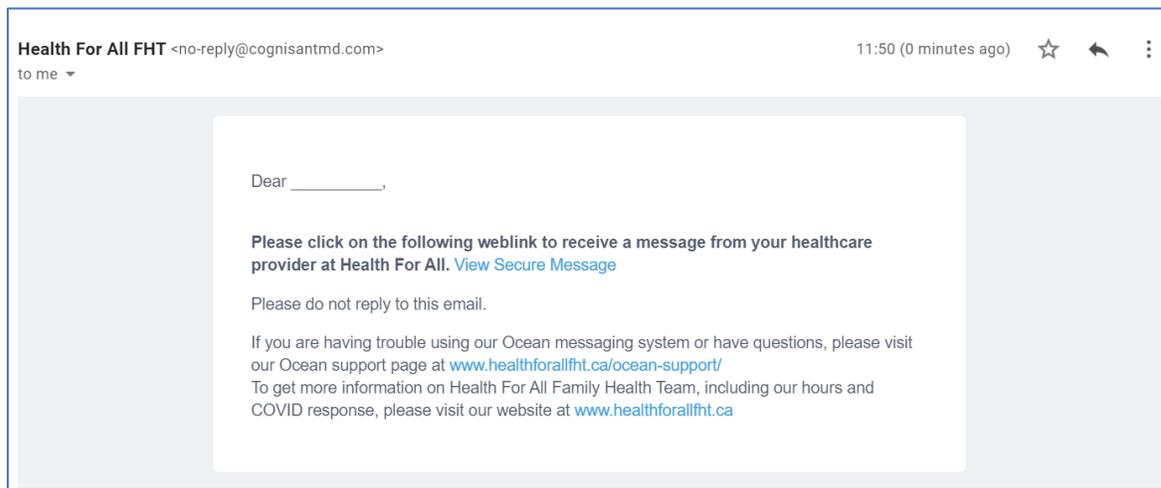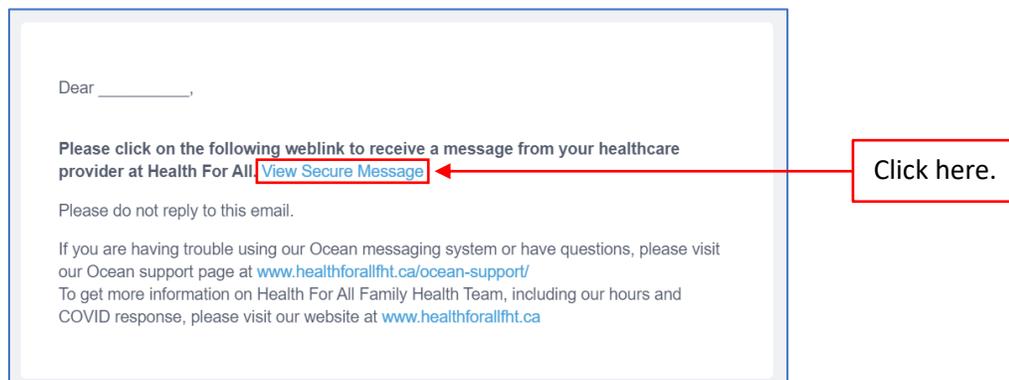# Ocean How-To's
Respond to a Secure Message from Your Provider

This How-To was developed to help you respond 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:

<p style="text-align:center"><u>Please do not reply to this e-mail.</u></p>

Health For All FHT <no-reply@cognisantmd.com>   11:50 (0 minutes ago)   ☆   ↩   ⋮
to me ▾

Dear _____,

Please click on the following weblink to receive a message from your healthcare provider at Health For All. View Secure Message

Please do not reply to this email.

If you are having trouble using our Ocean messaging system or have questions, please visit our Ocean support page at www.healthforallfht.ca/ocean-support/
To get more information on Health For All Family Health Team, including our hours and COVID response, please visit our website at www.healthforallfht.ca

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

Dear _____,

Please click on the following weblink to receive a message from your healthcare provider at Health For All. View Secure Message   ◄———————   Click here.

Please do not reply to this email.

If you are having trouble using our Ocean messaging system or have questions, please visit our Ocean support page at www.healthforallfht.ca/ocean-support/
To get more information on Health For All Family Health Team, including our hours and COVID response, please visit our website at www.healthforallfht.ca

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]

Enter your birthday, then click Next.

Next

3. The next page will contain the message from your provider. Please note, to maintain privacy and security, the link sent to you via e-mail (the blue message in step one) will expire (it will no longer work) after a pre-determined amount of time. If you would like to keep a copy of the information in the message, please click the 🖨 Print button or copy and paste the text for your records. Additionally, if your provider has asked you to add an attachment to your response please read the "Ocean How-To: Adding an Attachment to a Secure Message" located on the website: http://healthforallfht.ca/ocean-support

Secure Message From Your Healthcare Provider

☀ Feb. 12, 2021, 11:20 a.m.

**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" ☑.
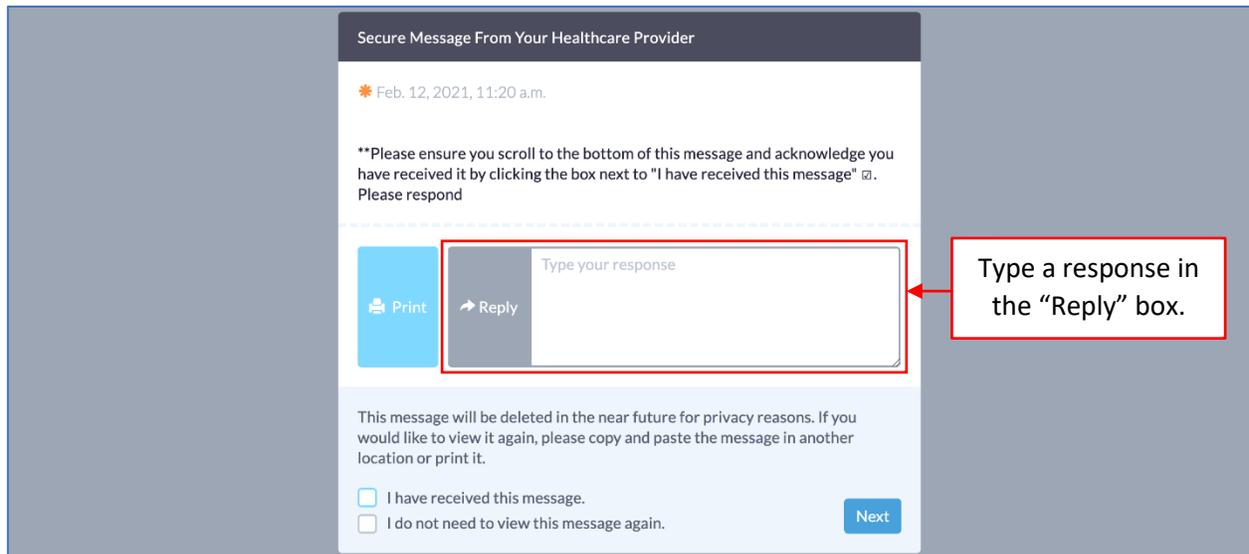Please respond

🖨 Print ➔ Reply

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.
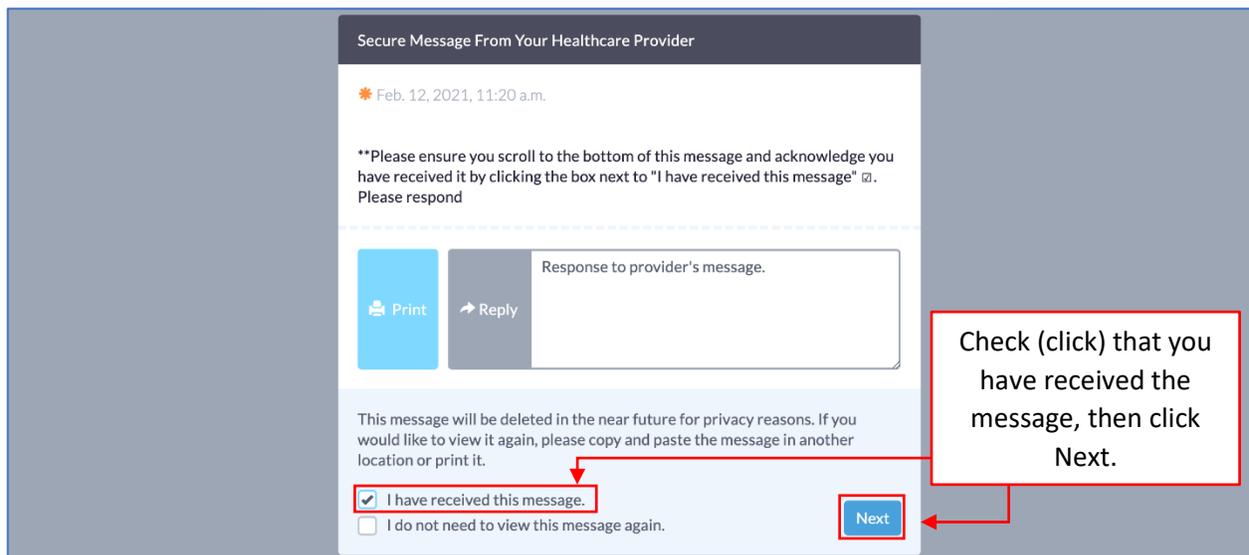☐ I do not need to view this message again.

Next

Your message will be located here.

4. To respond to the secure message, click the ➔ Reply button.

Secure Message From Your Healthcare Provider

☀ Feb. 12, 2021, 11:20 a.m.

**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 ➔ Reply

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

Click the blue "Reply" button.

5. You will now see a text box appear. Please type your response to your provider's message.


Type a response in the "Reply" box.

6. Once you have included all relevant information that you wish to share with your provider, check the box indicating that you have received the message. Then, click the [Next] button.

Check (click) that you have received the message, then click Next.

7. You have now securely sent a response to your provider via Ocean. You will see the following message. You may now exit the window.
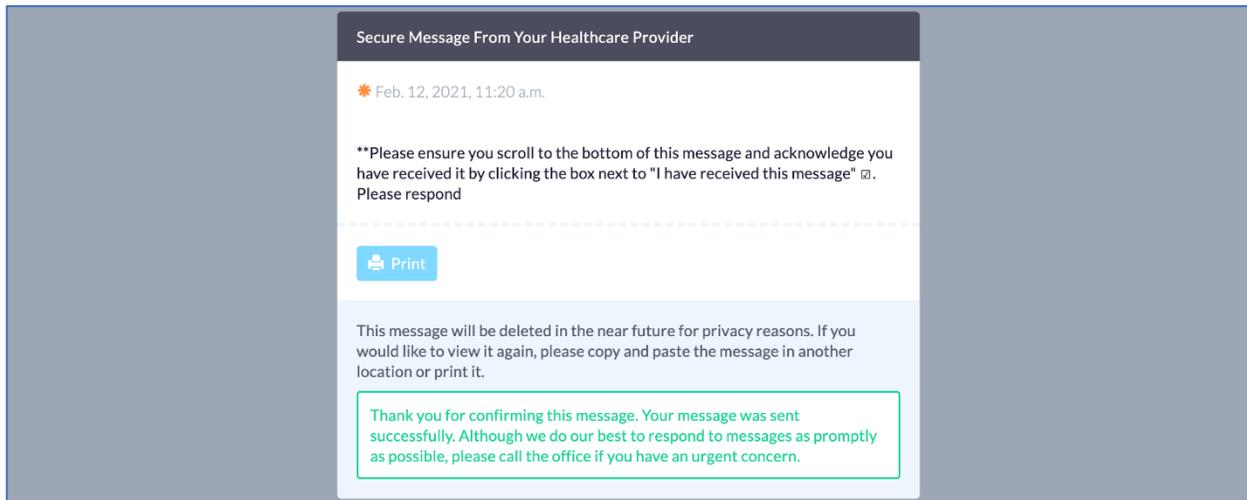
If you wish to revoke your consent, or no longer wish to communicate via e-mail with Health for All, please notify your health care provider or a front desk staff member.

Thank you.