



Clarence-Rockland Family Health Team

FAQ

Q – What is Ocean?

A – Ocean is a secure, online platform that allows you to book your own appointments, receive secure e-mails or fill in forms electronically at the request of your doctor or other healthcare professional.

Q – How do I schedule an appointment?

A – You can visit our website at www.crfht.ca, and click on **“Book an Appointment”** in the top right-hand corner of the main page. You can also go directly to the website <https://linktr.ee/crfht>. You will be asked to choose an appointment type, then enter your name, health card number and date of birth to access your doctor's schedule.

Q – Can I make an appointment online with any health care provider?

A – No, you'll only have access to your family doctor's schedule. Please note that the availabilities displayed online are the same as those offered by our staff, with the exception of emergency appointments. Please refer to the definition of **“Appointment Types and Timelines”** at <https://www.crfht.ca/en/our-clinic/policies>. If, however, you require an appointment with the nursing team or our interdisciplinary team, please call us at 613-446-7677.

Q – Is Ocean e-mail private and secure?

A – Yes, all communications sent through Ocean are encrypted.

Q – How should I provide my e-mail address?

A – You can provide it directly when you book an appointment online from our website. You can also confirm your e-mail address verbally to your doctor during a telephone consultation, regardless of your age, or in person at reception if you are over 21. Please note that we will not accept e-mail confirmations from our phone operators for confidentiality reasons, as it is impossible for us to confirm your identity.

Q – Can I provide an e-mail address for a family member?

A – No, you can only provide your own e-mail address (unless we have official documentation authorizing you to act on behalf of someone else).

Q – Will I need to sign a consent form?

A – No. However, we recommend that everyone aged 14 and over have an individual, personal e-mail address that is not used for business or school purposes. By providing us with your e-mail address, you consent to the clinic communicating with you electronically.

Q – Do I have to create an account to receive communications via Ocean?

A – No, you don't need to create an account to receive electronic communications. We'll simply send you an e-mail containing an Internet link. When you click on this link, you will be taken to a secure page where you can view your message after confirming your identity (date of birth and health card number).

Q – Will I be able to send my doctor messages?

A – No, you will not be able to initiate a message to your doctor. Your doctor may send you e-mails and request a reply if necessary.

Q – Will I be able to access my secure messages in the future?

A – We recommend that you copy your messages into a separate document, so that you can consult them later, if necessary, as messages are only accessible for a few days. If an attachment was included with the message, simply click on **“Download”** to save it on your computer or print it out. Then click on **“I do not need to see this message again”** and then click **“Next”** to access any digital forms sent to you (if applicable).

Please note when confirming your identity, you will need to enter your **date of birth and your **health card number WITHOUT** the version code.