



## OneCare Vermont

### Patient Access to Care Navigator Fact Sheet

#### About OneCare Vermont

OneCare joins providers and communities together to improve the health of Vermonters and lower healthcare costs. As an Accountable Care Organization (ACO), OneCare gives health care providers access to resources to help coordinate your care and services within your community. By sharing information and working together, providers can do more to make sure you get the best possible care.

#### What is Care Navigator?

Care Navigator is a secure, HIPAA compliant, web-based software used by OneCare to help providers coordinate your care. Care Navigator lets your care team share information about your physical and mental health needs, and create a plan for your care.

#### Privacy of your information?

Your privacy is important to us. Care Navigator is a secure communication platform which is HIPAA compliant and follows all state and federal regulations.

#### Why should I get Care Navigator access?

It is important that you are involved in your own care and decision making. In Care Navigator, you'll be able to see your Shared Care Plan and Educational Resources.

#### What are the Shared Care Plan and Educational Resources?

Your care team works together with you to coordinate your care with your providers in order to meet your health care needs and goals. This plan is called the Shared Care Plan.

Educational Resources are articles, videos and other materials used to help educate you about your specific health care conditions and needs. Your care team may assign documents or videos related to one or more of your health conditions.

#### What is required for me to get access to Care Navigator?

To get access to Care Navigator, you must:

- ✓ Be 18 years or older
- ✓ Face-to-face with your care coordinator (in your home or in the office setting)
- ✓ Have an email address
- ✓ A mobile phone number with ability to receive text messages OR a second email address
- ✓ Government issued form of personal identification (e.g., driver's license, passport, etc.)

#### What if I do not have all of the requirements listed above?

You can request a printed version of your Shared Care Plan and/or any Educational Resources from your Care Team members.

#### What resources are available to help use Care Navigator?

OneCare provides video modules, written guides and FAQs on our website at [www.onecarevt.org/care-navigator-support/](http://www.onecarevt.org/care-navigator-support/).