



ISABEL AND ARTHUR MEIGHEN MANOR

# ENGAGE+

## Family Communication Portal

### What is Engage+?

Engage+ is a secure online clinical portal that provides resident and/or their authorized family members and caregivers access to health information and facility updates anytime, anywhere, at no cost.

With Engage+, you can view and get real-time updates on

- Medications
- Conditions
- Immunizations
- Allergies
- Care Plan
- Vitals such as weight, BP, Sugar, Pulse, O2 etc.
- Physician's , Specialist , Dietary, Therapy notes
- Care Conferences
- Medical Appointments
- Facility Updates
- Newsletter
- Activity Calendar
- Menu
- IPAC Policies
- Care Team Contact
- Employee Feedback
- Facility Feedback

### How can Engage+ help me?

Engage+ provides authorized family members and/or caregivers with transparent access to resident care information and the ability to stay up-to-date with events, activities, and announcements at Meighen Manor. This will help:

- Reduce families' concerns and questions on resident care.
- Assist families in having informed discussion centered around resident well-being.
- Foster respect and trust in the staff and home.
- Empower families to play an active role in positive outcomes.

### Is Engage+ secure?

Engage+ uses encryption protocols equivalent to those used in online banking. Engage+ protects the privacy and security of each resident. We are in compliance with HIPAA, PHIPA, and PIPEDA.

### How do I sign up?

Once your loved one is admitted at Meighen Manor, authorized resident contact will receive a registration link to sign-up for Engage+.

- Click on the link
- Answer the activation questions
- Create your password and you are set!

### I did not receive a registration email

If you do not see a registration email within 48 hours, please check your Spam or Junk folder. You can also email Meighen Manor to ensure the email address on file is correct. If you have tried these steps and still do not see any email, please contact [support@evokehealth.ca](mailto:support@evokehealth.ca)

### I am getting an error when activating my account

If you are unable to activate your account, please contact [support@evokehealth.ca](mailto:support@evokehealth.ca)

### How do I log-in after registration?

In your web-browser, visit <https://engage.evokehealth.ca/> to log-in

### For more information:

 [www.evokehealth.ca](http://www.evokehealth.ca)

 [support@evokehealth.ca](mailto:support@evokehealth.ca)