



















Arizona House Calls Care Link Quick Start Guide

Welcome to Arizona House Calls CareLink. Carelink is an innovative new tool that health facilities can securely track, record, and monitor interactions between care personal and our physicians. CareLink is not designed to be a direct link between patient and our practice, but rather a link between patient's care givers, assisted living homes, group homes, doctor's offices, and others who are managing the care of a large group of patients within our practice. This quick start guide will highlight the main features of Carelink and how to use them.

Step	How To
1. Creating an Account 	<p>To Create a new Carelink Account go to www.azhousecalls.com/carelink and select 'create account'. Please enter in your facility address and contact information. Creating an account will create the administrative username and password for your facility. The administrative username and password will allow the facility to add, manage, and delete facility users. Once you select 'Create CareLink Account' you will receive an email confirmation.</p>
2. Logging In 	<p>You can then logon to your account at www.azhousecalls.com/carelink. If you are the facility administrative, please enter your username and password from step 1. If you are a facility user please enter the username and default password sent to you. Once you logon you will be prompted to change your password. If you have forgotten your password you can have it resent to you. If you have your password resent to you, you will be promoted to change it the next time you log on.</p>
3. Updating Your Password 	<p>If you are the facility administrator you can change your password and contact information using the 'Edit Account Info' Link. You will not be able to update your username.</p> <p>If you are a facility user your can update your password by clicking on the 'change password' link.</p>
4. Adding New Users 	<p>Facility Administrators can add and delete new users for their facility. Users will be allowed access to all of the Facilities Carelink Patients and their documents. To create a new user click on 'Manage Facility Users' and 'Add new facility user. Here you can enter in the user's full name, username, and email address. Click on 'Create CareLink User' to send a welcome message to the new user with their initial logon information. You can resend the welcome message by clicking on the  link. You can delete users by clicking on the  link.</p>
5. Add a New Patient 	<p>You can add new patients to your facility by clicking on the  add new patient link from your homepage or from the patients page. This will add a new patient and new patient log to your facility. The required fields for adding a new patient are First Name, Last Name, Address, State, Zip, Sex, Date of Birth, and Insurance Information. You will also need to click on the information sharing consent box. Please do not add a new patient to your CareLink account unless you have their medical release consent.</p>



<p>6. Patient Orders</p> 	<p>Practitioners may submit patient orders to facilities via CareLink. To view and order for a patient you can click on the orders link or navigate to a specific patient. You will see all orders for a given patient in the patient page. When an order is created it will also be logged in the patient's history.</p>
<p>7. Add a Patient Inquiry</p> 	<p>Patient Inquiries are a way to ask a question from your Arizona House Calls practitioner, request a refill or visit, or document a patient incident. To add a patient inquiry click on the  add inquiry link. Inquiries are linked to patients so you will need to select the patient and the inquiry type. Once you submit an inquiry it is placed in 'sent by facility' status and securely sent to the practitioner. You will receive an email confirmation of the inquiry and the inquiry will be placed in the patient log. When the practitioner acknowledges your inquiry you will receive an email message.</p>
<p>8. Add a Patient Document</p> 	<p>Patient documents are a way to securely submit patient paperwork to Arizona House Calls. To add a new patient document click on the  add new document link. Documents are link to patients so you will need to select a patient and then can enter a document name and document type. Click on the <input type="button" value="Browse..."/> button to select the document from your computer. Once you submit a document it is placed in 'sent by facility' status and securely sent to the practitioner. When the practitioner acknowledges your document you will receive an email message as well. Once the practitioner has acknowledged the document it will be transferred to your patient's permanent electronic medical record and will no longer be available via CareLink.</p>
<p>9. View Patient Log</p> 	<p>All patient activity is tracked in the CareLink patient log. The patient log will contain the date an activity occurred, the type of event, and the username of the person who initiated the event. To view on a patient's log you can go to the 'Patients' link and select the name of the patient you wish to view. On the bottom of the patient page will show a detailed listing of all of the patients events in CareLink</p>
<p>10. Privacy Notice</p> 	<p>Arizona House Calls takes great care to ensure that data communicated between care facilities and our providers is submitted and stored securely. Patient health information (PHI) data is transmitted to us via 256-bit encryption and our servers have built in security and back up features.</p>
<p>11. Log Out</p> 	<p>To securely log out of the CareLink system click on the Log Out button. This will redirect the user back to the main logon page.</p>

If you have questions or comments regarding the Arizona House Calls CareLink system or this quick start guide please contact us at info@azhousecalls.com. If you have a large amount of patient data you wish to import into the CareLink system we can arrange for our system administrator to assist you.