https://larkinhospital.YourCareCommunity.com

Contents

What is YourCareCommunity?

The **YourCareCommunity** website makes accessing your personal health information easy, secure, and convenient. With YourCareCommunity, you can view your health records any time of day and from any location with an Internet connection.

How do I get started?

To complete your **YourCareCommunity** registration, you will need to verify your identity by following a link that will be emailed to you. Once you receive the e-mail, click the link to be directed to the **Sign in** page. If you haven't done so already, you will be prompted to verify demographic information, set a password, and select a security question.

Signing in:

1. Go to the website address given to you.

2. Type your **User Name**, which is your e-mail address.

3. Type your **Password**. (Passwords are case-sensitive.)

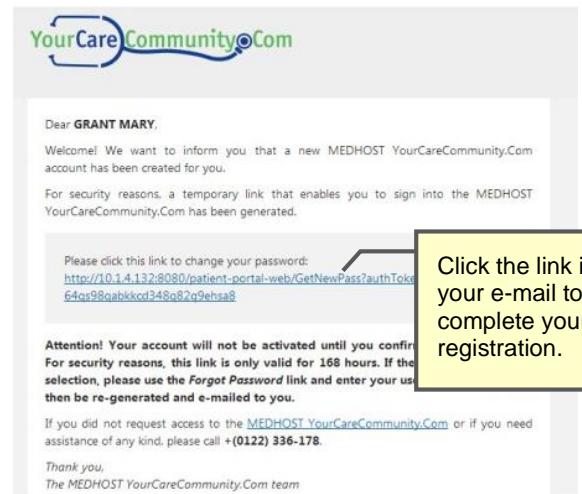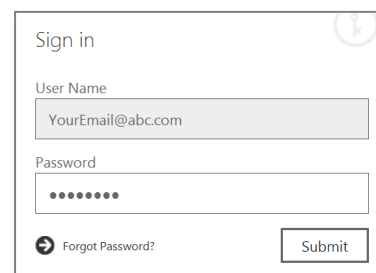4. Click **Submit**. The **Home** page (shown on page 2) will display.

   NOTE: If this is your first time signing in, you will be prompted to read and agree to **YourCareCommunity** terms of use before proceeding.

My Information:

User Name	Password

If you forget your password:

1. Click **Forgot Password**.

Click the link in your e-mail to complete your registration.


● 1

2. Type your **User Name**, which is your e-mail address.

3. Click **Get New Password**. A new page will display and direct
   you to your e-mail for further directions.

How do I navigate YourCareCommunity?

After you sign in, the **Home** page (shown below) will display. To move around the site and find the information you need, you can use the colored tiles on the **Patient Dashboard** or the tabs across the top of the page.
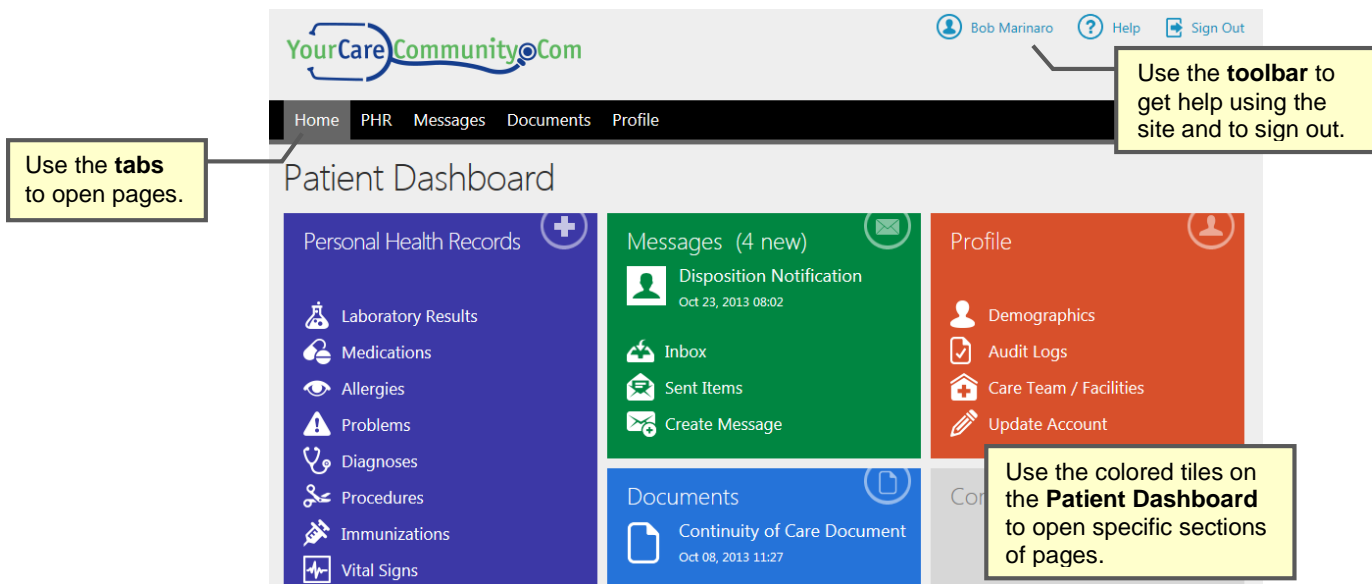
Information is grouped into different pages, which are then divided into multiple sections:

Personal Health Records:
- View a wide variety of key information from your health record, such as test results, prescribed medications, vital signs, diagnoses, discharge instructions, and more.

Profile:
- View and change information related to you and your account, such as name, marital status, address and phone numbers, YourCareCommunity password, and more.
- Manage notifications.
- Add and manage patient representatives.

Documents:
- Download and upload a variety of health-related documents.
- Find documents sent by your care providers.

Messages:
- Receive and send private messages to your healthcare providers.

To open a page:

There are 2 ways to open a page:

- Click a tab.

  Or

- Click the title of a tile from the **Home** page. (The **Personal Health Records** (PHR) page is shown below.)

To open another section of a page:

There are 2 ways to open a section of a page:

- Click a link within a tile from the Home page.

  Or

- From an open page, click **More** and then click the section you want to see. (The **Medications** section of the **PHR** page is shown on the next page.)
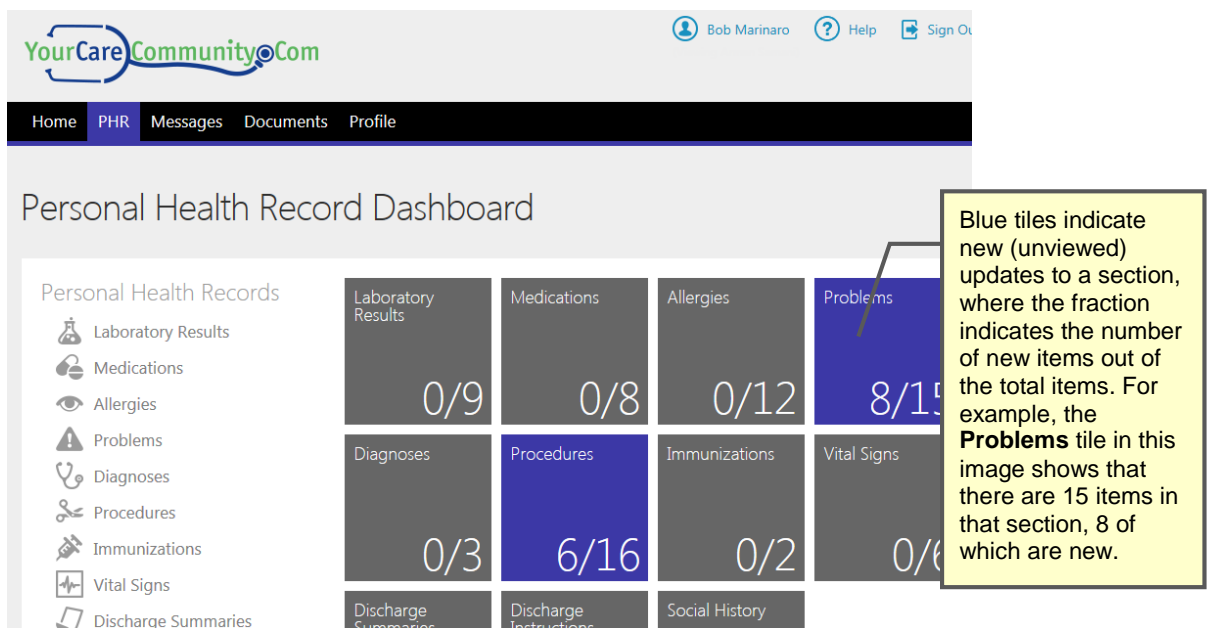
To view new PHR information:

Once you click a page or open a section of a page, you can easily see where new information has been added:

- On the **PHR Dashboard**, blue tiles indicate new (unviewed) updates to a section, where the fraction indicates the number of new items out of the total items. For example, 2/4 allergies would indicate that out of 4 total allergies, 2 are new.

  Or

- From a section of a page, click **More**. Items with new information will show in parentheses.

Clicking on a tab opens a page.

Clicking on the menu title opens a page.

Clicking on a link opens a section.

Opening a Page or Section from the Dashboard

Blue tiles indicate new (unviewed) updates to a section, where the fraction indicates the number of new items out of the total items. For example, the **Problems** tile in this image shows that there are 15 items in that section, 8 of which are new.

PHR Page

To open a different page, click on a tab.

To open a different section, click **More** and then click on the section you want.

When a section has new information, the number of new entries will display.

Medications Section of the PHR Page

How do I manage representatives?

You can designate representatives to have access to your personal records.

Once you add a representative, a verification e-mail will be sent to the representative and a notification e-mail will be sent to you.

To access the Representatives section:

1. From the **Patient Dashboard**, click **Profile**.
2. Click **More**.
3. Click **Representatives**.

   The **Representatives** section will display, allowing you to add or manage representatives.

Click **Representatives**.

More options from the Profile page

To manage representatives:

1. Click the name of the representative that you want to manage.
2. Make appropriate changes.
3. Click **Edit Representative**.

Representatives section

To add a representative:

1. Click **Add Representative**.

2. Complete the following fields. Required fields are marked with a red asterisk (*):

   - **First Name***
   - **Last Name***
   - **Middle Name**
   - **Birthday***
   - **Sex**
   - **Primary Phone Number***
   - **Secondary Phone Number**
   - **User Name***
   - **Address**

3. The **Pin code** field will automatically generate a pin. Make a note of the pin and give it to the representative verbally. The representative will use this code during their login process to gain access.

4. Select the **Allow Full Access** check box to allow the representative to see information for all encounters, or select only the encounters you want to allow the representative to have access to.

   NOTE: Full access will allow the representative to see all medical and vital information contained in this site.

5. Click **Add Representative**.

Representative Info

Required fields are marked with*

☑ Active Profile
☐ Allow Full Access

First Name*   Last Name*

Middle Name

Birthday*   Sex
MM/DD/YYYY   - Select Option -

Primary Phone Number*   Secondary Phone Number
(___) ___-____   (___) ___-____

User Name*   Check Availability

Pin code
3080

> Note **Pin code** and provide to representative for the logging in process.

Address

Manage Encounter Access for this Representative

Assign a representative access to the all of your data or choose from the list below:

☐ Allow this representative access to all encounters

☐ Visit at HMS (01/02/2013 - 05/23/2013) with Dr BILLIE BAKER (Encounter 4001170)
☐ Visit at HMS (09/20/2013) with Dr NANCY NIGHTINGALE (Encounter 40
☐ Visit at HMS (01/02/2012 - 05/11/2013) with Dr NANCY NIGHTINGALE

> Select **Allow Full Access** to allow the representative view vital information.

Add Representative   Cancel

Adding a Representative

How do I manage notifications?

You can manage which e-mail notifications you receive when there is activity on your account.
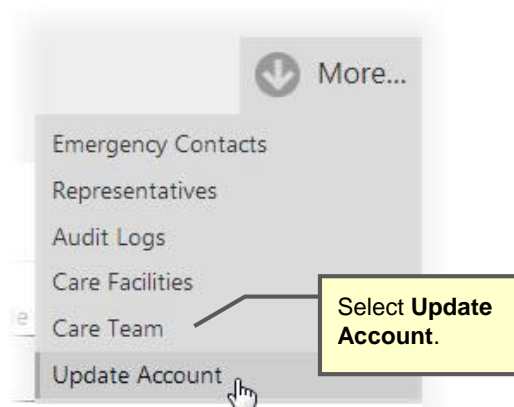
To manage notifications:

1. From the **Patient Dashboard**, click **Profile**.
2. Click **More**.
3. Click **Update Account**.
4. Scroll down to the bottom of the page.
5. Clear check boxes for notifications that you don't want to receive.

   NOTE: All notifications will be selected by default.

6. Click **Save Changes**.

More...

Emergency Contacts
Representatives
Audit Logs
Care Facilities
Care Team

Select **Update Account**.

Update Account

More options from the Profile page

Notifications

Receive an email notification if the folowing events have occurred with your account:

☑ When new message is received
☑ When a Representative has been added
☑ When a Representative has been updated
☑ When a Representative has been deleted
☑ When an Emergency Contact has been added
☑ When an Emergency Contact has been updated
☑ When an Emergency Contact has been deleted
☑ When Demographics have been updated

Save Changes   Cancel

Notifications section on the Update Account page

How do I manage messages?

The **Messages** panel on the **Patient Dashboard** provides your access point for viewing your inbox and sent items and for creating new messages.

NOTE: The number of new or unread messages will be displayed in parentheses on the Messages panel. In the image to the right, "(4 new)" indicates 4 unread messages.

You can view incoming messages and outgoing messages, reply to, forward, or delete existing messages, and create outgoing messages.

To view an incoming message:

1. From the **Patient Dashboard**, do one of the following:

    -   Click **Messages**.
    -   Click **Inbox**.

    The **Inbox** page will display and list all incoming messages.

    NOTE: Unread messages are indicated by a subject heading in bold text.

2. For the message you want to view, click **Show Details** beside the message.

    The contents of the message will display.

To view your outgoing messages:

1. From the **Patient Dashboard**, click **Sent Items**.

    The **Sent Items** page will display and list all outgoing messages.

2. For the message you want to view, click **Show Details** beside the message.

    The contents of the message will display.
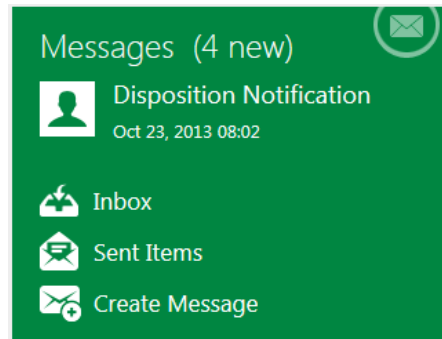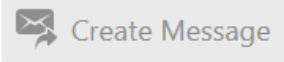

Messages Panel
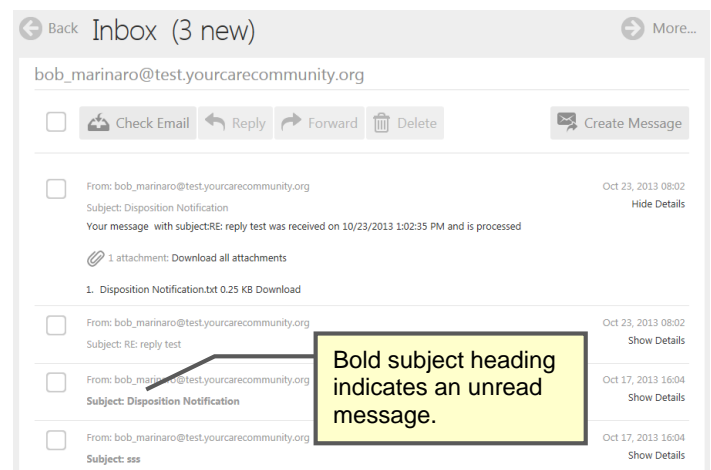
Inbox Page Showing Details of First Message

Bold subject heading indicates an unread message.

To create a new message:

NOTE: You can only send messages to **YourCareCommunity** email addresses from within Portal or to providers from a Health Information Service Provider (HISP). You cannot send emails to external mail clients such as **Hotmail** or **Gmail**.

1. From the **Messages** panel of the **Patient Dashboard** or the **Inbox** or **Sent Items** pages, click **Create Message**.

   The **Create Messages** page will display.

2. Complete the following fields. Required fields are marked with a red asterisk (*):

   - **To*** – add e-mail address for one or more recipient.

     To add recipients:

     1 Click **Add Recipient**.

        NOTE: If the profile was set up without an inbox, you will not see this button and will have to know the HISP address of the recipient.

        The **Add Recipients** page will display.

     2 Search for a recipient by name or e-mail address.

     3 From the search results click **TO** for each intended recipient.

     4 Click **Done adding recipients**.

        The **Create Message** page will redisplay with the selected recipients showing in the **To** field.
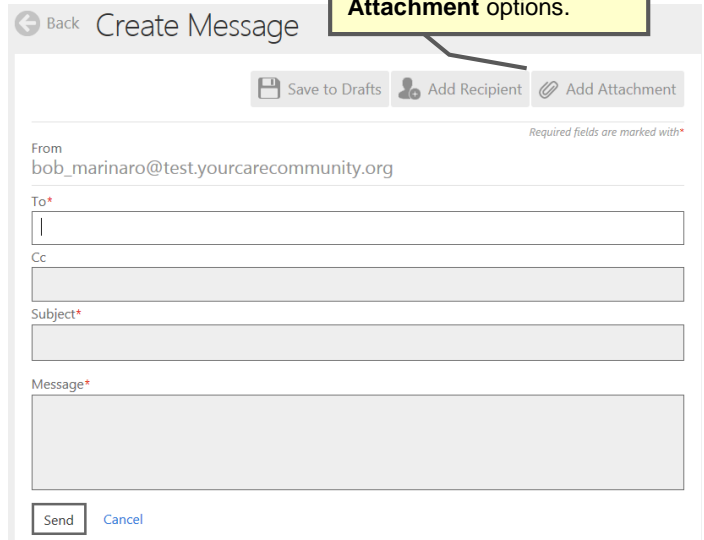
   - **Cc** – add one or more carbon-copy recipient e-mail address. Use the same method described for adding recipients to the **To** field.

   - **Subject*** – add text that briefly describes the contents of the message or its purpose.

   - **Message*** – add the body of the message.

3. (Optional) To add an attachment to the message:
   1 Click **Add Attachment**.

      The **Add Attachments** page will display.

   NOTE: The listed attachments are the documents contained in the **Documents** tab. If you want to attach a document not included in the **Documents** tab, upload the document, and then attach it to the message.

Add Recipient and Add Attachment options.
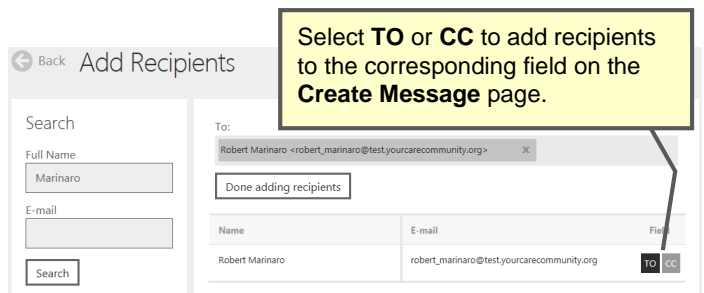
Create Message Page

Select **TO** or **CC** to add recipients to the corresponding field on the **Create Message** page.
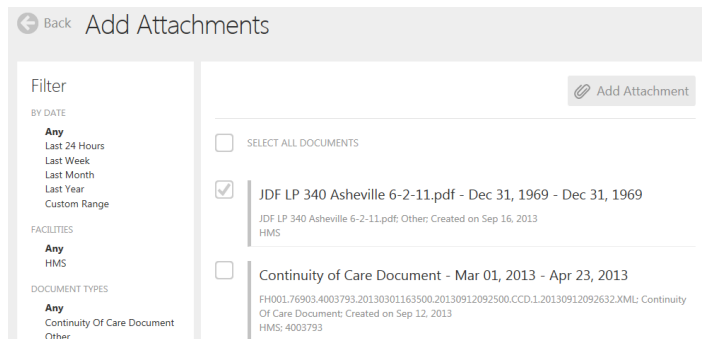
Add Recipients Page

Add Attachments Page

Reply, Forward, and Delete options.

Inbox Page With Message Check Box Selected

• 8

2 Select the check boxes to the left of the attachments you want to add.

3 Click **Add Attachment**.

The **Create Message** page will redisplay with the selected attachment or attachments added to your message.

NOTE: To remove attachments from an unsent message, click the **X** beside the attachment under the **Attached Files** section of the **Create Message** page.

Attached Files
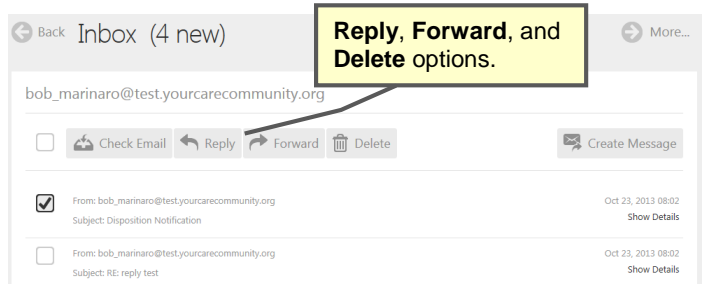
⊗ Continuity of Care Document

4. Click **Send**.

The message will be delivered to the recipient and the **Sent Items** page will display.

To reply to or forward a message:

1. From the **Inbox** page, select the check box to the left of the message you want to reply to or forward.

2. Click **Reply** or **Forward**.

The **Create Message** page will display.

3. Do one of the following:

- ▪ If you are replying to the message:
  - **1** Add your reply to the **Message** section of the page.
  - **2** Click **Send**.

- ▪ If you are forwarding the message:
  - **1** Add a recipient to the **To** section of the page.
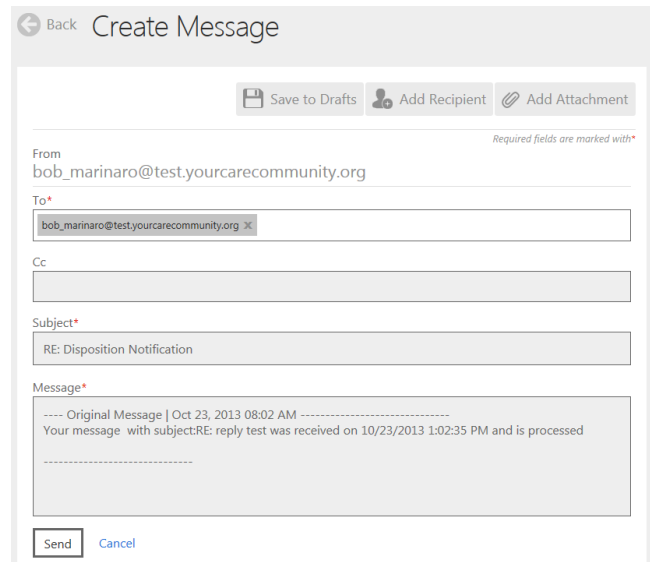 - **2** Click **Send**.

The message will be delivered to the recipient and the **Sent Items** page will display.

NOTE: For instruction on adding recipients or attachments to a message, see *To create a new message*: on page 8.
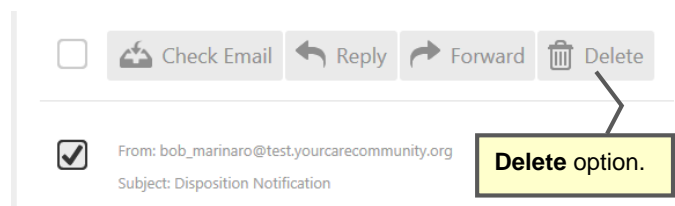
To delete a message:

1. From the **Inbox** or **Sent Items** page, select the check box to the left of the message you want to delete.

NOTE: More than one message can be selected.

Create Message Page After Clicking Reply

Delete option.

Inbox Page With Message Check Box Selected

2. Click **Delete**.

   A window will display asking if you are sure you want to delete the selected record or records.

3. Click **Yes**.

   The message will be deleted and the **Inbox** or **Sent Items** page will redisplay.

How do I View Audit Logs?

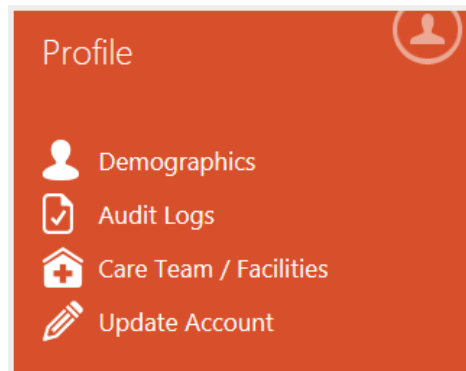Audit logs allow you to see who viewed or changed one of your records.

To view an audit log:

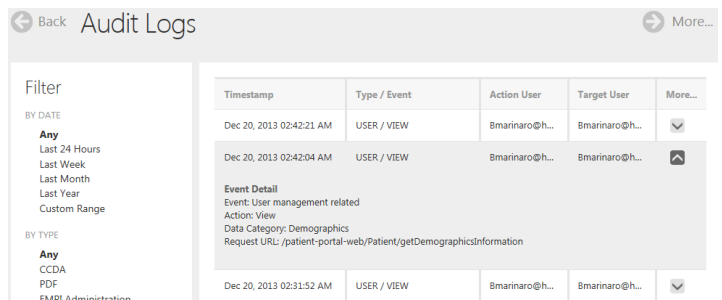1. From the **Patient Dashboard**, click **Audit Logs** in the **Profile** panel.

   The Audit Logs page will display.

2. Click the arrow ⌄ to view a record's audit log.

   The **Type/Event** column indicates the action that was performed with the record, the **Action User** column indicates who performed the action with the record, and the **Target User** column indicates the patient associated with the record.
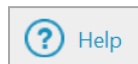

Profile Panel on Patient Dashboard

Audit Logs Page

How do I get more help?

Questions on how to use the site?

The help system provides detailed instructions on using the site. To open, click **Help** from the toolbar at the top of the window.

The **Help** page will display and show information related to the current page. To find other help topics, type keywords in the **Search** box and then click the **Search** icon 🔍 .

More questions? Contact your provider:

[Type Facility Name]

[Type Mailing Address 1]

[Type Mailing Address 2]

Web: [Type Website URL]

Phone: [Type Phone]

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