



CareConnect

my.CareConnect Enrolment Portal User Guide

How to Register an Individual User for CareConnect access

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1: Key Definitions & Access Rules



CareConnect

1A. Community-Based User Definition

- A Community-Based User is defined as an individual who accesses CareConnect to support or directly deliver patient care from a private practice, community organization or non-health authority setting
- As a reminder, all CareConnect users must be associated with a clinical worksite
 - This includes private practice clinics, working remotely from a home office or delivering/ coordinating mobile care from a community-based worksite
 - Users who have health authority access MUST ALSO register for Careconnect via their organization; this access is managed separately from
 - Your access may be audited based on the worksite that you access patient records from
- Community-based user access is provided depending on your profession and role
 - Practitioners who support the delivery care of care without supervision from a physician or nurse practitioner
 - Support staff (i.e. MOAs) can request CareConnect access if a physician or nurse practitioner sponsors their access.

1B. Authorizer & On-Behalf-Of User Type Definitions

Authorizer

- Users that have the ability to approve employees to work on-their-behalf
- Must complete the Privacy & Security Course and sign the Healthcare Practitioner CareConnect Access Agreement (Physician & Nurse Practitioners)

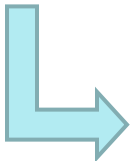


On Behalf-of-User

- User must be granted permission by an Authorizer prior to being granted access to CareConnect
- Sponsored On-Behalf-Of User can see the same information as the Authorizer
- Must complete the P&S Course, but does not need to sign the HPCAA



Physician (Dr. Jones) designates their MOA to work 'On-Behalf-Of'



MOA (Jane) can view CareConnect as if they were Dr. Jones

NOTE: If you fall into this category, see [How To Manage CareConnect Access for On-Behalf-Of-Users](#) for instructions.

1C. Independent User Type Definitions

Independent

- Users that can request access to CareConnect without an Authorizer
- Independent users cannot approve access to CareConnect like Authorizers
- Still required to complete P&S Course & requirements (i.e. HPCAA if applicable)

EXAMPLES OF INDEPENDENT PROFESSIONS

Registered Nurse
(without
GP supervision)



Pharmacist



Resident



1D. Functions Available to Each User Type

(click links for detailed instructions)

Function	CareConnect User Types <u>Without</u> my.CareConnect <i>Group Site Admin Privileges</i>		
	Independent	Authorizer	OBO
How to Register a Worksite			
How to Register an Individual User for CareConnect Access	X	X	X
How to Invite a User to Your Worksite		X	
How to Activate / Deactivate Users		X	
How to Add / Remove Group / Site Administrator			
How to Authorize an On-Behalf-of-User		ONLY	
How to Request Sponsorship as an On-Behalf-Of User			ONLY
How to Sign and Print the HPCAA	X	X	
How to Update Worksite Information			
How to Update User Information	X	X	X
Not in my.CareConnect Enrolment Portal currently			
How to Complete Site-Level P&S Declaration (if signing authority)	X	X	
How to Complete Learning Hub Privacy Security Course	X	X	X

1E. User Types & Professions Approved for CareConnect Access

See highlighted areas for professions who are approved to access CareConnect currently via Ministry of Health Designation Order

My.CareConnect Enrolment



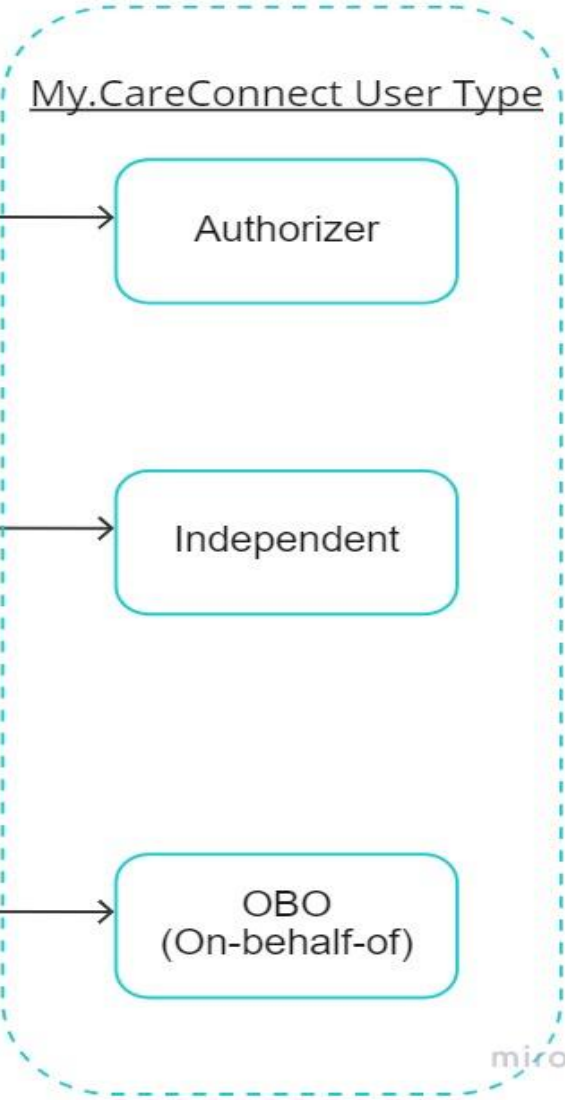
All other professions will be able to register in the Portal **BUT** Cannot access CareConnect until a Designation Order is approved for their profession

Professions

- One of:
- Nurse Practitioner
 - Physician

- One of:
- Chiropractor
 - Diagnostic Medical Sonographer
 - Massage Therapist
 - Medical Lab Technologist
 - Midwife
 - Nutritionist
 - Occupational Therapist
 - Osteopath
 - Pharmacist
 - Physiotherapist
 - Registered Nurse
 - Resident

- One of:
- Licensed Practical Nurse
 - Medical Office Assistant
 - Medical Radiation Technologist
 - Pharmacist Technician
 - Social Worker Full Class
 - Social Worker Non-Practicing Class
 - Social Worker Provisional Class
 - Social Worker Temporary Class





2: Join An Existing Worksite in the my.CareConnect Enrolment Portal



2A. CareConnect Enrolment: High-Level Overview

This guide covers STEP 3 of the CareConnect registration process, which is to Register an Individual User for CareConnect access.



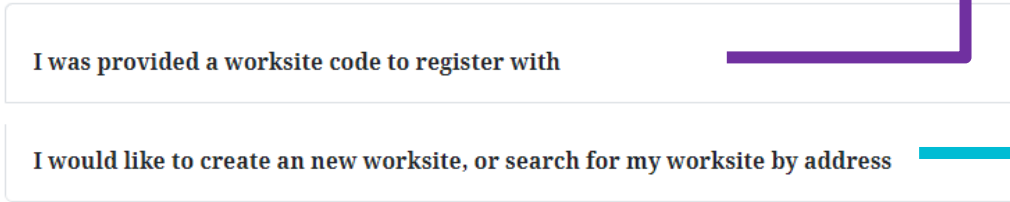
- If you have not already completed STEP 1, see the [How To Validate your Identity using the BC Services Card App Guide](#).
- If you have not already completed STEP 2, see the [How to Register a Worksite for CareConnect Access Guide](#).

2B. Two ways to join an existing worksite

When joining a worksite, you have the TWO options for searching for the worksite using its:

1. Worksite ID code (Refer to page 2C) OR

2. Address (Refer to page 2D)



1. Join an existing worksite by Worksite ID (Refer to page 2C)

The screenshot shows a registration screen with a light blue header that says "I was provided a worksite code to register with" and an upward arrow. Below the header, the text reads "Please enter the worksite code you were provided here:". There is a text input field containing the placeholder text "Enter Worksite ID provided via registration email or by Site Administrator". At the bottom, there are two buttons: "Return to Menu" (black) and "Continue" (blue).

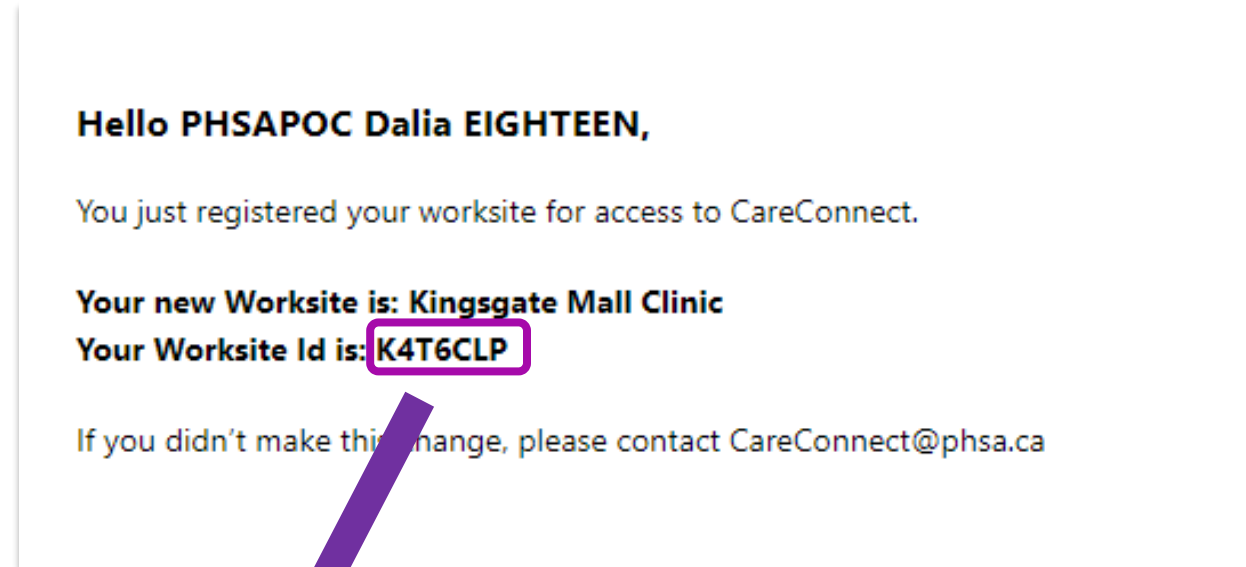
2. Join an existing worksite by address (Refer to page 2D)

The screenshot shows a registration screen with a light blue header that says "I would like to create an new worksite, or search for my worksite by address" and an upward arrow. Below the header, the text reads "Please enter your worksite address:". There is a text input field containing the placeholder text "Enter clinic address to look up existing worksite". At the bottom, there are two buttons: "Return to Menu" (black) and "Continue" (blue).

2C. OPTION 1: Join an existing worksite by Worksite ID

- If you had previously registered your own Worksite, you would have received an email, which contains the **Worksite ID**.
- Alternatively, you may have received an invitation to join a clinic by your Site Administrator, which includes the **Worksite ID**.
- Click on the **I was provided code to register with option** and enter the provided Worksite ID.

Continue on to [STEP 2E. Complete Worksite Access Request Form](#) to continue.



I was provided a worksite code to register with

Please enter the worksite code you were provided here:

Return to Menu Continue

2D. OPTION 2: Join an existing worksite by address

- If you do not know your worksite ID
- Click on the [I would like to create a new worksite, or search for my worksite by address.](#) option and enter the provided Worksite ID.
- As you type, Canada Post validated addresses will appear in the search bar.
- Select the specific address and unit for your worksite.

Continue on to [STEP 2E. Complete Worksite Access Request Form](#) to continue.

The screenshot shows a web form titled "Worksite Address". At the top, a text input field contains "370 Broadway E, VANCOUVER BC V5T 4G5, CANADA". Below this is a dropdown menu with two options: "I was provided a worksite code to register with" and "I would like to create a new worksite, or search for my worksite by address". A blue arrow points from the first option to the second. Below the dropdown is a section titled "Please enter your worksite address:" with a search input field containing "370 Broadway E". A dropdown list of suggestions is visible, including "100-370 Broadway E Vancouver, BC, V5T 4G5" through "105-370 Broadway E Vancouver, BC, V5T 4G5". The footer of the form includes the "Adresse Complète" logo and a "Changer de pays" link.

2E. Complete Worksite Access Request Form

- If there is a match with an existing Worksite, you will see the "Worksite Access Form" which identifies the worksite by its name and address.
- Comments entered in the [Request Access to Worksite](#) field will be sent to the clinic's Site Administrator.
- After you click the [Request Access](#) button, your request will be sent to the Site Administrator.
- You will receive a confirmation message stating that your request has successfully been sent.

The image shows two screenshots of a web application interface. The top screenshot is titled "Worksite Access Form". It contains the following information: "Worksite Name" is "Kingsgate Mall Clinic"; "Worksite Address" is "370 Broadway E, VANCOUVER BC V5T 4G5, CANADA". Below this is a section titled "Request Access to Worksite" with a subtext: "You may provide any additional information required below as part of the request for access. This will be sent to the Worksite Administrator listed above for approval." There is a large empty text input field. At the bottom of this form are two buttons: "Return to Menu" (black) and "Request Access" (blue). The "Request Access" button is highlighted with a red rectangular border. The bottom screenshot is titled "Clinic Access Request" and displays a confirmation message: "Request has successfully been sent." followed by "You will receive a email once your request has been approved." Below the message is a single black button labeled "Main Menu".

2F. Worksite Access Request Sent & Approved

- The Group / Site Administrator will receive your access request, along with the details that you provided on the Worksite Access Request form.
- You will be notified via your provided email address once you have been approved for access.

Access Request for Worksite: Kingsgate Mall Clinic

Hello Dalia Eighteen,

PHSAPOC Gregory NINETEEN, test_myCC@Phsa.ca would like to join Kingsgate Mall Clinic.

If you would like to approve their ability to access CareConnect from the Kingsgate Mall Clinic, please click on the link below, or login to [My.CareConnect](#) to approve their request.

[Click Here to approve PHSAPOC Gregory NINETEEN's request to join Kingsgate Mall Clinic](#)

If you need help with this request please contact CareConnect@phsa.ca

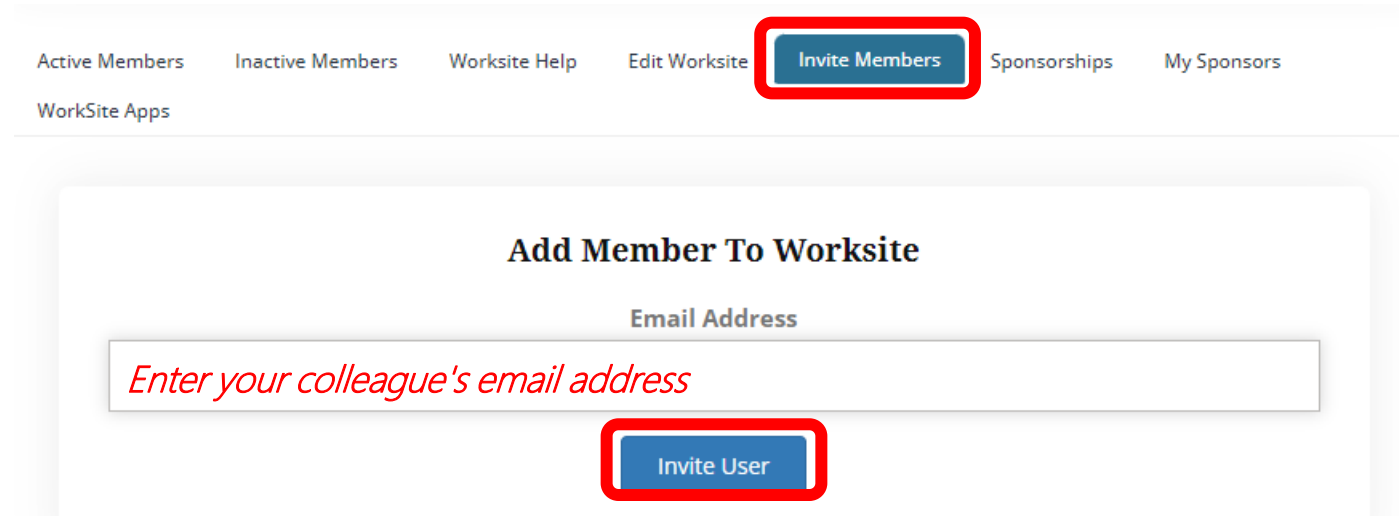
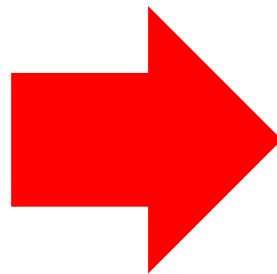
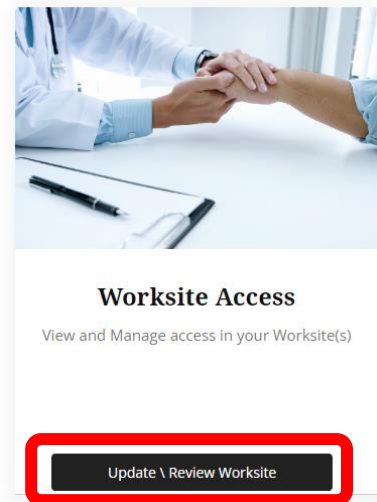
2G. Common Questions

Q: Where do I find my Worksite ID?

A: Contact your Site Administrator. This is the person who registered your worksite in CareConnect. They will be able to provide you with the Worksite ID code to join.

Q: Can I invite my colleagues to join my Worksite?

A: Yes, you can invite your colleagues to join from the [my.CareConnect portal](#).if you are a Group / Site Administrator. Click on the **Worksite Access** module, select the **Invite Members** tab, and invite any users you wish to add by entering their email address and clicking on the **Invite User** button.





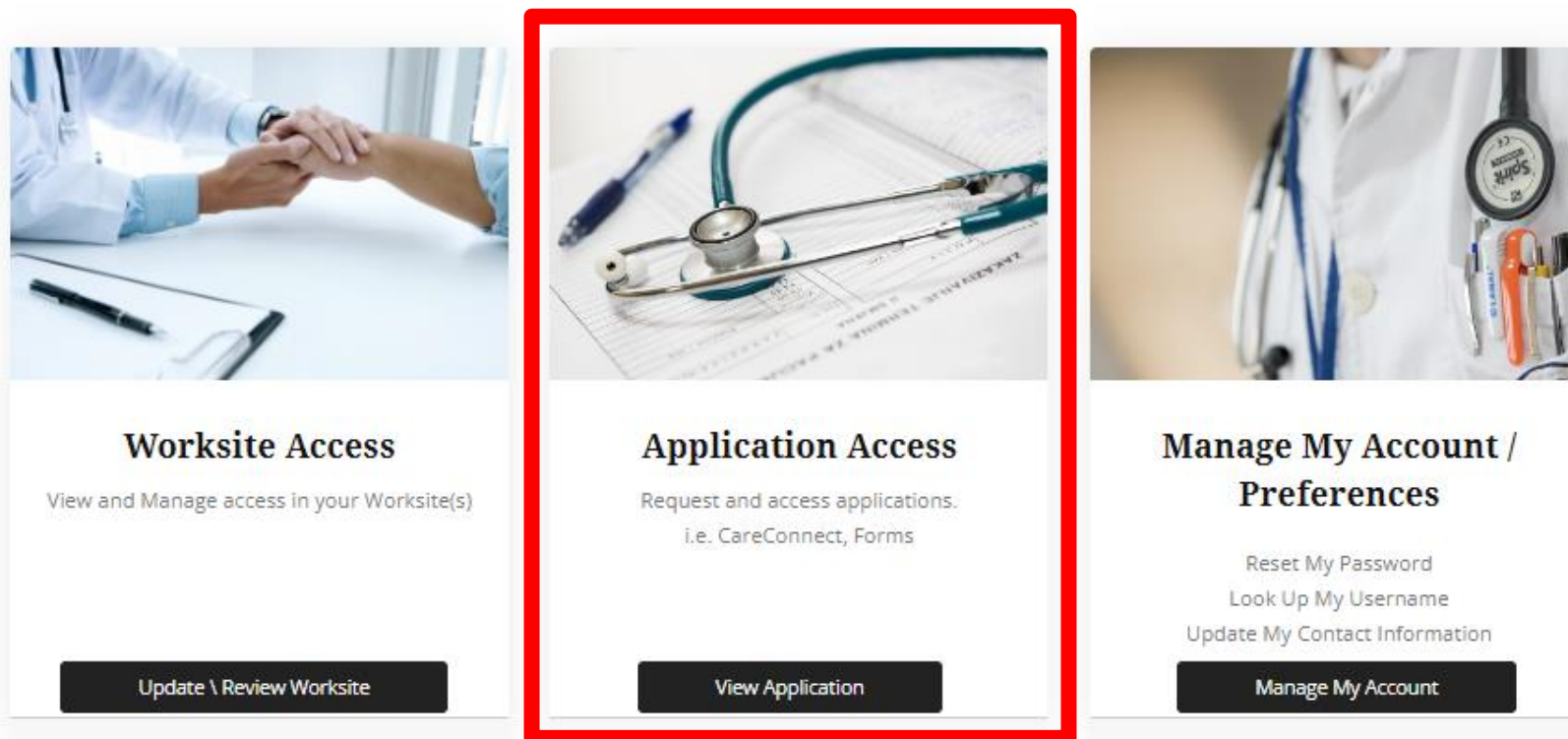
3: CareConnect User Application



3A. Individual Application Access Module

In the CareConnect portal, users with a verified worksite will see the new **Application Access** module. Under this module, click the **View Application** button.

NOTE: If you work in a profession that requires an Authorizer to sponsor your access (i.e. MOA, LPN etc), you may NOT see the **Application Access** Module. Instead, they will only see the **Worksite Access** and **Manage My Account/Preferences** modules. Go to STEP 4 for instructions on [How to Manage CareConnect Access for On-Behalf-Of-Users](#).

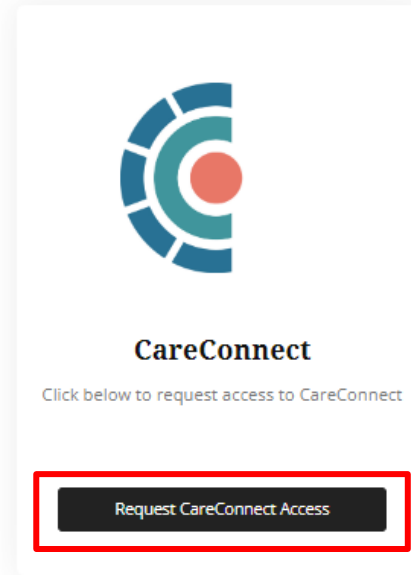


The image displays three application modules in a row. The middle module, 'Application Access', is highlighted with a red border. Each module has a header image, a title, a description, and a button.

- Worksite Access:** Header image shows hands being shaken over a desk. Title: **Worksite Access**. Description: View and Manage access in your Worksite(s). Button: Update \ Review Worksite.
- Application Access:** Header image shows a stethoscope on a document. Title: **Application Access**. Description: Request and access applications. i.e. CareConnect, Forms. Button: View Application.
- Manage My Account / Preferences:** Header image shows a doctor's coat with a stethoscope. Title: **Manage My Account / Preferences**. Description: Reset My Password, Look Up My Username, Update My Contact Information. Button: Manage My Account.

3B. Request CareConnect access

- After clicking on the [View Application](#) button, you will see the CareConnect module. Click on the [Request CareConnect Access](#) button.
- This will open the CareConnect Enrolment Form.
- Fill out the form and ensure that you answer the highlighted questions.
- Once you click on the [Submit](#) button, you should receive a notification indicating that "Your CareConnect request has been submitted and is pending approval."



CareConnect Enrolment Form

Registered Clinic(s)

Kingsgate Mall Clinic Add Clinic

Last Name: Eighteen First Name: Dalia

Job: Physician College ID: 00000

The information provided on this form is correct

I require CareConnect access to support my job duties, and will only access CareConnect in support of direct clinical care. I understand and acknowledge that this request does not include access for purposes of secondary use such as research, quality improvement or quality assurance purposes.

In line with the Ministry of Health policy, a review of every user's access is required annually. As part of this annual review, please expect to be contacted to review and confirm if access is still required

I require access to CareConnect to adequately perform my job duties

Select

I require access to CareConnect to provide / support direct patient care

Select

Return to Menu **Submit**

NOTE: CareConnect provides access to information from multiple sources, including from the Ministry of Health Services and other external organizations. Where your access includes information from such external parties, the information you provide on this form may be shared with them for account administration and auditing purposes as necessary.

3C. Request Processed by CareConnect Team

- After submitting your access request, you will receive an email from the CareConnect team indicating that your request has been received and is in queue for processing.
- As a requirement for accessing CareConnect, you must complete the **CareConnect Private Practice Privacy and Security** course (~10-15 mins long) as indicated in the email.
- **NOTE:** The Privacy and Security course is mandatory for CareConnect access, so we recommend completing this course as soon as possible to avoid delays.

CareConnect Access Request

Hello PHSAPOC Dalia EIGHTEEN,

Your request for access to CareConnect has been received. The expected turn-around time for processing your request is 1-2 business days, after privacy and security training is completed.

The CareConnect Private Practice Privacy and Security course can be found at <https://learninghub.phsa.ca/Courses/24887/ehealth-viewer-careconnect-privacy-security-training-for-community-care-providers>

This process may take longer if the submitted form is incomplete or requires additional information. Processing times may also vary depending on the volume of requests received.

If you didn't make this request, please contact CareConnect@phsa.ca

Thank you for your request, you will be notified by email when your access has been granted.

[The CareConnect Team](#)

2A. CareConnect Enrolment Steps: Next Steps

The final step of the CareConnect registration process is to complete the Privacy & Security Course and additional requirements. See the [How to Complete CareConnect Privacy & Security Requirements](#) guide for instructions.



- If you are an Authorizer or On-Behalf-Of-User (see PAGE 1E), please see [How to Manage CareConnect Access for On-Behalf-Of Users](#) for detailed instructions
- If you are a Group / Site Administrator who would like to manage or invite users to your worksite, please see [How to Invite & Manage Users as a Group / Site Administrator](#)

A horizontal banner with a teal background. The top and bottom portions of the banner feature various medical icons in a lighter teal color, including a first aid kit, an eye, a stethoscope, a caduceus, a heart, a pill, and a microscope. The central portion of the banner is a solid teal color containing white text.

Questions? Check out our [FAQ page](#) or
email private.careconnect@phsa.ca

