**Frequently Asked Questions**

**How do I access the patient portal at home?**

* After receiving your invite, you will access the Patient Portal’s registration page. You will create your login information, and sign into the Patient Portal for the first time. Any time after that you can go to our portal through our website at **wfmp.ca** by clicking the Online Access Tab.
* No apps to download. Just a secure website accessible from any web-enabled device! \*Remember that the invite is only good for 2 weeks from the day it was sent\*

**Can I use the same email address for another family member?**

* Each individual accessing the Patient Portal must have a unique email address, including family members in the same household. It would be great to have each person in your household registered with an individual email address so that everyone will have access to electronic communication.

**How will I be notified that I am receiving a message from the clinic?**

* You will receive an email notifying you of a new message. Notifications are sent to the email address that you used to register for the Patient Portal.  If you are currently logged into the Patient Portal when a new message is received, you will not receive a notification email. Instead, the new message will appear with bold text in the message list.

**Can I connect to a virtual video appointment by cell phone?**

* Yes, we encourage you to connect by your cell phone. Just make sure to enable your camera and microphone when prompted.

**What web browser does virtual appointments support?**

* At this time, Google chrome is the only supported browser on your home computer. Safari is the supported browser from Apple devices. We are working on finding a working solution for Android products.

**When can I join the virtual video meeting once I have received the email for my appointment?**

* You can join the virtual waiting room as early as 30 minutes before your appointment time.

**Can the clinic send forms, requisitions, or referral notices to a patient through the portal? Can a patient send attachments to our clinic?**

* Yes! you can receive attachments sent from WFMP. Currently patients cannot send attachments to our clinic.

**Can I book an appointment by messaging the clinic?**

* No, we are currently booking appointments by phone call only. You can reach the clinic   
  at 780-352-3010. Watch our Facebook posts / website for updates on dates for our online bookings to begin for the Same Day Care Clinic as well as Family Doctors if you are a patient at our clinic.

**If my family doctor is not at WFMP, can I register for the portal?**

* Unfortunately, only patients who have family doctors at WFMP will have access to our online portal.