California Patient Representative Information System 2023	
Getting to Know the California Patient Representative Information System for Facilities	
Developed by:	Office of the Long-Term Care Patient Representative
Date:	January 5, 2023
Version:	1.0
Resource(s):	Recorded training is available at: https://youtu.be/ZHZPSgJrxvc

This document is intended to provide a general overview of the California Patient Representative Information System for skilled nursing facility and intermediate care facility staff.

1.1 California Patient Representative Information System Overview

The California Patient Representative Information System (CAPRIS) was developed by California Department of Aging's (CDAs), Office of the Long-Term Care Patient Representative (OLTCPR) and CDA's Information Technology Bureau. CAPRIS was developed as a standardized data management system to initiate requests for public patient representatives, upload required notices, and to collect data submitted by California skilled nursing facilities and intermediate care facilities on interdisciplinary team (IDT) reviews as required by Health and Safety Code, Section 1418.8.

1.2 System Capabilities

CAPRIS is a secured web-based system requiring two-factor authentication (email address and passphrase). CAPRIS users will have the ability request PPRs, upload required notices, and enter case record information, and to report required data on IDTs.

1.3 CAPRIS User Types

There are three (3) primary user types within CAPRIS. Table 1 (below) provides a list of each user type and function in CAPRIS.

Table 1: User Types and Functions

User Type	Functions
Facility Staff	• SNF and ICF users • Initiates requests for PPRs

	• Enters required case record information for each resident requesting PPR and ensure accuracy of data. • Uploads required Notices and resident information* • Ensures quarterly data is submitted timely
Public Patient Representatives	Case Management – reviews case records Uploads and enters information into case records, as needed.
OLTCPR	• Provides oversight of system • Troubleshoots technical issues with system and provides support to other users • Approves new user requests, deactivations, and account changes • Data management & reporting

* Resident information needed by PPRs to prepare for IDT review, this may include, but is not limited to the following:
- ✓ Documentation of proposed medical intervention or treatment, determination of resident's lack of capacity, and the basis of the determination.
- ✓ Documentation of the facility's efforts to identify a legal surrogate.
- ✓ Documentation of the facility's efforts to identify and locate a family or friend to act as patient representative if resident does not have a legal surrogate.
- ✓ Notices to the resident and patient representative required by HSC 1418.8
- ✓ Resident's health and clinical records.
- ✓ Advanced Health Care Directive (ACHDs), Physician's Orders for Life-Sustaining Treatment (POLST), Do Not Resuscitate (DNR)/Do Not Attempt to Resuscitate (DNAR) order, or other documented prior expressions of resident's health care wishes.
- ✓ Facility's policies/procedures related to HSC 1418.8 and AFL 20-83.2 requirements.

1.4 Common Terms & Definitions

CAPRIS – California Patient Representative Information System
CDA – California Department of Aging
IDT – Interdisciplinary Team
OPR – Office of the Patient Representative
OLTCPR – Office of the Long-Term Care Patient Representative
PPR – Public Patient Representative

1.5 Privacy Policy, Conditions of Use, and System Security.
CAPRIS is a secured web-based system requiring two-factor authentication (email address and passphrase).

Prior to accessing CAPRIS, all users will be required to read and agree to CDA's privacy policy and conditions of use.

Access to CAPRIS and use of information within is restricted exclusively to facility users who have been approved by the OLTCPR.

Approved CAPRIS users must not share username and passphrase with anyone, including other facility staff. In order to maintain the security and confidentiality of CAPRIS, each facility must request access to the system. Note: facilities are limited to three (3) CAPRIS users per facility. If your request for access exceeds the maximum number of users for your facility, your request may be denied. CDA's Office of Long-Term Care Patient Representative staff will review each request for new user access and will contact you if additional information is needed to process your request.

Confidentiality
By accessing CAPRIS, users agree to keep all materials confidential. Users agree not to disseminate or otherwise provide any material obtained from CAPRIS to any person not currently an approved user.

1.6 Troubleshooting CAPRIS
For assistance troubleshooting the CAPRIS, please contact the Office of the Long-Term Care Patient Representative at (916) 800-5084 or via email at: OPR@aging.ca.gov

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