

## Division of Specialized Care for Children

### NurseNet Guide for Families



NurseNet is a tool to help your family share your nursing needs and connect with home health nurses in your area.

The platform aims to bridge the gap between:

- Illinois families who need nursing for individuals with complex medical needs enrolled in the Home Care Program and
- Enrolled home health nursing agencies with available nurses

You can use NurseNet to:

- Search all Illinois counties for nursing agencies that serve your area. You can specify the care needs and shifts you are looking for.
- Request care for the shifts you need covered. Nursing agencies can see those requests and let you know if they have a nurse available.
- Search for nursing care for multiple Home Care participants with one user account.

You can access NurseNet at <https://apps.dsccl.uic.edu/careportal/>.



#### NurseNet Registration

To register for NurseNet for the first time, you will need:

- ✓ Your email address
- ✓ A unique password
- ✓ The name and date of birth of your Home Care participant(s)



## Glossary of Terms

As you learn more about NurseNet, you may see some terms that you don't understand. This glossary explains some frequently used terms.

<b>Care Portal</b>	The Care Portal is the website where families can access NurseNet, the online match tool for families and nursing agencies.
<b>Request</b>	A care request where you can share your specific nursing needs, giving agencies the opportunity to notify you when they have a nurse available who may meet those needs.
<b>Special Care Need</b>	A way to add a specific specialized need to a request, such as a gastrostomy tube (G-tube), ventilator, etc.
<b>Shifts</b>	The blocks of time for when you need nursing coverage or that agencies have nurses available.
<b>Location</b>	The address of the nursing agency or site.
<b>Potential Match</b>	An agency that can fill one of your requested shifts.
<b>Provider Portal</b>	The Provider Portal is the provider access site where nursing agencies can access NurseNet.

## Who to Contact for Help

If you need any help with NurseNet, you can email your questions/issues to [dscceexternalhelp@uic.edu](mailto:dscceexternalhelp@uic.edu).

A designated Division of Specialized Care for Children (DSCC) staff person will email you to help troubleshoot your issue.

## FAQ

### Do I have to register to use NurseNet?

You do not need to register to use the nursing agency search feature on the main screen. However, you must register if you want to request nursing coverage for specific shifts and try to match with agencies.

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

Please email [dscceexternalhelp@uic.edu](mailto:dscceexternalhelp@uic.edu) and explain your issue. A designated DSCC staff person will help you on the next business day.

## How do I gain access to NurseNet?

Visit <https://apps.dsc.uic.edu/careportal/> and register. You need an email address to register. Once you've registered, DSCC staff will approve your access. You will receive an email verifying your approval and then be able to log in.

## I forgot my password. How do I gain access again?

You can use the "Forgot Password" feature to reset your password. If you need more technical help or assistance, please email [dscexternalhelp@uic.edu](mailto:dscexternalhelp@uic.edu).

## Who do I contact if I am having technical difficulties with NurseNet?

Please send an email to [dscexternalhelp@uic.edu](mailto:dscexternalhelp@uic.edu) your issue. A designated DSCC staff person will help you.

## My primary language is not English. How do I use NurseNet?

You might 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 participants' privacy.

**Important reminder:** Please check your NurseNet profile often for possible matches with available nursing agencies.

For more information and videos explaining how to use NurseNet,  
<https://dsc.uic.edu/nursenet/>.

