

LOGIN INFORMATION

Internet link	https://suivivirtuel.gouv.qc.ca
Username	
Temporary password	
Personalized password	

FIRST LOGIN

Creating a shortcut to telehomecare

Windows

Apple

Android

TELEHOMECARE LOGIN

CHANGING PASSWORD

Home

TELEHOMECARE REFERENCE TOOL

Shared
files

Health
activities

Diary

Health
results

Messages

Health
library

NEED TECHNOLOGICAL SUPPORT?

Contact the CSSNS from Monday to Friday
between 7:00 a.m. and 6:00 p.m. at
1 833 564-0404 (toll-free) or visit their
[technical support page](#).

NEED ASSISTANCE REGARDING YOUR HEALTH?

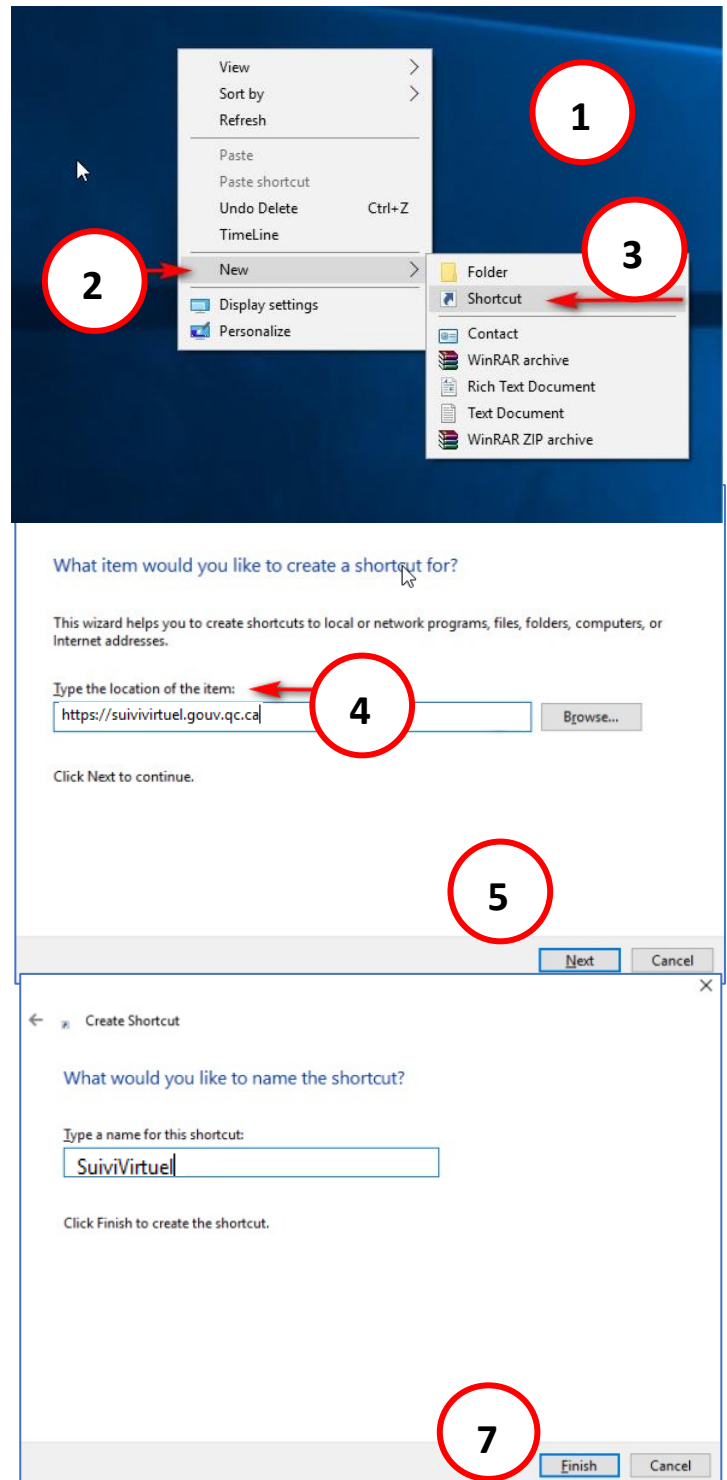
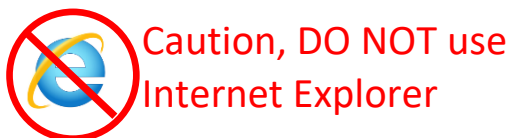
The telehomecare service is open from
except on statutory holidays.

Outside these hours, call **811 Option #1**.

**If you require emergency medical assistance:
go to the emergency department or call 911.**

CREATING A SHORTCUT Windows

1. Use your mouse to right-click on your computer desktop
2. A drop-down menu will appear, select “New”
3. In the second drop-down menu, select “Shortcut”
4. Type the address of the following website in the box “Type the location of the item”:
<https://suivivirtuel.gouv.qc.ca>
5. Click on “Next”
6. Type a name for the shortcut. E.g., SuiviVirtuel
7. Click on “Finish”
8. Your shortcut should be on your desktop.



Back to
homepage

CREATING A SHORTCUT

Apple

1. Click on the “suivivirtuel.gouv.qc.ca” button

1

suivivirtuel.gouv.qc.ca

2. Answer “Yes” if a window with this message appears

Leave Mail and open this link?

<https://suivivirtuel.gouv.qc.ca>

Cancel

Open

2

3. The Telehomecare page will be displayed and click on “English”.

4. Click on this button



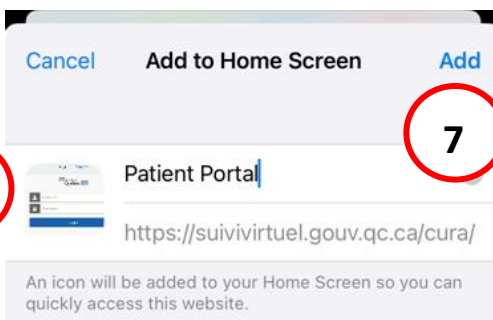
5. Choose “Add to Home Screen” in the drop-down menu

6. Change the name of the shortcut if desired

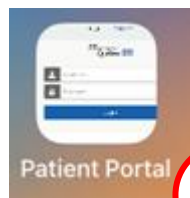
7. Click on “Add”

8. A shortcut will be added to your home screen

6



7

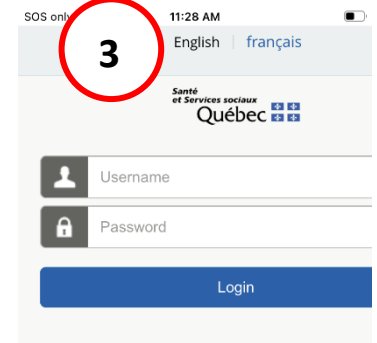


8

9.

Back to homepage

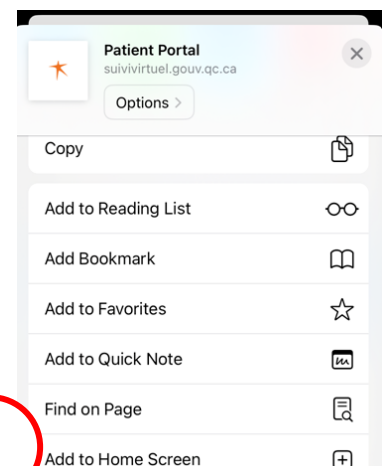
3



4



5



CREATING A SHORTCUT

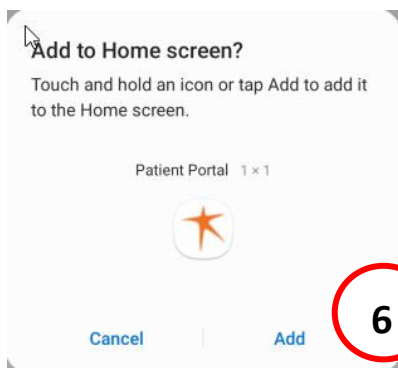
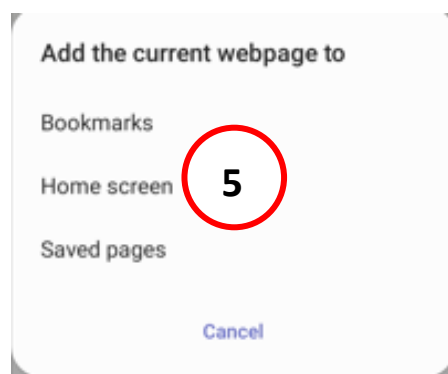
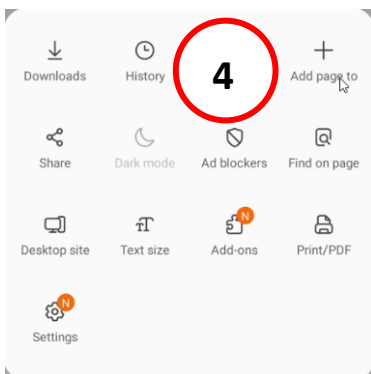
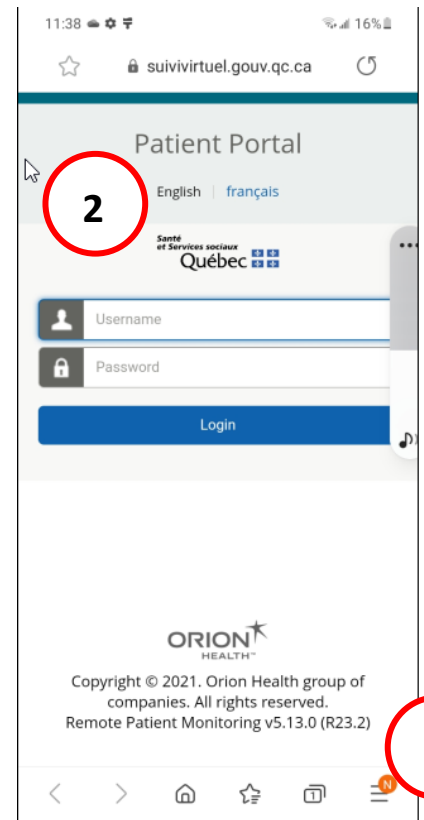
Android

1. Click on the “suivivirtuel.gouv.qc.ca” button

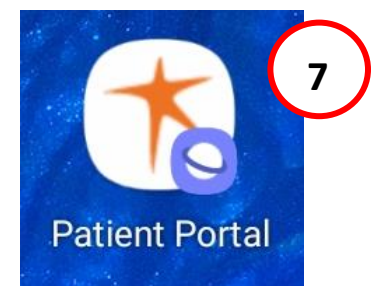
1

suivivirtuel.gouv.qc.ca

2. The Telehomecare page will be displayed. Click to select “English”
3. Click on the three lines at the bottom of the screen
4. Choose “Add page to”
5. Choose “Home screen”
6. Click on “Add”
7. A shortcut will be added to your home screen



Back to homepage



TELEHOMECARE LOGIN

1. Click on the shortcut to the platform
2. Type your “Username” included in the table on the first page
3. Type your “Password,” which is also included in the table on the first page
4. Click on “Login”
5. Read the “Conditions of use” section that is displayed
6. Click on “I Agree” if you agree



TELEHOMECARE

Username

Password

Login

INFORMATION DE CONNEXION	
Lien internet	https://suivivirtuel.gouv.qc.ca
Nom d'utilisateur	
Mot de passe temporaire	
Mot de passe personnalisé	

Conditions of use

Welcome to your Telehomecare application

The Telehomecare application is a remote clinical monitoring tool that facilitates exchanges between patients and health professionals. However, this service is not an emergency system. In case of an emergency, you should contact your doctor or dial 911 on a phone.

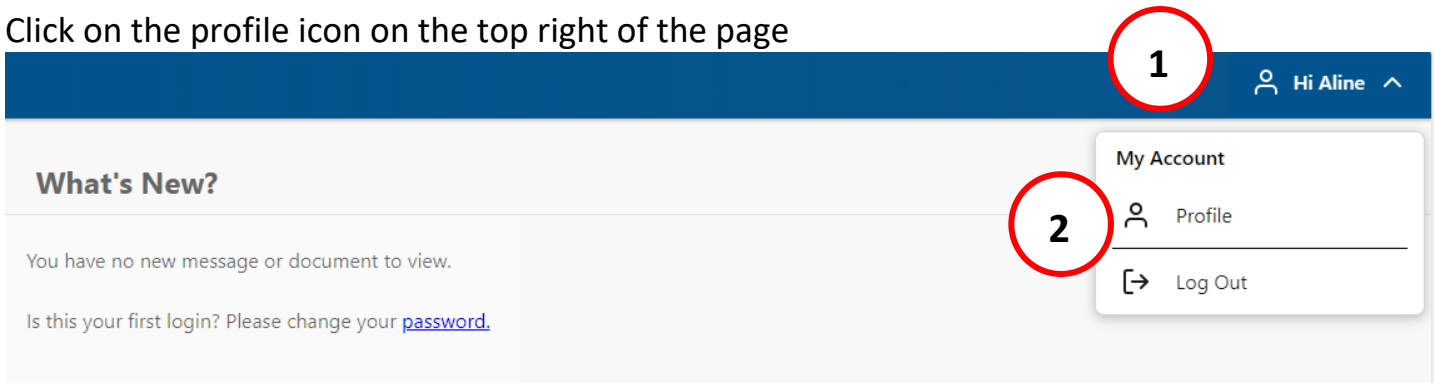
Before starting your follow-up, we ask you to read and understand the following elements in order to consent, in an informed way, to participate in this service.

I Agree Cancel

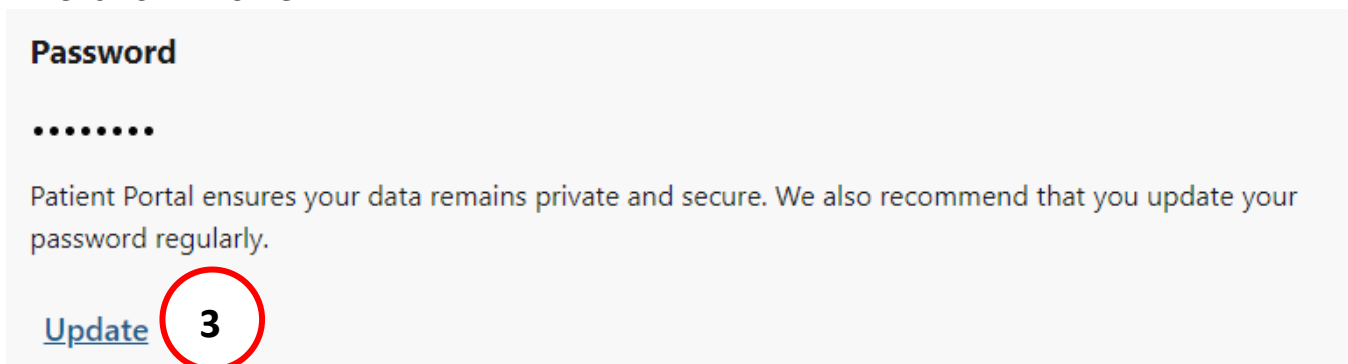
Back to
homepage

CHANGING PASSWORD

1. Click on the profile icon on the top right of the page



2. Click on "Profile"



3. In the "Password" section, click on "Update"

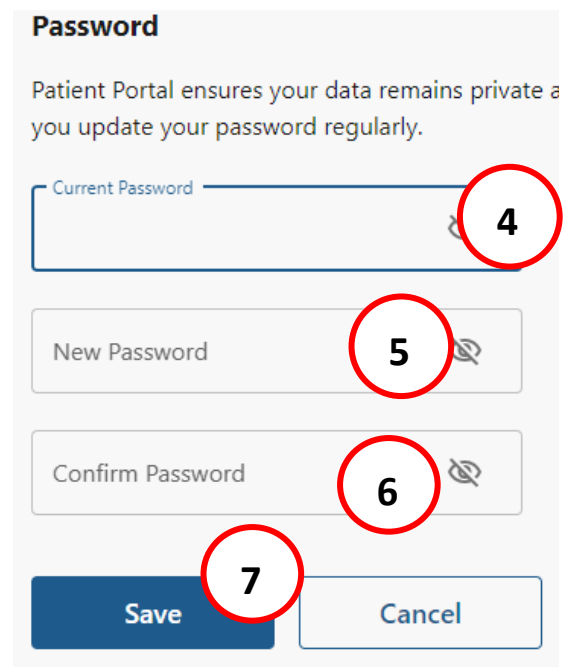
4. Type the "Temporary password" in "Current Password"

5. Type the new password in "New Password"

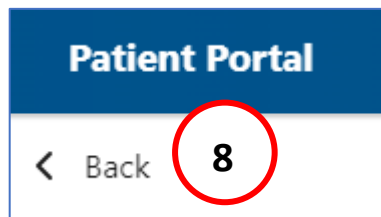
6. Type the password in "Confirm Password"

7. Click on "Save." A "Password saved successfully" message should appear

8. To return to the portal, click on "Back" or on "Patient Portal"





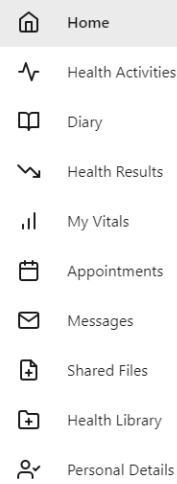
If you have lost your password, contact the CSSNS (number on the homepage)



Back to homepage

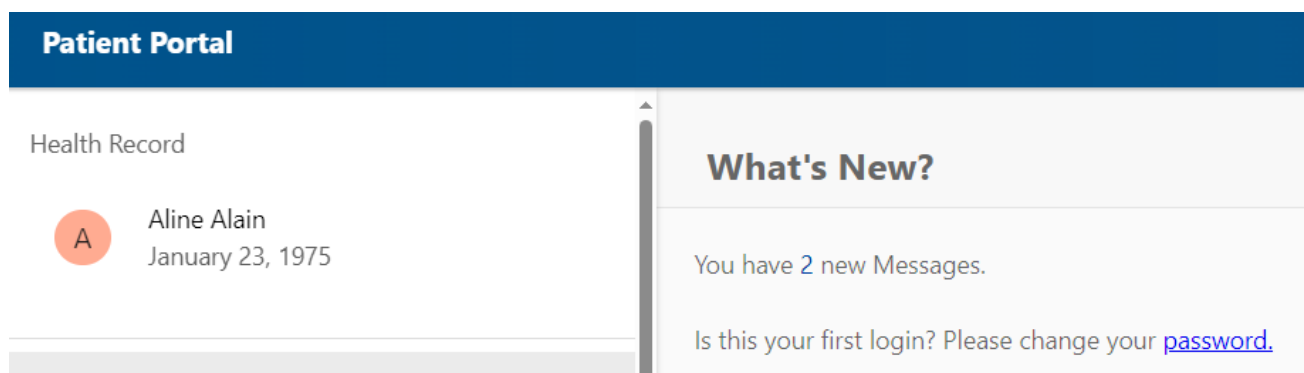
REFERENCE TOOL

All functionalities are in the menu on the left. Here is the list of available menus. If the menu is not available, click on the  button in the top left corner. Menus are detailed below.

- Home
 - Health Activities
 - Diary
 - Health Results
 - My Vitals
 - Appointments
 - Messages
 - Shared Files
 - Health Library
 - Personal Details
- 
- 

HOME

Page displayed by default after login. It shows if you have new messages or shared files. To consult new shared files, click on the “Shared Files” menu. For new messages, click on “Messages.”



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HEALTH ACTIVITIES

Used to complete regular activities (health questions) or to enter additional results (health questions initiated by you). Questions to regular activities are displayed if they must be completed.

Here is some essential information regarding questions to activities.

The screenshot shows a 'Health Activities' form. At the top, there is a header 'Health Activities'. Below it, a text input field contains 'Before breakfast'. To the right of this field is the date '1 Nov 2023'. The main question is 'Are you congested (accumulation of mucous/phlegm in the bronchi, difficult to clear) ?'. Below the question are three radio button options: 'No', 'Yes, as usual' (which is selected), and 'Yes, worsened'. At the bottom of the form are three buttons: 'BACK', 'NEXT', and 'SKIP'. A red arrow points to the 'SKIP' button with the text 'Caution! Allows you to skip all questions of the activity'. Other red arrows point to various elements: 'Scheduled time of the activity' points to 'Before breakfast'; 'Question' points to the main question text; 'Date of the activity' points to '1 Nov 2023'; 'Comment on the activity' points to a comment icon; 'Tutorial' points to a question mark icon; 'Information on the question' points to a question mark icon; 'Next question' points to the 'NEXT' button; 'Previous question' points to the 'BACK' button; and 'Answer to the question' points to the selected 'Yes, as usual' radio button.

At the first use, a tutorial will appear to explain how to fill out the questionnaire.

The screenshot shows a dark grey tutorial screen with white text. The text reads: 'Welcome to Remote Patient Monitoring.' followed by 'This user guide will show you how to complete your Health Activities.' and 'Select "Next" to continue. You can exit this guide by selecting "Quit the guide".' At the bottom, there are two buttons: 'NEXT' and 'QUIT THE GUIDE'.

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To enter additional results, you must complete all regular activities. To access additional results, click on the “Enter Additional Result” button.

The screenshot shows a 'Health Activities' section with a time slot of 10:00 on 1 Nov 2023. A message reads: 'Congratulations! Your next activity: HAR-COPD-Self-assessment - Phone Intervention will be at 10:00 1 Nov 2023'. Below the message is a dark blue button labeled 'ENTER ADDITIONAL RESULT'. A red arrow points from the top right towards this button.

Choose the activity to complete (A) and click on “Next” (B).

This screenshot shows the 'Health Activities' interface with a time slot of 10:00 and a text input field for 'Enter additional result'. Below the input field is a list of activities, with the first one checked: 'HAR-COPD-Self-assessment of the baseline general and pulmonary condition'. At the bottom, there is a dark blue button with a hand icon and the text 'EXT CANCEL'. A red box labeled 'A' points to the checked activity, and a red box labeled 'B' points to the 'EXT CANCEL' button.

DIARY

Used to see activities that are scheduled for the course.

The screenshot shows a 'Diary' interface for Wednesday 2023-11-01. At the top, there are tabs for 'Today' and 'My Monitoring Plan'. Below the date, there are two dark grey bars representing additional activities: 'HAR-COPD-Self-assessment of the baseline general and pulmonary condition' and 'Oxeze die (PRN)'. Below these are four blue bars representing regular activities: 'HAR-COPD-Self-assessment of shortness of breath', 'HAR-COPD-Self-assessment of sputum (mucous/phlegm)', 'HAR-COPD-Self-assessment of pulmonary congestion', and 'HAR-COPD-Self-assessment of the general condition'. The time slots range from 6:00 to 7:00. Red arrows point from the text 'Regular activity in blue' to the first blue bar and from 'Additional activity in dark grey' to the first dark grey bar.

Regular activity
in blue

Additional activity
in dark grey

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homepage

HEALTH RESULTS

Used to see all answers to the health activities you have completed.

Health Results							
List				Calendar			
Moment	Due Date	Effective Date	Activity Name	Comment	Result	Notes	⚙
Before breakfast	Wed 1 Nov	09:26	HAR-COPD-Self-assessment of the general condition		No		
Before breakfast	Wed 1 Nov	09:26	HAR-COPD-Self-assessment of pulmonary congestion		No		
Before breakfast	Wed 1 Nov	09:11	HAR-COPD-Self-assessment of sputum (mucous/phlegm)		No		
Before breakfast	Wed 1 Nov	09:08	HAR-COPD-Self-assessment of shortness of breath		Yes, as usual		
Custom	Tue 31 Oct	+1d 09:08	As needed Medication				
Custom	Tue 31 Oct	20:30	Monitoring plan update		No recommendation has been indicated for this monitoring plan		

MESSAGES

Used to send messages to the clinical team that goes through the course with you. New messages are in blue, while messages that you have already consulted are in grey.

The screenshot shows the 'Messages' interface. At the top, there is a 'New Message' button and a search bar. Below, messages are listed under the year '2023'. The first message is titled 'For our next meeting' and is highlighted in blue. The second message is titled 'An old message' and is highlighted in grey. Red arrows point from text annotations to these elements: 'Write a new message' points to the 'New Message' button; 'New message received (in blue)' points to the blue message; and 'Already consulted message (in grey)' points to the grey message.

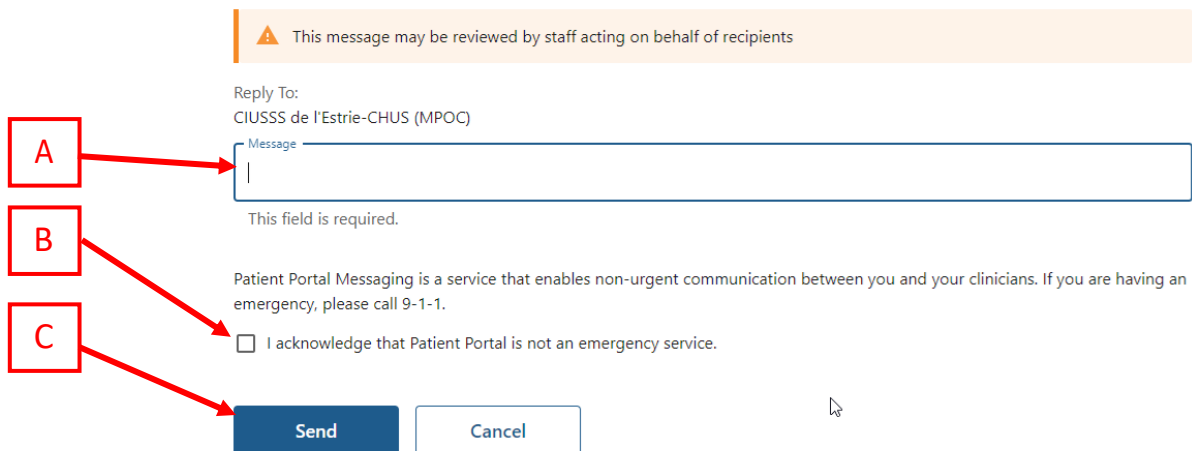
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Consult and reply to a message

To consult and reply to a message, click on the message. Here is how it is displayed.



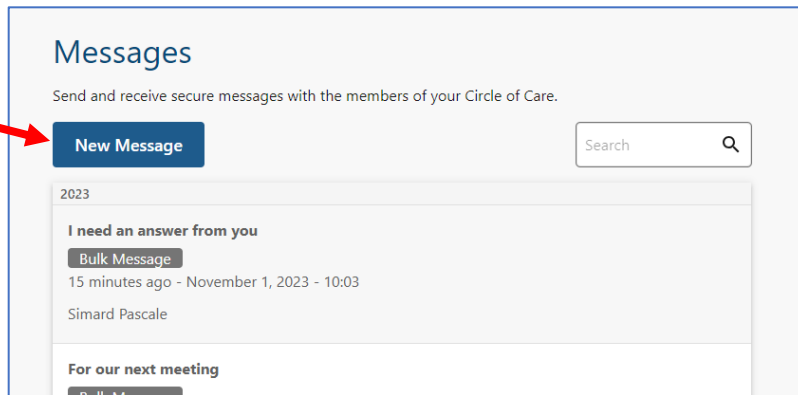
To reply to a message, click on “Reply.” Write the reply to the message (A), and then check “I acknowledge that Patient Portal is not an emergency service” (B). Finally, click on “Send” (C).



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New message

To write a new message, click on the “New Message” button of the “Messages” page.



Always check this box

Type a subject

Always check this box

Send the message

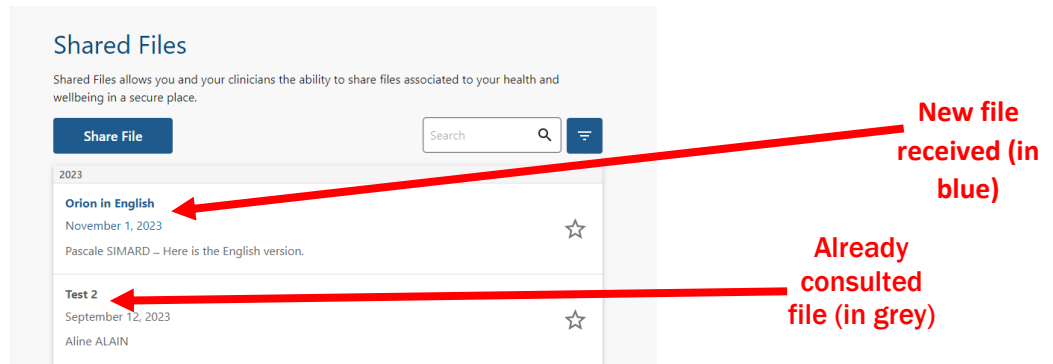
The 'New Message' form includes a warning: 'If you do not see the recipient you are looking for, they may not be in your Circle of Care or have access to Messaging.' The 'Send to:' field is set to 'Clinical Provider: CISSS Côte-Nord (MPOC)' and is marked as required. A warning banner states: 'This message may be reviewed by staff acting on behalf of recipients'. Below this are fields for 'Subject' and 'Message', both marked as required. At the bottom, there is a checkbox for 'I acknowledge that Patient Portal is not an emergency service.' and 'Send' and 'Cancel' buttons.

Content of the message

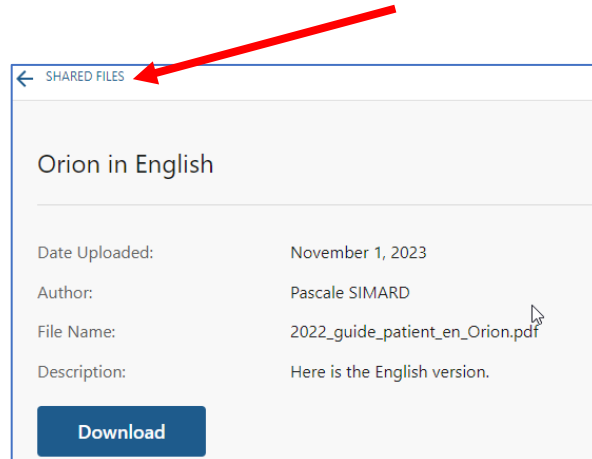
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SHARED FILES

Used to consult files shared by the clinical team.



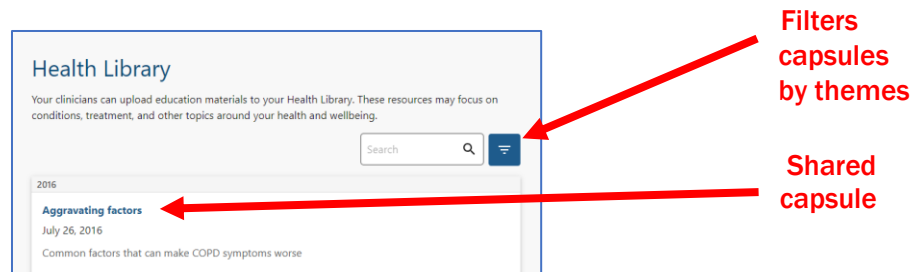
To go back to the “Shared Files” menu, click on “Shared Files.”



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homepage**

HEALTH LIBRARY

The health library is a set of educational capsules (text or video) specific to your health condition and level of knowledge.



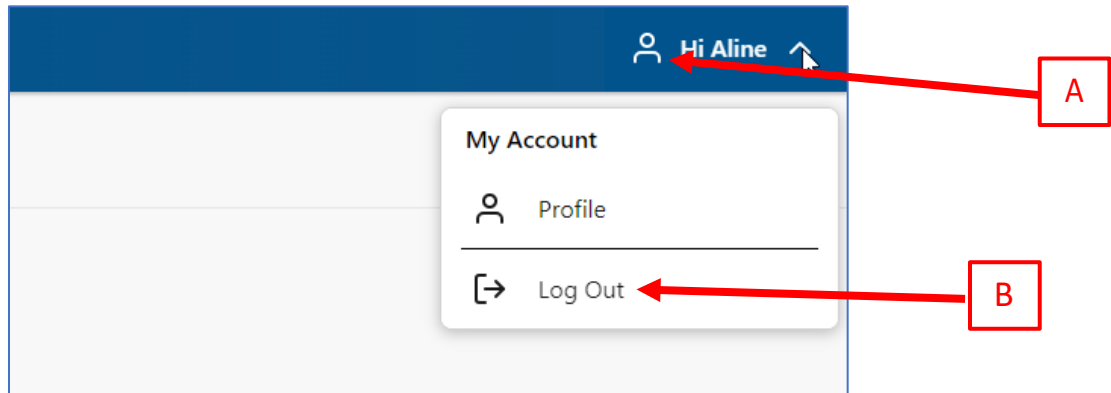
To consult an educational capsule, click on it. After having consulted the educational capsule, click on "Health Library."



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END OF USE (LOG OUT)

Once you have finished using the telehomecare application, log out. To do so, click on the profile icon on the top right of the page (A), and then on “Log Out” (B).



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Consultez le site Web du Réseau québécois de la télésanté pour l'ensemble des documents et des outils.

