# UNIVERSITY OF
# ILLINOIS CHICAGO

## Division of Specialized Care for Children

# DSCC Family Portal Guide

There's a lot of information to keep track of when caring for your or your child's special healthcare needs.

Our Family Portal makes it easier for our participants and families to find what you need all in one place. It also provides a convenient way to communicate and share information with your Division of Specialized Care for Children (DSCC) care coordination team.

You can use the Family Portal to:

- Send messages
- Sign documents
- View important letters
- See a list of providers and much more

**You can access the portal at:  https://go.uic.edu/DSCCFamilyPortal** or use the QR Code.

### Portal Registration
To log in to the Family Portal for the first time, you will need:

- Your email address
- The DSCC participant's name
- A unique password

## Glossary of Portal Terms
As you learn more about the Family Portal, you may see some terms that you don't understand. This glossary explains some frequently used terms.

If you have any questions, please give us a call.

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| **Communication** | Displays messages sent to and from your care coordination team. |
| **Letters** | Displays copies of all letters your DSCC care coordination team has sent your family since March 2020. |
| **Participant Information** | Displays participant's identifying information, such as date of birth, telephone number, mailing address, etc. |
| **Providers** | Displays all medical doctors, therapists and other types of providers and resources involved in your/your child's care. |

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| **Family Members and Interested Others** | Displays current members of your household and other individuals involved in your child's care. |
| **Person-Centered Plan** | Displays your current and past person-centered plans. |
| **Medications** | Displays a list of active medications. If you have questions about your medications, please contact your provider. |
| **Add Participant Photo** | Add or remove a photo of you/your child. |
| **Signature Requests** | Displays forms that need a signature, such as authorizations, your person-centered plan and DSCC's Roles and Responsibilities forms. |

**Please note:** If you need to update any of the above information, please send a message to your DSCC care coordination team via the Family Portal.

## Who to Contact for Help

If you need any technical help with the Family Portal, you can email your questions/issues to **dsccexternalhelp@uic.edu**. A designated DSCC staff person will email you to help troubleshoot your issue.

## FAQs

### Can two parents have access to a child's portal account?

Yes, two parents can be linked to one child's account. Please follow the registration process for each parent.

### Do I have to use the Family Portal? What if I prefer to sign documents using email or mail?

No, you do not have to use the portal. Your care coordination team can still mail or email you if that's what you prefer.

### Can I delete or update information myself?

No, not in all areas. If you find incorrect information in the portal, please contact your care coordination team to update your record.

### What happens if I have an issue logging in or uploading something in the portal?

Please send an email to **dsccexternalhelp@uic.edu** explaining your issue. A designated DSCC staff person will email you to help as soon as possible.

**Can I use the portal to contact my care coordination team for our monthly calls?**

Yes! You can use the portal's messaging feature (under Communication) to help you communicate with your care coordination team.

**What if I have issues logging in after-hours?**

Please email **dsccexternalhelp@uic.edu** and explain your issue. A designated DSCC staff person will help you on the next business day.

**What is the DSCC Family Portal?**

The portal is an internet-based tool that gives DSCC families and participants 24/7 access to information, such as medical reports. It also allows you to sign documents electronically and communicate with your care coordination team.

**How do I access the Family Portal?**

Visit **https://go.uic.edu/DSCCFamilyPortal** and register. You can also scan the QR code. Please use the Google Chrome browser to access the site. You'll need an email address to register. Once you've registered, DSCC staff will approve your access. You will receive an email verifying your approval.

**What safeguards does the Family Portal have in place?**

Protecting the confidentiality of your health information is our priority. We limit our employees' access to your information based on their role in your care. We use encryption, passwords, firewalls and audit trails to protect the security of your information. We will also identify the records released and note the date and time that each participant accesses the Family Portal. We have worked to make our online visitors' information as secure as possible against unauthorized access and use.

**I am approved for access to the Family Portal – now what?**

Please sign into your portal account and become familiar with all the features. These features include the ability to upload documents directly into DSCC's file system. You can also view your person-centered plan or send a message to your DSCC care coordination team.

**I signed up for the Family Portal but forgot my password. How do I gain access again?**

Registered users can use the "Forgot Password" feature to reset their password. If you need more technical help or assistance, please email **dsccexternalhelp@uic.edu**.

**Who do I contact if I am having technical difficulties with the Family Portal?**

Please send an email to **dsccexternalhelp@uic.edu** explaining your issue. A designated DSCC staff person will help you.

**I am a parent of a DSCC participant who is turning 18 years old. Will I still have access to the Family Portal?**

You must provide proof that you are your child's adult legal guardian to have access to the Family Portal when your child turns 18. Please ensure your DSCC care coordination team has a copy of the appropriate legal documentation.

**I am a foster parent, and my foster child is a DSCC participant. Can I have access to the Family Portal?**

Unfortunately, access to the Family Portal is not currently possible for foster parents. Please contact your DSCC care coordination team for updates on the child's DSCC information.

**Who do I contact if my family's or my child's information in the Family Portal is incorrect?**

You can send your DSCC care coordination team a note through the Messages feature (under the Communications menu) in the Family Portal. You can also call or email your care coordination team.

**My primary language is not English. How do I use the Family Portal?**

You may be able to use Google Translate as an option. At this time, DSCC cannot endorse or provide any translation software due to our Health Insurance Portability and Accountability Act (HIPAA) agreements. These agreements protect our participant's privacy.

**Can I access the Family Portal if my participant is no longer active with DSCC?**

No. If a participant's file is no longer active with DSCC, their family cannot receive access to the Family Portal.

For more tip sheets and videos explaining how to use the DSCC Family Portal, visit our website at **dscc.uic.edu**.

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