

# Frequently Asked Questions

## Where does the information in CareSpace come from?

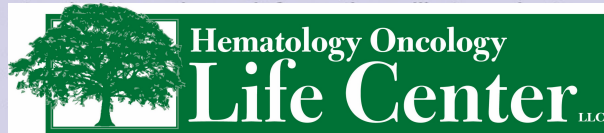
The information in CareSpace comes from your medical records at our practice.

## Who can see my account?

Only you and the people you invite can see your account. If you invite someone to your CareSpace account, they can see all of the information you can.

## Is the information in CareSpace private and secure?

Yes, CareSpace is certified on the latest security



**Contact Us**  
(318) 442-2232  
Ext. 3089

## CareSpace

# Your patient portal at: Hematology Oncology Life Center



### Access your health information

CareSpace is easily accessible: on your personal computer, tablet or mobile device, you have 24/7 access to your medical information.



### Communicate with your care team

CareSpace provides you a place to communicate with your care team at our practice, and have your questions answered seamlessly.



### Keep friends, family and caregivers informed

By inviting friends and family to your CareSpace account, your support team can stay informed on your treatment plan and progress.



### Download and securely send your health information

From CareSpace you can securely send your health information to providers outside of our practice, like your primary care doctor.

# Getting Started

Follow these three steps to set up your account.



## One

Check your email for a registration link from CareSpace and our practice

## Two

Create a password for your CareSpace account



## Three

Log in using your email, password and date of birth



# Need Help?

Tips for registering your account

### **My registration link has expired. How do I setup my account?**

To make sure that your information stays safe, registration links expire after four days. Give our practice a call if you need to be sent a new link.

### **What do I do if I never received a registration link from my practice?**

Check your spam folder. If you still don't see one, give our practice a call.

### **Where do I login for CareSpace?**

You can always access CareSpace by visiting **[www.carespaceportal.com](http://www.carespaceportal.com)** from a browser on your personal computer, tablet or mobile device.

### **What happens if I forget my password?**

No problem, you can reset your password yourself. Look for the "forgot password" link on the login page at **[www.carespaceportal.com](http://www.carespaceportal.com)**.