

# Dr. Paula Miceli, Ph.D., C.Psych.

## Clinical & Health Psychologist

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OWL Practice Management is used to facilitate financial activities, scheduling and sharing of reading materials. This letter provides information about system security, email/SMS notifications, and managing your account. Please note that invitations to Zoom TeleHealth meetings are sent via regular email.

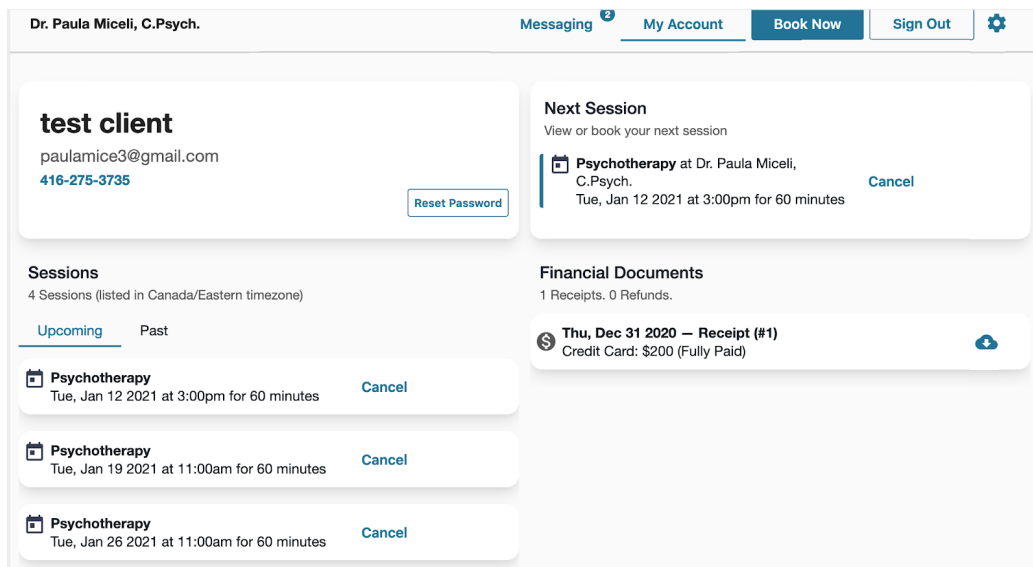
### Information about OWL Security\*:

OWL is a PHIPA\*\*-compliant e-solution and a trusted partner of Canadian Psychologists. Data is stored in dedicated servers in Canada, and uses bank-level encryption to protect data moving between host servers and users' devices/browsers. Some of your private health information (name, address, email, receipts, session dates/time, handouts & related messages) will be stored on OWL servers. Session notes are hand-written and not stored on the system. You will never be prompted to enter financial information (eg., credit cards).

### Using the Portal:

Clients are invited to create an account (eg., login, password) to access the portal. OWL will generate an email to request verification of your account immediately following its creation. Steps are described in the Addendum.

This screenshot displays the client's view of the portal:



To download receipts, click on the blue cloud symbol under Financial Documents. Receipts will be available in the client portal within 24 hours of payment.

\* Read more: <https://faq.owlpractice.ca/owl-and-security/security>.

\*\* Personal Health Information Protection Act (Ontario's health privacy legislation): <https://www.ontario.ca/laws/statute/04p03>.

To access educational materials, go to the secure messaging where they will be uploaded (usually the same, or next, day).

Book, cancel & reschedule appointments at any time. Note that policies regarding fees for missed appointments and late cancellations will be applied.

New clients are restricted to booking a consultation with Dr. Miceli. Full system privileges are enabled after we agree to work together and an intake appointment is scheduled.

**Preferences:**

You will be asked about your preferences to receive appointment reminders via SMS (text, 24 hours in advance) and email (3 days in advance). Email alerts may assist in avoiding late cancellation fees (ie., changing/cancelling an appointment more than 48 hours before).

Modify reminders at any time by informing Dr. Miceli via email, phone or during a session.

**Storage:**

Content on this site will be archived about 1 year after your account becomes inactive. Please download materials on this site promptly, as they will not be available once archived.

I am interested in hearing your feedback (positive and negative) about your experiences with the service. Please call the office if you have any questions, concerns and/or feedback.

Sincerely,

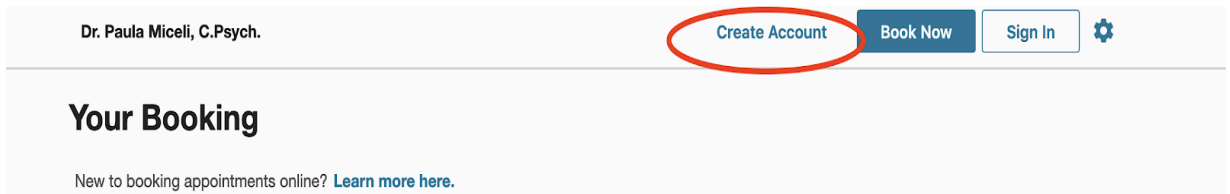
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August 17, 2021

**Addendum:  
How To Create Your Account:**

The following screenshots display the steps in the creation of your OWL account:

1. Access the Client Portal at: <https://oab.ow|practice.ca/drpaulamicali/booking> and click **Create Account:**



2. Enter the required information: name, date of birth, phone number, email address, password. Click Create Account.
3. Within moments, you will receive an email from Owl Practice. Follow the instructions to **Verify your Account:**

Please click on the button below to verify your new Dr. Paula Miceli, C.Psych. account:

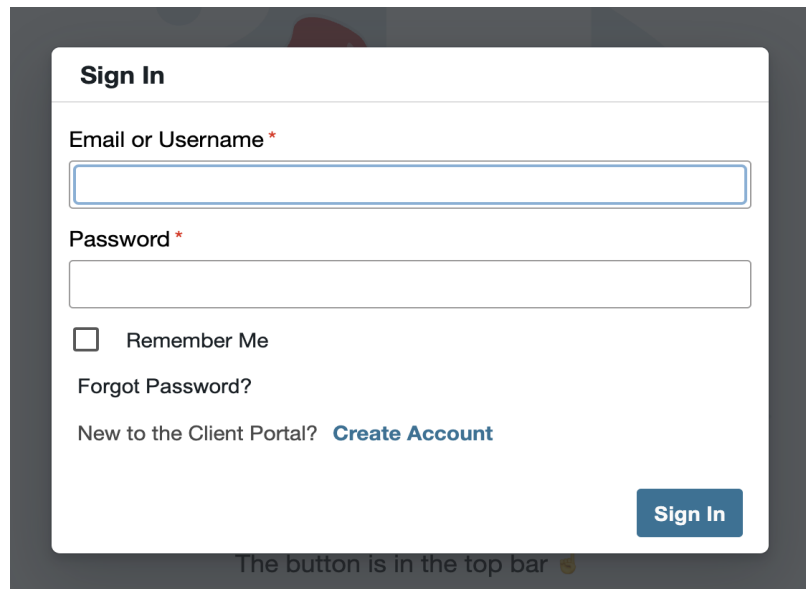


Or paste the following into the address bar:

<https://oab.ow|practice.ca/drpaulamicali/verify/27619462898879>

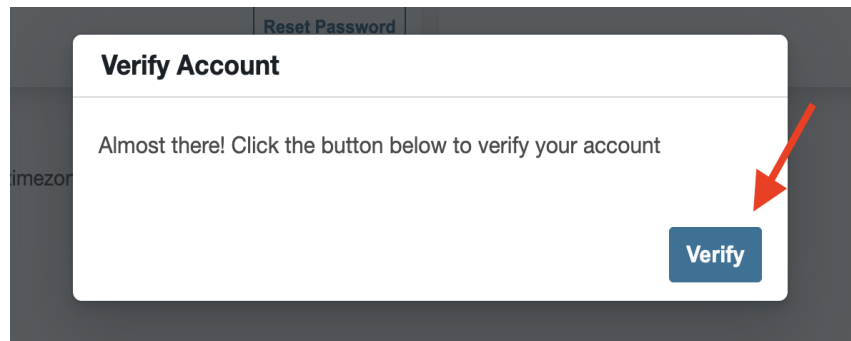
**Dr. Paula Miceli, C.Psych.**

4. The system will prompt you to enter your email address and password and press **Sign In**.



The screenshot shows a 'Sign In' form with the following elements: a title 'Sign In', a label 'Email or Username \*' above a text input field, a label 'Password \*' above another text input field, a checkbox labeled 'Remember Me', a link 'Forgot Password?', a link 'New to the Client Portal? Create Account', and a blue 'Sign In' button in the bottom right corner. A caption below the form reads 'The button is in the top bar'.

5. Click **Verify**.



The screenshot shows a 'Verify Account' form with the following elements: a title 'Verify Account', a message 'Almost there! Click the button below to verify your account', and a blue 'Verify' button in the bottom right corner. A red arrow points to the 'Verify' button. A 'Reset Password' link is visible at the top of the form area.

The portal will become available to schedule or cancel appointments, and receive handouts, within ~4-6 hours after an account is created.