THE PROOF SERIES

A SENIOR'S SIMPLE GUIDE TO ONLINE HEALTH CARE

Health Proof

One clear step at a time.



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PROUDLY CANADIAN



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FREE SAMPLE CHAPTER

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PATIENT PORTALS

Digital health at a glance

Digital health is a set of doors into care: a portal for records, online booking for appointments, video for some visits, pharmacy tools for refills, and apps or wearables for reminders and trends.

Name the task › **Choose the tool** › **Use official route**



1. Name the task you want to do.
2. Choose the door that matches it.
3. Use the clinic or pharmacy's official route.
4. Keep phone and in-person options available.

> ! **GOOD TO KNOW:** One account may not cover every clinic, hospital, lab, or pharmacy.

TALE

A SMALL SMILE

A SMALL SMILE

Stan called every health website 'the portal.' Once he named the job first, the correct door became much easier to find.

PATIENT PORTALS

Choose the right device

Use the device that gives you the clearest screen, steady sound, and easiest typing. A phone travels well; a tablet or computer may be more comfortable for long forms and video visits.

See › **Type** › **Choose**

1. Hold each available device at a comfortable distance.
2. Try reading a normal message.
3. Try typing one sentence.
4. Choose the easiest device, not the newest one.

! **GOOD TO KNOW:** A stand can make a tablet or phone much steadier for a video visit.

TALE

A SMALL SMILE

A SMALL SMILE

Mabel's new phone was clever, but her old tablet won the appointment because it stayed put and had room for everyone's eyebrows.

PATIENT PORTALS

Prepare your phone, tablet, or computer

A few basic checks prevent many health-technology problems.

Update › **Charge** › **Test**

1. Install current system and app updates.
2. Charge the battery or connect power.
3. Set the correct date and time.
4. Confirm that sound, camera, and internet work.
5. Keep the charging cable within reach.

> ! **GOOD TO KNOW:** Do these checks the day before a video appointment, not two minutes before it.

TALE

A SMALL SMILE

A SMALL SMILE

Harold tested his camera early and discovered it was aimed at the ceiling fan. The fan was healthy, but it did not have the appointment.

PATIENT PORTALS

Make text and buttons easier to see

Larger text, stronger contrast, and screen magnification reduce strain and mis-taps.

Settings › Larger text › Comfort

1. Open the device's Accessibility or Display settings.
2. Increase text size one step.
3. Try bold text, higher contrast, or display zoom if available.
4. Return to the portal and check that buttons still fit.
5. Use browser zoom for a web page if needed.

! **GOOD TO KNOW:** Change one setting at a time so you know which change helped.

TALE

A SMALL SMILE

A SMALL SMILE

Rita enlarged the text and stopped leaning toward the screen. Her neck approved before she did.

PATIENT PORTALS

Use a reliable internet connection

Portals and video visits work best on a private, stable connection.

Private network › **Strong signal** › **Backup plan**

1. At home, connect to your usual Wi-Fi or wired internet.
2. Avoid signing in to health accounts on open public Wi-Fi.
3. Move closer to the router if video freezes.
4. If the connection is weak, ask whether a telephone visit is possible.

! **GOOD TO KNOW:** A strong cellular connection may work, but video can use a significant amount of data.

TALE

A SMALL SMILE

A SMALL SMILE

Doug moved three rooms closer to the router and his doctor stopped looking like a talking postage stamp.

PATIENT PORTALS

Find the official service

The safest starting point is the clinic, hospital, pharmacy, or provincial health service you already know.

Trusted source › Check address › Open

1. Use a printed instruction, saved bookmark, or the organization's known website.
2. Check the organization name and web address carefully.
3. Avoid advertisement links that promise faster results or special access.
4. When unsure, call the office using a number you already trust.

! **GOOD TO KNOW:** A logo can be copied. A trusted route is stronger evidence.

TALE

A SMALL SMILE

A SMALL SMILE

Alice searched for her hospital and nearly chose an advertisement. Her appointment letter had the correct address in plain black ink.

PATIENT PORTALS

Accept a portal invitation

Some portals begin with an email, text, printed code, or registration link from your care provider.

Expect it › **Verify it** › **Register**

1. Make sure you recently asked for access or were told to expect the invitation.
2. Check that the sender and clinic name are familiar.
3. Use the invitation before its stated expiry time.
4. If anything feels wrong, call the clinic through its known number.

! **GOOD TO KNOW:** Never forward an invitation that contains a personal registration link or code.

TALE

A SMALL SMILE

A SMALL SMILE

Ken received a portal invitation after Tuesday's visit. Because he expected it, he checked it calmly instead of treating every blue link as a parade route.

PATIENT PORTALS

Create your account

Registration usually confirms your identity and connects you to the correct health record.

Identity › Strong login › Recovery

1. Enter your own information exactly as the provider has it.
2. Create a long, unique password or passphrase.
3. Turn on multi-factor authentication when offered.
4. Save recovery information in a secure place.
5. Finish on a private device.

! **GOOD TO KNOW:** Do not use the same password as your email account.

TALE

A SMALL SMILE

A SMALL SMILE

Edna's portal rejected 'Edna123' as too short. Her password manager produced something stronger and, importantly, remembered it.

PATIENT PORTALS

Sign in safely

A normal sign-in should begin from the official app, saved bookmark, or known website.

Open directly › **Sign in** › **Verify**

1. Open the trusted service directly.
2. Enter your username and password.
3. Complete the second verification step if requested.
4. Stop if the page asks for unusual payment, gift cards, or remote computer access.

! **GOOD TO KNOW:** A verification code belongs only in the sign-in you started. Never read it to an unsolicited caller.

TALE

A SMALL SMILE

A SMALL SMILE

Victor received a login code while eating lunch. He had not signed in, so the code went nowhere and lunch continued.

PATIENT PORTALS

Tour the portal dashboard

Most portal home pages group the same kinds of tasks even when the names differ.

Messages › Appointments › Results

1. Find Messages or Inbox.
2. Find Appointments or Visits.
3. Find Results, Records, or Health Information.
4. Find Medications or Prescriptions if available.
5. Find Profile, Settings, or Help.

! **GOOD TO KNOW:** Take a screenshot or write down the path to the two sections you use most.

TALE

A SMALL SMILE

A SMALL SMILE

Nora spent five minutes touring the dashboard. The next day, Results was no longer hiding; it was exactly where she had left it.

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