

Questions and Answers about Secure Messaging



Wellx is a secure website that you can use to exchange secure messages with your doctor, nurse practitioner and the team at Village Family Health Team.

How do I register?

To exchange secure messages with us on Wellx, you need to create an account on the website at <https://wellx.ca/>. You can sign up yourself and then request to connect with our practice, or we can invite you to register if you provide us with your email address.

What can I use online messaging for?

You can use messaging to contact us about non-urgent issues, like asking questions about your health or treatment or sharing information with us about your health.

Please continue to call us to book appointments. You should not use messaging if you have an urgent health issue – like chest pain, bleeding or acute illness – because we do not guarantee a response time. We may ask you to make an appointment to discuss specific issues.

We may also send you messages about test results or referrals, news about our clinic, and reminders about your health. By registering now, you ensure that we can send you this information in the future.

Who has access to my messages on Wellx?

Everyone at Village FHT uses our messaging system and our team works together to ensure that the right person responds to your message in a timely fashion. Your doctor or nurse practitioner may ask other team members to respond to your message or send you information where appropriate. Your messages are not accessible to anyone outside of our team.

How secure is Wellx?

Everything that you share with us on Wellx is protected by industry-standard computer security practices, including 256-bit SSL encryption, firewalls and virus protection. Your information is stored in a secure datacentre in Toronto and does not leave Ontario. You can help protect your information on Wellx by choosing a secure password and not sharing it with anyone else.

Who is Wellx, and what is Village FHT's relationship with them?

Wellx is made by Healthcare Made Simple, Inc., a software company based in Toronto. They have been helping doctors manage their patients' health information since 2010. The Village FHT has purchased access to their software for our physicians, staff and patients, but your physician continues to be responsible for all of your personal health information.

More information about Wellx and how it protects your information is always available on the web at <https://wellx.ca/>.