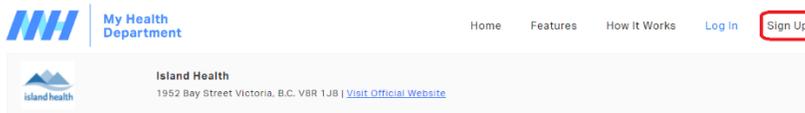


Dear Licensee,

Community Care Facilities Licensing has completed a database system change related to the electronic incident reporting process.

There is a new log in process with the computer system change related to the electronic incident reporting process and you will need to create a new account. Please find the instructions below.

1. Go to <https://myhealthdepartment.com/island-health>
2. Click on the “Sign Up” button on the top right hand side of the page



Login

Use the form below to login to your MyHD account.
Need an account? [Register here](#) | Forgot your password? [Reset here](#)

Email Address

Password

3. Enter the required fields and ensure that you are registering with the facility contact email address listed as follows:

Company Name

First Name

Last Name

Email Address

Cell Number

Password

I agree to [Terms of Use](#).

Confirm You're a Real Person

I'm not a robot 

4. Once the registration is submitted the page will redirect to the login page

5. Enter the login credentials you just created and click on "Submit"

Login

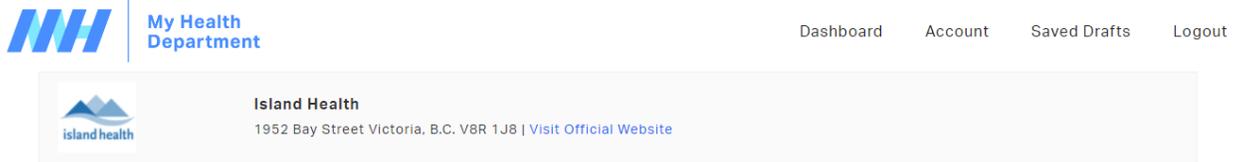
Use the form below to login to your MyHD account.
Need an account? [Register here](#) | Forgot your password? [Reset here](#)

Email Address

Password

[Submit](#)

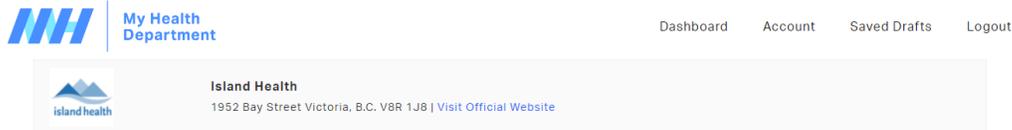
6. Once logged in, there will be a heading for "Incident Report" and a link to associate a facility with your account. Click on the link that says "click here"



Incident Report

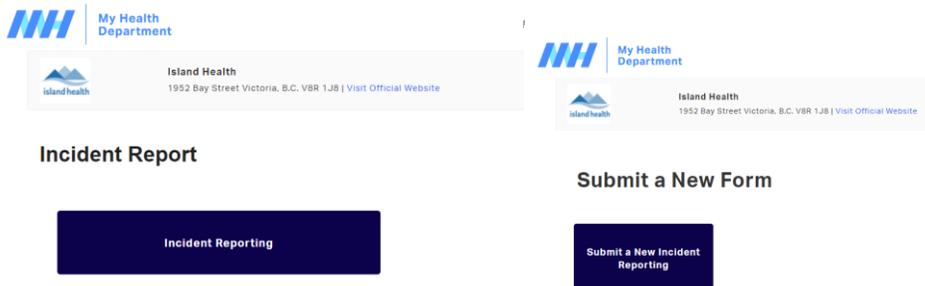
There are no facilities associated with your account. [Click here](#) to associate your account with your facility.

7. Enter the private facility ID:
NOTE: Do not share the private facility id with anyone
8. Click on "Add facility"



Find your Facility

9. The facility is now connected with your account and you can submit an incident report by clicking on the "Incident Reporting" button, and then "Submit a New Incident Report"



Please call your Licensing Office at the contact information listed below.

SOUTH ISLAND – VICTORIA

201-771 Vernon Ave
Victoria, B.C.
V8X 5A7
250-519-3401
Fax: 250-519-3402

CENTRAL ISLAND - NANAIMO

29 - 1925 Bowen Rd
Nanaimo, B.C.
V9S 1H1
250-739-5800
Fax: 250-740-2675

NORTH ISLAND - CAMPBELL RIVER AND COURTENAY

200 -1100 Island Hwy
Campbell River, B.C.
V9W 8C6
250-850-2110
Fax: 250-850-2455

Courtenay, B.C.
250-331-8620
Fax: 250-331-8596

If you have any questions or require any support with electronic incident reporting.

Sincerely,

Community Care Facilities Licensing

Island Health

Email: Natalie.Kroschinsky@islandhealth.ca