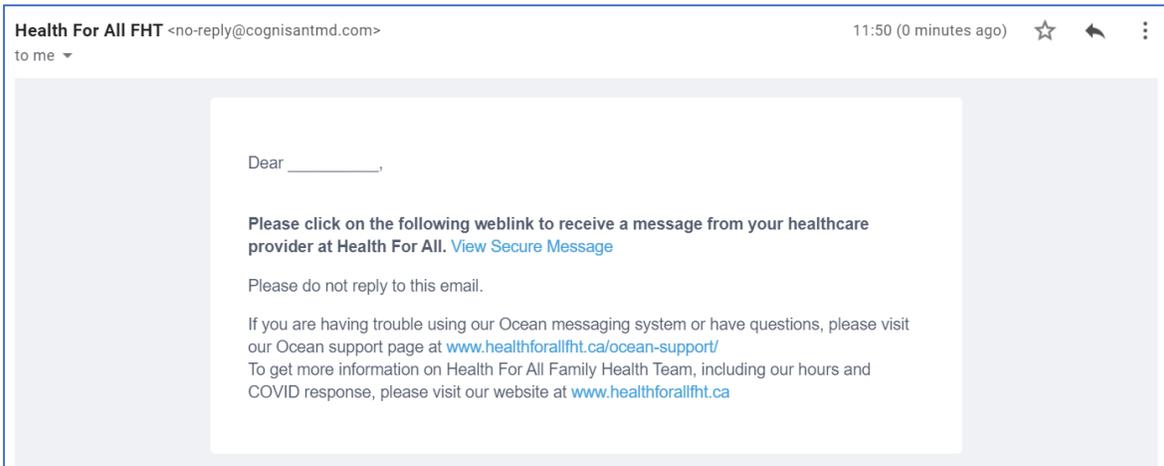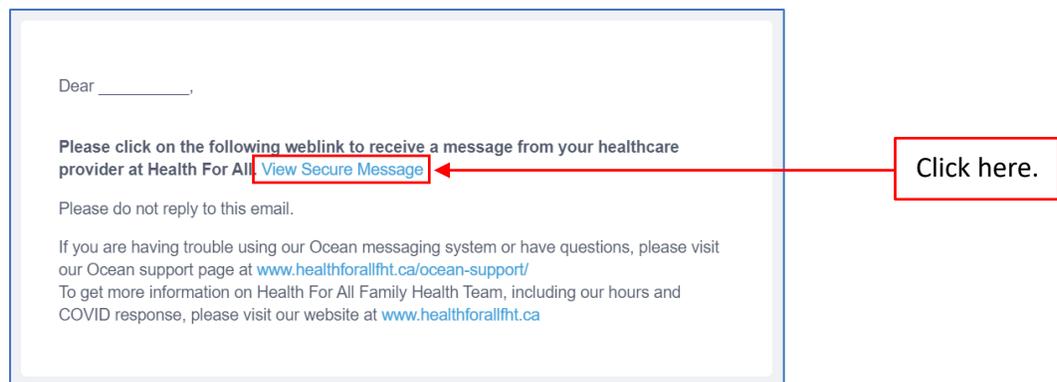# Ocean How-To's

Attach a File in a Response to your Provider

This How-To was developed to help you attach a file to your response to a secure message from your provider at Health for All. If you are unsure what a secure message is, please read the "Helpful Terms" section of the Ocean page http://healthforallfht.ca/ocean-support/. You will know that this is the correct tutorial if you receive the following e-mail from Health for All:

<u>Please do not reply to this e-mail.</u>

1. To begin, please click the blue link that says "View Secure Message". This will open a new tab in your web browser.
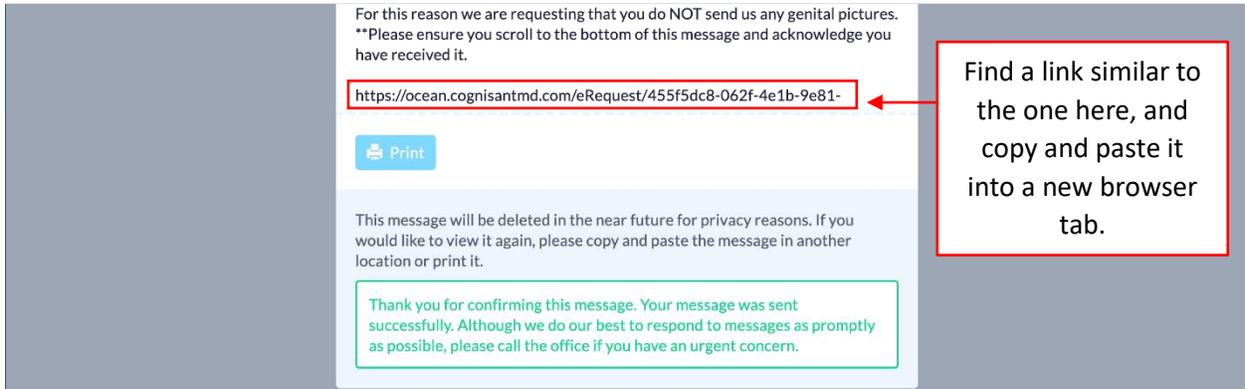

Click here.

2. The new tab will look like the image below. Please enter your date of birth in the boxes provided, then click the Next button.

Verify Your Identity

Your healthcare provider has sent you a secure message.
To view the message, please confirm the information below.

Birth Date [yyyy] [Month] [dd]
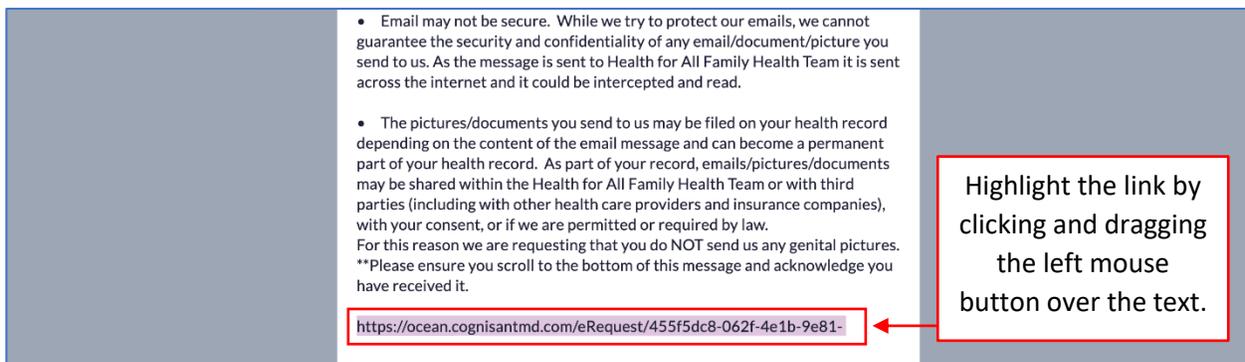
[Next]

Enter your birthday, then click Next.

3. The next page will contain the following message. Please read all of the information provided to ensure that you understand the guidelines regarding photographs and attachments being sent to Health for All. Scroll to the bottom of the message.

Secure Message From Your Healthcare Provider

☀ Feb. 16, 2021, 10:28 a.m.
Dear
Your provider has requested a document/picture from you. Please upload a MAXIMUM of 2 photos.

Please copy and paste the link at the bottom of this page into a new browser window. A page will open that allows for attachments to be sent to Health for All FHT.

• This link is only to be used once and for the reasons discussed with your provider. If your provider requires more information, another email will be sent to you. If this link is used inappropriately or inappropriate information is sent, you will no longer have access to this service.

• We cannot guarantee that your email will be received, read, or responded to in any particular time period. If you require a response to an email message, it is your responsibility to follow up with the Health for All Family Health Team office.

• Email may not be secure. While we try to protect our emails, we cannot guarantee the security and confidentiality of any email/document/picture you send to us. As the message is sent to Health for All Family Health Team it is sent across the internet and it could be intercepted and read.

• The pictures/documents you send to us may be filed on your health record depending on the content of the email message and can become a permanent part of your health record. As part of your record, emails/pictures/documents may be shared within the Health for All Family Health Team or with third

Read all of the information provided and scroll to the bottom.

4. Check (click) the small box indicating that you have received the message. Please note that this message will expire (no longer work) after a predetermined amount of time. If you wish to keep the information for your records, click the 🖨 Print button. Then, click the Next button.

**Please ensure you scroll to the bottom of this message and acknowledge you have received it by clicking the box next to "I have received this message" ☑. Please respond

[🖨 Print]

This message will be deleted in the near future for privacy reasons. If you would like to view it again, please copy and paste the message in another location or print it.

☑ I have received this message.
☐ I do not need to view this message again.

[Next]

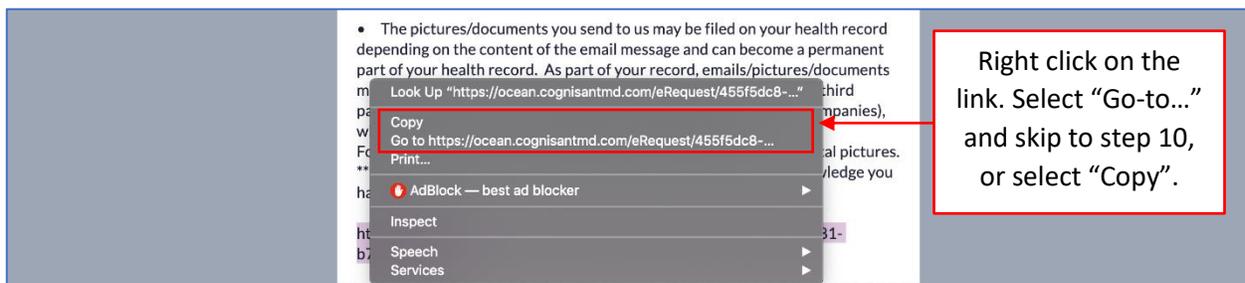Check that you have received the message and click "Next".

5. A green paragraph will appear. Now, scroll back through your message until you find a link similar to the one shown below. Once you have found it, copy and paste the link into a new tab. If you know how to do this please skip to step 10. If not, please continue to step 6.
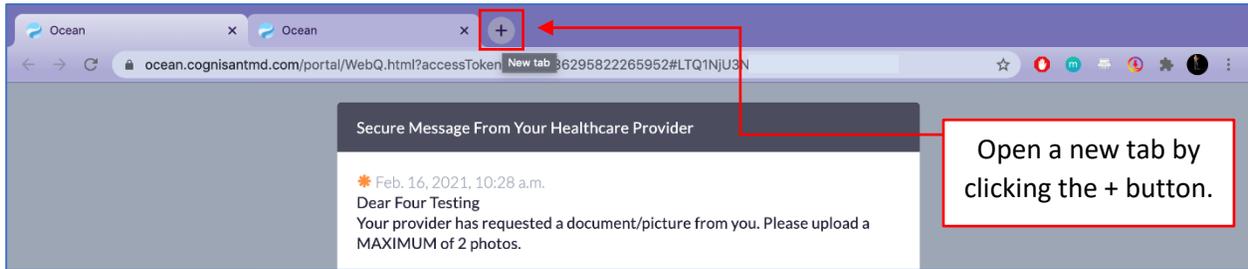
For this reason we are requesting that you do NOT send us any genital pictures.
**Please ensure you scroll to the bottom of this message and acknowledge you have received it.

https://ocean.cognisantmd.com/eRequest/455f5dc8-062f-4e1b-9e81-

🖨 Print

This message will be deleted in the near future for privacy reasons. If you would like to view it again, please copy and paste the message in another location or print it.

Thank you for confirming this message. Your message was sent successfully. Although we do our best to respond to messages as promptly as possible, please call the office if you have an urgent concern.

> Find a link similar to the one here, and copy and paste it into a new browser tab.

6. To copy and paste the link into a new browser tab, first highlight the text. To do this, click and hold the left button on your mouse to the left of the text, and drag it across the entirety of the link. Be sure that all of the link is highlighted. It should look like the image below.

- Email may not be secure. While we try to protect our emails, we cannot guarantee the security and confidentiality of any email/document/picture you send to us. As the message is sent to Health for All Family Health Team it is sent across the internet and it could be intercepted and read.

- The pictures/documents you send to us may be filed on your health record depending on the content of the email message and can become a permanent part of your health record. As part of your record, emails/pictures/documents may be shared within the Health for All Family Health Team or with third parties (including with other health care providers and insurance companies), with your consent, or if we are permitted or required by law.
For this reason we are requesting that you do NOT send us any genital pictures.
**Please ensure you scroll to the bottom of this message and acknowledge you have received it.

https://ocean.cognisantmd.com/eRequest/455f5dc8-062f-4e1b-9e81-

> Highlight the link by clicking and dragging the left mouse button over the text.
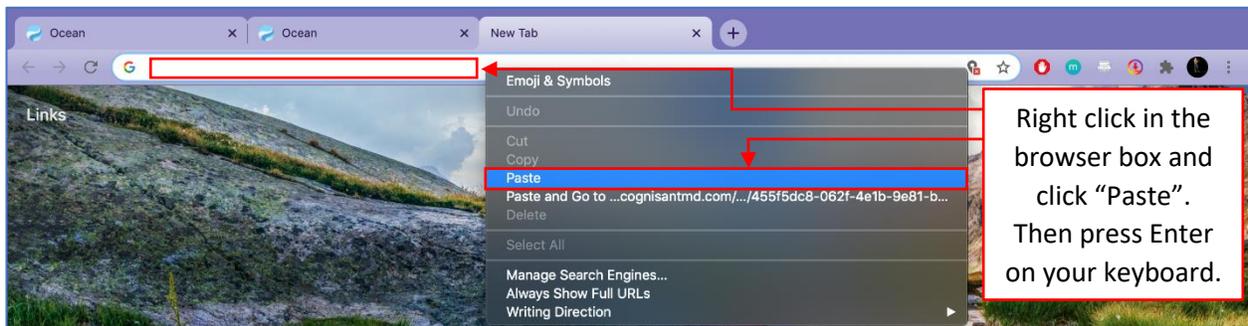
7. While the link is still highlighted, use the right button on your mouse to click on the link. A small box should appear that will give you options similar to the one below. Each computer is slightly different, however you should be able to find an option that says "Go to https://….". Click this option and skip to step 10, or click the option that says "Copy".

- The pictures/documents you send to us may be filed on your health record depending on the content of the email message and can become a permanent part of your health record. As part of your record, emails/pictures/documents

Look Up "https://ocean.cognisantmd.com/eRequest/455f5dc8-…"

Copy
Go to https://ocean.cognisantmd.com/eRequest/455f5dc8-…
Print…

AdBlock — best ad blocker ▶

Inspect

Speech ▶
Services ▶

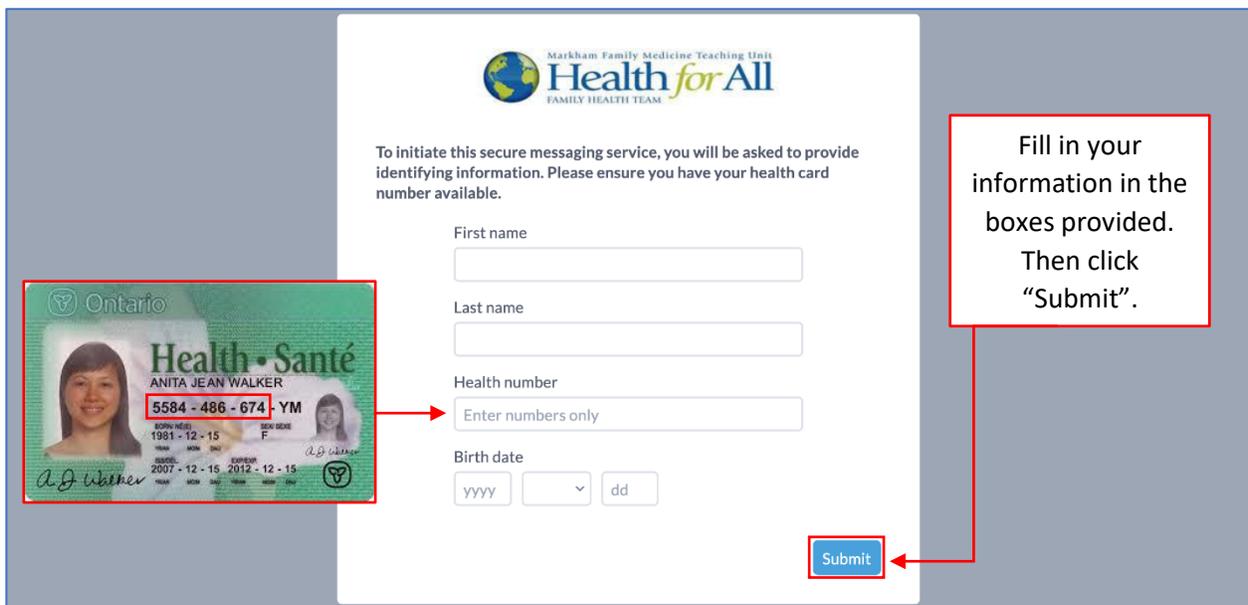> Right click on the link. Select "Go-to…" and skip to step 10, or select "Copy".

8. If you selected "Copy" in step 6, open a new tab in your web browser. To do this, look at the top of your screen and click the +. It may look slightly different on your computer.
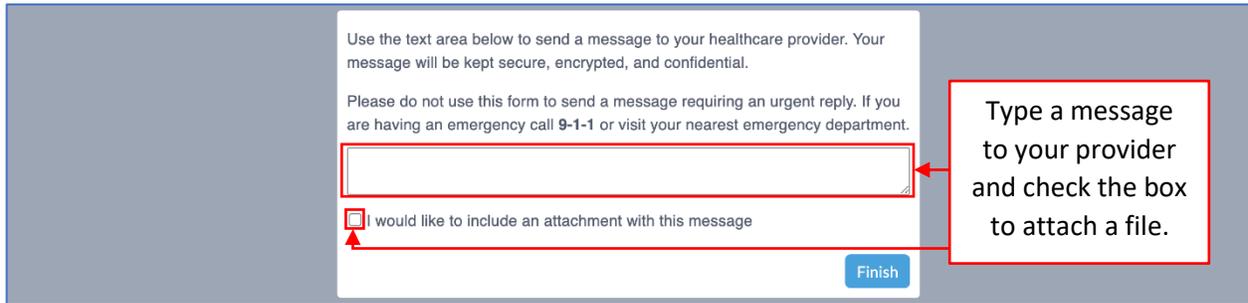

Open a new tab by clicking the + button.

9. In your new tab, click the right mouse button in the browser box. A small box will appear. Select the "Paste" option and press Enter on your keyboard.
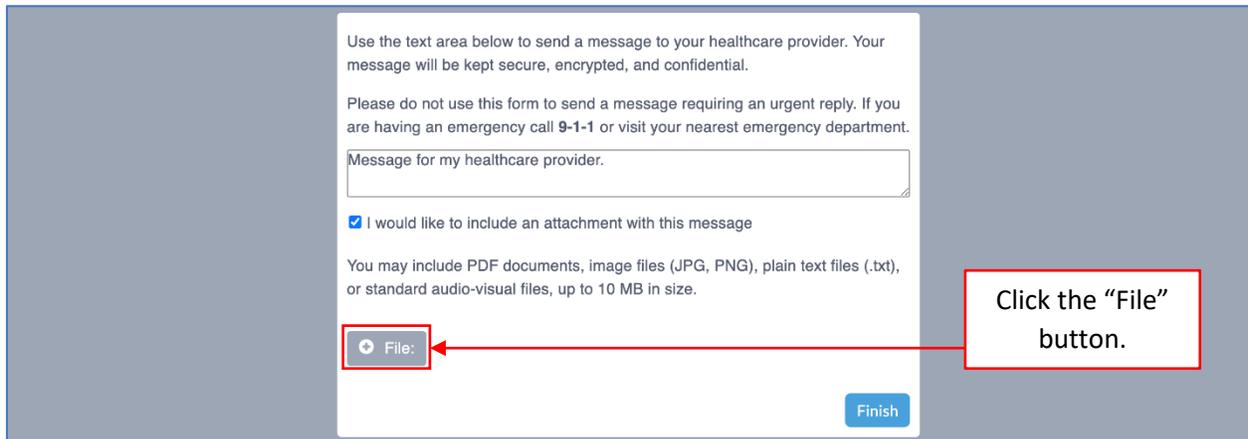

Right click in the browser box and click "Paste". Then press Enter on your keyboard.

10. The page will look like the image below. Please enter your first and last name, the numbers on your health card and your birthday. Then click the Submit button.

To initiate this secure messaging service, you will be asked to provide identifying information. Please ensure you have your health card number available.

First name

Last name

Health number

Enter numbers only

Birth date

yyyy   dd

Submit

Fill in your information in the boxes provided. Then click "Submit".

11. If you would like to respond to your provider's message, type it in the box provided. To include an attachment check (click) the small box (□) indicating you would like to include one.

Use the text area below to send a message to your healthcare provider. Your message will be kept secure, encrypted, and confidential.

Please do not use this form to send a message requiring an urgent reply. If you are having an emergency call **9-1-1** or visit your nearest emergency department.

☐ I would like to include an attachment with this message

Finish

Type a message to your provider and check the box to attach a file.

12. A new option will appear. Prior to the next step, it may be helpful to know where your file is saved on your computer (such as your desktop or your C: drive). To attach a file, click the ⊕ File: button.

Use the text area below to send a message to your healthcare provider. Your message will be kept secure, encrypted, and confidential.

Please do not use this form to send a message requiring an urgent reply. If you are having an emergency call **9-1-1** or visit your nearest emergency department.

Message for my healthcare provider.

☑ I would like to include an attachment with this message

You may include PDF documents, image files (JPG, PNG), plain text files (.txt), or standard audio-visual files, up to 10 MB in size.

⊕ File:

Finish

Click the "File" button.

13. A box will appear that will allow you to select which file you would like to attach. Your screen may look slightly different. Click the file you want to attach and click "Open" (your computer might say something different such as "Select" or "Attach").

Click the file you want to attach and click "Open".

14. The title of your file should now appear below the ⊕ File: button. To double check whether that is the correct file, click the 👁 button. If that is not the file you wish to attach, click the ✖ button and repeats steps 12-13. You may attach a maximum of TWO files to your response. If you are satisfied with your selection(s), click the Finish button.
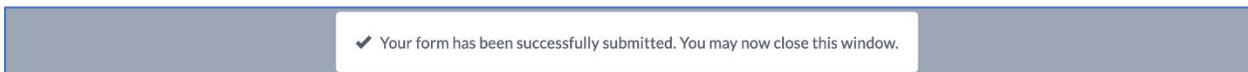

Confirm that this is the correct file you wish to attach. When you are ready, click "Finish".

15. You have now securely sent a response and attachment to your provider via Ocean. You will see the following message. You may now exit the window.

✔ Your form has been successfully submitted. You may now close this window.

If you wish to revoke your consent, or no longer wish to communicate via e-mail with Health for All, please notify your health care provider or a front desk staff member.

Thank you.