

LIFESPAN FAQs



1. How do I use my GuardianKey?

Find the USB port, and insert the GuardianKey into the USB port while the computer is on. The computer will have a pop-up that will state that a new device is recognized. Click on that device. Open up the device (the computer must have Adobe Acrobat loaded onto their computer. If they do not, they can download a free copy at: <http://www.adobe.com/products/acrobat/readstep2.html>)

2. If I have a medical emergency, what do I do?

Direct the emergency provider to download the data from the GuardianKey. If they will not do that, direct them to call LifeSpan Care Management, LLP and alert us to the need to have the records sent to them by fax. They need to have the client (you) send us an authorization for the release of medical information so that we can send them your records.

3. If my medical record changes, what do I do?

Please have the doctor or other provider of service mail, email or fax us a copy of the report in question. We will review it and place it into your electronic record file. We will make arrangements to transfer the additions to your GuardianKey.

4. How do I explain how my doctor or the hospital can use the GuardianKey?

Direct them to insert the GuardianKey in an unused USB port in their computer. The GuardianKey is free of any computer viruses, but if the provider has any questions, the GuardianKey can be scanned prior to opening it by the virus scan utility that they use. Once the GuardianKey is inserted in the computer, a pop-up window will arise that informs the user that "new hardware" is recognized, OR the user can go into "My Computer" and click on the "removable drive" the GuardianKey should automatically open.

5. If the doctor or hospital needs access to my records, but refuses to use the GuardianKey, what do I do?

Direct the health care provider to fax an authorization for the release of health information to LifeSpan Care Management, LLP and use the toll-free number to contact us to have the records faxed to the provider.

6. What about confidentiality of my medical records?

The LifeSpan GuardianKey is in the possession of the client, and the health information is password protected. Records are only disclosed by LifeSpan Care Management, LLP to health providers after a written authorization for the release of medical information is presented to the Firm.

7. What other benefits do GuardianKey subscribers have?

The LifeSpan GuardianKey subscribers have telephone or internet access to an RN Care Manager to answer any health related questions for themselves or their family. These may be general questions or questions specific to health reports as they arise. Additionally, LifeSpan GuardianKey subscribers may call for on-site assistance of a care manager in the event of a medical emergency or other health encounter. This additional service incurs hourly professional charges.



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