



Accessing and Navigating the SCPCN Patient Portal


What is the Patient Portal?

The patient portal is a patient-focused application that allows the following actions:

- View new and existing messages from your health care provider.
- Respond to messages.
- Receive PDF copies of labs, forms, handouts, and other chart information sent from your clinic.
- View past and future appointments.
- View and update demographic information.

Accessing the Patient Portal

Patients will receive an invitation to the portal via email. The email will contain an access code to enter the portal for the first time. The access code expires in 7 days; however, a new one can be requested.

 **Note:** For subsequent visits to the patient portal, patients can access the portal via scpcn.inputhealth.com/portal after entering your personal information i.e. personal health number, date of birth and email address.

Logging into the Portal for the First Time

You will receive an email from SCPCN. Click on **Read Message** and you will be taken to a login page that prompts you to enter your identification (healthcare number) and date of birth. Once entered you will be taken directly to the message. The link to this message will expire in 7 days.

South Calgary Primary Care Network

Dear Patient,

You have received a new message from **Jaclyn Smith** in the TELUS Collaborative Health Record secure messaging service. To read your message, please click the button below and sign in.

[Read Message](#)

This passcode will expire at **2:25 PM / 29th Nov 2023**

If the passcode expires before you read the message, please click the button above to generate a new passcode.

Kind Regards,
South Calgary Primary Care Network

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South Calgary Primary Care Network EN | FR

This login page will expire 2023/Nov/29 2:25PM.

Identification

Identification...

Date Of Birth

LOGIN

Stay logged in

Back

Testing Again EN | FR

Jaclyn Smith a minute ago

Test

This conversation has been closed and comments may no longer be added.



💡 Tip: To navigate to the patient portal home page, click < Back at the top left corner.



Click **Messages** to view old or new messages. Click on a specific message to view details.

Click **Information** to view your demographic information. To update your information:

1. Click in the box that you would like to update.
2. Type updated information.
3. Click **Update**.

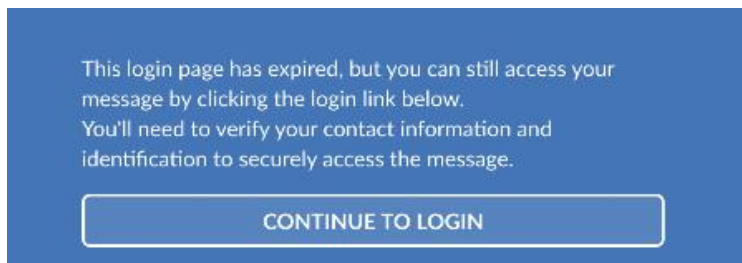
This will immediately update the information in your patient chart.

Click **Appointments** to view old and upcoming appointments.

Click **Logout** to log out of your patient portal.

Accessing the patient portal after one-time passcode expiry (for patients)

If you did not log in to the patient portal using the one-time passcode (OTP) within the required timeframe, you will receive a message stating your OTP has expired.



If this occurs, you can still log in to the patient portal.

Steps:

1. Click **Continue to login**.
2. Click the Identification field.
 - Under ID type, click the arrow and select one. (Your ID is your provincial health care number)
 - Enter ID Number and/or code (this is usually your health card number).
3. Click the Email or Phone field.
 - Select either Mobile or Email.
 - Enter your mobile number or email address.

 **Note:** The above details must match the information your clinic has on file for you.

4. Click **Apply**.
5. Click **Next**. A new page appears.
6. Check your messages (email or SMS) for a new OTP
7. Enter the new OTP in the **One time passcode** field.
8. To remain logged into the patient portal for the next 30 days, select **Stay logged in**.
9. Click **Login**.