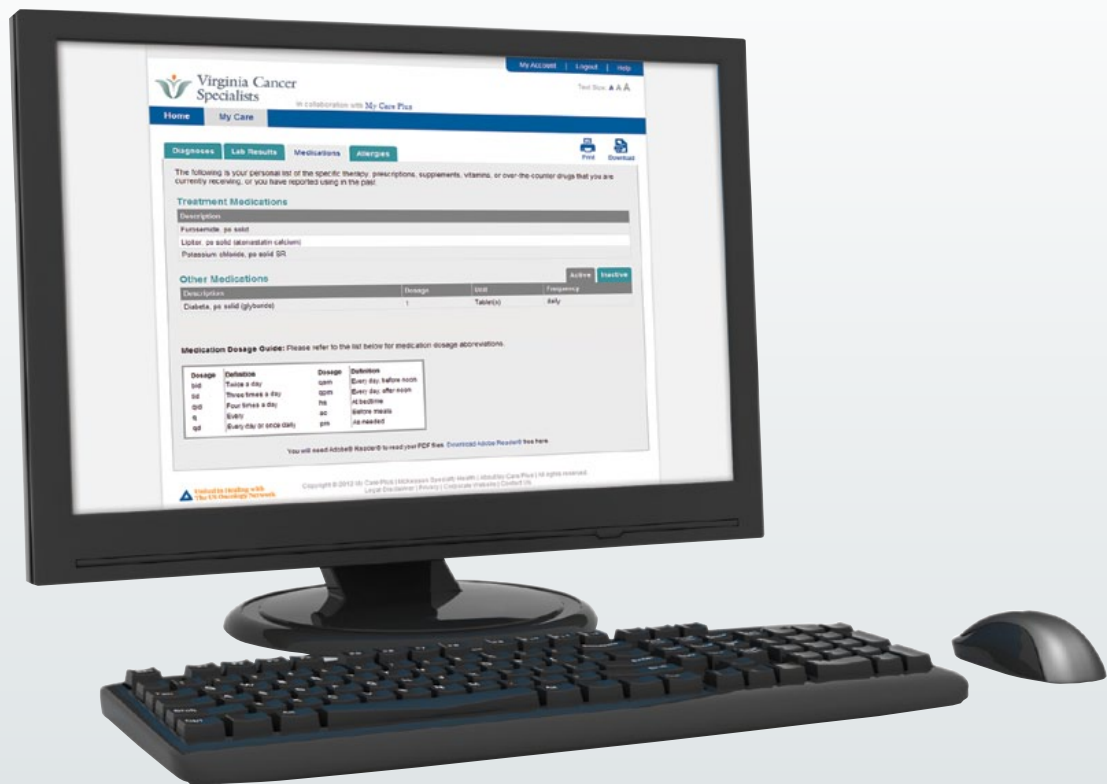


My Care Plus

Your reference guide.





Your personal and health information is protected and secure on My Care Plus, as directed by our privacy policy.

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About this Guide

1) My Care Plus

My Care Plus is a secure website that provides convenient access to your health care information. The purpose of this guide is to assist you with enrollment and to provide the information you need to take advantage of My Care Plus.

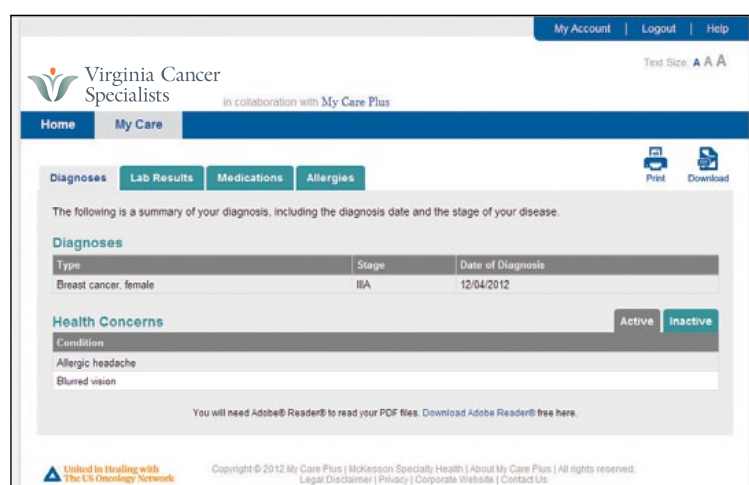
My Care Plus is designed especially for patients. Through this secure website, you can view your Personal Health Record (PHR) whenever you need it. You will be able to access your diagnosis, medications, health conditions, clinical lab results and allergies from anywhere.

As our patient, you are eligible to join!

We're Here to Help You

If you need assistance while visiting the website, please contact My Care Plus Support at **1.855.887.6788** (toll free) or support@mycareplusonline.com.

Please contact our office during business hours if you have questions about your PHR.

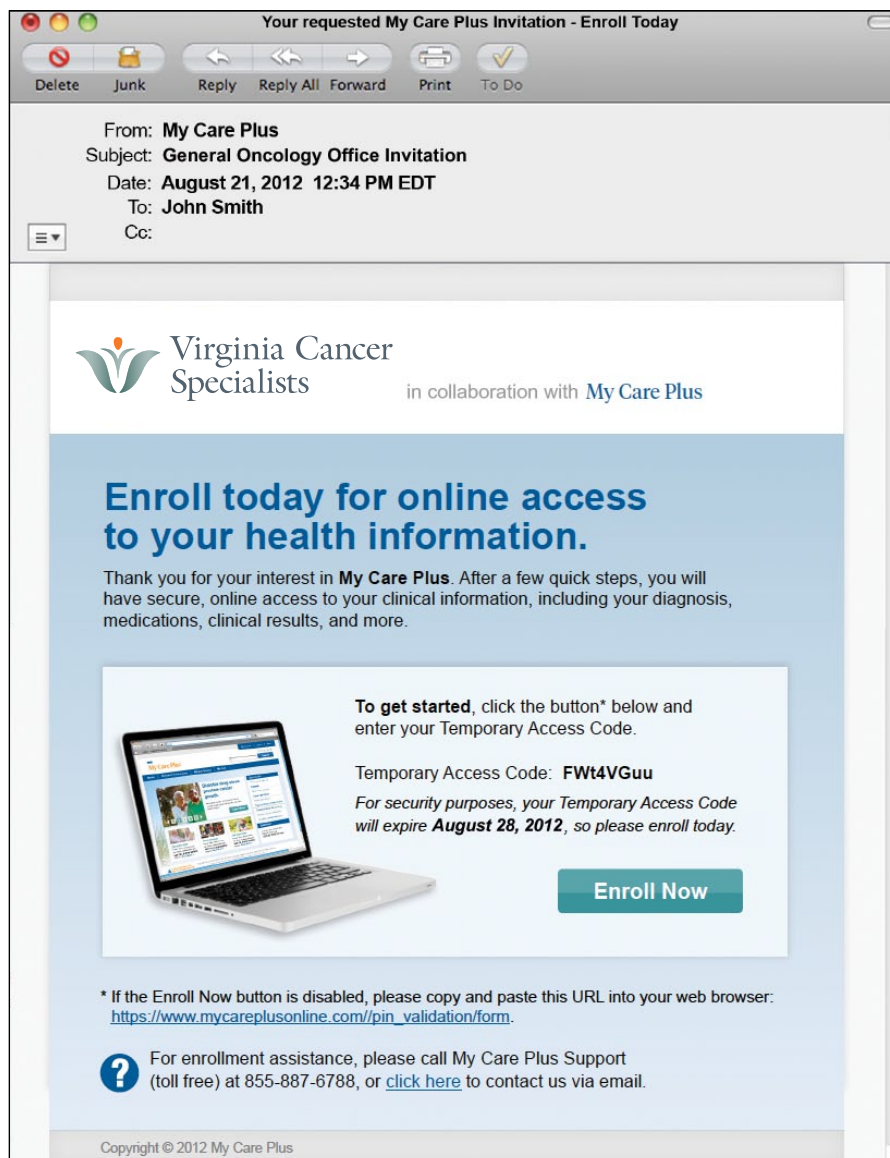


Sample patient My Care Plus PHR

2) Enrollment: Getting Started

2.1 Request Your Enrollment Invitation Email

Getting started is easy! Let a member of our staff know that you would like to enroll in My Care Plus. All you need to do is sign a consent form and provide a valid email address. You should receive your enrollment invitation email within three days.



2.2 Enrollment Process

Step 1 - Your Invitation Email will include enrollment instructions and a unique Temporary Access Code. Selecting the enrollment button/link will take you to the enrollment page, where you will enter your Temporary Access Code. Proceed to the next page to complete the enrollment process.

The screenshot displays the MyCare Plus enrollment interface. At the top left is the "MyCare Plus" logo. At the top right is a "Text Size" selector with three icons (A, A, A). Below the logo, a progress bar shows "STEP 1" in blue, "STEP 2" in grey, and "STEP 3" in grey. The main heading reads "Welcome! Enroll in a few simple steps." Below this is a photograph of an elderly couple smiling while looking at a laptop. To the right of the photo, the text says "To get started, enter your Access Code." followed by instructions: "Please enter the Temporary Access Code provided in your My Care Plus enrollment invitation email. Your code is case sensitive, so please enter the code exactly as it appears in your invitation email." Below the instructions is a text input field labeled "Temporary Access Code *". At the bottom of the input area is a teal "Next" button. A dotted line with a black dot at its end extends from this button to a larger, outlined "Next" button on the right side of the page. At the bottom of the page, there is a small copyright notice: "Copyright © 2012 My Care Plus | McKesson Specialty Health | About My Care Plus | All rights reserved. Legal disclaimer | Privacy | Corporate Website | Contact Us and Customer Support".

MyCare Plus

Text Size: A A A

STEP 1 STEP 2 STEP 3

Welcome! Enroll in a few simple steps.

To get started, enter your Access Code.

Please enter the Temporary Access Code provided in your My Care Plus enrollment invitation email. Your code is case sensitive, so please enter the code exactly as it appears in your invitation email.

Temporary Access Code *

Next

Next

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Step 2 - Select your Date of Birth from the month, day and year drop-down menus. Then, create a unique User Name and Password. The password you create must contain:

- at least eight characters,
- an upper case character,
- a lower case character, **and**
- a number or a special character.

Your password may **not** contain your first name, last name, user name, date of birth, or Medical Record Number (MRN).

Once you have entered your account information and checked the box to confirm you have read and agreed to the website Terms & Conditions, select **Create New Account**. A Confirmation message will let you know you were successful in creating your account.

My Care Plus Text Size: A A A

STEP 1 ✓ STEP 2 STEP 3

Complete the form below to continue enrollment.

Patient Name
John Smith

Not John Smith?
Contact My Care Plus Support
(toll free) at 855-877-6788.

Please complete all required fields, and accept the website Terms & Conditions to complete your enrollment. Be sure to remember the unique username and password you create, because you will need them each time you log into My Care Plus.

* Required Fields

Date Of Birth *
Jan 1 1900

Create User Name *

Create Password * Password Strength: _____

Confirm password *

☐ I have read and agreed to the [Terms & Conditions *](#)

Create New Account

Create New Account

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Step 3 – Enter the User Name and Password you just created and log into My Care Plus.

The screenshot displays the My Care Plus website interface. At the top left is the "My Care Plus" logo. At the top right is a "Text Size" selector with three "A" icons. Below the logo, there are three step indicators: "STEP 1" with a checkmark, "STEP 2" with a checkmark, and "STEP 3" which is highlighted. The main content area has a light blue background and features the heading "Congratulations!". To the left of the login form is a photograph of an elderly couple looking at a laptop. The login form contains the following text and fields:

You have successfully completed enrollment. Please log in to **My Care Plus** with the User Name and Password you created in Step 2.

User Name

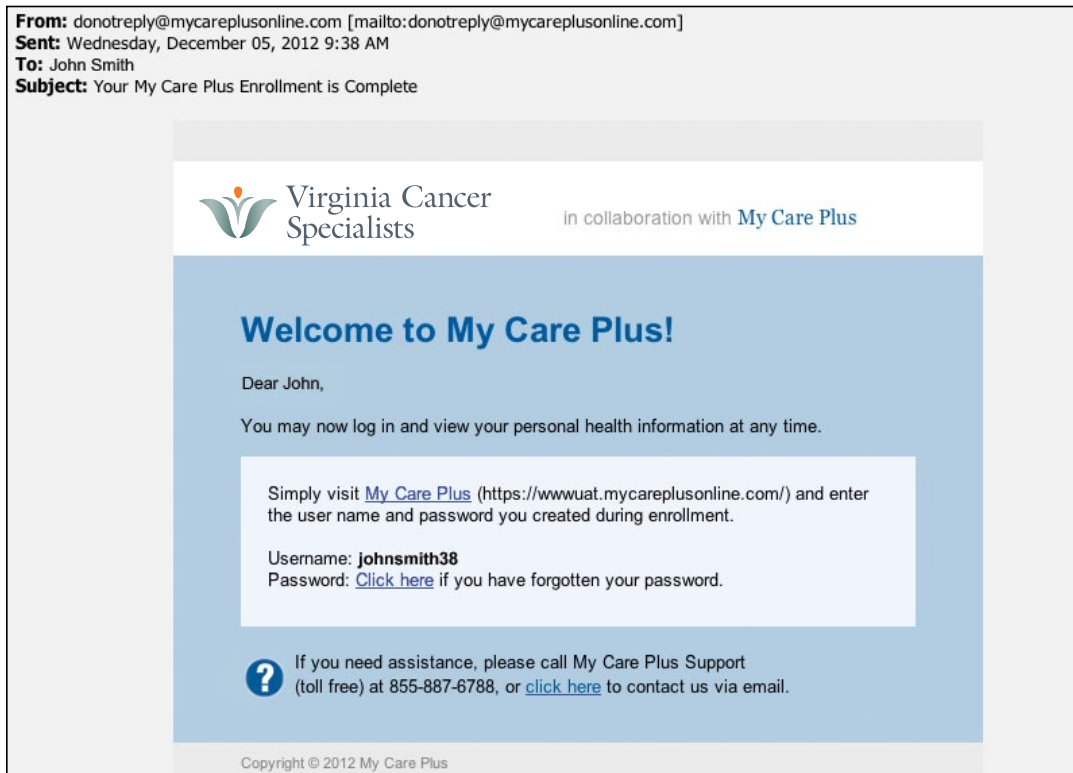
Password

[Forgot your User Name?](#)
[Forgot your Password?](#)

A dotted line connects the "Log In" button in the form to a larger, outlined "Log In" button on the right side of the page.

At the bottom of the page, there is a copyright notice: "Copyright © 2012 My Care Plus | McKesson Specialty Health | About My Care Plus | All rights reserved. Legal disclaimer | Privacy | Corporate Website | Contact Us and Customer Support."

A confirmation message will also be sent to your email account.



3) Your Account: Accessing and Managing

3.1 Access Your Account

On the right side of the My Care Plus home page (<https://www.mycareplusonline.com>), enter the User Name and the Password you created during the enrollment process, and select **Log In**. If you have forgotten your User Name or Password, select the **Forgot your User Name?** or **Forgot your Password?** link below the login section to recover them.

TIP: To adjust text size on the site, select the desired **Text Size** icon on the upper right-hand corner of the page.

The screenshot shows the My Care Plus website interface. In the top right corner, there is a 'Text Size' control with three icons: a small 'A', a medium 'A', and a large 'A'. A dotted line connects this control to a callout box on the right that displays 'Text Size: A A A'. Below the header, the main content area includes a 'Welcome to My Care Plus' message, a 'Secure Login' section with input fields for 'User Name' and 'Password', a 'Log In' button, and links for 'Forgot your User Name?' and 'Forgot your Password?'. Below the login section, there are three featured articles with images and titles: 'Questions Linger for Proton Beam', 'Young Adult Cancer Survivors', and 'The Estrogen Effect'. A footer at the bottom contains copyright information and links for 'Legal Disclaimer', 'Privacy', 'Corporate Website', and 'Contact Us'.

3.2 Edit Your Account

My Account allows you to view and edit your User Name, Password and Email Address for My Care Plus. To edit your account information, select **My Account** from the menu at the top right of the page. Changing your Email Address on My Care Plus does not update it with our office. This must be completed at your next appointment.



Select the **Edit** arrow to the right of the information you would like to update. Make your desired changes, and select **Save Changes**.

This screenshot shows the 'My Account' page. The 'My Account' link in the top navigation bar is highlighted. Below the navigation bar, there is a 'My Account' section with a table of account information. The 'Email' row has an 'Edit' button with a dropdown arrow. A dotted line connects this button to a callout box showing the 'Edit' button. Below the table, there is a 'Change your Email' section with input fields for 'Enter your new Email' and 'Reenter your new Email', and a 'Save Changes' button. At the bottom, there is a 'Member Since' and 'Last Login' section, and a 'Save Changes' button. A dotted line connects this button to a callout box showing the 'Save Changes' button.

		Last Updated	Action
User Name	johnsmith38	10/15/2012	Edit ▼
Password	*****	10/15/2012	Edit ▼
Email	john_smith@your-email.com	10/15/2012	Edit ▲

Change your Email

Update your email address here for future My Care Plus communications and email messages. Editing your email address here does not update the email address your practice has on file for you. Please call your practice if you would like to update your email address with them.

Enter your new Email

Reenter your new Email

Save Changes

Member Since: 10/15/2012

Last Login: 12/04/2012 2:15:19 PM

Save Changes

3.3 Learn About Medical Terms

MRN

The MRN, or Medical Record Number, is your unique *medical record number* from our medical office.

PHR

The PHR, or Personal Health Record, contains your health information, and it provides a summary of your health and medical history with our office.

PHRs contain a wide range of personal health data but typically include information about your:

- allergies and adverse drug reactions,
- medications (including dose and frequency) that are given in our clinic, as well as other medications you have reported to be taking currently (including over-the-counter medications and herbal remedies),
- cancer diagnosis,
- other chronic diseases/health concerns,
- vaccinations given at our facility, and
- laboratory test results.

4) My Care Plus: Exploring Features

4.1 Diagnosis and Health Concerns

Diagnoses lists your diagnosis, diagnosis date and stage of cancer. Health Concerns lists any notable health issues, including chronic diseases.

The screenshot displays the MyCarePlusOnline.com user interface. At the top, there is a navigation bar with links for 'My Account', 'Logout', and 'Help'. Below this, the Virginia Cancer Specialists logo is shown, along with the text 'in collaboration with My Care Plus'. The main content area features a tabbed interface with 'Diagnoses', 'Lab Results', 'Medications', and 'Allergies'. The 'Diagnoses' tab is active, showing a summary of the user's diagnosis: 'Breast cancer, female' with 'Stage IIIA' and 'Date of Diagnosis 12/04/2012'. Below this, the 'Health Concerns' section is visible, listing 'Allergic headache' and 'Blurred vision'. A footer section contains the 'United in Healing with The US Oncology Network' logo and copyright information for 2012.

My Account | Logout | Help

Text Size: A A A

Virginia Cancer Specialists
in collaboration with My Care Plus

Home | My Care

Diagnoses | Lab Results | Medications | Allergies

Print | Download

The following is a summary of your diagnosis, including the diagnosis date and the stage of your disease.

Diagnoses

Type	Stage	Date of Diagnosis
Breast cancer, female	IIIA	12/04/2012

Health Concerns | Active | Inactive

Condition
Allergic headache
Blurred vision

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United in Healing with The US Oncology Network

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4.2 Lab Results

Lab Results lists your recent and prior clinical results from our office, including: CBCs, Chemestries, Tumor Markers and Other labs. When selecting Lab Results, your most recent clinical results **released by your physician** will display.

Note: Lab results are only available on My Care Plus after your physician has reviewed and released them.

You can view prior lab results on this same page. Prior results are listed below your most recent results. To view prior test results by date, select the grey arrow next to each date, and it will display the details by Date, Test Name, Result and Range. You can choose which results to view from the list of dates that appear.

My Account | Logout | Help

Text Size: A A A

Virginia Cancer Specialists
in collaboration with My Care Plus

Home My Care

Diagnoses Lab Results Medications Allergies

Print Download

The following is a historical list of your most recent clinical lab results, including Complete Blood Count (CBC), Chemistries, and Tumor Markers. Comments and notes from your physician can be viewed by clicking on the blue icon.

▼ 10/22/2012

CBC (Complete Blood Count)

Lab Test	Result	Range
WBC	1 x 10 ³ /uL	0 0
RBC	2 x 10 ⁶ /uL	0 0

► 10/19/2012

► 10/17/2012

Lab results will be available for your review once they have been released by your physician. A maximum of 12 months of lab results can be displayed on this page.

You will need Adobe® Reader® to read your PDF files. [Download Adobe Reader® free here.](#)

United in Healing with The OS Oncology Network

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▼ 10/19/2012

CBC (Complete Blood Count)

Lab Test	Result	Range
WBC	1 x 10 ³ /uL	0 0
RBC	2 x 10 ⁶ /uL	0 0

4.3 Medications

Medications lists the specific therapies, prescriptions, supplements, vitamins, and over-the-counter drugs you are currently taking or have reported taking in the past.

My Account | Logout | Help

Text Size: **A** **A** **A**

Virginia Cancer Specialists
in collaboration with My Care Plus

Home | **My Care**

Diagnoses | Lab Results | **Medications** | Allergies

Print Download

The following is your personal list of the specific therapy, prescriptions, supplements, vitamins, or over-the-counter drugs that you are currently receiving, or you have reported using in the past.

Treatment Medications

Description
Furosemide, po solid
Lipitor, po solid (atorvastatin calcium)
Potassium chloride, po solid SR

Other Medications

Active Inactive

Description	Dosage	Unit	Frequency
Diabeta, po solid (glyburide)	1	Tablet(s)	daily

Medication Dosage Guide: Please refer to the list below for medication dosage abbreviations.

Dosage	Definition	Dosage	Definition
bid	Twice a day	qam	Every day, before noon
tid	Three times a day	qpm	Every day, after noon
qid	Four times a day	hs	At bedtime
q	Every	ac	Before meals
qd	Every day or once daily	prn	As needed

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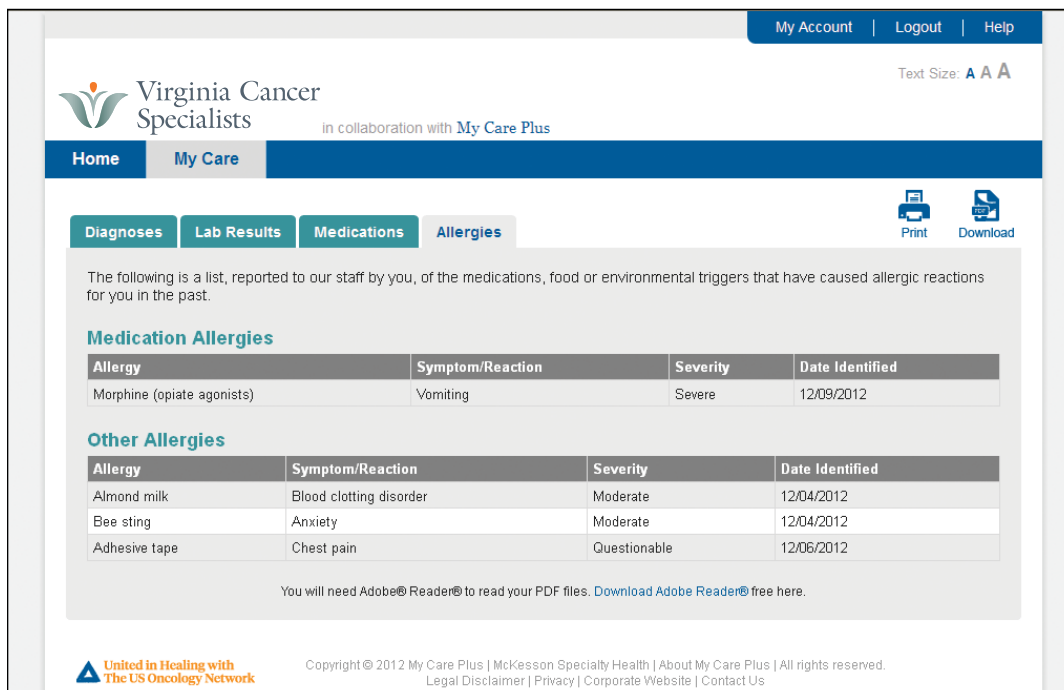
United in Healing with The US Oncology Network

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Note: Oral treatment medications will be included in the 'Other Medications' section.

4.4 Allergies

Allergies lists your medications and other allergies, along with your reported symptoms, reactions and the severity – as well as the date you experienced any allergic reactions.



The following is a list, reported to our staff by you, of the medications, food or environmental triggers that have caused allergic reactions for you in the past.

Medication Allergies

Allergy	Symptom/Reaction	Severity	Date Identified
Morphine (opiate agonists)	Vomiting	Severe	12/09/2012

Other Allergies

Allergy	Symptom/Reaction	Severity	Date Identified
Almond milk	Blood clotting disorder	Moderate	12/04/2012
Bee sting	Anxiety	Moderate	12/04/2012
Adhesive tape	Chest pain	Questionable	12/06/2012

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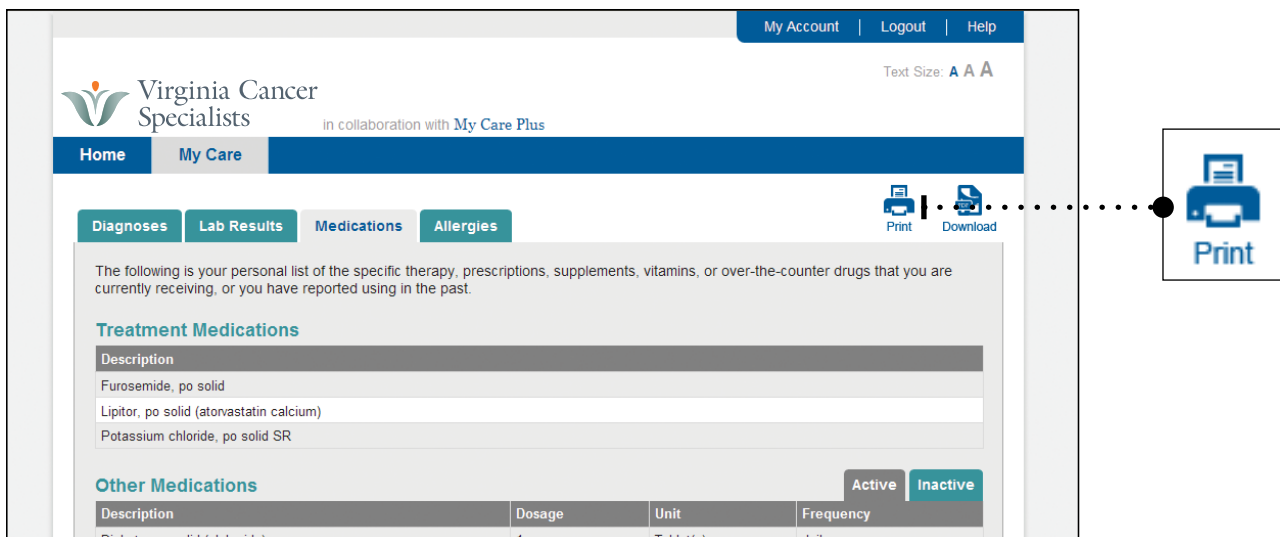
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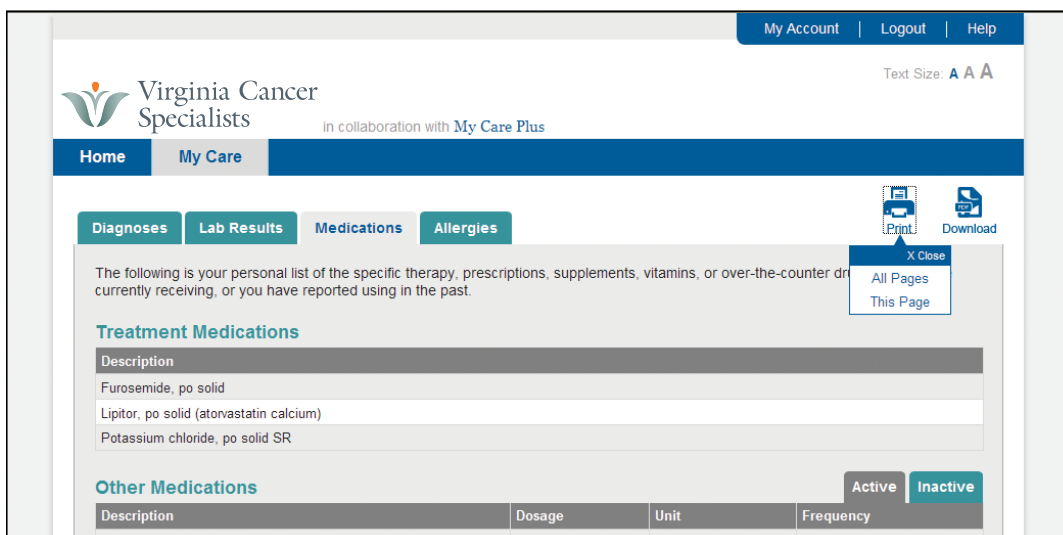
5) Your Personal Health Record (PHR): Printing and Saving

5.1 Print

To print one or more pages of your PHR, select the **Print** icon.



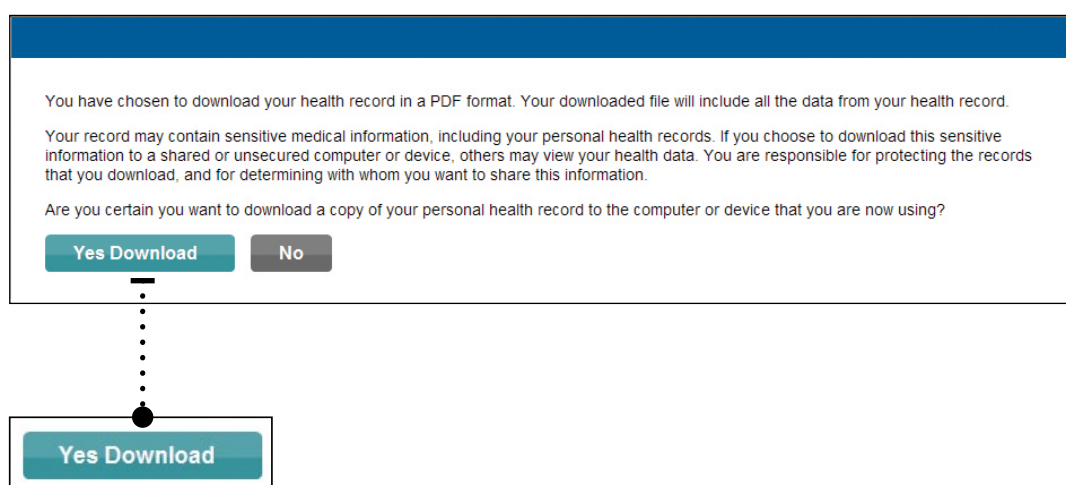
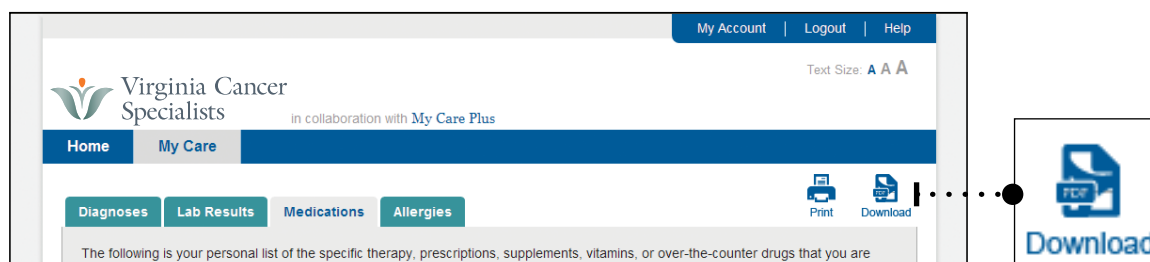
When you select the icon, a drop-down menu will display for you to select **All Pages** or **This Page** to print.



5.2 Download

To save a copy of your PHR to your computer, select the **Download** icon. To confirm the download, select **Yes Download**.

TIP: To protect your information, do not save (or view) this information on a public computer.



5.3 Adobe Acrobat Reader

To download your PHR, you will need Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, go to <http://get.adobe.com/reader> and download the latest **FREE** version.

6) Help and Contact Us

If you have any questions about My Care Plus, please contact My Care Plus Support at 1.855.887.6788 (toll free) for assistance. Below are the resources available on My Care Plus to help you with your questions.

6.1 Frequently Asked Questions (FAQs)

The Help Section includes a complete list of the most frequently asked questions about My Care Plus. These questions include details about using the website, site support and more.

The screenshot shows the Virginia Cancer Specialists My Care Plus website. The top navigation bar includes links for My Account, Logout, and Help. The main header features the Virginia Cancer Specialists logo and the text "in collaboration with My Care Plus". Below the header is a blue navigation bar with "Home" and "My Care" links. The "My Care" link is active, leading to the "My Care Plus Help" section. This section contains a "Popular FAQs" list with ten questions. A callout box highlights the first two questions: "How do I know if I have Adobe Acrobat Reader?" and "How do I save My Care Plus as a favorite website?". To the right of the FAQs is a "Contact Us" section with contact information for clinical and site questions, including the toll-free number 1-855-887-6788 and a "Contact Us" button.

My Care Plus Help

Popular FAQs

- How do I know if I have Adobe Acrobat Reader?
- How do I save My Care Plus as a favorite website?
- What would cause the site to display strangely on my screen?
- I do not have Adobe Acrobat Reader, how do I install this?
- How do I change the text size on my screen?
- How do I change my account information?
- Can I change my email address?
- How do I print my health information?
- Can I export my data to another site or software program?
- How do I share my health information with a family member/caregiver?
- How do I change my Allergies list?
- How do I update my Medications?

How do I know if I have Adobe Acrobat Reader?
Try to download your lab results. If it downloads, Adobe Acrobat is installed. If it does not download, click the **Adobe Acrobat** icon at the bottom of the page to install.

How do I save My Care Plus as a favorite website?
Each internet browser is unique in how it saves bookmarked websites. Follow this link to select the method that is appropriate for your browser.

Contact Us

For clinical questions, please contact your physician's office during business hours.

For site questions, please contact My Care Plus Support by phone at the number below or by at the number below or by email through the Contact Us form.

1-855-887-6788 (toll free)

Monday - Friday
10:00 a.m. - 6:30 p.m. EST

Share your My Care Plus experience in our brief survey.

Contact Us

6.2 Contact Us

My Care Plus Support:

- **Phone** – 1.855.887.6788 (toll free) 10 AM – 6:30 PM EST
- **Online Form** – www.mycareplusonline.com/contact-us or the Contact Us button on the Help page

My Account | Logout | Help

Text Size: [A](#) [A](#) [A](#)

Virginia Cancer Specialists
in collaboration with My Care Plus

[Home](#) [My Care](#)

Contact Us

If you have trouble submitting this form, call My Care Plus Support (toll free) at 1-855-887-6788, Monday through Friday from 10:00 a.m. to 6:30 p.m. EST.

First Name *

Last Name *

Email *

Phone Number *

Please use the following format: XXX-XXX-XXXX

Physician's Office *

Subject *

Physician's Name *

Your Comment, Question or Concern: *

Please provide as much detail as possible. This will enable us to address your inquiry more efficiently.

* All Fields Required

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Contact Us

For clinical questions, please contact your physician's office during business hours.

For site questions, please contact My Care Plus Support by phone at the number below or by email through the Contact Us form.

1-855-887-6788 (toll free)
Monday - Friday
10 AM - 6:30 PM EST

From the Help page, you can link to the Contact Us form using the the Contact Us button.

| [Contact Us](#)

6.3 Feedback

Please share your My Care Plus experience through the following methods:

- **Patient Feedback Survey** – Because My Care Plus was designed for you, we encourage you to let us know what you think about the site.
- **Online Form** – www.mycareplusonline.com/contact-us or the Contact Us button on the Help page
- **Phone** – 1.855.887.6788 (toll free)

The screenshot shows the Virginia Cancer Specialists My Care Plus website. The header includes the logo, navigation links (Home, My Care), and a 'Contact Us' button. The main content area is titled 'My Care Plus Help' and lists 'Popular FAQs'. A callout box points to a 'Contact Us' button on the right side of the page, which is labeled 'brief survey.'.

My Account | Logout | Help

Text Size: A A A

Virginia Cancer Specialists
in collaboration with My Care Plus

Home My Care

My Care Plus Help

Popular FAQs

- How do I know if I have Adobe Acrobat Reader?
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- How do I update my Medications?

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1-855-887-6788 (toll free)

Monday - Friday
10:00 a.m. - 6:30 p.m. EST

Share your My Care Plus experience in our brief survey.

Contact Us

brief survey.

WANT MORE INFORMATION?

To learn more about My Care Plus,
call **1.855.887.6788** (toll free),
or visit www.MyCarePlusOnline.com.

*Your personal and health information is protected and
secure on My Care Plus, as directed by our privacy policy.*