

August 31, 2021

Dear Kingsbridge Patients,

This message is to notify you of a change to Pomelo Health.

We will be **transitioning from Pomelo Health to a new service provider, Oceans by Cognisant MD.**

This new portal will similarly be used for secure messaging, and eventually for appointment bookings.

**Secure messaging:**

You will no longer require a login username and password to access secure emails from Kingsbridge.

When an email is received, it will be titled "**Kingsbridge Medical Centre**" **from no-reply@cognisantmd.com** (please check your junk/spam mail). To open the secure message, you will be asked to provide one or more security validators:

1. Your birthdate (pre populated from your chart)
2. Your health card number

**Online bookings:**

Coming soon! Please stay tuned.

This will be available through:

[www.kingsbridgemedical.com](http://www.kingsbridgemedical.com)

We take the protection of your data seriously.

All communication through Oceans by Cognisant MD use high-level encryption and are transmitted over our secure network. Feel confident knowing that all sensitive data remains private and well protected.

We are PHIPA compliant.

Regards,

Kingsbridge Medical Centre