

How to use Care Space

Via CareSpace, patients can:

- Access their health information anytime, anywhere (on your computer/tablet/smartphone)
- Communicate securely with the care team at our practice
- Share access to their portals with family and caregivers
- Securely send health information to providers outside our practice, like their primary care provider

Account Registration

1. You will receive a registration email from our practice. Please note this link is valid for only 4 days. If you did not register within 4 days, please ask our practice to resend the invite.
2. Click on “Complete Your Registration.”
3. You will be taken to the registration page and asked to create an acceptable password (8 chars long, at least 1 uppercase case letter, 1 lowercase letter, 1 number and 1 special character)
4. If your password is acceptable you will be taken to the login page.
5. Enter your email address, your password and your date of birth.
6. To reset your password click on “Forgot password” and you will receive a link in your email to reset your own password.
7. URL for CareSpace is “carespaceportal.com”

Access to your Health information

Patients can view their Lab Results and various documents in the “Health” tab of CareSpace.

1. The Labs table shows the latest results but you can see the historical results by clicking on the dropdown arrow for that result.
2. On the landing page you will only be able to view the 6 most recent documents. To see the remaining documents, click on “View All Documents”
3. You can also Download or View your clinical data by clicking on the “Download” button on the upper-right hand corner of the Health page.

Secure Messaging

This allows patients to communicate with their care team at our practice. To access or send messages –

1. Click on the “Messages” tab at the top of the CareSpace browser.
2. The inbox contains all messages sent from our practice
3. Patients can reply to a message they receive (you cannot re-reply to a message)
4. You can also create and send new messages
 - a. Click “Compose” in the upper-right corner of the screen
 - b. Select a message category (please only send Rx or Health related questions right now)
 - c. Include a Subject line for the email
 - d. Type a new message to your provider team

Granting Access to Friends and Family

Patients can grant access to their CareSpace to friends and family. This will give them full access to the patient portal. To grant access:

1. Navigate to the CareSpace drop-down in the upper-right hand corner of the screen under your name.

2. Click “Manage Users”
3. Enter the user’s (friend/family member) email address and birth date.
4. They will receive an invite to register for CareSpace to access the patient’s account. Patients can grant access to any number of users.
5. Patients can also “resend invite” to friends/family members who have not accepted access.

Patients can also revoke to friends/family members who have access to their account, by simply clicking 'Revoke access' to the right of their email address.

Securely sending Healthcare Information

Patients can securely share their records with another provider. To do this

1. From the “Health” page, click on the “Send Record” button.
2. Enter the recipient's email address
3. Enter the desired Start and End date of medical information
4. Add any notes for the recipient
5. Add a password for security and encryption purposes
6. Click on “Send Record.”

Patient Resources

Included in the patient portal are helpful links to NCI, American Cancer Society and Cancercare.com. This is available under the “Resources” tab.