



## Directions for logging in to the Next Century Medical Care CareSpan patient portal using your home personal computer or mobile device.

1. Go to the CareSpan clinic website given to you by your healthcare provider. It will look something like this: NCMC.CareSpan.clinic.

This link is also under the American APN & CareSpan link on the NCMC website:  
<https://nextcenturymedicalcare.com/>

2. **BEFORE LOGGING INTO THE PATIENT PORTAL, PLEASE PERFORM THE READINESS TEST.** Log in using the **username** and **password** sent to your email from CareSpan. If you did not receive an email from the CareSpan platform, check your promotions tab, junk folder, or search for "CareSpan." If you have difficulties with this step, contact your healthcare provider's office.

The image shows the login page for Next Century Medical Care. At the top is the logo with the text "Next Century MEDICAL CARE LLC • By Nurse Practitioners". Below the logo is the heading "Please Login". There is a "Language" dropdown menu currently set to "English". Below that are input fields for "Username" and "Password". A blue "Login" button is positioned below the password field. Under the button is a link that says "Forgot your password?". A disclaimer states: "By logging in, you are agreeing to our Privacy Policy and Terms and Conditions." At the bottom, a note says "To ensure that your computer is ready for CareSpan, click below." followed by an orange button labeled "Readiness Test".

3. If this is your first visit to the patient portal, you will need to view and sign **three consent forms**.

The image shows the CareSpan patient portal dashboard. The top navigation bar includes the CareSpan logo and links for "Welcome", "Home", "Health Record", and "My Account". On the right, a user profile box shows "User: John Smith", "Local Time: 11:35:04 AM (EDT)", a dropdown menu set to "MedPsych", and a "Logout" button. Below the navigation bar, a section titled "Privacy and Consent Forms" states: "The following documents must be signed before you can use the CareSpan clinic." A table lists documents requiring signature:

Documents Requiring Signature		
Summary Notice - HIPAA Privacy Policy	03/08/2019 - 01:37 PM	<a href="#">View and Sign</a>
Terms of Service	03/08/2019 - 01:37 PM	<a href="#">View and Sign</a>

Below the table, a message states: "You have previously signed the following documents. No action is required." Another table lists signed documents:

Signed Documents		
Telemedicine Informed Consent	Signature Required	<a href="#">View and Sign</a>

When you click on one of the **view and sign buttons**, you will **see the consent agreement**. At the bottom of the form below your name, you need to **check the box next to “I agree with these terms AND click on the green box that says, “I Agree”**.

**PAYMENT** means such activities as obtaining payment or reimbursement for services, billing or collection activities and utilization review. However, if your employer is the payer, your personal health information will not be disclosed without your authorization.

**HEALTH CARE OPERATIONS** include managing your Electronic Health Record to facilitate diagnostic medical consultations with participating physicians and other providers of care, as well as conducting quality assessment and improvement activities, auditing functions, cost-management analysis and customer service.

We may also create and distribute de-identified health information by removing all references to individually identifiable information. We may contact you to provide information about our services or other health-related services that may be of interest to you.

Any other uses and disclosures will be made only with your written authorization. You may revoke such authorization in writing and we are required to honor and abide by that written request, except to the extent that we have already taken actions relying on your authorization. You have the following rights with respect to your protected health information, which you can exercise by presenting a written request to CareSpan's Privacy Officer:

1. You have the right to ask for restrictions on the ways we use and disclose your health information for treatment, payment and health care operations. You may also request that we limit our disclosures to persons assisting your care. We will consider your request, but are not required to accept it.
2. You have the right to request that you receive communications containing your protected health information from us by alternative means or at alternative locations. For example, you may ask that we only contact you at home or by mail.
3. Except under certain circumstances, you have the right to inspect and copy medical, billing and other records used to make decisions about you. If you ask for copies of this information, we may charge you a nominal fee for copying and mailing.
4. If you believe that information in your records is incorrect or incomplete, you have the right to ask us to correct the existing information or add missing information. Under certain circumstances, we may deny your request, such as when the information is already accurate and complete.
5. You have a right to receive a list of certain instances when we have used or disclosed your medical information. If you ask for this information from us more than once every twelve months, we may charge you a fee.

John Smith

☐ I agree to these terms.

[I Agree](#) [I Do Not Agree](#) [Print](#) [Download](#)

4. After you have viewed and signed all three forms, you will be taken to the **home screen**. Here you can see **upcoming appointments** on the lower left, your **profile**, and a listing of **current medical conditions**. This is also where you access important **patient education materials** assigned to you by your healthcare provider. These links are in the lower right corner.

CareSpan


User: John Smith  
Local Time: 11:43:05 AM (EDT)  
MedPsych  
Logout

WelcomeHomeHealth RecordMy Account

Welcome to the Virtual Clinic

Profile Information

Edit Profile



JOHN SMITH  
DOB: JUN 13, 1974  
AGE: 46  
LAST EXAM: 02/12/2020

Payer	Group	Policy

Current Medical Conditions


Condition	Last Exam	Treatment Plan
Clinical Depression - Mild	Dr. Sam Toney 01/15/2020 01:16 PM	Increase social activities. Adhere to stress check monitoring program.
Diabetes - Type 2	Dr. Sam Toney 01/15/2020 01:16 PM	Begin 1800 calorie per day ADA diet (pamphlet posted). Establish glucose monitoring program. Begin insulin (Lantus 100 units/ml) as per prescription instructions. Change R foot wound dressing daily. Wear support hose and sandals.
Congestive Heart	Dr. Sam Toney	Heart Failure Program: Daily exercise consisting of 1/2 to 1 mile walk at

Appointments

Make Appointment

No upcoming appointments.


Care Team



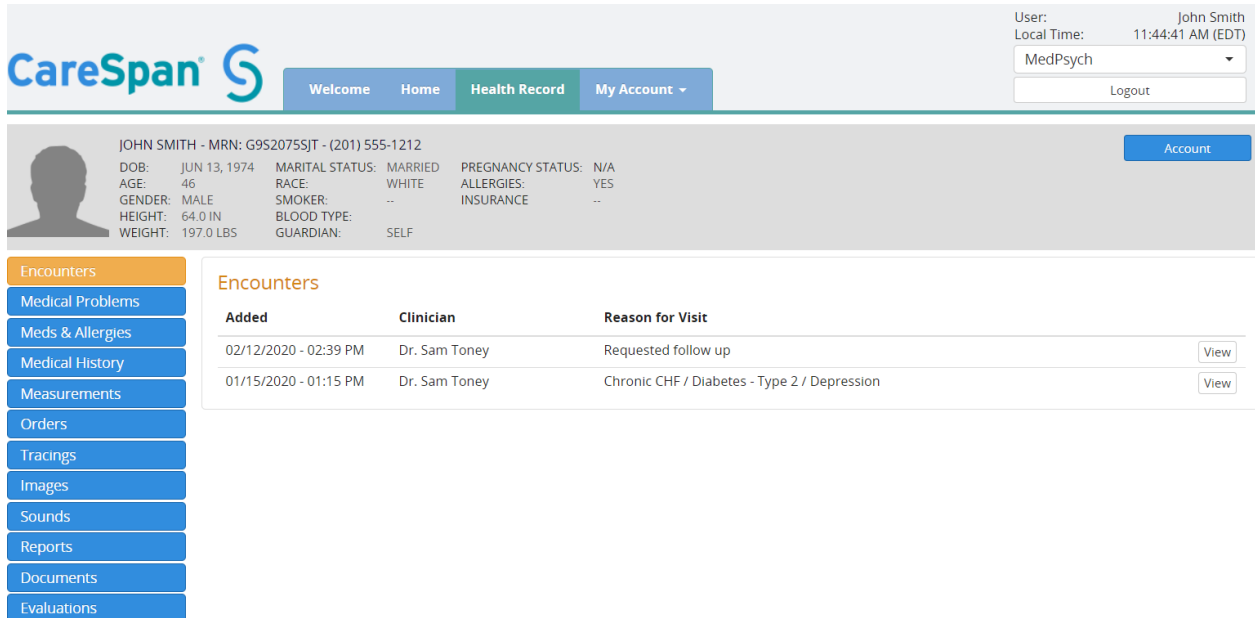
Dr. Sam Toney  
Psychiatry

See Now

Patient Education

 CHF Education Pamphlet

5. Clicking on the **health record screen** takes you your detailed health record that includes all of the information about your encounters, medications, labs, orders, and evaluations. In short, everything you have done with this healthcare provider. Click on the **category boxes** on the left side to access information about each section of your record.



The screenshot shows the CareSpan Health Record interface for John Smith. At the top, there's a navigation bar with 'Welcome', 'Home', 'Health Record' (selected), and 'My Account'. The user's name 'John Smith' and local time '11:44:41 AM (EDT)' are displayed. Below the navigation bar, a patient summary card shows John Smith's MRN, DOB, age, gender, height, weight, marital status, race, smoker status, pregnancy status, allergies, blood type, and insurance. To the left of the summary card is a sidebar with category boxes: Encounters, Medical Problems, Meds & Allergies, Medical History, Measurements, Orders, Tracings, Images, Sounds, Reports, Documents, and Evaluations. The main content area displays the 'Encounters' section with a table of visits.

Added	Clinician	Reason for Visit	
02/12/2020 - 02:39 PM	Dr. Sam Toney	Requested follow up	<a href="#">View</a>
01/15/2020 - 01:15 PM	Dr. Sam Toney	Chronic CHF / Diabetes - Type 2 / Depression	<a href="#">View</a>

6. Clicking the **welcome button** takes you to the screen that is presented when you first log in for a scheduled **tele-visit**. From here you can **make an appointment**, **go to an appointment**, or **go to your dashboard/home screen**



The screenshot shows the CareSpan Welcome screen for James Dunn. At the top, there's a navigation bar with 'Welcome', 'Home', 'Health Record' (selected), and 'My Account'. The user's name 'James Dunn' is displayed. Below the navigation bar, a patient summary card shows James Dunn's MRN, DOB, age, gender, height, weight, marital status, race, smoker status, pregnancy status, allergies, blood type, and insurance. To the left of the summary card is a sidebar with category boxes: Encounters, Medical Problems, Meds & Allergies, Medical History, Measurements, Orders, Tracings, Images, Sounds, Reports, Documents, and Evaluations. The main content area displays the 'Welcome' section with a table of visits.

Clinician	Date	
Dr. Terry R. Knapp MD Home / Virtual Follow Up Visit	Wednesday 09/23/2020 09:00 AM	<a href="#">Go To Appt</a> <a href="#">Cancel</a>

At the bottom, there are two buttons: 'Go to Dashboard' and 'Make Appointment'. Below the buttons, there are links for '[ Account Info ]' and '[ Logout ]'.

7. Clicking on the **my account tab** allows you to access and make changes to your profile, password, view messages from your healthcare provider and their team, view the consent forms that you signed (legal documents) and configure devices that you may be using to take and **upload measurements** such as blood pressure, oxygen level, blood glucose, and so forth.

**CareSpan** S

Welcome Home Health Record **My Account**

User: John Smith  
Local Time: 12:29:24 PM (EDT)  
MedPsych  
Logout

**Personal Information - John Smith**  
Please provide all information that you have available. Required fields are marked with \*.

User Information Preferences Employment

Salutation --

\* First Name John

Middle Name

\* Last Name Smith

Post Name --

\* Address 510 115th ave

\* City Treasure Island

\* Country United States

\* State Florida

Security Checkup!  
Change My Password  
**My Profile**  
Message Center  
Legal Documents  
Configure Devices

Photo Upload Remove

Username johnsmith

Email rlowder@carespanhealth.com

\* Phone (201) 555-1212

Fax

Mobile Phone

\* Gender Male

\* DOB 06/13/1974

## Message center

**Message Center** Close

Show 10 entries Search:

Severity	Category	Subject	To	From	Date	Time
No data available in table						

Showing 0 to 0 of 0 entries

First Previous Next Last

## Configure devices

CareSpan<sup>®</sup> S

Local Time: 12:31:30 PM (EDT)

User: John Smith

MedPsych

Logout

WelcomeHomeHealth RecordMy Account ▾

Configure Devices

Configure your devices below. Each type has a slightly different way of configuring so read each one carefully. If you need assistance, contact our support team.

iHealth<sup>®</sup>

When you click the 'Authorize iHealth' button, you will be asked to login to your iHealth Cloud account and select the data you wish to share with CareSpan.

Authorize iHealth

BodiMetrics

When you click the 'Authorize Bodimetrics' button, you will be asked to login to your Bodimetrics Cloud account and select the patient you want to sync with CareSpan.

Authorize Bodimetrics

Lamprey Health

Click to generate a unique ID for use with the Lamprey hub.

Generate Lamprey Id

Configure your Lamprey hub patient with these three items:

- When you have finished with your appointment or visiting your patient portal, don't forget to LOGOUT by pressing the logout button in the top right portion of each screen.

If you have any questions through the steps, call your healthcare provider's office and they will walk you through access and use of the portal.