

Caregiver Direct Plus Fact Sheet

What is Caregiver Direct Plus (CGD)?

A secure web-based portal to real time information from the SAMS consumer record intended for authorized caregivers, and the consumers themselves.

Information displayed includes active service plans, deliveries, and suspensions; CM/RN visit activities; and list of care team members. The *Schedule Summary* page shows all relevant information in a convenient calendar view. Users are able to view prior service information going back one year.

Who is Authorized to Access Caregiver Direct Plus?

Caregivers and family who have not been prohibited by the consumer to access relevant “personal and health” information, as stated on the *EOEA Applicant Consent and Disclosure Form*.

How is Access to Caregiver Direct Plus Granted?

An ASAP SAMS user, with the proper SAMS role, may add CGD access to any appropriate consumer. On the consumer’s detail page the SAMS user adds caregiver access, along with name and email address. Consent is confirmed, and access credentials are emailed to the caregiver. Access is just as easily removed from a caregiver on the same screen, if necessary.

How can I Identify & Inform Potentially Interested Consumers and Caregivers?

Any consumer or caregiver that is interested in keeping up to date on a consumer’s services and care management information could be a good candidate for CGD access. Long distance caregivers could find the portal particularly useful.

An email address is required, and some familiarity with simple on-line account creation is helpful. A caregiver can have access to more than one consumer record, if authorized by the consumers.

A one-page document - [*What is Caregiver Direct Plus?*](#) - provides a general description for consumers and/or caregivers, and is available on the CGD support blog: <http://caregiver-direct-plus.800ageinfo.com/>. The site also contains user guides for caregivers and SAMS users, and any updates or announcements related to the application.

SAMS users have access to reports on CGD users and usage: *Reports/Consumers/Caregiver Direct Usage Report & Caregiver Direct User Report*.

What is the Current (February 2017) Project Status?

CGD was piloted by 4 ASAPs in 2015. Several updates have since been released by Medware, with improvements based on ASAP and caregiver feedback. As of January 2016, CGD has been available to all ASAPs. The User Request Forms (URFs) have been updated to accommodate a new role (CGDU) that can be requested by your Access Administrator for the appropriate users.

*After a discussion involving EOEA and ASAP EDs in 2016, it was decided to include the Care Manager’s email address as part of the Care Team member’s description on the Care Team page of Caregiver Direct. This addition has been completed.

EOEA will undertake further activities in 2017 to refresh the network’s knowledge of Caregiver Direct Plus’ benefits, as well as refresh ASAP knowledge of its functionality.