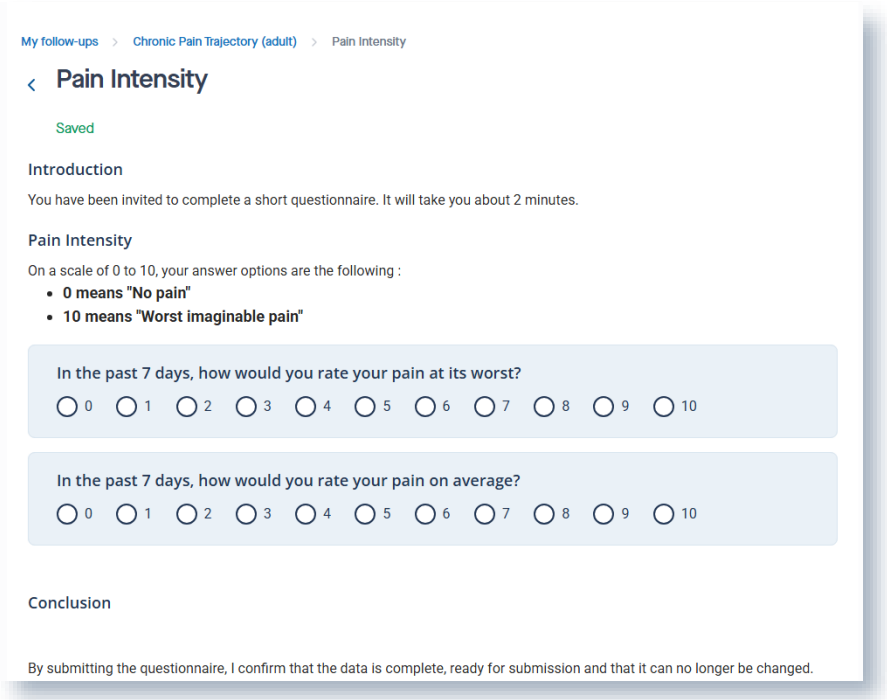
When your healthcare professional sends you a new form or questionnaire to complete, you will receive a notification by email.

Once you have signed into the platform, you'll see the new form/questionnaire in your **Actions required** list. To begin completing it, click **Answer the questionnaire**.



The appearance of forms and questionnaires can vary. For example, you might see a list of multiple-choice questions regarding your health. Other times, you'll simply be asked to confirm that you have read and understood a document (e.g. a consent form).

Follow the instructions on the screen, then click Submit the questionnaire once you have answered all the questions.

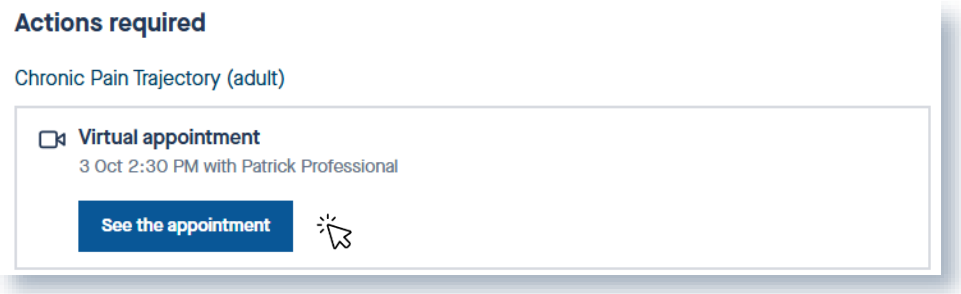


Your answers are saved automatically. If you aren't able complete the entire questionnaire all at once, you can return to the platform later and reopen the questionnaire from your **Actions required** list. You can also review questionnaires you have submitted in the past by going to the **My follow-ups** tab.

5. CONNECT TO A VIRTUAL APPOINTMENT (TELECONSULTATION)

The platform allows you to attend virtual appointments with your healthcare professional by video call. (Virtual appointments are sometimes called “teleconsultations.”)

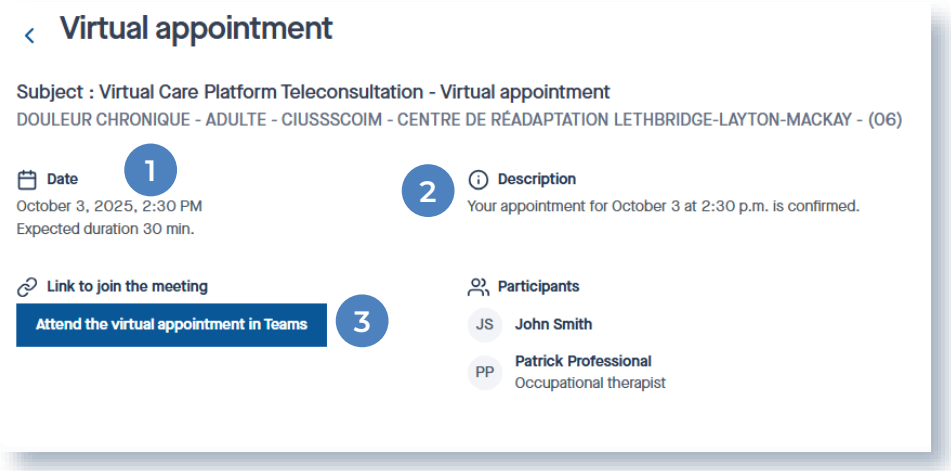
When your healthcare professional invites you to a virtual appointment, you’ll receive a notification by email. Upcoming virtual appointments are shown in the **Actions required** list.



To see appointment details, click on See the appointment.

On the appointment page, you will see:

1. **the date, time, and expected duration of the appointment;**
2. **the names of the participants** (professionals and representatives);
3. **the link to join the video call.**



To attend your appointment, click the **Attend the virtual appointment in Teams** button.
This button becomes available one hour before the appointment begins.

If you use the portal on a smartphone or tablet

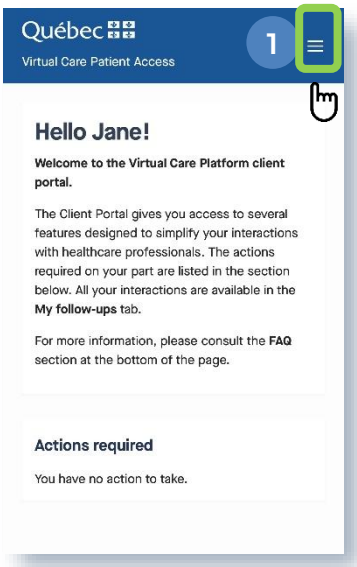
You can access the platform from a smartphone or tablet. The general principles of using the platform are the same; however, some buttons may appear differently.

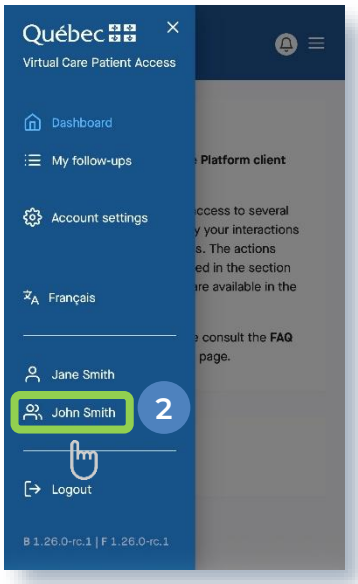
REPRESENTATIVE ACCESS

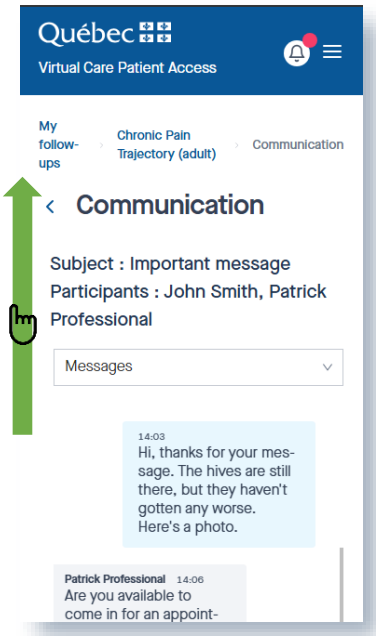
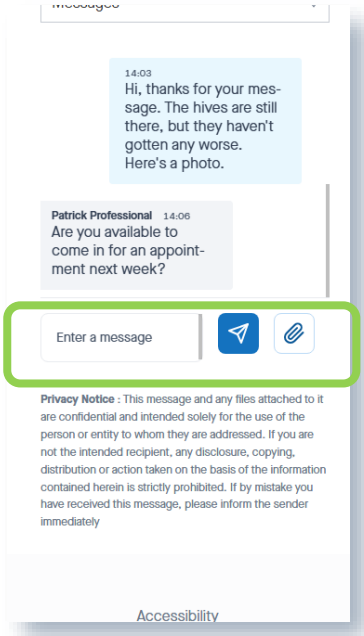
On a smartphone, your name won't appear at the top right-hand corner of the screen.

To access the Representative section of your account, follow the steps below.

1. **Tap the Menu button** (three lines, one on top of the other).
2. **Tap on the name of the person you are representing.**





SEND MESSAGES AND FILES

When you open a message, the buttons allowing you to reply to the message and attach files may be hidden.
Scroll down on the page to reveal them.