



Welcome to the connect2care Portal at Holland Bloorview

Connect2care is an online tool that allows clients and families to review and manage their health care information.

With just a few clicks you can:

- Access your healthcare record
- View your appointments
- Connect with members of your Health Care team

Connect2care portal: <https://connect2care.hollandbloorview.ca/>

Getting Started

- You must visit an Enrollment Leader at Holland Bloorview
- The Enrollment Leader will create an account for you
- Must have two pieces of photo ID
- You must have a current and private e-mail address to gain portal access

Completing Enrollment

1. Open your 'Temporary Password' e-mail.
Includes the link to your connect2care password page

Welcome! You are almost connected to Holland Bloorview's connect2care portal. There is just one more step to complete your personal profile set-up. It should take just a few minutes.

Click on the link below and you will then be prompted to create your personal logon ID and password.

Please note if this is your first log on, you will also need your medical record number to complete the enrollment process.

Please note your temporary password will expire in 72 hours.

For help with setting up your profile, please click on the link: www.hollandbloorview.ca/2c2c2


Please remember to check External Links on your main page for updates, and to sign up to participate in a survey or focus group that will help us to make connect2care even better.


Here is the link to the connect2care Portal:


<http://hlp-web-vps-usj-extern@on.mth?signonurl=%2FPhm-PhmHome.HomePage.WR.mth%3Fncis%3DBLMWEB.TEST2.01%26application=esujrmm%26cm1%3d%3d&userid=HR1124116316&password=HR3b67a63&application=Phm>




2. Type in a New Log On User Id in the appropriate box
 3. You will also need to type in a new password
 4. Re-type the new password in the Confirm New Password box
- Please note:** When selecting your new Log On User Id and Password, make sure you follow the instructions listed at the top of the page.

New Log On User Id 

New Password 

Confirm New Password 

Medical Record Number 


Security Question

Security Question Answer

Security Question


Security Question Answer

5. Type in your medical record number (provided by the Enrollment Leader)
6. Choose two security questions. Click on the down arrow to the right of the box to show a selection of questions. Click on the question you would like to choose. Type the appropriate answer to your question in the Security Question Answer Box.
7. After you have chosen two different Security Questions, click on the Submit box (bottom right of the screen)


Medical Record Number 

Security Question

Security Question Answer

Security Question 

Security Question Answer





8. Follow the instructions to 'Please log off and sign back on using your new credentials'

9. To Log Off, Click on the Log Off button in the upper right corner



10. You will be logged out of the enrollment page.

11. Click on the 'here' provided in the text to log on

Logged Out

You have signed out of the system.

Click [here](#) to sign on again.



12. You will be taken to the connect2care Portal Log On Screen

13. Type in your new Log On ID and Password in the appropriate boxes

A screenshot of the login page. The header is blue with the text "Holland Bloorview Kids Rehabilitation Hospital" and "connect2care". Below the header is a white box containing the login form. The form has two input fields: "Logon Id:" with the value "patportal" and a "Forgot Logon Id?" link; and "Password:" with a masked password "●●●●●●●●" and a "Forgot Password?" link. A "Sign In" button is located below the password field.



15. You will be directed to read the Terms and Conditions. Please read and click the Terms and Conditions, click the Accept button in the bottom right hand corner.

Holland Bloorview
Kids Rehabilitation Hospital

connect2care Terms of Use Agreement

1. Acceptance

It is important that you read all the following terms and conditions carefully. This Terms of Use Agreement ("Agreement") is a legal agreement between you and Holland Bloorview Kids Rehabilitation Hospital ("Holland Bloorview"), which is owner and operator of the Connect2Care website ("The Portal"). This agreement states the terms and conditions under which you may access and use the Portal and all written and other materials displayed or made available through The Portal, including, without limitation, articles, text, photographs, images, illustrations, audio clips, video clips, computer software, and links to third party sites ("Content"). By accessing and using The Portal, you are indicating your acceptance to be bound by the terms and conditions of the Agreement. If you do not accept these terms and conditions, you must not access or use The Portal. Holland Bloorview may revise this Agreement at any time without notice. You are advised to review the Terms of Use Agreement periodically to ensure you are familiar with the terms and conditions. Use of The Portal after such changes are posted will signify your acceptance of these revised terms.

2. Program Description

Holland Bloorview manages The Portal, an internet-based portal designed to give clients or another person chosen by the client (a "proxy") the opportunity to securely (a) view portions of their health record and appointment schedule, and (b) communicate with authorized healthcare practitioners regarding their care. The Portal uses encryption and other security measures designed to keep unauthorized persons from reading communications, information, or attachments. Other security measures protect information maintained within the connect2care site. The website for Holland Bloorview's connect2care has trusted site certificate, which is viewable from your browser's task bar. (You can learn more about trusted sites by going to <http://windows.microsoft.com> and searching: "When to trust a website.")

The Portal does not provide access to a complete record of your personal health information. In the event you wish to obtain a copy of your complete record, please contact Holland Bloorview's Health Records Department at 416-435-6770 ext. 4200.

Decline Accept

16. You will be taken to the Home Page of your personal connect2care portal page.

Holland Bloorview
Kids Rehabilitation Hospital Log Off

Patricia Portal

Messages Health Record Medications Appointments Profile

External Links
Holland Bloorview Website

Recent Visits

Wed, 17 Dec 2014	3:47 pm	Recurring Outpatient	Brain Injury Rehab
Wed, 17 Dec 2014	3:44 pm	Inpatient	3 East

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