Q: Why do I need to set up my BC Services Card to request access to CareConnect?

A: If you are an MOA or a non-VCH/PHC affiliated physician, your BC Services Card is the key to securely confirming your identity so that our team can move forward with providing you access to CareConnect. Physicians affiliated with VCH/PHC log into CareConnect using their Health-Authority issued accounts.

Q: How do I get started?

Please refer to the invitation letter for steps to set up your BC Services Card, and an overview of the mobile card and card reader options. Once you’ve visited a Service BC location (list available at www.gov.bc.ca/servicebc) to complete setup, you’ll use your card to request access to CareConnect at https://my.careconnect.ca. Our team will work with you directly to complete your enrolment and walk you through logging into CareConnect for the first time.

Q: Will I need to use my BC Services Card every time I want to log in into CareConnect?

If you are using a card reader and passcode option, you will need your BC Services Card, card reader and BC Services Card passcode every time you log in. If you are using the mobile card option, you will need only your mobile device and device security to log in.

Q: Should I choose to “Remember this Device” when logging in using a mobile card?

When you log into CareConnect using a mobile card, you can choose to remember your device on a computer or tablet after you have completed the pairing step. This makes the login process faster next time. Note: If you are using a shared computer in your clinic, it is important that you enter a unique name for the device (e.g. Dr. John Smith’s iPhone) so that you can easily identify it in the future.

Q: I have access, but my BC Services Card is expiring soon. What do I need to do?

It is important that you renew your BC Services Card well before the expiry date indicated on your card to maintain your login access to CareConnect and any other services connected to your card. If your card expires, you will need to revisit a Service BC location to verify your mobile card or get a new BC Services Card passcode for login with a card reader.

For questions, please contact private.careconnect@phsa.ca