

New User Instructions for CareHub

<http://carehub.archildren.org>

First go to the '**Getting Started**' page (the link is on the left menu). There is a brief overview of the website there.

A parent or guardian will need to set up the first account for a patient!

Fill in your username, address information, etc. Read the *Terms of Use* and *Privacy Practices* then click 'accept'.

Next, you will add a patient to your account. For this, you may need the Kid Card number (or medical record number) and the patient's birthday. If you don't know/have this information, contact the patient's parent/guardian or have them send you an invitation to join!

The **first** person that signs in for a patient will be asked to provide the SSN of the person responsible for the patient... also called a Guarantor. This is sometimes the person that carries the insurance. As a Guardian, you can see past visits, future appointments and view bills. You can also add other family and friends you want to have access to the Patient/Parent Journals, Message Board, Chat and Upload Photos and Music.

Any of the Guardians can send invitations to friends and family to join CareHub and communicate with you and the patient while at ACH and at home.

User Manager Options – for Guardians

Guardians can also send invitations to friends and family to join and interact with the patient.

To add new users, you will use the **User Manager** (shown after you log in and after you select the patient).

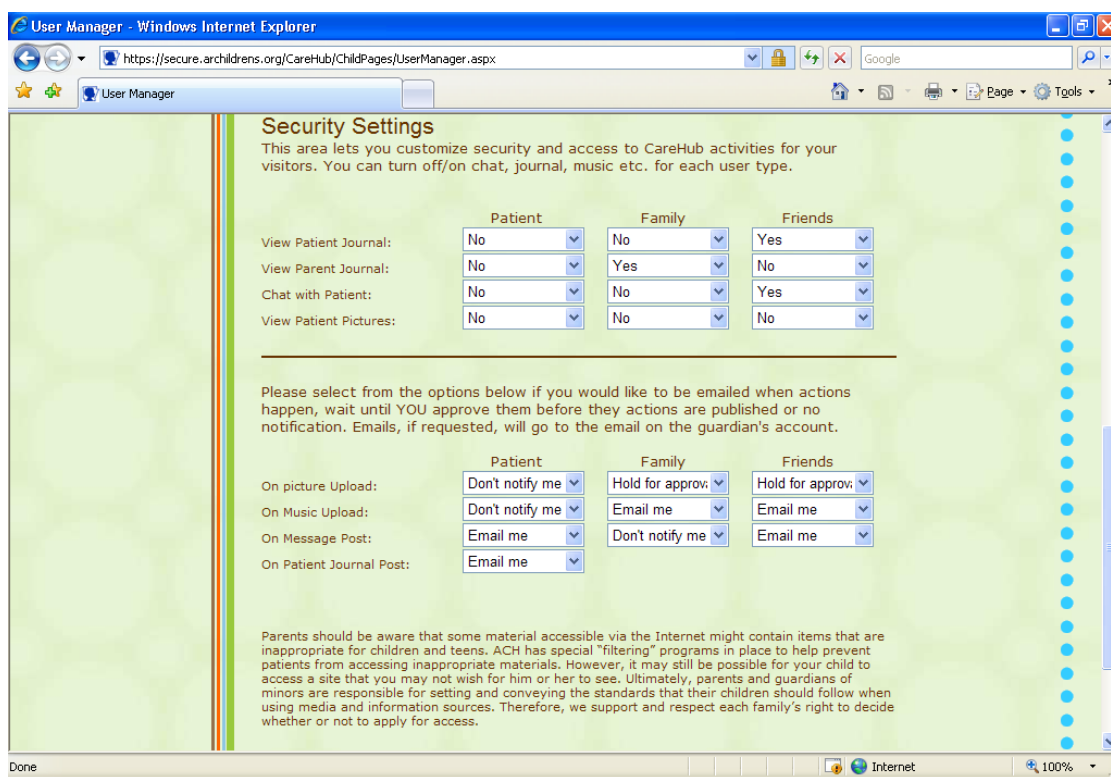


Select the **Add New User**.

Create a username, enter the Name, create a password, enter their email and select a user level – Friend, Family or Guardian. This sends an email to your new users with their log-in and password. All they have to do is log in and they are ready to go!

Security Settings – for Guardians

Also located in your **User Manager**, there are Security Settings so that you can give/remove access and features as you wish for the Patient, Friend and Family settings.



Security Settings
This area lets you customize security and access to CareHub activities for your visitors. You can turn off/on chat, journal, music etc. for each user type.

	Patient	Family	Friends
View Patient Journal:	No	No	Yes
View Parent Journal:	No	Yes	No
Chat with Patient:	No	No	Yes
View Patient Pictures:	No	No	No

Please select from the options below if you would like to be emailed when actions happen, wait until YOU approve them before they actions are published or no notification. Emails, if requested, will go to the email on the guardian's account.

	Patient	Family	Friends
On picture Upload:	Don't notify me	Hold for approv.	Hold for approv.
On Music Upload:	Don't notify me	Email me	Email me
On Message Post:	Email me	Don't notify me	Email me
On Patient Journal Post:	Email me		

Parents should be aware that some material accessible via the Internet might contain items that are inappropriate for children and teens. ACH has special "filtering" programs in place to help prevent patients from accessing inappropriate materials. However, it may still be possible for your child to access a site that you may not wish for him or her to see. Ultimately, parents and guardians of minors are responsible for setting and conveying the standards that their children should follow when using media and information sources. Therefore, we support and respect each family's right to decide whether or not to apply for access.

** Chat and Message Board features are only available for patients during their stay at ACH.

If you or any user needs help or assistance, please email carehub@archildrens.org. (This email is only answered during business hours.)