

PROTECTING YOUR PRIVACY

The information you access through your *My Health, My Way* health portal account is your personal health information. Below are a few tips to assist you with protecting the privacy of your personal health information.

Always Log Off of the health portal before stepping away from the computer.

- If you are using a cellphone or tablet, be sure to log off when you are finished accessing your information, or before leaving your device unattended.
- The portal will automatically logout after 15 minutes of inactivity.
- Don't wait for the automatic logout.
- Protect your privacy by logging off every time!
- Similarly, log off your e-mail account to prevent access to your email for account setup and password reset.

Never share your password.

Never write down your password.

TIP - use a phrase to help you remember your password.

Never allow your computer browser software to save or remember your password for you.

If you do, another person using the computer will be able to access your information without needing to know your password.

Protect your printed personal health information.

If you print any information from the health portal, be sure to keep your printed information in a safe and secure place.

If you have any concerns that your password is no longer confidential, notify the Clinical Records Department at The Royal right away:

Email: MyHealthMyWay@theroyal.ca

Phone: 613.722.6521 ext. 6338 or 6315

If you have concerns about your privacy you can contact The Royal's privacy office at privacyoffice@theroyal.ca or 613.722.6521 ext. 6328 or 6315