

Accessing the Patient Portal from St. Paul's Hematology Clinic

St. Paul's Hematology Clinic uses electronic medical records (EMR). We use this ***highly secure*** system to hold your data private, and to send you information and updates about your results and your health.

The program we use is called Collaborative Health Records (CHR), owned by Telus. Messages are sent to you through an app.

You can use this app to get your messages:

- On your home computer
- On your mobile device, phone, or tablet

You are not required to agree to use the CHR Connect App. Without this app, you will not be able to access electronic communication from the clinic through the patient portal.

You can access the [Terms of Use](#) and [Privacy and Consent Information](#) by clicking on the links embedded in words above.

The following pages will help you understand the process and how to get the app for your home computer or your mobile device, or both.

How do I access my messages?

An email notification will be sent to the email account you provided to our clinic. It will look like this:

St. Paul's Hematology

Hello **Name**

You have a new message from **Dr. Name** at St. Paul's Hematology.

Log in

To access this content, you must log into TELUS CHR Connect or create an account. CHR Connect is available for mobile devices and on your desktop browser.

Best regards,

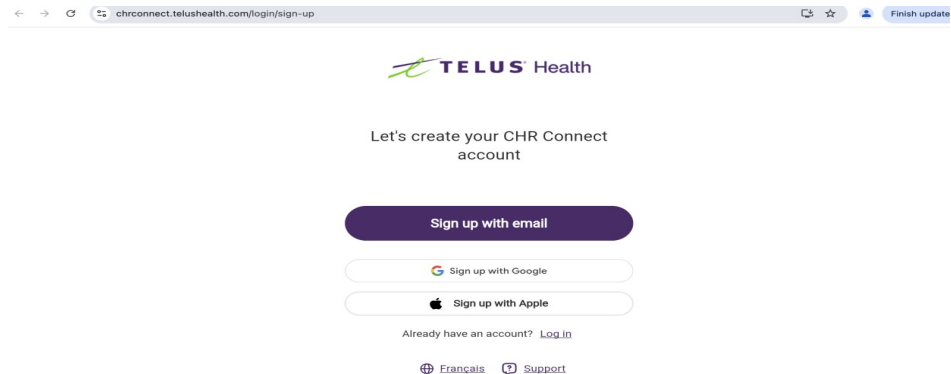
St. Paul's Hematology Staff

You will need to set up an account to view your messages in the patient portal.

How do I set up an account?

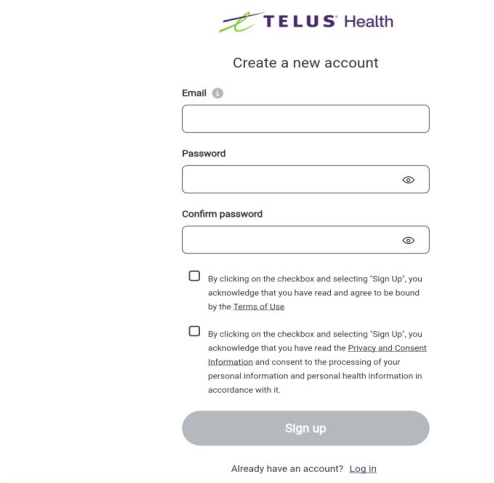
To set up an account on your computer desktop

- Click the purple “LOG IN” button on the email.
- Click ‘sign up by email’



A screenshot of a web browser showing the sign-up page for TELUS Health's CHR Connect. The browser's address bar displays 'chrconnect.telushealth.com/login/sign-up'. The page features the TELUS Health logo at the top, followed by the text 'Let's create your CHR Connect account'. Below this, there are three buttons: a prominent purple 'Sign up with email' button, and two white buttons with rounded borders for 'Sign up with Google' and 'Sign up with Apple'. At the bottom of the sign-up section, there is a link for 'Already have an account? Log in'. The footer contains links for 'Français' and 'Support'.

Once you have done this, a confirmation email will be sent to the email you provided. Click the link in it to start the next step.



A screenshot of the 'Create a new account' form on the TELUS Health website. The form includes three input fields: 'Email', 'Password', and 'Confirm password', each with a toggle icon for visibility. Below the fields are two checkboxes with associated text: the first checkbox relates to the 'Terms of Use', and the second checkbox relates to 'Privacy and Consent Information'. A grey 'Sign up' button is positioned below the checkboxes. At the very bottom, there is a link for 'Already have an account? Log in'.

You will need to

- create a secure password
- agree to the [Terms of Use](#) and [Privacy and Consent Information](#) to move forward. We recommend reading these documents.

You will then be directed to the login page. Use your email address and password to log in.



If this is your first time accessing CHR Connect, **you will need to select our clinic** (type our clinic name in the search box and select **St. Paul's Hematology** by clicking the 'add' sign on the right).

← Add clinic

Please select the clinic you want to connect to. You can search for your clinic's name using the search bar below.

st. paul's hematology

St. Paul's Hematology
4 locations, Vancouver

Create a patient account (last step)

- Enter your name, email, date of birth, sex
- Your Identification number is your BC PHN (personal health number) which can be found on your health card or driver's licence.

To connect to this clinic, you must complete this form, and ensure that it matches your health record in order for the clinic to properly identify you.

☐ I have visited this clinic before.

First name

Last name

Email

fiona@chaldecottclinic.ca

We will use this email to send you notifications.

Date of birth

mm/dd/yyyy

Sex

Not selected

Sex designation as defined on your government ID

Identification

Submit

Instructions for MOBILE access:

The instructions for creating your CHR Connect account and then your actual patient account are very similar to those above; however, you must start by downloading the Telus CHR Connect App (which you can find in your App store).



TELUS CHR Connect
Connecting to your health

Once the app is installed, you will need to create an account (see steps 1 and 2 above) either using email, Google ID or Apple ID.

The following steps should be similar to those listed above (3-7).

Trouble shooting:

- If you run into difficulty accessing these programs or logging in, please reach out Telus CHR Support (chrconnectsupport@telus.com) and let us know if they are unable to help you.

Please remember:

- Desktop computers: this program works best with the most updated version of Google Chrome.
- If you are on your mobile phone and struggling to load the Telus CHR Connect App, please shut down your phone and try again.