







CARECONNECT QUICK START GUIDE

On-Behalf-Of User

CareConnect is a province-wide electronic health record (EHR) viewer that enables health care providers to access key patient information and records from various systems all-in-one place.

This guide will outline the steps involved in requesting CareConnect access as an On-Behalf-Of user. Certain users (e.g. MOAs & LPNs) must be granted permission by an Authorizer (Physician or Nurse Practitioner) prior to being granted access to CareConnect. A sponsored On-Behalf-Of user can see the same patient information as the Authorizer. For detailed instructions and screenshots, refer to the [How to Apply for CareConnect As An On-Behalf-Of User](#) guide or follow the high-level steps outlined below.

Registration Steps

	<p>1. Verify your identity using the BC Services Card App</p> <p>In order to register for CareConnect access, you must validate your identity using your BC Services Card. All users must download the BC Services Card App and complete a video validation with a Services BC agent. Refer to How to Validate Your Identity using the BC Services Card app guide for detailed steps.</p>
	<p>2. Create or join a worksite</p> <p>After you log into my.CareConnect, complete the HxBC account registration form. If you have received an invite to join a worksite, then click Main Menu and Manage Your Request to Accept your invite. Otherwise, search for worksite by the Worksite ID sent via email. Submit your worksite access request. Note: If your worksite isn't registered yet, see How to Register a Worksite as a Group/Site Administrator.</p>
	<p>3. Request Sponsorship from an Authorizer</p> <p>Open the Worksite Access module and select My Sponsors tab. Click on +Request Sponsorship and select the relevant Authorizer. See Section 3 of How to Apply for CareConnect As An On-Behalf-Of User</p>
	<p>4. Complete Privacy & Security Requirements</p> <p>Prior to being approved for access, you must complete a short Privacy & Security course about protecting the sensitive patient information available eHealth Viewer. See the How To Complete CareConnect Privacy & Security Requirements guide. Note: MOAs and LPNs are not required to complete Healthcare Provider CareConnect Access Agreement.</p>
	<p>5. Register as an Individual user</p> <p>Once your sponsorship has been approved, you may now register for individual user access by opening the Application Access module and submitting CareConnect Enrollment Form. See Section 4 of the How to Apply for CareConnect As An On-Behalf-Of User.</p>
	<p>6. Access the CareConnect eHealth Viewer for Direct Patient Care</p> <p>Once all requirements are submitted, your application will be processed in 7 – 10 business days. Feel free to complete the online orientation course on how to navigate the CareConnect eHealth viewer during this time. You will receive an email with instructions on how to access CareConnect once approved.</p>