

Patient GUIDE



A new kind of healthcare experience that empowers people to live their healthiest lives.

Welcome + Introduction

Guided Care, Inc.
818.665.5057
info@guidedcare.com
[guidedcare.com](https://www.guidedcare.com)

Thank you for choosing Guided Care. We are dedicated to providing safe and uncompromising patient care in an environment that is collaborative, compassionate, engaging, and respectful. This includes helping patients, families, and caregivers feel confident and comfortable when seeking care and communicating with their Care Team.

We have developed this guide to help make your experience as pleasant and relaxed as possible. We look forward to a successful partnership with you and wish you the best of health.

Sincerely,

Jennifer McCoy
President and CEO

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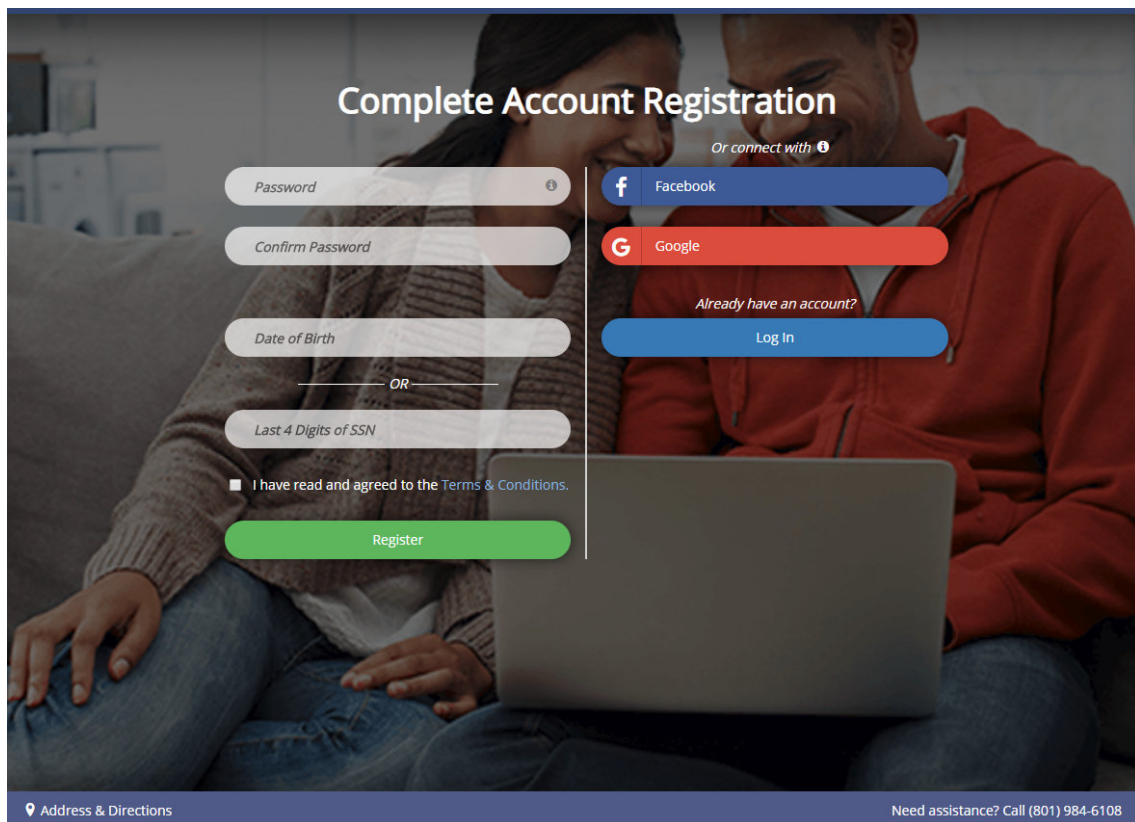
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Patient Portal Registration

Your experience with the patient portal begins with an email invitation from your doctor's office.

You will receive a **Patient Portal Account Notification** email after your doctor's office has added your account to the patient portal. Click the link included in the notification email to access the patient portal.

Register for the Patient Portal



When you first enter the patient portal, you must register and activate your account.

The following information must be entered to register and activate a portal account:

- New Password

Note: Passwords must contain a minimum of eight characters and include one upper case letter, one lowercase letter, one number, and one special character.

Patient Portal Registration (continued)

- And at least one of the following identifiers, if required by the practice:
 - Birth Date – MM/DD/YYYY
 - SSN – last four digits
- Read and agree to the **Terms & Conditions**
- Click **Register**

Once the account is registered and activated, you are automatically logged in to the **Patient Portal**.

Register Without a Patient Portal Invite

You can also register a new portal account by navigating to your practice's Patient Portal Login page and clicking **Register**.

The following information must be entered to register a portal account and receive a **Patient Portal Account Notification** email:

- Account Holder First Name
- Account Holder Last Name
- Account Holder Email Address
- Read and agree to the **Terms & Conditions**
- Click **Register**

You will receive a **Patient Portal Account Notification** email with a link to the **Complete Account Registration** screen. Follow the instructions above to complete your Patient Portal account registration.

Patient Portal Registration: Social Media Login

You can conveniently access your patient portal account using your Facebook® or Google® account login.



Important Note: *Privacy is important to us, and we will only use social media account information to validate your identity. We will never access your profile or post in your social media account.*

Register Using a Social Media Account

1. From the **Register** screen, click the **Facebook** or **Google** button to link your patient portal account to your social media account. If you are not currently logged in to your social media account, enter your credentials.
2. After the accounts have linked, the **Password** and **Confirm Password** fields are no longer required and will not display on the **Register** screen.
3. Enter at least one of the following identifiers to register and activate your portal account:
 - Birth Date – MM/DD/YYYY
 - SSN – last four digits
4. Read and agree to the **Terms & Conditions**.
5. Click **Register**.

Once the account is registered and activated, you are automatically logged in to the **Patient Portal**. You will be able to access your account using your social media login information.

Link Your Social Media Account

1. On the Patient Portal home page, select **Profile | Update Profile Settings**.
2. Click the **Link Facebook Account** or **Link Google Account** button to link your patient portal account to your social media account. If you are not currently logged in to your social media account, enter your credentials.

A message displays when your accounts have successfully linked, and you will be able to log in to the patient portal using your social media login information.

Patient Portal Registration Social Media Login (continued)

Unlink Your Social Media Account

1. On the Patient Portal home page, select **Profile | Update Profile Settings**.
2. Click the **Unlink Facebook** from this account or **Unlink Google** from this account button to unlink your patient portal account from your social media account. You will be redirected to the **Patient Portal** home page.

Patient Portal Registration: Forgot Password

Forgot Password

1. On the Patient Portal login screen, click the **Forgot Password link**.
2. Enter your email address.
3. Click **Send New Password**.
4. Click the link included in the new **Patient Portal Account Notification** email to reset your patient portal password.

Messaging in Patient Portal

You can send messages to, and receive messages in the Patient Portal from your doctor or clinical staff. You can also include hyperlinks to third-party sites containing additional medical information for additional, comprehensive medical histories.

Receive Messages in the Portal

When you receive a message from your office, you will be sent an email notification. Additionally, a number displays next to the Messaging icon to indicate how many messages are waiting to be read.

1. Log in to the Patient Portal.
2. Click on **Messaging**. A new message is indicated by a red dot next to the date. Once a message has been opened the red dot no longer displays.
3. Click on a message to open it.
4. Respond to the message, as required.

Send Messages from the Portal

You can click **Ask a Question** in the patient portal to send an email message to your practice or a specific provider. You can also add hyperlinks for third-party sites (such as Fitbit© or MyZone™) to send to your provider or clinical staff. We recommend that you use the hyperlink feature only when sending **Patient Health Information** portal messages.

Complete the following steps to send a Patient Health Information portal message:

1. Click **Messages**.
2. Click **Ask a Question**.
3. Select **Patient Health Information** from the **Subject** drop-down.
4. Enter a **Category**.
5. Enter the **Message**. Include the hyperlink to the third-party site in the message body.



Important Note: Copy and paste the link in its entirety. Do not forget to include the protocol (i.e., [http:](#), [https:](#)).

6. Click **Send Message**.

Scheduling Your Visits

Guided Care will reach out to you or your caregiver while you are in the hospital to schedule an initial visit and describe how the virtual visit works.

Once scheduled, you will receive an email and text with the following:

- Your appointment date and time
- Instructions for your visit

During the initial visit, your telemedicine visit will be scheduled.

This will occur within the first two weeks post-discharge.

Once scheduled, you will receive an email and text with the following:

- Your appointment date and time
- Instructions for your visit

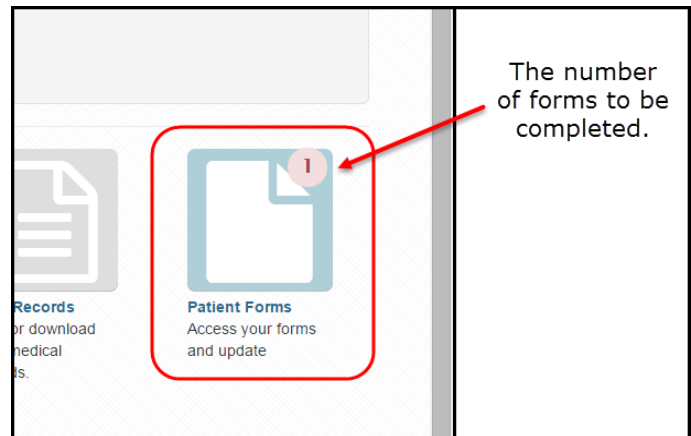
Preparing for Your Visit

Complete the patient portal registration: complete intake documents

You can complete forms prior to your visit using the Patient Portal. You will receive a notification email alerting you to complete an assigned form. Click the link included in the notification email to access the patient portal.

 Go to the **Patient Portal** home page.

1. Log in to the portal. The **Patient Forms** icon displays with the number of forms to be completed.
2. Click the **Patient Forms** icon on the home page. The **Patient Forms** screen displays.
3. Click the **Start** button for a form. The form displays.
4. Complete the patient check-in forms and take the following actions based on the type of form you are completing:
 - **Exit** – Closes the form screen.
 - **Ask a Question** – Opens the **Messaging** screen in the Patient Portal.
5. **Save and Close** – Saves your work and closes the form screen. Form status changes to **Saved**.
6. **Finish and Submit** – Closes the form screen and sends the form back to the office for review. Form status changes to **Submitted**.
7. **Decline** (Consent Form) – Closes the form screen and sends the form back to the office for review with no signature. Form status changed to **Submitted** in the portal Patient Forms grid.



How to Join Your Upcoming Telehealth Appointment

Instructions for installing on your device(s).

Follow the step-by-step instructions to install Zoom software

If this is your first telehealth appointment with us, there is a program called Zoom that you need to install prior to joining your session. If you have already set up Zoom, you can skip to “Joining Your Telehealth Session.”

Desktop

Step 1

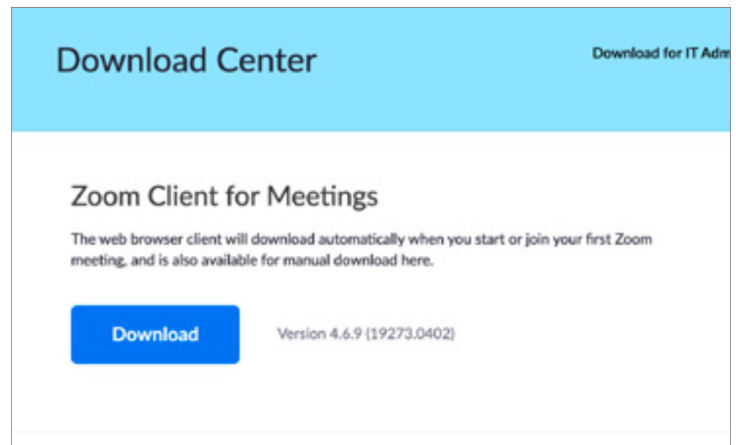
Visit <https://zoom.us/download>

Step 2

Click the blue **Download** button under **Zoom Client for Meetings**.

Step 3

Open or run file and follow instructions as prompted.



Mobile

Step 1

Tap the **Download** button for your device on the left or visit <https://zoom.us/download>

Step 2

Tap the **Zoom link**.

Step 3

Select **ZOOM Cloud Meetings** and follow instructions as prompted.

Joining Your Telehealth Session

Instructions for all devices

Now that your device is ready with the required Zoom software installed, access the confirmation email a member of our staff sent you and click the link in your email.

PLEASE NOTE: If you are on a desktop or laptop, be sure to start your visit from the window that opens automatically when you click the link in your confirmation email from us.

Step 1

Click or tap the **Join** link in your email.



Hello MARC BERN,

You are scheduled for a telemedicine appointment with GEORGE BROOKS

When: Monday, April 13, 2020 at 04:00 PM (UTC -7 Mountain Standard Time)

We recommend that you join 60 minutes before your appointment time.

Join from your PC, Mac, iOS or Android device: <https://dsj-telemed-01.zoom.us/j/91812345678>

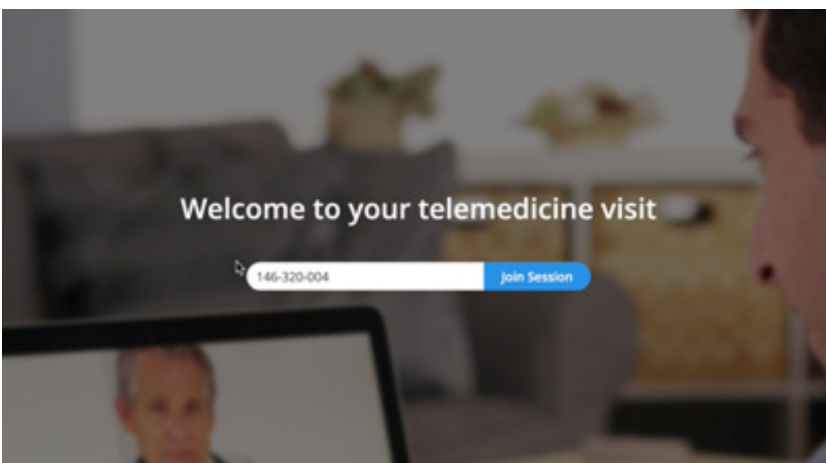
Visit Code: 146-320-004

If you have questions or need help, please contact us by phone: (800) 320-004

Step 2

Your session ID should prepopulate in the window.

Click or tap the **Join Session** button.



Joining Your Telehealth Session (continued)

If you get disconnected

Rejoin by clicking or tapping the link in the confirmation email and follow the same process.

Once your visit is complete, we will end the session. You can then close the telehealth screen or program on your device. Any further contact with the provider will need to go through our office.

For any additional questions, contact our office.

Instructional Video

We have a video that takes you through these same steps, but with more in-depth detail and graphics. Watch the video by clicking [here](#) or visiting our **Patient Resources** link at: <https://www.guidedcare.com/patient-resources/#video>.

Joining Your Telehealth Session (continued)

Step 3

Read and agree to the terms and conditions.

Click or tap **I Accept**.

Step 4

If prompted, follow the prompts to make a credit card payment. Your card will be charged for the amount at the end of the visit.

Step 5

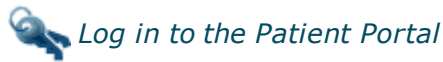
Enter a brief reason for your visit, then click or tap **Enter Waiting Room**. Pick a comfortable chair in a quiet setting and wait for us to start your visit. You can join the meeting a few minutes early.

Step 6


When we start the session, click or tap the **Join** button. You should now be on the call, able to see your face in the little window. You should also be able to see, hear and talk to your provider.

Patient Portal Online Billing




Use online billing to view current and past statements, and easily pay your balance online.



Turn on Online Billing

1. Click the **Messages** icon. 
2. Click **Messaging Preferences**.
3. Select **Email** and **Text** for **Online Statements**.
4. Click **Save**.

Check the boxes to indicate how you want to be notified. Uncheck to stop receiving notifications.

	 Email	 Text	 Voice
Appointment Reminders	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Online Statements	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Patient Portal Messages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Patient Messages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

5. Click the **Bills** icon. 
6. Select the **Check to turn on online billing** check box.

Make a Credit Card Payment

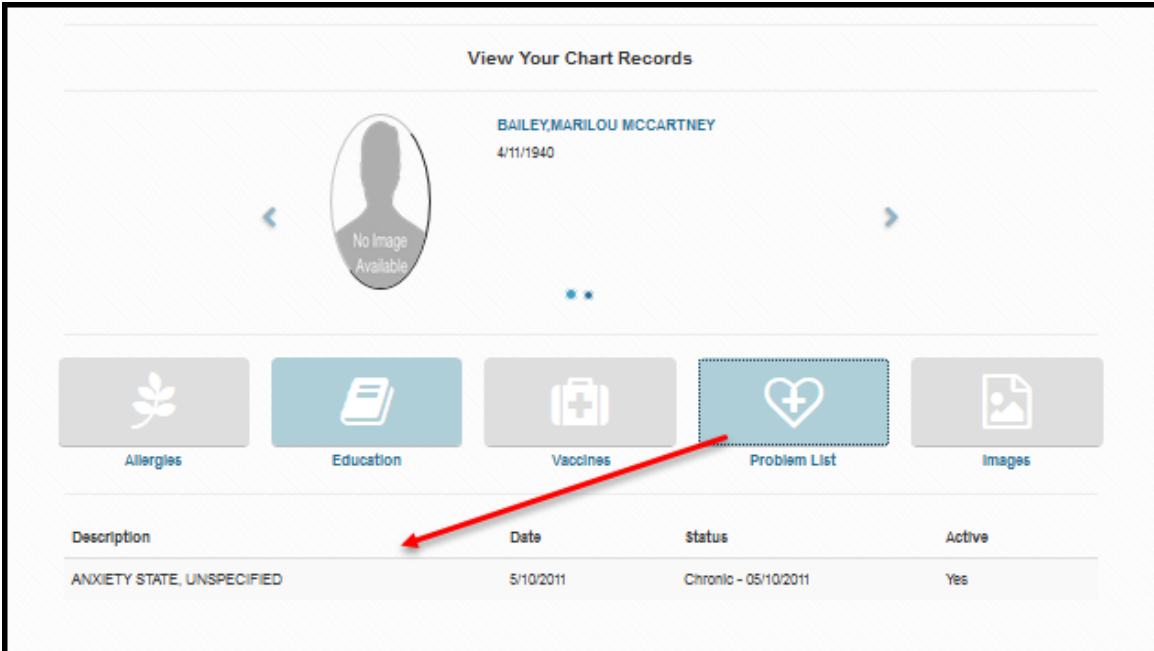
1. In the **Bills** section, select a **Pay Now** option.
2. Click **Make Payment**.
3. Enter credit card and billing information and click **Make Payment**. If the payment is successfully submitted, the **Payment Confirmation** screen displays.

A payment confirmation email is emailed to the account holder with the transaction details for the charge.

View Records in Portal

You can view health records of patients tied to your Patient Portal account on the **Chart Summary** screen.

 Click the **Records** icon 



Description	Date	Status	Active
ANXIETY STATE, UNSPECIFIED	5/10/2011	Chronic - 05/10/2011	Yes

View, Download, and Send Medical Records

You can use the **Chart Summary** screen in the Patient Portal to view, download, and send medical history for yourself and patients tied to your account.

 **Note:**

- Medical history can be downloaded in PDF or XML formats.
- You can send medical history through a secure email to a doctor or member of the clinical staff, or send medical history unsecurely to a third-party.

Send medical records by going to **Records | Chart Summary**.

View Records in Portal (continued)

Send Unsecure Message

To send patient records via unsecured email:



Important Note: *If you choose to send to an **Other-Email**, you might be sharing sensitive medical information with a third party.*

1. Select which patient records you want to send.
2. Choose a **Start Date** and **End Date**.
3. Select **Other-Email** and enter the email address.
4. Click **Next**.
5. Acknowledge sending an unencrypted email.
6. Click **Send Now**.

Go to **Records | Track Transmit Status** to view health record transmission statuses.

Patient's Rights and Privacy



Privacy

We consider you a partner in your care. When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your care as effective as possible.

Guided Care is committed to delivering quality healthcare to you, our patient, and to making your time with us as pleasant as possible.

It is our belief that you, as a patient, have certain rights and considerations while in our care.

Patient's Rights

The following is a list of patient's rights to:

1. Considerate and respectful care, and to be made comfortable.
2. You have the right to receive respect for your personal values and beliefs.
3. Know the name of the provider who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
4. Receive information about your health status, course of treatment and prospects for recovery in terms you can understand. You have the right to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
5. Make decisions regarding medical care and receive as much information about any proposed plan of care in order to give informed consent.
6. Request or refuse services, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary services.
7. You have the right to terminate the relationship with Guided Care.
8. Reasonable responses to any reasonable requests made for service.
9. Request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.
10. Formulate advance directives. This includes designating a decision-maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care.
11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly.
12. You have the right to be told the reason for the presence of any individual.
13. Confidential treatment of all communications and records pertaining to your care. Basic information may be released to the public, unless specifically prohibited in writing by you. Written permission shall be obtained before medical records are made available to anyone not directly concerned with your care, except as otherwise may be required or permitted by law.
14. Access information contained in your records within a reasonable time frame, except in certain circumstances specified by law.
15. Receive care free from verbal or physical abuse or harassment. You have the right to access protective services including notifying government agencies of neglect or abuse.
16. Reasonable continuity of care and to know in advance the time and location of your care.
17. Know which rules and policies apply to your conduct while a patient.
18. Examine and receive an explanation of your Guided Care bill regardless of the source of payment.
19. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status, or the source of payment for care.

Patient Responsibilities

Providing Information

Patients and families, as appropriate, must provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters relating to their health. Patients and their families must report perceived risks in their care and unexpected changes in their condition. They can help Guided Care understand their environment by providing feedback about service needs and expectations.



Asking Questions

Patients and families, as appropriate, must ask questions when they do not understand their care, treatment and service or what they are expected to do.

Following Instructions

Patients and their families must follow the care, treatment and service plan developed. They should express any concerns about their ability to follow the proposed care plan or course of care, treatment and services. Guided Care makes every effort to adapt the plan to the specific needs and limitations of the patients. When such adaptations to the care, treatment and service plan are not recommended, patients and their families are informed of the consequences of the care, treatment and service alternatives of not following the proposed course.

Accepting Consequences

Patients and their families are responsible for the outcomes if they do not follow the care, treatment and service plan.

Corporate Integrity

Guided Care is committed to maintaining the highest level of professional, medical, and ethical standards in the conduct of its business and prioritizes honesty, integrity, and quality in its relationships with clients and patients. In order to maintain these standards of excellence, Guided Care has established a Compliance and Privacy Plan to ensure that the company complies with all applicable county, state, and federal regulations.

If you have questions or concerns regarding Guided Care’s compliance or privacy practices, please contact our Corporate Office at 818-665-5057 and request to speak to the Compliance Officer or send an email to compliance@guidedcare.com

Addressing Your Concerns

Grievances and Complaints

You have the right to voice or submit a written complaint concerning the quality of care or your ability to exercise your rights as a patient. You may contact the Corporate Office at 818-665-5057 or file a grievance in writing to:

Guided Care
28720 Canwood St. Ste. 203
Agoura Hills, CA 91301

Billing

If you have questions regarding your bill, please email billing@guidedcare.com or call us at 661-665-5057 and ask for billing.

Medical Records

Guided Care is committed to protecting your medical information. For information about your rights and the obligations you have regarding the use and disclosure of your medical information, please see our Notice of Privacy Practices (<https://www.guidedcare.com/notice-of-privacy-practices>).

How to Make a Request

To obtain a copy of your medical records from Guided Care, please download the Authorization for Use or Disclosure of Protected Health Information (HIPAA) form located in the files section of the Patient Resources page (<https://www.guidedcare.com/patient-resources>).

You may also use this form to have your medical records sent to another medical facility.

Processing a Request

Records are usually available within 7 business days from the time the request is received. We will mail your medical records to you. We encourage you to use the patient portal ([link on our website](#)) if you need immediate access to your medical records. This is a convenient way to access your medical records, which includes physician and nurse practitioner reports, home medication list, discharge instructions, and educational materials.

Once your Authorization for Use or Disclosure of Protected Health Information (HIPAA) form is completed, you may submit your request by email or mail.

Email:

HID@guidedcare.com

Mail:

Guided Care

Attn: Health Information Department

28720 Canwood St. Ste. 203

Agoura Hills, CA 91301

Please contact us if you have any further questions, comments, or concerns. We are here to help.

Forms + Resources

Please visit Guided Care's Patient Resource page:

guidedcare.com/patient-resources