

## FAQs - HCRS Client Portal

### General Information

#### **What is the client portal, and why is it being introduced?**

The client portal is a secure online platform that allows you to easily access important information about your care any time of the day or night. The portal also allows you to receive secure communications and sign documents sent to you by your HCRS provider.

The portal is designed to enhance convenience and provide a centralized location for managing your care, all while ensuring your personal health information is protected. Whether you're at home or on the go, the portal is a reliable tool to help you stay informed and engaged in your wellness journey.

#### **What can I do in the portal?**

Through the portal, you can:

- View upcoming therapy, psychiatry, and nursing appointments and details about your scheduled sessions.
- Receive therapy, psychiatry, and nursing appointment reminders and updates.
- Access important documents or resources shared by your provider.
- Sign documents sent to you by your provider.
- Update your information.

#### **Is there a cost to use the client portal?**

No, the portal is completely free for anyone receiving services from HCRS.

#### **Is there someone I can contact for more information about the portal?**

Please contact your HCRS provider for assistance with using the portal.

### Account Setup and Access

#### **How do I create an account?**

For the launch of our portal on January 15, all existing clients who have provided us with their email address will have received an email from [<donotreply@hcrs.org>](mailto:donotreply@hcrs.org), with the subject **"New form to complete."** There's a link in this email to access the portal.

If you start services after January 15, 2025, providing us with your email or cell phone number will automatically result in your receiving an invitation to the portal.

#### **What information is needed to register for the portal?**

You will need to provide HCRS with your personal email address to receive a secure link to access the portal. Once you click on that link, you will need to provide your date of birth and then set up a password. If you are accessing the portal on a mobile device (such as a smartphone), you will need to download the Google or Android app to access the Portal.

### **What should I do if I forget my portal login information?**

If you forget your password, you can click on the following link:

<https://support.oncallhealth.ca/hc/en-us/articles/360023638451-How-Do-I-Reset-My-Password#page-container>. You will be asked to enter the e-mail address associated with your account. If your email is associated with an account, you'll receive an e-mail with further instructions on resetting your password.

### **Can multiple family members access the same portal account?**

At this time, a unique email address is required for each client's portal access. If you would like assistance with setting up additional email addresses, please contact our help desk at [portalhelp@hcrs.org](mailto:portalhelp@hcrs.org).

### **How do I update my contact information in the portal?**

Once you log into the Portal, you'll see your name on the top right. Click the drop-down arrow next to your name and select "Settings."

### **Can I change the language on the Portal?**

Yes, you can change the language of the navigation and hardcoded information. You'll see that the information entered by your HCRS provider will remain in English. To change the language of the navigation, use the dropdown on the top right that says "English." You can change the language to Spanish, French, Dutch, or Portuguese.

## **Appointments**

### **How are appointments displayed in the portal?**

Once you log into the Portal, your next therapy, psychiatry, or nursing appointment will be displayed on the main page. You can view all future appointments by pressing the "View All Appointments" link or by clicking on the Appointments tab. Once on that page you can also view all past appointments.

### **Why does the portal show my appointment is "In Person" even though it's virtual?**

The **Service Location** in the portal appointment list will always display as "In Person." This is because we have chosen not to use the system's video telehealth platform. In addition, when you schedule a new appointment, you will receive a notification of the appointment from the portal. This notification will also incorrectly list virtual appointments as "In Person."

However, rest assured that all your appointment reminders will correctly indicate whether your appointment is virtual or in person.

If your appointment is scheduled to be virtual, **your provider will notify you in advance** to ensure you understand the format of your session. Please feel free to reach out to your provider directly if you have any questions or need further clarification.

### **Can I cancel or reschedule appointments through the portal?**

You can cancel appointments through the portal. However, to reschedule, please contact your provider or call our front office. To cancel in the portal, click the "Cancel Appointment" link next to the appointment you'd like to cancel, then reach out to reschedule.

### **Will I continue to receive reminders for my appointments?**

Reminders will continue to be sent out for all therapy, psychiatry, and nursing appointments. These will correctly reflect any appointments that are virtual.

### **Can I access my virtual appointments through the portal?**

No, you will continue to access your virtual appointments through the link provided to you directly by your HCRS provider.

## **Privacy and Security**

### **Is the Portal secure?**

Protecting your privacy and the confidentiality of your personal health information (PHI) is always our highest priority. Actually, one of the reasons we chose to have a portal is that it offers a more secure way to communicate with you.

We have implemented robust security measures to safeguard your information and use the latest technology to ensure the portal is as secure as possible. While no system can guarantee absolute protection, we continuously evaluate and update our practices to stay ahead of evolving security challenges.

We deeply value your trust and are committed to doing everything we can to protect your privacy. If you have any further questions or concerns, please don't hesitate to reach out to us.

### **How is client information protected in the portal?**

The portal is compliant with the [ONC Certification Criteria for Health IT](#) and has been certified by an [ONC-ACB](#) in accordance with the applicable certification criteria adopted by the Secretary of Health and Human Services.

### **Is the portal HIPAA-compliant?**

Yes, the portal is HIPAA compliant for proper client privacy.

### **What should I do if I suspect unauthorized access to my account?**

If you suspect that there has been unauthorized access to your account, please let your HCRS provider or the HCRS front office staff know. We will then start an investigation and let you know if we can identify any unauthorized access to your information.

## **Using the Portal**

### **Can I upload documents or forms through the portal?**

You can sign forms that are sent to you by your HCRS provider. However, the portal does not allow you to upload other documents at this time.

### **Are there tutorials or help guides available for using the portal?**

For more information, please go to the OnCall website at:

<https://support.oncallhealth.ca/hc/en-us/categories/4403511306644-Patient#page-container> where you can access information on how to use the portal.

**What browsers or devices are compatible with the portal?**

You can use almost any current browser for access (Chrome, Edge, Firefox, Safari). You can also access the portal through an Android app or the Appstore for an iPhone.

**Who can I contact if I have technical issues while using the portal?**

Please reach out to your HCRS provider for assistance.

## Communication

**Can I message my HCRS provider(s) through the portal?**

No, but you may receive messages from your HCRS provider through the portal.

**Will I receive notifications for new messages or updates?**

Yes, if your HCRS provider sends you a message, you will receive an email requesting that you log into the portal to read the message.

**Can I send emergency messages or contact crisis services through the portal?**

Anyone experiencing a mental health or substance use crisis should call our 24/7 Crisis Line at 800-622-4235 or call 988.

## Opting Out

**Can I opt out of using the portal?**

You are not required to use the portal, although it offers a more secure and efficient process for sharing information and documents with you.

**What are the alternatives if I do not wish to use the portal?**

Information and documents will continue to be shared with you directly by your Provider.

**Can I choose not to receive email or text notifications about the portal?**

You may ask to have your email address removed from our system at any time. Text notifications require a signed consent form, which you can withdraw at any time.