

Patient Connect

Tips to protect your privacy

We take your privacy very seriously. All of our systems and procedures are compliant with, and guided by the *Personal Health Information Protection Act of Ontario*. Patient Connect has privacy and security safeguards in place to ensure that your health information is protected.

Here are some recommendations to ensure the security and privacy of your information:

- **Always Log off** Patient Connect before stepping away from the computer. If you are using a cellphone or tablet, be sure to log off when you are finished accessing your information, or before leaving your device unattended. Patient Connect will automatically logout after 15 minutes of inactivity. Do not wait for the automatic logout. Protect your privacy by logging off every time! Similarly, log off your email account to prevent access to your email for account setup and password reset.
- **Keep your password in a safe place.** If you need to write down your password, do not include hints that could easily identify it as your Patient Connect password. It is also important to choose strong/unique passwords to ensure your account is secure, for example: use a phrase to help you remember your password like Iltecic99 (I like to eat chocolate ice cream 99).

Do not share your password, if you would like a friend or relative to have access to your personal health information in Patient Connect, [click here](#). (Directed to FAQ re: proxy access)

- **Never allow your computer browser software to save/remember/autofill** your password. If you do, another person using the computer will be able to access your information without needing to know your password.
- **Protect your printed personal health information.** If you print any information from Patient Connect, be sure to keep your printed information in a safe and secure place.

If you have any concerns that your password is no longer confidential, click on this link to reset your password, (*direct to reset password on landing page*)