

## CareDox Parent Portal FAQ

### What is CareDox?

CareDox is a comprehensive digital health platform for K-12 schools that helps school nurses deliver care, keep students safe and connect with parents. By increasing efficiency in school health offices, students can return to the classroom as quickly as possible and maximize their learning time.

CareDox as a vendor is a nationwide leader in school based electronic medical records solutions currently supporting over 1.5 million students in the United States; including some of the largest school districts such as Baltimore City Public Schools, Chicago Public Schools and Broward County Public Schools. CareDox also has a strong presence in Washington State as the largest school districts, Seattle, Spokane and Tacoma all use, or are contracting to use, the CareDox application.

[Overview of CareDox solutions online.](#)

### How was CareDox selected?

CareDox was selected through a public Request for Proposal (RFP) process that was advertised to vendors with K-12 oriented electronic health record (EHR) software offerings on March 14, 2017. Vendor responses included product demos, pricing and references.

A team of school nurses, District technology personnel, District data security personnel and the District's legal team evaluated the RFP responses and assessed the finalist's tools giving feedback to the project team.

The project team, composed of both Business and IT resources, reviewed proposals and selected the software. CareDox met the RFP technical requirements, which included single sign-on for parents/guardians, student data privacy/security, automated student Medicaid billing and PowerSchool integration (District's student information system) and was awarded the contract on May 11, 2017. Bidders for this RFP included offerings from Healthmaster, Lumentouch, PCG and Professional Software for Nurses, Inc. (SNAP).

The CareDox proposal was re-reviewed by senior leadership, DoTS Information Security and Legal in June 2017 to address concerns about student data privacy. Legal followed up with a letter to the School Board to address these concerns around student data security/privacy stating that the CareDox application is both FERPA and HIPAA compliant.

## **Is my student's data private and secured?**

CareDox systems, services, and how they use data fully adhere to the Family Educational Rights and Privacy Act (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA). They are also a signatory of the national Student Privacy Pledge and all State Student Privacy Policies.

**HIPAA** rules give individuals the rights to access their health information, make sure that it is correct, and know who else has seen it. You can read more about HIPAA and electronic medical records on the [US Department of Health and Human Services](#) website.

**FERPA** grants parents the right to access their child's educational records (including all information on CareDox), to request amendments to the records, and to have some controls relative to the disclosure of personally identifiable information from the educational records. You can read more about FERPA on the [U.S. Department of Education](#) website.

**The Student Privacy Pledge** is a public and legally enforceable statement by Education Technology companies to safeguard student privacy, built around commitments regarding the collection, maintenance, and use of student personal information. You can read more about this pledge on the [Student Privacy Pledge](#) website.

## **Who has access to my student's data?**

CareDox is a digital version of the school's previous health information system. Access to various pieces of information will be restricted to the same people who previously had access. Permissions are granted on a role-by-role basis. School nurses have access to all health information on file for their charges, while administrators, teachers and coaches are granted information based on what they need to know as determined by the District. If your child leaves the school district, you can request to deactivate your CareDox account at that time.

## **What does CareDox do with my student's data?**

CareDox does not sell, rent or lease student, schools, nurses, faculty, parents or school administrators' information collected on the CareDox platform. They do collect, store, process, and share student personal information only for the purpose of providing Services to the District or as authorized by a parent.

CareDox never shares identifiable information about any districts, schools, nurses, faculty, students, parents or administrators on the CareDox platform without explicit written permission from the District or the guardian.

CareDox digital health information is accessible to just those granted with specific permission. Each record access is tracked and logged in real time. By opting to create a parent account in CareDox, parent/guardians can be notified immediately of changes; medication refill needs and incidents of their children visiting the nurse.

By replacing traditional paper records with encrypted, cloud-hosted technology the CareDox platform helps prevent the theft, misuse and loss of records. In the event of a fire, flood or other disaster, school health records are securely stored online and protected from damage. Digital health technology from CareDox helps your school keep student health information safe and private.

### **Is CareDox contractually obligated to safeguard student data?**

Yes, CareDox is contractually obligated to safeguard district student data. Safeguards concerning CareDox and any of their 3<sup>rd</sup> party affiliates are identified in both the body of the [Cloud Services Agreement](#) (CSA) and more specifically in Exhibit A of the CSA.

### **What data is provided to CareDox from the District?**

Please see Exhibit B of the [Cloud Services Agreement](#) (CSA) to view the types of data that CareDox stores.

### **What are CareDox's data security and privacy policies?**

CareDox's data [security and privacy policies](#) can be found on their corporate website.

### **What are the District's data security and privacy policies?**

The District's data confidentiality policy for students is detailed under [Superintendent Procedure 3231SP](#).

### **As a parent, how does CareDox help me?**

As an official partner of SPS, CareDox takes the registration forms SPS uses and digitizes them so you can fill them out online. You will not be asked to provide any information that your school has not asked for before.

CareDox also connects parents to school nurses so you know what's happening with your child's health at school.

This helps parents in multiple ways:

- Access your family's health information online from anywhere, anytime.
- Skip filling out each form every year. Once information is on CareDox, you simply update the parts that change from year-to-year.
- Securely share your child's health information with schools, sports teams, camps and daycare programs - and add or remove access to these records anytime. Only a student's parent/guardian can share their student's information.
- Receive instant notifications from the school nurse so you know what happens with your child's health at school, when it happens.

### **How do I access CareDox?**

Any parent/guardian with permissions to the District's web portal, The Source, will be able to access CareDox. When the CareDox parent service is implemented, a CareDox menu item will display in the menu frame of The Source portal. Clicking on this link will open CareDox for viewing information for all students you are identified as a guardian for in PowerSchool. This service is estimated to be available for the 2018-19 school year.

If you are an emancipated student, and are identified as a guardian in PowerSchool, access to CareHub would be similar to that of a parent/guardian as described above.

### **As a parent am I required to use CareDox?**

Use of CareDox by parents/guardians is optional. Only adults designated as a guardian for a student in PowerSchool can login to CareDox to view that student's information. CareDox parent accounts can be deleted at any time via an email request to [support@caredox.com](mailto:support@ caredox.com)

If you choose to use CareDox, you will be able to enter your student's start-of-year health information directly into CareDox. If you're not comfortable entering this data directly into CareDox, you will still be able to use the traditional start-of-school methods as described in the following paragraph.

If you choose not to use CareDox, your student's health conditions, medications and immunizations required for the start-of-school can be collected through forms in either the Online Enrollment/Verification tools or via paper forms sent home on the first day of school.

### **Who would I contact if I have problems or questions about CareDox?**

CareDox support will handle any problems relating to parents using CareDox. CareDox support can be contacted either through email at [support@caredox.com](mailto:support@ caredox.com) or through "Help" buttons within the CareDox application.

**When will CareDox be available to parents/guardians?**

The current plan is to rollout CareDox to parents in 3 or 4 pilot schools in May of 2018. All remaining schools will go live in September/October of 2018.

The District will notify parent/guardians of how to access CareDox through email and other channels as these dates get closer.

**How do I get a Source account if I don't have one?**

Please refer to the district's [Source Account Set up](#) website for instructions on setting up a Source account.