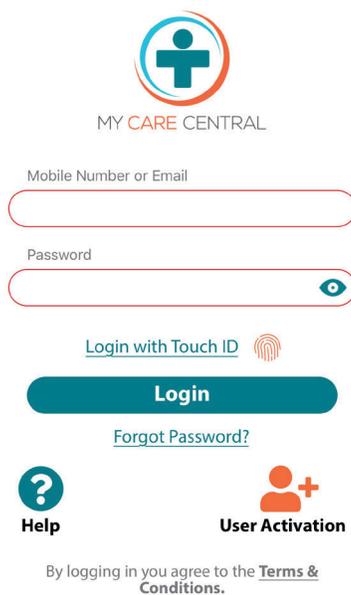


# MY CARE CENTRAL USER ACTIVATION

## HOW TO ACTIVATE YOUR ACCOUNT

When your clinician is in your home, ask about My Care Central. They will help you get started. If no clinician is in your home when you want to get started, call (866)900-8226 to be signed up over the phone. You may choose to sign up with either your cell phone number or email address.

1. Click the link you receive in your email or text. You will be directed to download the app.
2. Once in the app, click on "User Activation."
3. Add your email or phone number and the patient's date of birth, then click "Next."
4. Set your password and confirm.



MY CARE CENTRAL

Mobile Number or Email

Password

[Login with Touch ID](#)

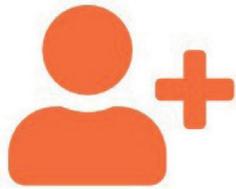
**Login**

[Forgot Password?](#)

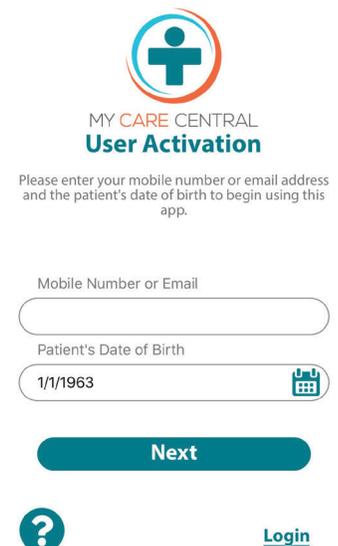
 **Help**

 **User Activation**

By logging in you agree to the [Terms & Conditions](#).



## User Activation



MY CARE CENTRAL  
**User Activation**

Please enter your mobile number or email address and the patient's date of birth to begin using this app.

Mobile Number or Email

Patient's Date of Birth

**Next**

 [Login](#)



Phone: (866)900-8226  
[www.mycarecentral.com](http://www.mycarecentral.com)

# MY CARE CENTRAL HOME SCREEN

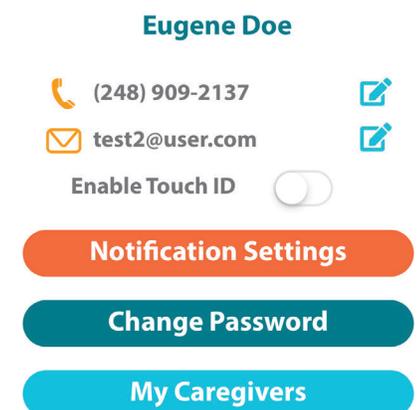
## THE HOME SCREEN

My Care Central's home screen is your main hub for accessing everything in the app. If you don't see what you're looking for, tap the drop-down "Menu"  icon in the top right corner of the screen to see additional available features.



## YOUR PROFILE SETTINGS

Your profile on My Care Central hosts important features. To begin, tap the "Profile" icon located in the menu bar on the top right side.



## ADD A CAREGIVER

You or your Durable Power of Attorney (DPOA) can add approved caregivers, allowing them to stay up-to-date on your information.

1. Tap on "My Caregivers."
2. Tap on "Add Caregiver."
3. Enter information into the applicable fields.  
*(Phone or email is required)*
4. Click "Save."
5. The caregiver will need to download the app and go through the activation process.

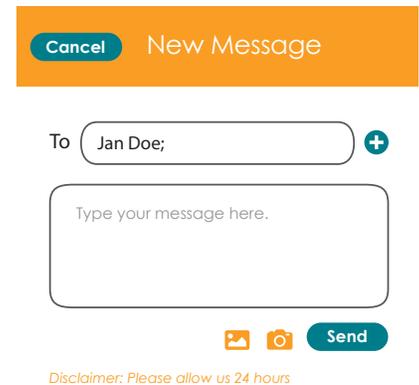


# MY CARE CENTRAL COMMUNICATION

## SENDING A SECURE IN-APP MESSAGE

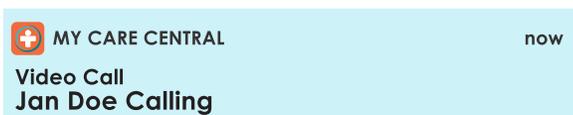
To send a message:

1. In the lower left side of the app, tap 
2. Select 
3. Tap the  icon to select which clinician to message.
4. Once you have selected the clinician, use the text box that says "Type your message here" to write a message.
5. Click "Send" once you are finished.



## ACCEPTING A VIDEO CALL

- If you have the My Care Central app open when your clinician is trying to call you, you will receive this screen to the right and can click the green phone button to accept the call.
- If you do not have the My Care Central app open when your clinician is trying to call, you will receive a notification to click on.



# MY CARE CENTRAL ADDITIONAL FEATURES

## HAVE YOU BEEN HOSPITALIZED?

Here's how to let the care team know:

1. You or your caregiver can click the  icon located at the top left corner of the home screen.
2. Click "Yes" when the confirmation pops up asking, "Has (patient name) been hospitalized?"
3. Begin typing the name of the facility where you are being hospitalized and select it from the drop-down list that appears.
4. Click the  icon to select the date of admittance.
5. Click "Save."

*New hospitalizations will take 24-48 hours to process.*

*\*Home Health patients only.*

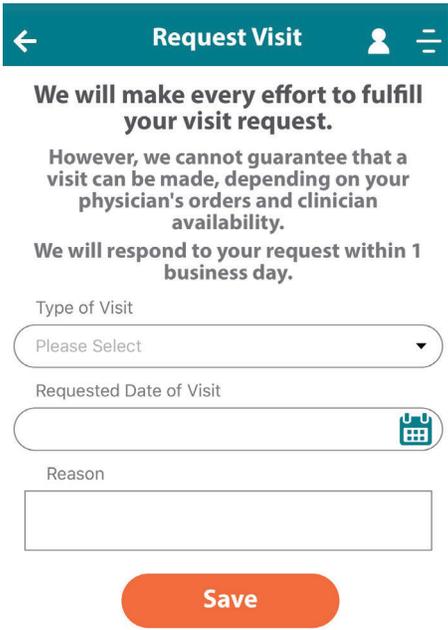


The screenshot shows the 'Hospitalization' form. At the top is a teal header with a back arrow, the title 'Hospitalization', a user icon, and a menu icon. Below the header is a home icon with a plus sign. The form lists two hospitals: 'Spectrum Health Blodgett Hospital' and 'Mary Free Bed Subacute Rehab-Grand Rapids'. For each hospital, there are fields for 'Admit Date' and 'Discharge Date'. The dates for Spectrum Health are Jul 20, 2019 and Jul 23, 2019. Below the second hospital, there is an orange button labeled 'Update Discharge Date'.

## REQUEST A VISIT

Here's how you can request a clinician visit:

1. Click  located at the middle of your home screen.
2. Select the type of visit from the drop-down menu.
3. Click the  icon to select the requested date of the visit.
4. Type the reason for the requested visit in the blank box. This is required.
5. Click "Save."

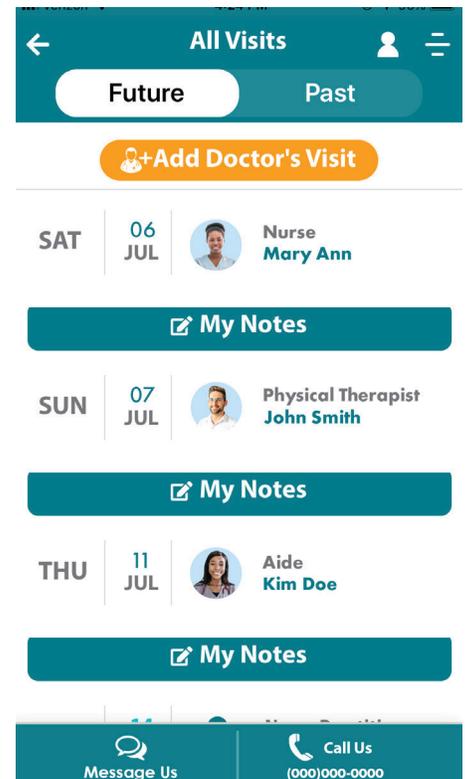


The screenshot shows the 'Request Visit' form. At the top is a teal header with a back arrow, the title 'Request Visit', a user icon, and a menu icon. Below the header is a message: 'We will make every effort to fulfill your visit request. However, we cannot guarantee that a visit can be made, depending on your physician's orders and clinician availability. We will respond to your request within 1 business day.' Below the message are three input fields: 'Type of Visit' (a dropdown menu with 'Please Select' and a downward arrow), 'Requested Date of Visit' (a text field with a calendar icon on the right), and 'Reason' (a large text area). At the bottom is an orange button labeled 'Save'.

# MY CARE CENTRAL ADDITIONAL FEATURES

## ADD A DOCTOR'S VISIT

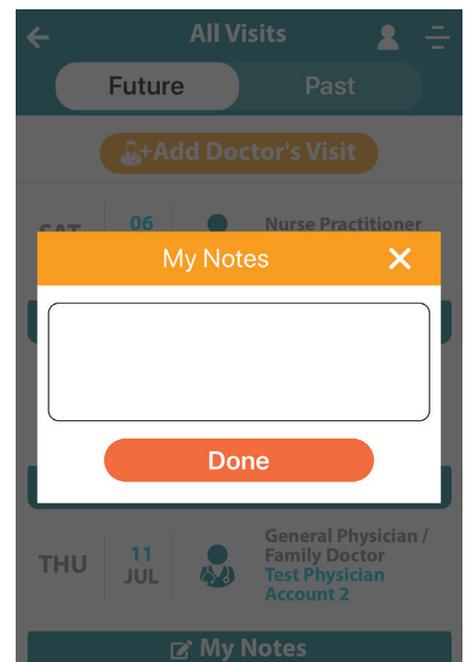
1. From the home screen, click on  **All Visits**
2. On the "Future" or "Past" tab, click on  **+Add Doctor's Visit**
3. Add the date of the doctor's visit from the drop-down calendar.
4. Type the doctor's name.
5. Select the doctor's specialty from the drop-down menu.
6. Type the doctor's contact phone number.
7. Click "Save."



## ADD A NOTE

To add a note or reminder to yourself either before or after a visit, scroll down to the specific visit on which you wish to make a note.

1. Underneath the visit, click on  **My Notes**
2. Type the note in the blank box.
3. Click "Done" to save.



# MY CARE CENTRAL RESOURCES

## REQUEST SUPPLIES

1. From the home screen, click on  **Supplies**
2. Select the needed supplies by tapping on the appropriate picture(s).
3. Click on **Request More** to submit the order.

← Eugene's Supplies  

Please select the relevant supplies by tapping on the pictures below.

We will review your request and get back to you within 1 business day.

<input checked="" type="checkbox"/>  TAPE TAPE, PAPER, 2" X 10 YD	<input type="checkbox"/>  BEDPAN/URINAL BEDPAN, FRACTURE, DUSTY ROSE
<input type="checkbox"/>  CATHETER SUPPLIES CATHETER, 20 FR, 5-15 CC DYND11760H 1/	

**Request More**

 Message Us |  Call Us  
(000)000-0000

## RESOURCES

To view the Home Health or Hospice Care Guide:

1. Click on  **Resources** from the home screen.
2. Select the topic you need information about.
3. A shareable PDF will pop up with that information.

← Resources  

  
**Home Health Care Guide**

**Emergency Plan**

---

**Welcome & About Home Health**

---

**Medication & Oxygen Safety**

---

**Fall Prevention**

---

**Home Safety**

---

**Infection Control**

---

**Emergency Preparedness**

---

**Planning for Discharge**

---

# MY CARE CENTRAL ACCOUNT INFORMATION

## CHANGE PHONE NUMBER OR EMAIL\*

1. Tap on the  icon to the right of the patient information.
2. Type in the correct information.

\*This will change your login credentials.

Mobile Number  
2489092137 

Email Address  
test2@user.com 

Current Password  
 

## CHANGE YOUR PASSWORD

1. Tap on "Change Password."
2. Enter current password.
3. Enter new password.
4. Confirm new password.
5. Click "Save."

### Change Password Screen

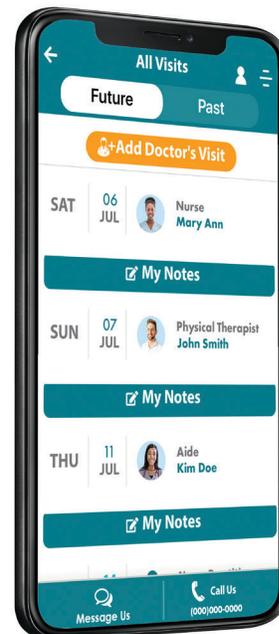
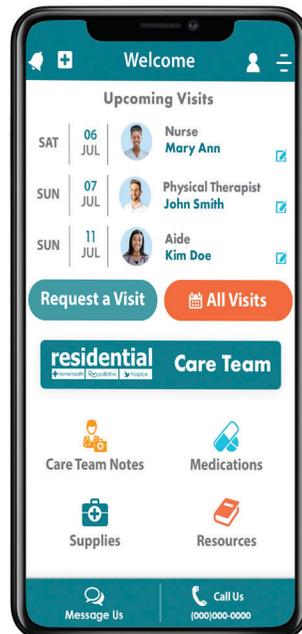
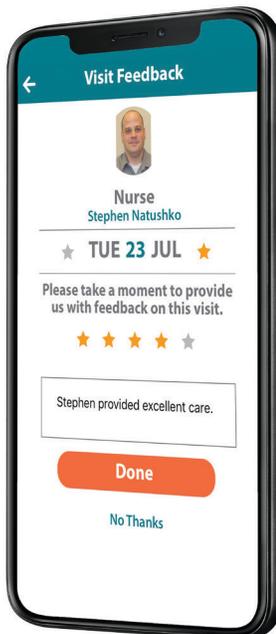
For increased security, passwords must be a minimum of 8 characters and include a combination of letters and numbers.

Current Password  

New Password  

Confirm New Password  



# MY CARE CENTRAL FREQUENTLY ASKED QUESTIONS

## **Whom can I contact for app support?**

Please call (866)900-8226 or email us at [info@mycarecentral.com](mailto:info@mycarecentral.com).

## **Who can use the app?**

My Care Central is available to all patients and their caregivers.

## **Is the app free?**

Yes.

## **How can I add a caregiver?**

Click on the  icon in the top right corner, go to “My Caregivers,” then click on “Add Caregiver,” fill out all necessary fields, and save.

## **What if I elect to not use My Care Central but change my mind?**

If you want to sign up for the app and the clinician isn't present, call (866)900-8226.

## **What operating systems is the app supported on?**

My Care Central is supported on iOS 10 and later, and on Android 5 and later.

## **Does My Care Central provide Wi-Fi?**

Unfortunately, no. My Care Central operates on the patient's Wi-Fi or cellular-enabled device. “Resources” are available natively in the app after the initial download - no connectivity is needed.

## **How do users change their password?**

Click on the  icon in the top right corner, go to “Change Password,” fill out all necessary fields, and save.

## **How do users change their phone number or email address?**

Click on the  icon in the top right corner, then click on the  icon next to your phone number or email, update your information and enter your password, then save.