



## Getting Started

1. Access the internet and enter the web address: <https://www.wecaretlc.com/clinic>

**Note:** If the user has Popup Blocker on, the popups such as the Patient Questionnaire reminder will be blocked. The popup blocker needs to be turned off for this site.

2. Fill in the following items: **\*\* (Every participant has their own unique login, even children) \*\***

**Group ID:** CCSC

**User Id:** Use your Health Plan ID # + Gender (M, F) + Complete YEAR of birth (YYYY); please make sure that you enter all 3 components without spaces or commas in between.

**For example:**

- Insured ID # = Found on your Insurance ID Card
- Sex=M or F
- Birth year = 1977
  - Example: 123M45678M2001 or 123M45678F2001

**Password:** Last Name *in all CAPITAL letters*; if you have previously accessed your profile, enter the password that you chose at that time. You will be *prompted* to change the temporary password assigned upon initial login to a new password. Once new password is entered click **submit** and you will then be directed to the Home Page.

**Note:** If you can not get into the Employee Health Clinic site using the above instructions, please call 1-800-941-0644 and press option 2 or call the Clinics at 1-877-289-3011 option 2 for Plymouth location.

## Home Page

The screenshot shows a web browser window with the URL <https://www.wecaretlc.com/practice/home.asp>. The page content includes the We Care TLC logo, a welcome message, and a list of navigation options:

- Profile: Access your personal profile information and update it.
- HRA: Fill out your Health Risk Assessment Form
- HRA Results: Review your HRA Evaluation
- Lab History: View your Lab History
- Screening Guide: Access your Health Screening Guidelines
- Schedule: Schedule an appointment with the clinic
- Messaging: Messaging Center
- Survey: Participate in our Satisfaction Survey
- Forms: Access Online Forms or Links
- Change Password: Change your Password
- Logout: Logout of the Clinic

Below the navigation list is a section for "News and Notices". To the right, there is a table titled "My Upcoming Appointments" with columns for Date, Office, Visit Type, and For.

Date	Office	Visit Type	For
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## Updating your Profile

1. Once you are logged in, click on the **Profile** button on the left side of the home page to update information. At this point you can change your User ID or password if you desire. When updating your profile, if any field does not accept your changes, please call 800-941-0644 option 2 for assistance.
2. Return to the home page by clicking on the **blue** bar in the upper right corner of the profile page. You will then be directed back to the **Home Page**.

The screenshot shows a web browser window titled "Employee Profile - Windows Internet Explorer" with the URL "https://www.wecaretlc.com/clinic2/Profile.asp?ProfileGUID={7EF00D32-762D-46DE-A2B3-3AFD936ABB6F}". The page content includes the WeCare TLC logo and a "Patient Profile" header. A "Required Fields" section is highlighted in blue. Below it, there are several sections for profile information:

- Login Information:** Includes fields for Group Id (DEMO), User Id (place123), and checkboxes for In-Active, Locked Out, and Require PW Change (checked).
- Personal Information:** Includes Profile Type (Employee selected), Insurance Company, Last Name (Place), Date of Birth (5/14/1957), Sex (Male selected), Address 1 (102 Nowhere Ave), City (Albion), State (IN), and Zip (43564). It also has fields for Home Phone (777-777-7777), Work Phone, and Cell Phone.
- Primary Care Physician:** Includes fields for Physician Name, Phone #, and Fax #.
- Insured Information (required if profile type is Dependent):** Includes fields for Last Name, First Name, Date of Birth, Member Id (812963587), Relationship, and SSN (812963587). There is a checkbox for "I authorize the release of health information to the doctor I have identified." which is checked.
- Emergency Contact Information:** Includes fields for Name, Home Phone, Work Phone, and Cell Phone.

A "Back to Home Page" link is visible in the top right corner of the form area. The browser's taskbar at the bottom shows the Windows Start button and several open applications.

## Scheduling an Appointment

1. On the main home page, click on the **SCHEDULE** link.
2. On the main home page, click on the **SCHEDULE** link. Select the **Visit Type** from the dropdown that is appropriate for your visit; then on the **Schedule** dropdown, choose either **Office Visit** for a visit with the Provider, **Blood Draw** for a visit to have a blood draw for the annual event **only**, or **Flu Shot** for your annual flu vaccine injection. Please make certain that you choose the appropriate schedule. The **Blood Draw** and **Flu Shot** schedules will be annually for 1-2 days only. Your clinic can advise you on the dates of these two schedules. If you are **only** needing a blood draw outside of the annual event you may contact the clinic directly at **1-877-289-3011 option 2 for Plymouth location.**
3. Click on the month in the calendar for your appointment. The dates for the particular **Schedule** that you wish to schedule a visit on will be **bold**; click on the day you wish to schedule your visit on and then click **NEXT**.
4. The times available for that date will appear; select the time slot for your appointment, then click **NEXT**.
5. Verify your Personal Information on the next screen; click **NEXT**. Verify your Contacts; click **NEXT**; confirmation page will appear with your scheduled appointment date and time; confirm and then click **FINISH**. To cancel or reschedule your visit, go to the Home Page and your scheduled time will appear in the upper right-hand corner. Click on **CANCEL** and then reschedule for the time desired.