OneCare Vermont

Patient Provisioning in Care Navigator
Fact Sheet

About Patient Provisioning
Patients 18 years and older may have read-only access to their Shared Care Plan and Educational Library in Care Navigator. At this time, only the patient may be provisioned as a Care Navigator User (i.e., no family members of patients). Patients can access Care Navigator through their mobile phone or Windows 10 computer.

How will patients benefit from access to Care Navigator?
It is important for patients to feel involved in their own care and decision making. When patients are engaged in their health care, they achieve better outcomes.

Privacy of a patient's 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.

Who can provide Care Navigator access to a patient?
Care Team members that work with the patient are able to provide patient access to Care Navigator. This must occur in person either at the patient's home or in the office setting.

What is required for a patient to get access to Care Navigator?
A patient 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 a patient does not meet all of the requirements for Care Navigator access?
Patients that do not meet the requirements will not be granted access to Care Navigator. However, patients can request printed versions of their Shared Care Plan and/or Educational Resources from their Care Team members.

Can OneCare Vermont staff provide a patient with access to Care Navigator?
No, OneCare Vermont cannot provision patient access to Care Navigator. In order to validate a patient's identity, access must be provided by a Care Team member.

What resources are available to help both users and patients in Care Navigator?
OneCare provides video modules, written guides and FAQs on our website at www.onecarevt.org/care-navigator-support/.