

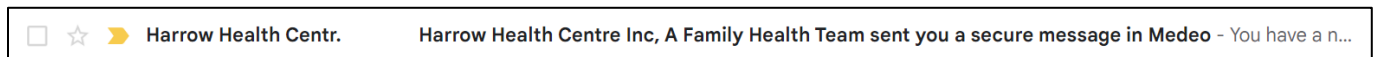
Medeo Messaging Guide for Patients

The Harrow Health Centre uses electronic messaging via Medeo to communicate with patients. The website is available at <https://medeohealth.com>

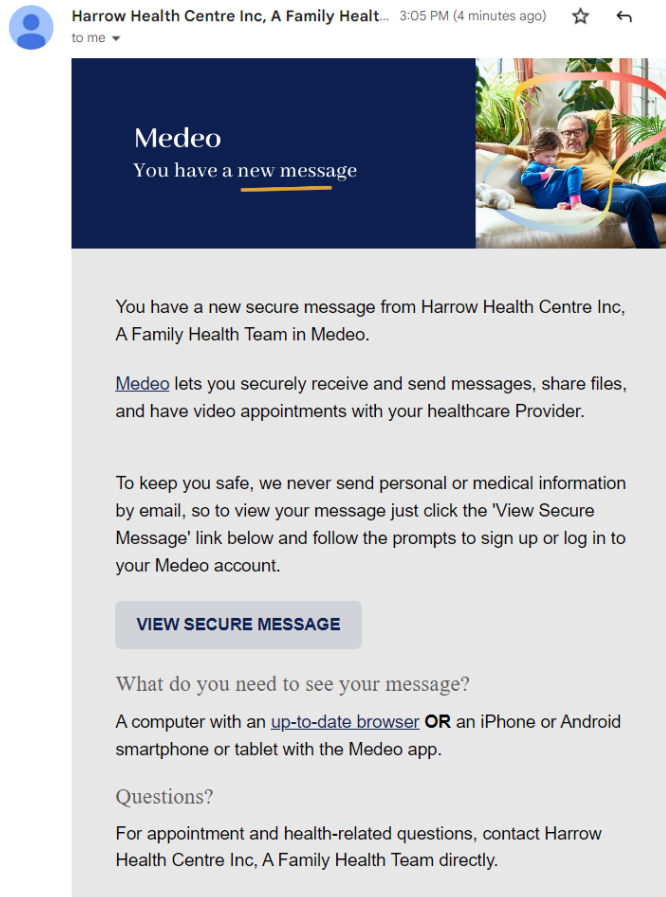
1. Our Online Booking landing page can be found on our website by clicking the purple “Book Online” button at the top of our page:



2. Medeo Messages can only be started by doctors or staff of Harrow Health Centre. Once a message is sent to you, you will receive an email from “Medeo Health” in your inbox, with a subject line of “Harrow Health Centre sent you a message.”



3. In the email, there will be a link to “View Secure Message”, click on that link, it will take you to the Medeo website.



4. You will be taken to the sign in page, if you already have a Medeo Account, click “Log In” and proceed as usual. If you do not already have a Medeo Account, click “Sign Up”

Connect with your
Healthcare Provider from anywhere.

Sign In

Email address *

Password *

[Forgot Password?](#)

[SIGN UP](#) [LOG IN](#)

5. Enter your information (you **MUST** use the same email address that the Medeo message was sent to), then click “Sign Up.”

Connect with your
Healthcare Provider from anywhere.

Join Medeo today.

Email address *

Create a password *

Use 8 or more characters with a mix of upper/lower case letters,
numbers & symbols

First Name *

Last Name *

[LOG IN](#) [SIGN UP](#)

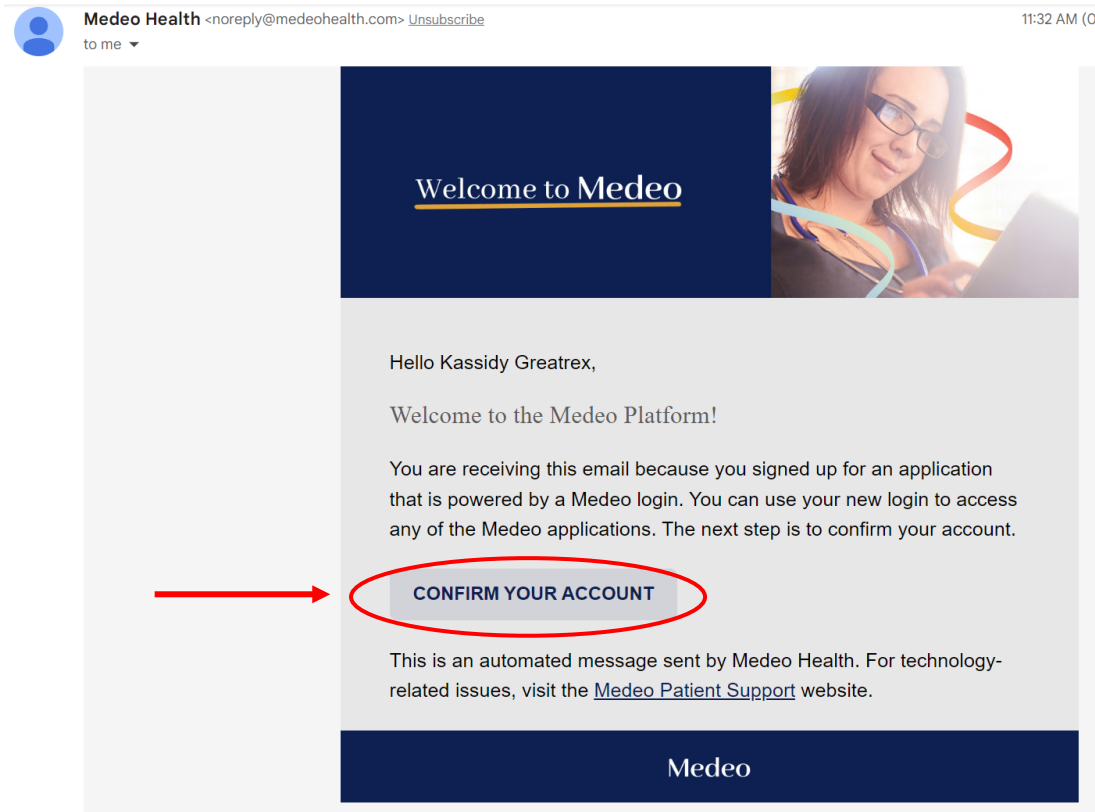
6. You will get the following message:

Connect with your
Healthcare Provider from anywhere.

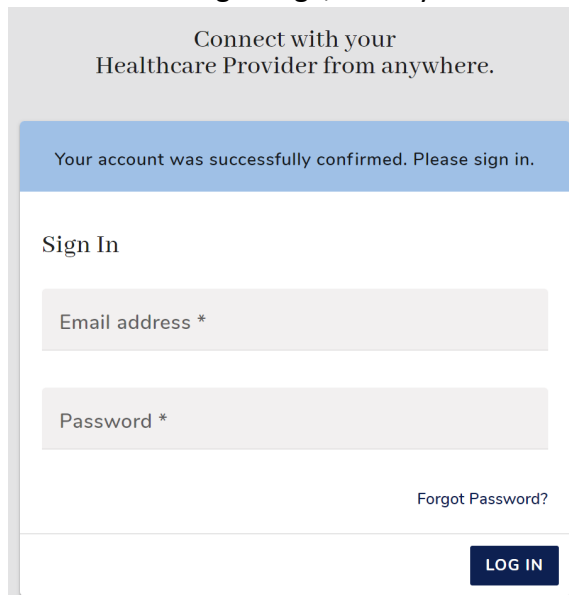
Verify Your Email

Check your email for a verification link to finish
setting up your Medeo account.

7. Go into your email inbox , you will have a message from noreply@medeohealth.com. Click on the “Confirm Your Account” link.



8. You will be brought back to the Medeo Login Page, enter your email address and password.



The image shows a login page with the heading "Connect with your Healthcare Provider from anywhere." Below this is a blue banner that says "Your account was successfully confirmed. Please sign in." Underneath is a "Sign In" section with two input fields: "Email address *" and "Password *". To the right of the password field is a link that says "Forgot Password?". At the bottom right of the form is a dark blue button labeled "LOG IN".

9. Enter your information to complete your Medeo Profile, click "Save"

Complete profile

To continue using Medeo, please provide the following information:

Birthday

Month * Day (DD) * Year (YYYY) *

Phone type

Mobile Home Work

Phone Number *

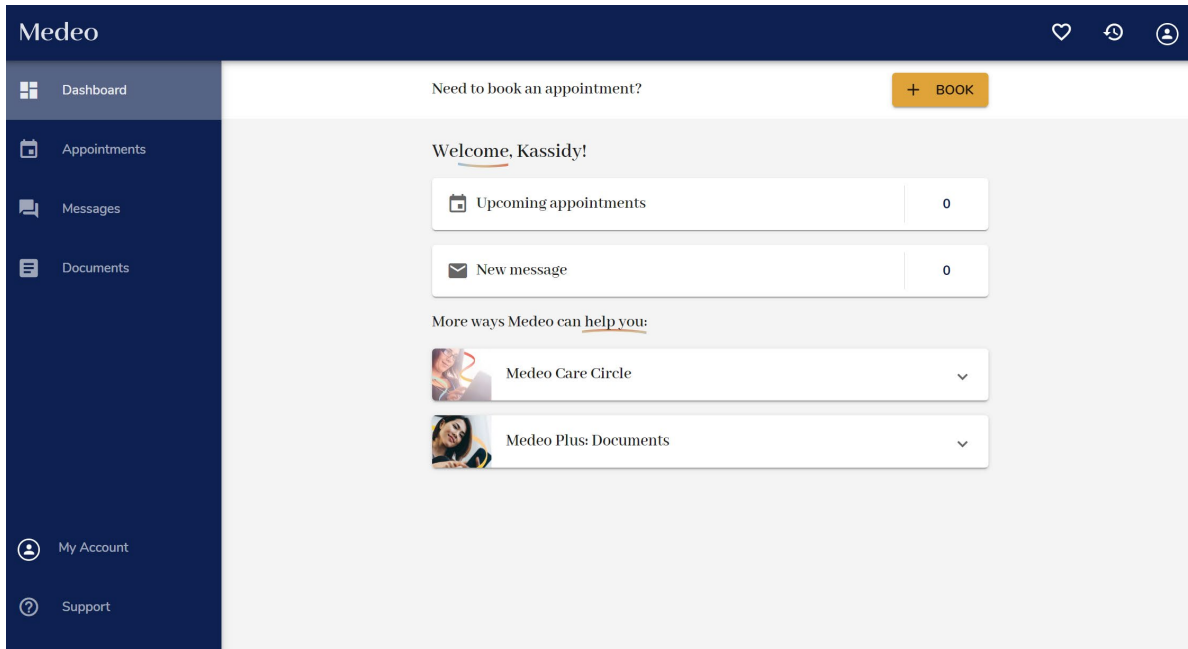
Province *

Select One

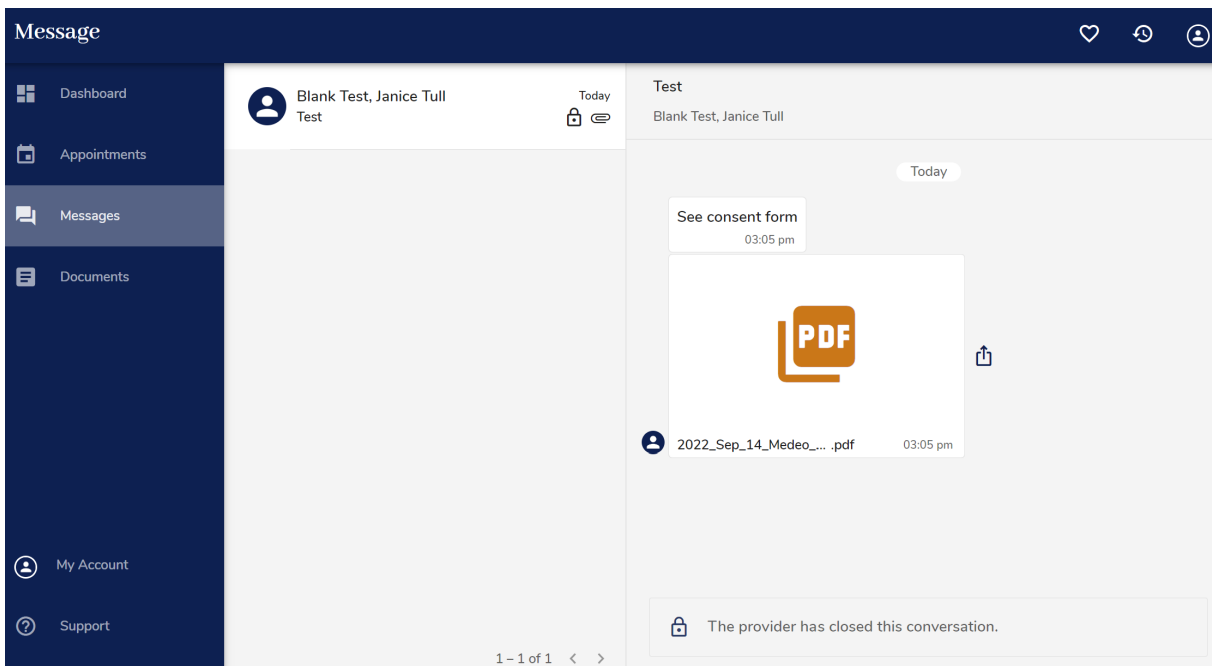
I agree to Medeo's [Terms of Service](#) and [Privacy Policy](#).

SAVE

10. You will now be brought to your Medeo Dashboard, here you can see any appointments you've booked online. From here you can click on the newest Message under the Activity Feed to view the message that was sent to you.



11. Once you've clicked on the message, you will be taken to the Inbox and your message from the clinic will be displayed.




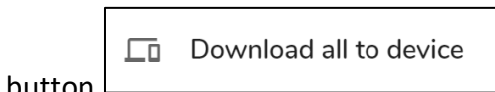
12. If the clinic has sent an attachment, there are two ways to view the attachment

- a. Click on the PDF icon, then on the download icon in the upper right corner (to the left of the X). Then click on the pdf bar in the bottom left corner



to open your document.

- b. Click on the download button next to the document , then click the Download All



button, then in the bottom left corner of your screen,



click on the Attachments bar, this will open a file folder with your document(s). From here you can double click on the document to open it.


13. Some messages will allow you to reply to the sender, if you have the message open, click anywhere in the white “Write a Message” bar to type your reply. If you need to send an attachment to the Harrow Health Centre, click on the paperclip, choose your file and click open. Once your message is ready to send, click on the send icon (looks like a paper airplane).



Troubleshooting:

- Occasionally, internet explorer has trouble launching the Medeo website, try using another web browser, such as Google Chrome.
- You must have a unique email address – if your email address has been used by another person (ex. spouse, parent) to create an account, you cannot use it in Medeo to create another account, you will get the following message: “[Your Email] is already registered with Medeo.”
- If you need to create a free email address for use with Medeo, directions can be found here: [New Emails and Automatic Forwarding](#)
 - There are also instructions to have any emails from these free accounts forwarded to your preferred email account so you don’t have to check multiple inboxes.

Troubleshooting continued:

- For Medeo troubleshooting and help articles, go here:
<https://qhrtechnologies.force.com/patient/s/topic/0TO34000000LHcIGAW/medeo-patient-account>
- Or call 1-866-729-8889 for the Medeo Customer Support Line.
- Harrow Health Centre cannot help you if you are experiencing technical issues with the website, you will need to contact Medeo as it is their website.
- If you need to send information to your doctor, please call the clinic at 519-738-2000
- If you already have a Medeo account but have a new email address, you will need to sign into Medeo with your old email address, then go to the  icon in the upper right corner, click on My Account, then under Password & Security, click on Change Email Address.
- If you can't remember your password, on the sign in screen click the "Forgot Password?" link (Harrow Health Centre cannot reset your password, you must do this through the Medeo site).
- The login page looks different from the last time you logged in? If you login through the link in an email, you will be taken directly to the login page, if you go to Medeo from your browser (www.medeohealth.com) you will need to click "Log In" in the upper right corner, then choose "Patient Log In"