



Dr. M. Carkner  
Dr. S. Clutterham  
Dr. M. De Jager  
Dr. D. Mudie  
Dr. S. Sundvick

1301 Lougheed Highway, Coquitlam, B.C., V3K 6P9  
Phone 778-398-2441 Fax 778-398-2420

## FAQ and Troubleshooting for Patient Portal/ebooking:

### PLEASE ENSURE YOU HAVE SIGNED CONSENT FOR ELECTRONIC COMMUNICATION ON OUR WEB PAGE

<https://goodhealthfamilymedicine.com/virtual-appointments#consent>

#### **Ebooking:**

ID type is BC

ID number is your Care Card number

Spell your last name exactly as it is on your Care Card. If you have a 2 word or hyphenated last name and are spelling it EXACTLY as on the care card but it is still not working, please contact the office as with these names particularly we had some issues with the migration to our new electronic medical record program.

After you enter your information, you will be sent a one-time code to enter for security based on your selected method. We ask that if at all possible, please use email not SMS/Mobile.

You can choose to stay logged in, after that your computer will only ask for your birthdate. If you log out at the end of your session you will again be asked for all the information.

#### **Patient Portal:**

Again, your ID type is BC and ID number is your Care Card number.

You must use the matching email to our EMR system. If you use a different email, you will not be able to log in.

You can update your email address within the patient portal. Please do not update your name or "sex" as this must match your Care Card and registration with MSP. You may update your gender identity and pronouns but please be aware that this does not show easily on our end, so we would also appreciate a phone call for updating this information.

#### **Message with a reply:**

At time we will send messages which allow you to reply. These are times when we need confirmation that you received the message or information back. Please reply if asked to do so as this is important for us. If you have a message without a reply option and have further questions about it, please call the office.

#### **Expired Messages:**

If you receive an email do not access it with in the 24-hour period, you are still able to access it by clicking on the link in the email and you will be directed to the patient portal log in which will then allow access after you enter your information.