

Introduction to *Caregiver Direct Plus*

A web portal with up to date service and case management information for caregivers & ASAP consumers

Agenda

- What is Caregiver Direct Plus (CGD)?
- Overview – Accessing CGD
- Demonstration (SAMS & CGD)
- Support Notes
- CGD Role
- Targeting Users
- Q&A

What is Caregiver Direct Plus (CGD)?

Consumers & Caregivers can view ASAP service and case management information 24 hours a day:

- ✓ Services provided
- ✓ Service schedules
- ✓ Service suspensions
- ✓ Service deliveries
- ✓ CM visits (completed & upcoming)
- ✓ Care team members & contact information



Overview - Accessing CGD

Summary

1. Ensure that caregiver is authorized by consumer, consent received



2. Add *Caregiver Direct Access* designation to consumer record in SAMS



3. Secure credentials are sent to caregiver via email



4. Caregiver logs in and views consumer information



5. SAMS user can also view CGD through SAMS: *Simulate View* feature

1. Ensure that caregiver is authorized by consumer, consent received

* Updated consumer consent form, mandated since April 2014, covers use of Caregiver Direct for family and caregivers- *except* for those specifically prohibited by consumer.

EOEA Applicant Consent and Disclosure Form, issued 3/31/14

I. Consent

Consent to Receive and Hold Information (check appropriate boxes)

I give my permission for the [ASAP] to share relevant information contained in my record for the purpose of coordinating my services with any of my Health Care Practitioners or Community Services organizations that may be involved in my care.

I give my permission for the ASAP to share my personal and/or health information with my family, caregiver(s) and/or other designated individual(s) as identified below.

I do not give my permission for the ASAP to share my personal or health information with the following people or organizations as identified below.

2. Add *Caregiver Direct Access* designation to consumer record in SAMS

- Go to consumer's record, *Details* page
- Click *Add New*
- Select *Caregiver Direct Access*
- Enter caregiver's email & check boxes
- *Send Credentials*

3. Secure credentials are sent to caregiver via email

To: Joe Smith

From: Caregiver Direct

Subject: Your Caregiver Direct Account Access

Dear Joe Smith,

You have been granted access to Caregiver Direct. Here is your temporary password: XIUY774

The website address is: <https://caregiverdirectplus@harmonyis.net>

4. Caregiver logs in and views consumer information

The screenshot shows the Caregiver Direct Plus dashboard. At the top right, the user's email is 'asgrigorov@gmail.com'. The dashboard includes a navigation menu on the left with options like 'Welcome, A G', 'Schedule Summary', 'Service Plans', 'Service Suspensions', 'Service Deliveries', 'Care Team', 'User Profile', and 'Activities'. A central banner reads 'Welcome to Caregiver Direct Plus' and 'Welcome to Caregiver Direct Plus, your direct connection to information regarding care management and services for yourself or a loved one.' Below this are six tiles: 'Care Team', 'Service Plans', 'Schedule Summary', 'Activities', 'Service Deliveries', and 'User Profile'. A red arrow points from the 'Schedule Summary' tile to a calendar view at the bottom. The calendar shows a service on Monday, May 27 and Thursday, May 30, both for 'Adult Day Health -2.00 units from Cooperative Elder Services, Inc.'.

asgrigorov@gmail.com

Caregiver Direct Plus

Home

Welcome, A G

Schedule Summary
Service Plans
Service Suspensions
Service Deliveries
Care Team
User Profile
Activities

Welcome to Caregiver Direct Plus

Welcome to Caregiver Direct Plus, your direct connection to information regarding care management and services for yourself or a loved one.

- Care Team**
The Care Team page displays a list of individuals who are involved in the care of the consumer.
- Service Plans**
The Service Plans page displays a list of services that are planned by the Care Manager, authorizing home care services.
- Schedule Summary**
The Schedule Summary page displays all recent service information in an easy to read calendar view.
- Activities**
Activities are tasks that are scheduled to take place, or have taken place, on behalf of the consumer.
- Service Deliveries**
The Service Deliveries page shows a snapshot of historical service delivery information.
- User Profile**
Manage your user profile: edit your information, update your password, and view security settings.

today May, 2015

Sun	Mon	Tue	Wed	Thu	Fri
26	27 Adult Day Health -2.00 units from Cooperative Elder Services, Inc.	28	29	30 Adult Day Health -2.00 units from Cooperative Elder Services, Inc.	01 May

Demonstration

- SAMS
 - Grant caregiver access
 - Simulate view
- Caregiver Direct
 - Schedule Summary
 - Service Plans, Suspensions, and Deliveries
 - Activities
 - Care Team
 - User Profile

Support Notes

- Caregiver Direct Support website
 - Basic information
 - User guides

<http://caregiver-direct-plus.800ageinfo.com/>

800AgeInfo.com For Professionals
Serving Massachusetts Elders & Their Families

Caregiver Direct Plus

Support for users of **Caregiver Direct Plus**: A Web Link to Service Information for Consumers and their Caregivers

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What is Caregiver Direct Plus?

View print friendly document for caregivers:
[Download What is Caregiver Direct - for families & caregivers](#)

Caregiver Direct Plus is an internet-based solution that provides consumers, family members, and caregivers, real-time information regarding home care services provided by their Aging Services Access Point (ASAP).

Individuals with consumer consent can quickly access up-to-date service information, including:

- Care Manager's name and phone number
- Description of services provided

Search

Search

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[COA Administrator](#)
[Document Library](#)
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CGD Role

- Access Administrators can request CGD role through SIMS Support for any and all appropriate users
- Role: CGCU
- [after role consolidation: S.1.C]

Targeting Users

- Involved Caregivers
- Long-Distance Caregivers
- Computer-Using Consumers
- ???

- Keep CGD in mind when doing assessments and talking to caregivers

- Have one-page [CGD Fact Sheet](#) available to hand out

Q&A

- ?