

ONLINE ACCESS REGISTRATION



Initial Online Access Set-up

First thing you have to do is call Moss Rock Medical and ask for an Online ID and Temporary Password. Once you have this, proceed to the next instructions.

Directions for Online access:

1. Open your computer's web browser (e.g. Internet Explorer, Firefox, Safari)
2. Enter: **mossrockmedical.ca** in the address bar at the top; this will take you to the Moss Rock website. Book mark this site or add it to your favourites.

Directions for this depend on your browser.

3. Click on "Registered Patient Login". This takes you to another site; it's a little slow but it will load!
4. Enter the User ID and Temporary Password that you have been given. The first time you do this, you will be asked to change your password. (Write this new password down and keep it in a safe place !!!).
5. Then click on 'Appointments' at the top of page, enter the date range you wish to search, ensure your own doctor is highlighted, and "Moss Rock Medical" and "Office Visit" are highlighted, then click on 'Search'

Please note:

- 1) Only regular appointments are available online. If you want a special appointment for a complete physical, longer appointment for counselling, or for minor surgery, you **MUST** phone the clinic.
- 2) In booking the appointment, you **MUST** click on the "Confirm" button. Otherwise cyber-gremlins will eat the appointment record.
- 3) **PLEASE** enter the reason for the visit. *This will help us.*
- 4) To cancel an appointment within 24 hrs you **MUST** phone the clinic; without cancellation notice you may be billed for a missed appointment.
- 5) If you are booking an appointment for your child, make the appointment in your name, but in the 'Reason' panel enter that the appointment is really for your child (*name*), and the reason.
- 6) If you have any concerns about what you see on line, please make an appointment to come in to discuss. These conversations need to occur between you and your doctor, and they are unable to do this over the phone.

If you have any issues call us at **250-418-8878** - We hope that this improves our ability to serve you.
Jo-Anne Beeren-Parsons - Clinic Manager