



HealthCare
ConsultLink

Online Portal

USER GUIDE

TABLE OF CONTENTS

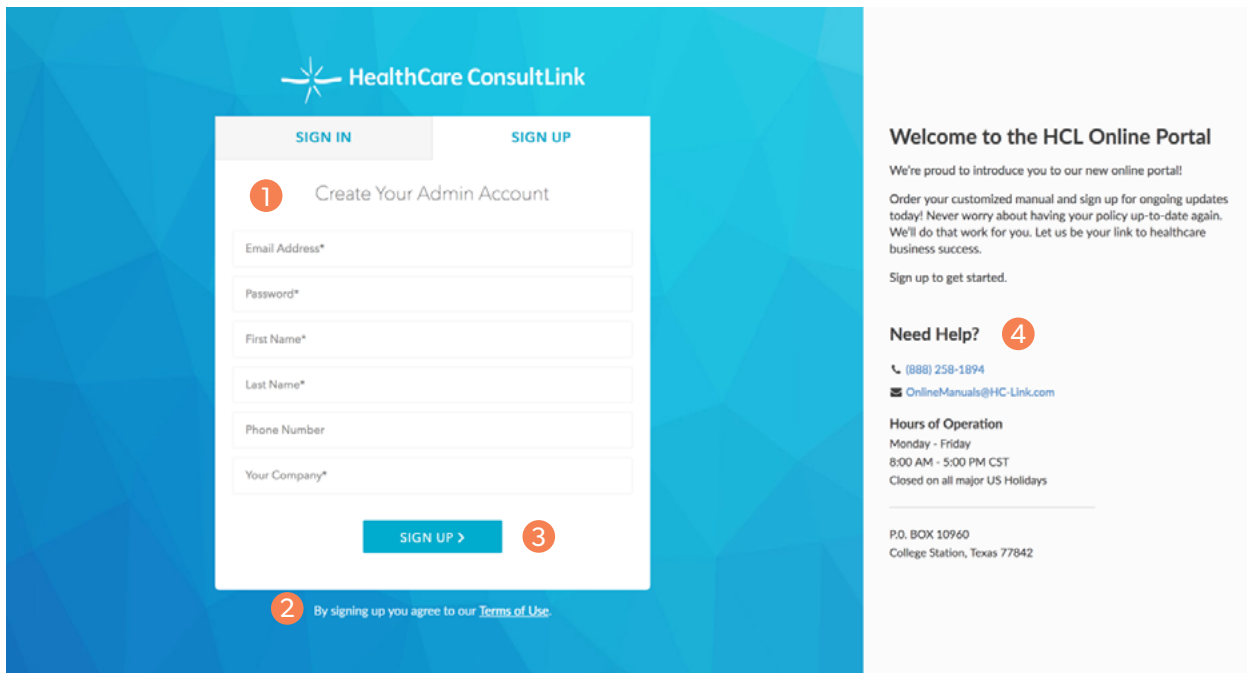
Sign Up Your Account	3
Confirm Your Account	4
Sign into HCL Portal	5
Order a Manual Package - Choose a Manual Package	6
Order a Manual Package - Agency Info	7
Choose an Agency	8
Confirm the Agency Information	9
Manually Add Your Agency	10
Order a Manual Package - Manual Customization	11
Order a Manual Package - Subscription Plan	12
Order a Manual Package - Review and Payment	13
Access Your Purchased Manuals	14
Preview Your Manual	15
Manage Read-only Users	16

Note:

PAS Customers - We're not quite ready for you to build your manuals using the Online Portal. However, we can still provide you with online manuals. Please visit our website for PAS pricing and call us at **(888) 391-3764** so we can walk through setting up your manual.

SIGN UP YOUR ACCOUNT

Visit <https://portal.hc-link.com> and click the SIGN UP tab.



HealthCare ConsultLink

SIGN IN **SIGN UP**

1 Create Your Admin Account

Email Address*

Password*

First Name*

Last Name*

Phone Number

Your Company*

SIGN UP > **3**

2 By signing up you agree to our [Terms of Use](#).

Welcome to the HCL Online Portal

We're proud to introduce you to our new online portal!

Order your customized manual and sign up for ongoing updates today! Never worry about having your policy up-to-date again. We'll do that work for you. Let us be your link to healthcare business success.

Sign up to get started.

Need Help? **4**

☎ (888) 258-1894

✉ OnlineManuals@HC-Link.com

Hours of Operation
Monday - Friday
8:00 AM - 5:00 PM CST
Closed on all major US Holidays

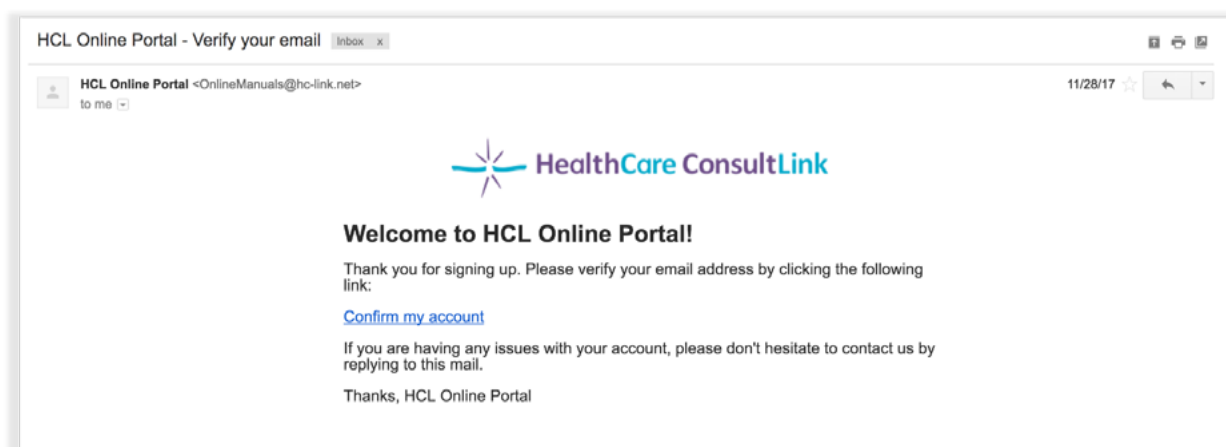
P.O. BOX 10960
College Station, Texas 77842

- 1** Enter your information. The email address and password you enter on the sign-up page will be the credentials you use to sign on and see your manuals, so **please write down and save your password**.
- 2** Before clicking on the SIGN UP button, please read the Terms of Use by clicking on the link at the bottom of the page.
- 3** Click on the **SIGN UP** button.
- 4** If you encounter problems during the sign-up process, please contact HealthCare ConsultLink at **(888) 391-3764**.

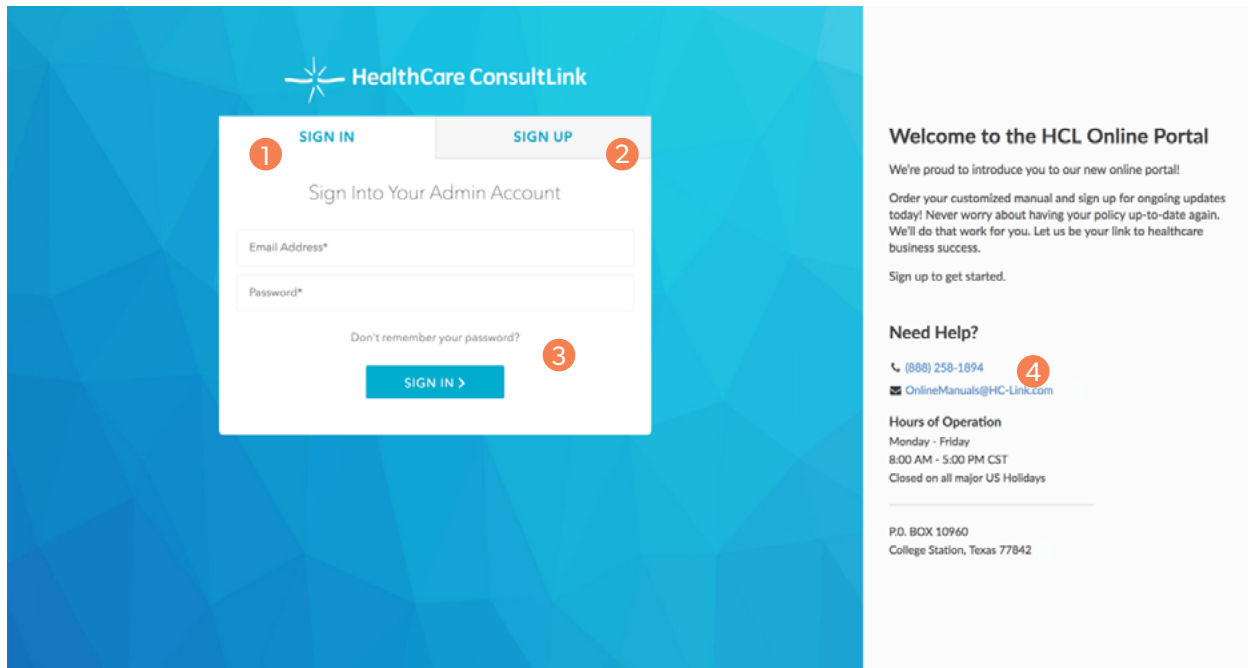
CONFIRM YOUR ACCOUNT

Upon completion of the sign-up page, you'll receive a confirmation email that confirms you entered your correct email address during the sign-up process. If you don't see the confirmation email, please check your spam / junk folder in case the sender wasn't recognized. If you still can't find the confirmation email, it's possible that your email address was entered incorrectly during the sign-up process. Please try signing up again, paying very close attention to the accuracy of your email address. You can always call us at **(888) 391-3764** for assistance.

Once you find your confirmation email, click on "Confirm my account" and you will be redirected back to the Online Portal (<https://portal.hc-link.com>) so you can sign in and build your customized manual.

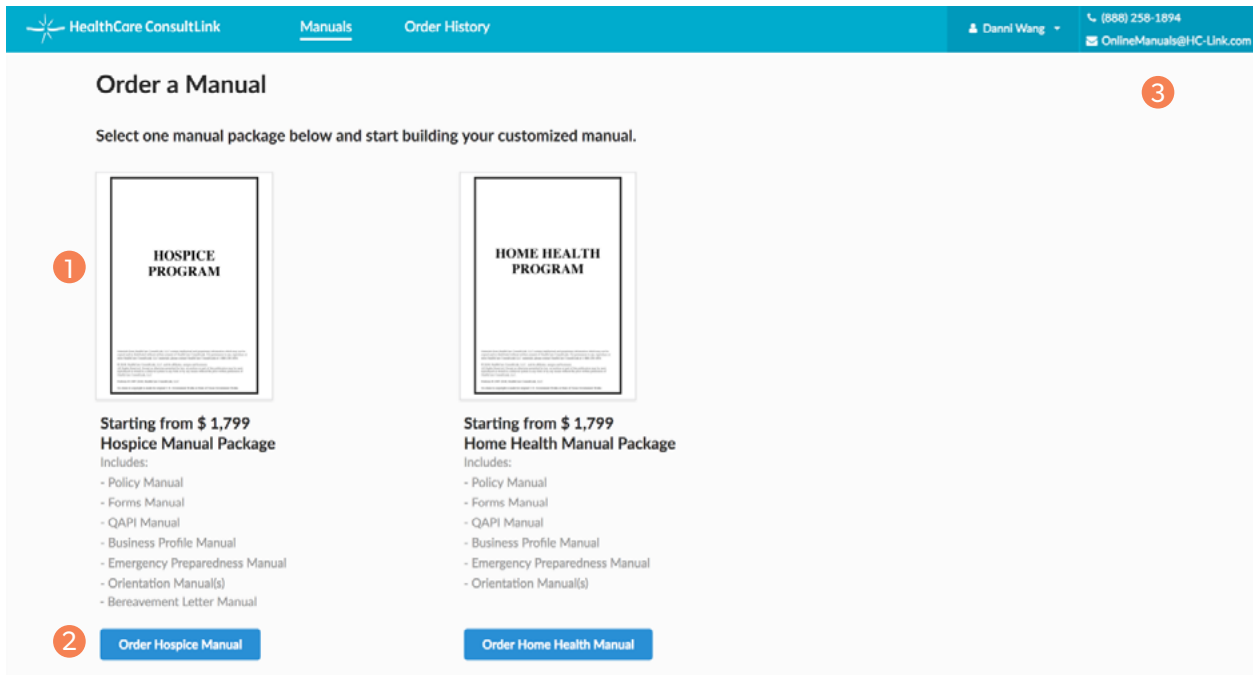


SIGN INTO HCL PORTAL



- 1 Using the SIGN IN tab, enter the email address and password you created during the sign-up process and click on the SIGN IN button to enter your portal account.
- 2 If you can't enter the portal through the SIGN IN tab, please make sure that the user name and password is correct, and that you've registered and confirmed your information using the SIGN UP tab.
- 3 If you lose or forget your password, please click on the "Don't remember your password?" link above the SIGN IN button to reset your password.
- 4 If you encounter problems signing into your HCL Online Portal account, please contact HealthCare ConsultLink at **(888) 391-3764** for assistance.

ORDER A MANUAL PACKAGE - CHOOSE A MANUAL PACKAGE



Order a Manual

Select one manual package below and start building your customized manual.

1

HOSPICE PROGRAM

Starting from \$ 1,799
Hospice Manual Package

Includes:

- Policy Manual
- Forms Manual
- QAPI Manual
- Business Profile Manual
- Emergency Preparedness Manual
- Orientation Manual(s)
- Bereavement Letter Manual

2 [Order Hospice Manual](#)

HOME HEALTH PROGRAM

Starting from \$ 1,799
Home Health Manual Package

Includes:

- Policy Manual
- Forms Manual
- QAPI Manual
- Business Profile Manual
- Emergency Preparedness Manual
- Orientation Manual(s)

[Order Home Health Manual](#)

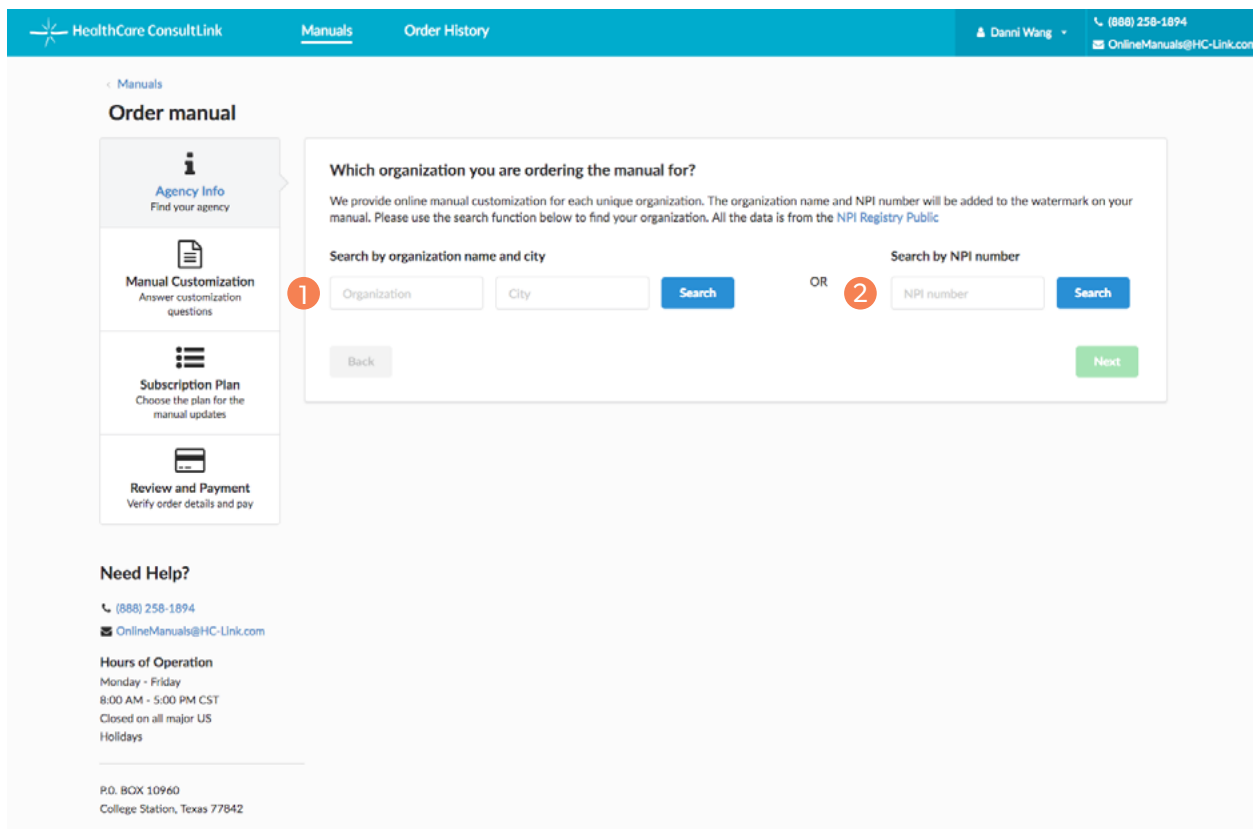
3

- 1** When you log into the Online Portal for the first time, you will be presented with two manual package types - Hospice Manual Package and Home Health Package. If you're ordering multiple manuals, you'll return to this order menu each time you wish to place an additional order.
 - a. The Hospice Manual Package can **ONLY** be applied to hospice agencies.
 - b. The Home Health Manual Package can **ONLY** be applied to home health agencies.
 - c. Personal Assistance Services manuals are **ONLY** included in the Home Health Manual Package.
- 2** Scroll down and select the correct manual package type you want to order by clicking the blue Order Hospice Manual or Order Home Health Manual button.
- 3** If you encounter problems purchasing your manual, please contact HealthCare ConsultLink at **(888) 391-3764** for assistance.

ORDER A MANUAL PACKAGE - AGENCY INFORMATION

Search Agency by Organization Name or NPI Number

Accurate agency information is required for your manual order, since your agency name and NPI number will be visible throughout your manual as a watermark. As long as your agency hasn't recently undergone a name change, the system should pull your information automatically from the NPI registry when you type the name of your agency. You can also search by NPI number and manually change your agency information if needed. If you don't know your NPI number, you can look it up by visiting <https://npiregistry.cms.hhs.gov/>.



HealthCare ConsultLink | Manuals | Order History | Danni Wang | (888) 258-1894 | OnlineManuals@HC-Link.com

Order manual

Agency Info
Find your agency

Manual Customization
Answer customization questions

Subscription Plan
Choose the plan for the manual updates

Review and Payment
Verify order details and pay

Which organization you are ordering the manual for?

We provide online manual customization for each unique organization. The organization name and NPI number will be added to the watermark on your manual. Please use the search function below to find your organization. All the data is from the [NPI Registry Public](#).

Search by organization name and city

1 Organization City Search

OR

2 Search by NPI number

NPI number Search

Back Next

Need Help?

(888) 258-1894
OnlineManuals@HC-Link.com

Hours of Operation
Monday - Friday
8:00 AM - 5:00 PM CST
Closed on all major US
Holidays

P.O. BOX 10960
College Station, Texas 77842


- 1 **Search by organization name and city** - There are two ways to search for your agency. The first way is to search by your agency name and the city name. The City field is optional, but filling it out helps narrow down the results.

- a. Organization (required field) - enter the name of your agency.
- b. City (optional field) - enter the city in which your agency is located. It is optional to input the city information but filling it out helps narrow down the results set.


- 2 **Search by NPI number** - You can also search for your agency with your 10-digit NPI number. It's crucial that you verify the correct NPI number for your agency because it will show up as a light watermark on each page of your online manual.


CHOOSE AN AGENCY


Once you generate the list of agency results and you see your agency with the correct NPI number listed, click on the circle next to the NPI number on the row that corresponds to your agency. Remember that you can edit any of the information you see in the search results after you select your agency. If you can't find your agency using the search function, skip to [Manually Add Your Agency \(Page 9\)](#) for help with manually entering your agency.


HealthCare ConsultLink

[Manuals](#)
[Order History](#)



Danni Wang



(888) 258-1894



OnlineManuals@HC-Link.com


[Manuals](#)

Order manual




Agency Info
Find your agency


Manual Customization
Answer customization questions


Subscription Plan
Choose the plan for the manual updates


Review and Payment
Verify order details and pay

Need Help?

 (888) 258-1894
 OnlineManuals@HC-Link.com

Hours of Operation
 Monday - Friday
 8:00 AM - 5:00 PM CST
 Closed on all major US
 Holidays

P.O. BOX 10960
 College Station, Texas 77842

Which organization you are ordering the manual for?

We provide online manual customization for each unique organization. The organization name and NPI number will be added to the watermark on your manual. Please use the search function below to find your organization. All the data is from the [NPI Registry Public](#)

Search by organization name and city

OR

Search by NPI number

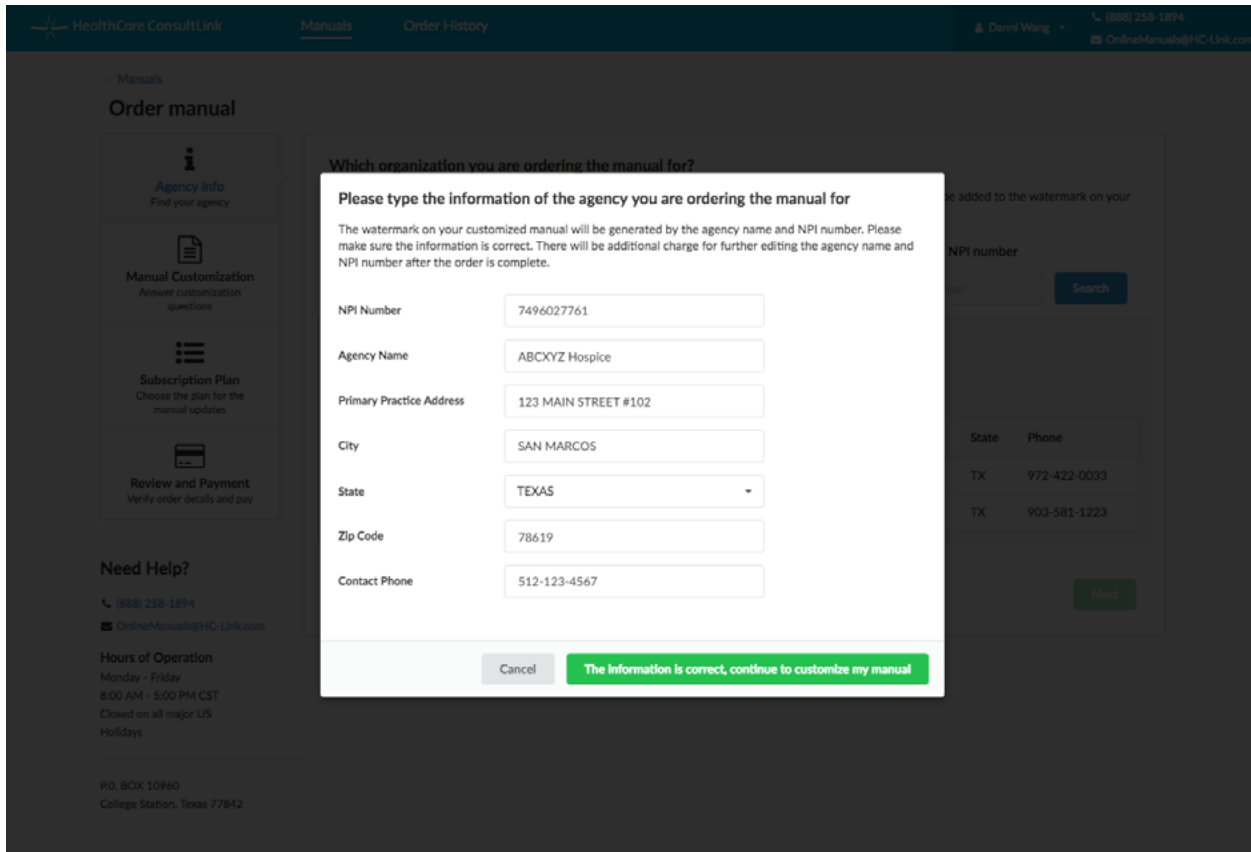
Select the organization you want to order the manual for:

If you can't find your organization, please [manually type the information](#)

	NPI	Organization Name	Primary Practice Address	State	Phone
<input type="radio"/>	7496027761	ABCKYZ HOSPICE	123 MAIN STREET #102	TX	512-123-4567
<input type="radio"/>	7496094739	ABCKYZ HEALTHCARE	041 KUPHAL EXTENSIONS	TX	512-123-4560

CONFIRM THE AGENCY INFORMATION

Once you select an agency, a dialog window will show up for you to confirm the information. Before continuing to the next step, please edit and verify that your information is correct, paying special attention to the **NPI Number** and **Agency Name**. You will incur an additional charge to change this information once your order is completed.



The screenshot shows the 'Order manual' dialog box in the HealthCare ConsultLink portal. The dialog box prompts the user to confirm agency information for ordering a manual. The background shows the portal's navigation menu with options like 'Agency Info', 'Manual Customization', 'Subscription Plan', and 'Review and Payment'. The 'Need Help?' section provides contact information and hours of operation.

Which organization you are ordering the manual for?

Please type the information of the agency you are ordering the manual for

The watermark on your customized manual will be generated by the agency name and NPI number. Please make sure the information is correct. There will be additional charge for further editing the agency name and NPI number after the order is complete.

NPI Number	7496027761
Agency Name	ABCXYZ Hospice
Primary Practice Address	123 MAIN STREET #102
City	SAN MARCOS
State	TEXAS
Zip Code	78619
Contact Phone	512-123-4567

Buttons: Cancel, The information is correct, continue to customize my manual

Need Help?

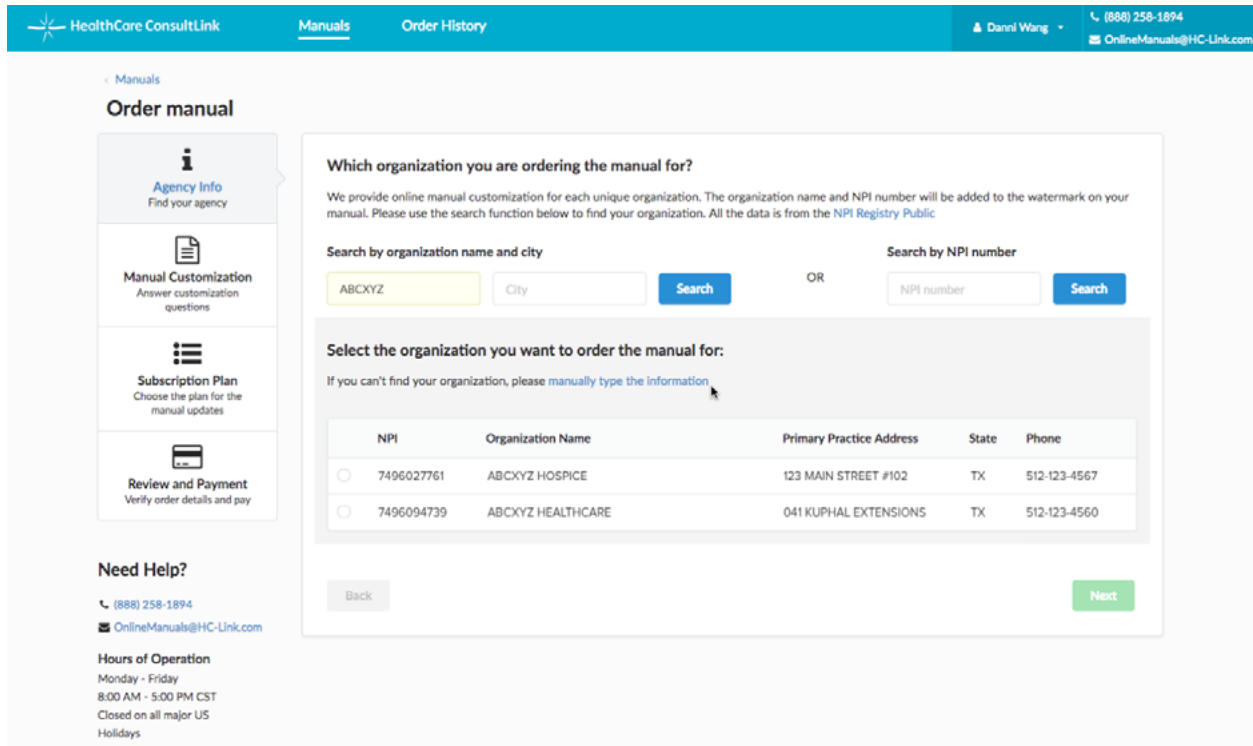
☎ (888) 258-1394
✉ OnlineManuals@HC-Link.com

Hours of Operation
Monday - Friday
8:00 AM - 5:00 PM CST
Closed on all major US Holidays

P.O. BOX 10960
College Station, Texas 77842

MANUALLY ADD YOUR AGENCY

If you're unable to find your agency in the list of search results, or the information that pulls up from the registry is incorrect, you can manually enter your agency information by clicking on the blue link "manually type the information".



HealthCare ConsultLink Manuals Order History (888) 258-1894 OnlineManuals@HC-Link.com

Manuals

Order manual

Agency Info
Find your agency

Manual Customization
Answer customization questions

Subscription Plan
Choose the plan for the manual updates

Review and Payment
Verify order details and pay

Which organization you are ordering the manual for?

We provide online manual customization for each unique organization. The organization name and NPI number will be added to the watermark on your manual. Please use the search function below to find your organization. All the data is from the [NPI Registry Public](#).

Search by organization name and city

ABCXYZ City Search OR NPI number Search

Select the organization you want to order the manual for:

If you can't find your organization, please [manually type the information](#).

	NPI	Organization Name	Primary Practice Address	State	Phone
<input type="radio"/>	7496027761	ABCXYZ HOSPICE	123 MAIN STREET #102	TX	512-123-4567
<input type="radio"/>	7496094739	ABCXYZ HEALTHCARE	041 KUPHAL EXTENSIONS	TX	512-123-4560

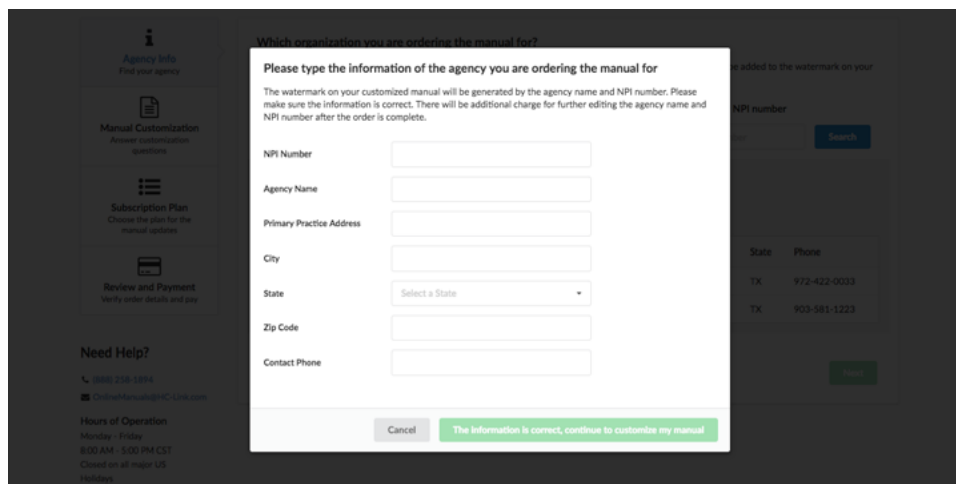
Back Next

Need Help?

(888) 258-1894
OnlineManuals@HC-Link.com

Hours of Operation
Monday - Friday
8:00 AM - 5:00 PM CST
Closed on all major US Holidays

Again, if you choose to manually enter your information, please verify that your **NPI Number** and **Agency Name** is correct. You'll also have an opportunity to edit your Agency information later when the system asks you to confirm that everything is correct.



Which organization you are ordering the manual for?

Please type the information of the agency you are ordering the manual for

The watermark on your customized manual will be generated by the agency name and NPI number. Please make sure the information is correct. There will be additional charge for further editing the agency name and NPI number after the order is complete.

NPI Number

Agency Name

Primary Practice Address

City

State Select a State

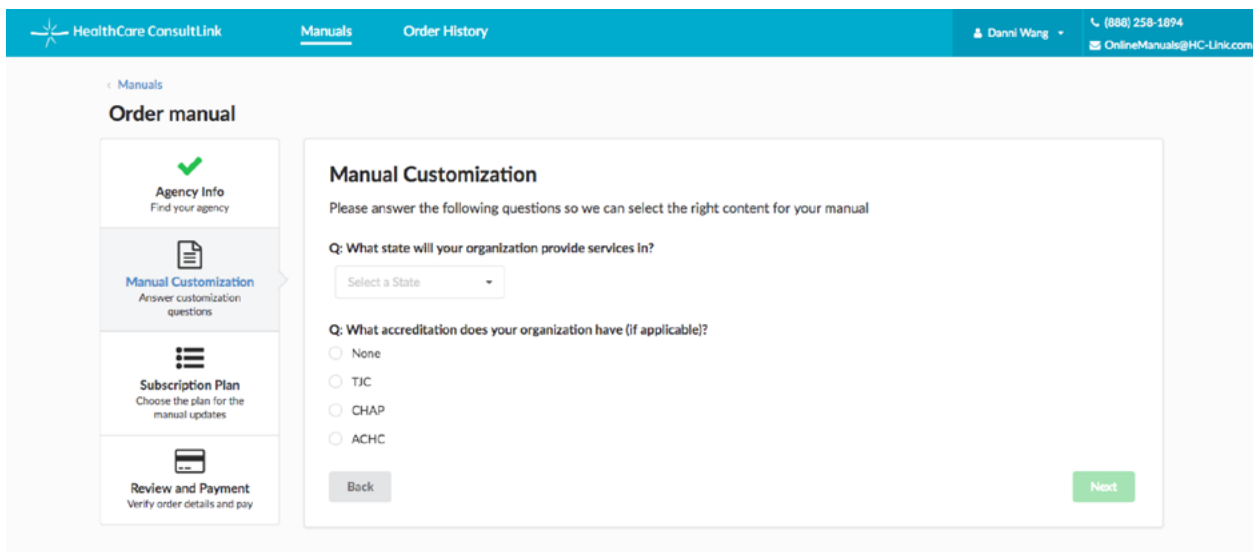
Zip Code

Contact Phone

Cancel The information is correct, continue to customize my manual

ORDER A MANUAL PACKAGE - MANUAL CUSTOMIZATION





Once you've confirmed that your agency information is correct, the next step is to answer a list of questions that will help us customize your manual. Over the next several screens, please answer the questions as they pertain to your agency. Depending on your agency type and accreditation, you may notice that some questions are already answered due to regulatory requirements. Those answers are pre-selected, and you won't be allowed to change them.



HealthCare ConsultLink Manuals Order History Dani Wang (888) 258-1894 OnlineManuals@HC-Link.com

Manuals

Order manual

-  **Agency Info**
Find your agency
-  **Manual Customization**
Answer customization questions
-  **Subscription Plan**
Choose the plan for the manual updates
-  **Review and Payment**
Verify order details and pay

Manual Customization

Please answer the following questions so we can select the right content for your manual

Q: What state will your organization provide services in?

Select a State

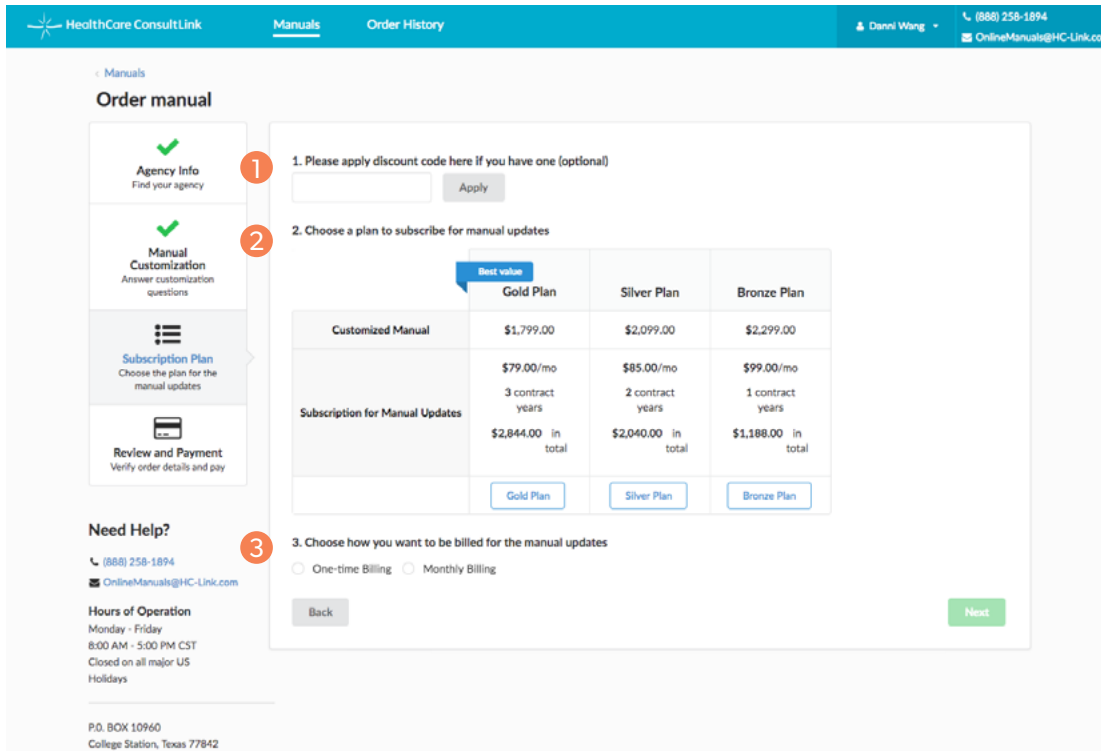
Q: What accreditation does your organization have (if applicable)?

☐ None
☐ TJC
☐ CHAP
☐ ACHC

Back Next

ORDER A MANUAL PACKAGE - SUBSCRIPTION PLAN

After answering the questions on the manual customization pages, you will land on the subscription plan page.



Order manual

1 Please apply discount code here if you have one (optional)

2 Choose a plan to subscribe for manual updates

	Gold Plan	Silver Plan	Bronze Plan
Customized Manual	\$1,799.00	\$2,099.00	\$2,299.00
Subscription for Manual Updates	\$79.00/mo 3 contract years \$2,844.00 in total	\$85.00/mo 2 contract years \$2,040.00 in total	\$99.00/mo 1 contract years \$1,188.00 in total

3 Choose how you want to be billed for the manual updates

☐ One-time Billing ☐ Monthly Billing

Back Next

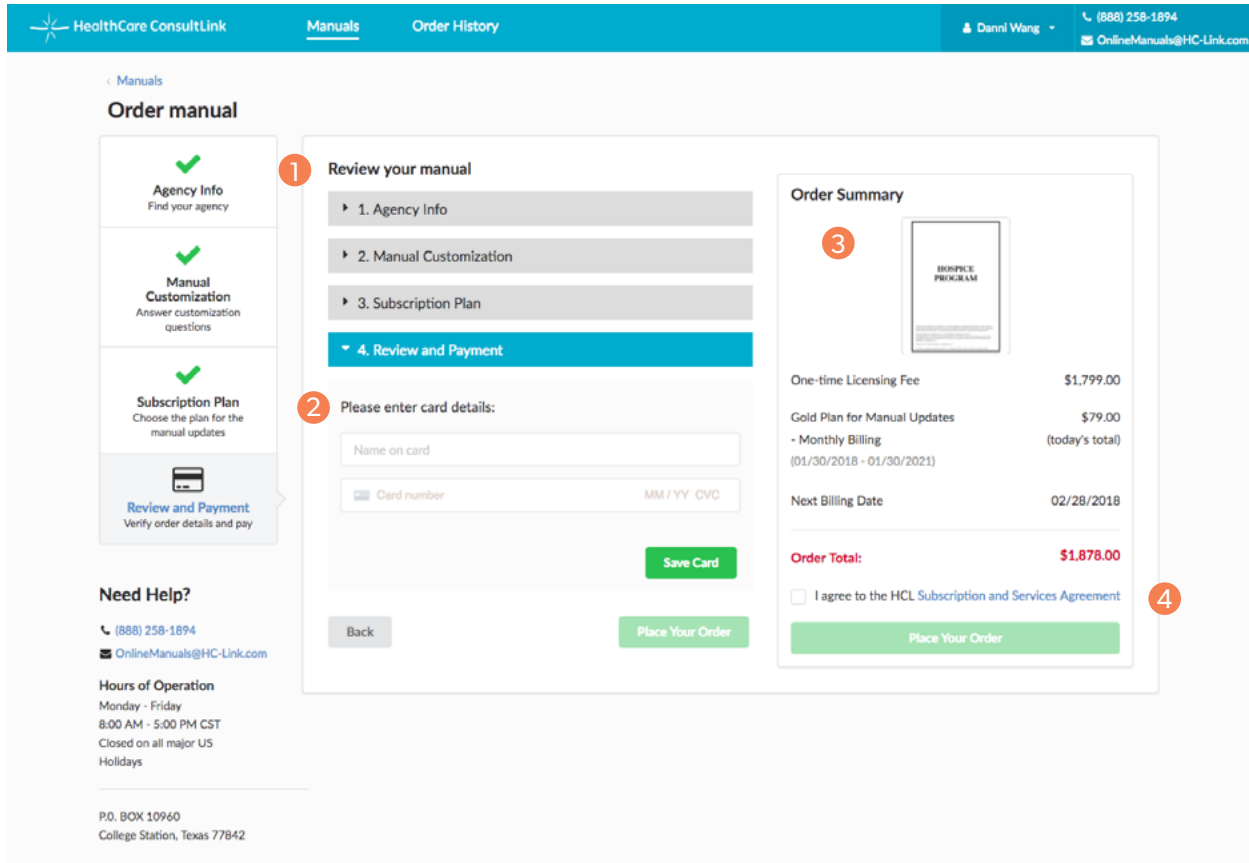
Need Help?
 (888) 258-1894
 OnlineManuals@HC-Link.com
 Hours of Operation
 Monday - Friday
 8:00 AM - 5:00 PM CST
 Closed on all major US Holidays
 P.O. BOX 10960
 College Station, Texas 77842

- 1 Apply discount code** - Existing manual customers will receive a discount code via email that changes their pricing according to their existing contract. Enter your single-use discount code, if applicable, and click on the "Apply" button. You will see the pricing change after the discount code is applied.

- a. Discount codes for Existing Manual Customers: If you have prepaid for subscription updates, then the discount code will provide a delay of when your monthly subscription charges will begin to be charged on your credit card. The delay should be equivalent to the number of months that you have prepaid. **Example:** if you have prepaid for updates through June 2018, the discount code should provide a delay of the monthly subscription charges until your prepaid updates expire in June 2018. You'll be asked for your credit card number in the next step, but your contract terms will not begin until July 2018, and you will not be charged for the monthly subscription fees, until July. By entering your card now, it will ensure that you don't suffer a service interruption when the prepaid period ends.

- 2 Choose a Plan** - choose Gold, Silver, or Bronze.
- 3 Choose how you want to be billed for the manual updates** - choose either One-time Billing or Monthly Billing. If you choose one time billing, it will bill you immediately for the combined total of the license fee and the entire accumulated price of your monthly subscription (update) fees over the contract period.

ORDER A MANUAL PACKAGE - REVIEW AND PAYMENT



HealthCare ConsultLink Manuals Order History Danni Wang (888) 258-1894 OnlineManuals@HC-Link.com

Order manual

1 Review your manual

2 Please enter card details:

3 Order Summary

4

Need Help?

(888) 258-1894

OnlineManuals@HC-Link.com

Hours of Operation

Monday - Friday

8:00 AM - 5:00 PM CST

Closed on all major US

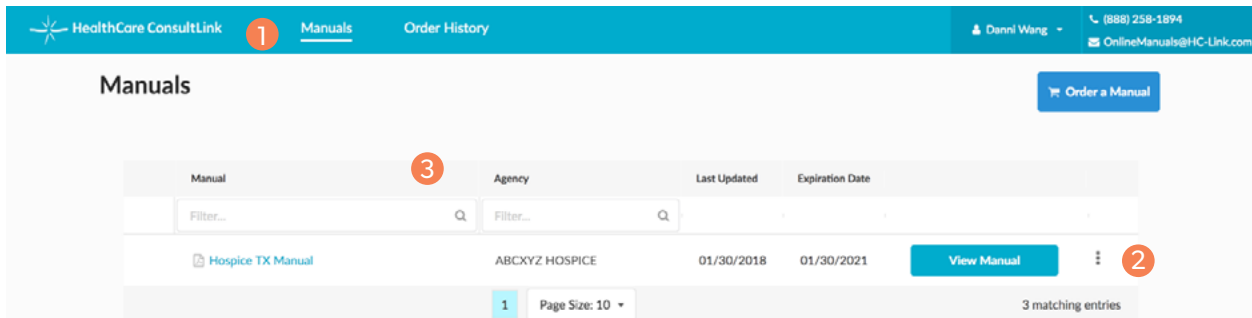
Holidays

P.O. BOX 10960

College Station, Texas 77842

- 1 Before paying for your manual, you'll be asked to review all of the information you've entered on the prior screens. Please review each item carefully and click on the edit icon to go back and correct your information.
- 2 Enter your credit card number. You will need to click "Save Card" and get a positive confirmation that the card is accepted before you place your order.
- 3 Your manual order summary is presented on the right. Please pay special attention to the total and make sure that you chose the desired option of one-time or monthly billing correctly.
- 4 Before placing your order, please read the HCL Subscription and Services Agreement, and check the checkbox.

ACCESS YOUR PURCHASED MANUALS



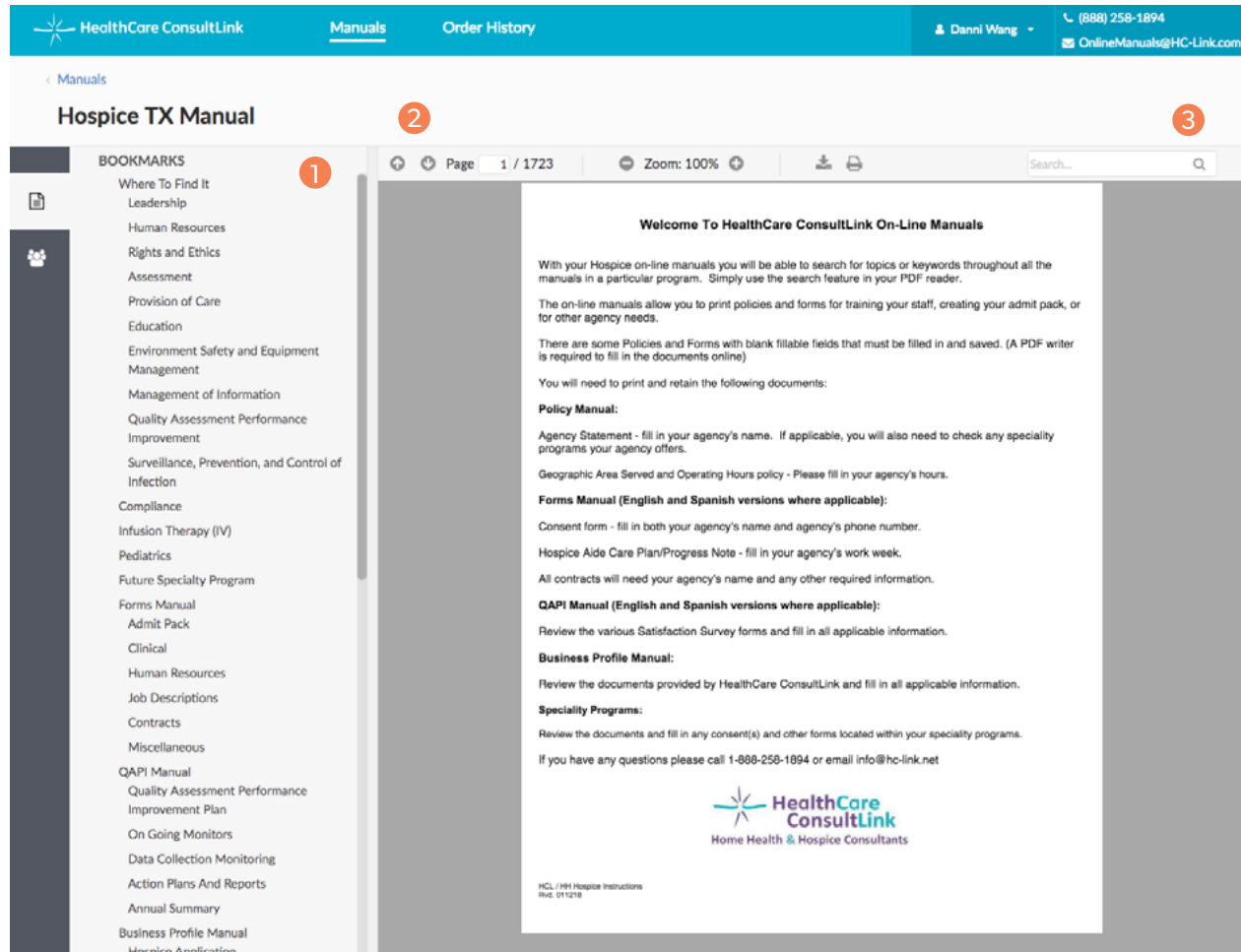
Manuals [Order a Manual](#)

Manual	Agency	Last Updated	Expiration Date
Hospice TX Manual	ABCXYZ HOSPICE	01/30/2018	01/30/2021

1 Page Size: 10 3 matching entries

- 1 Once you've purchased your manual and received the confirmation screen thanking you for your purchase, click on Manuals in the blue navigation bar at the top of the screen to bring up your menu of purchased manuals. You'll also see a button at the upper right of the screen that allows you to purchase additional manuals.
- 2 While looking at your list of purchased manuals, you'll notice that there are three vertical dots to the far right of the screen next to the blue View Manual button. Click on the dots and you will see three options: View Manual, Download Manual, and Manage Read-only Users. We recommend that you download your manual to your desktop periodically in case you have an internet outage and can't access the online portal. For instructions on managing Read Only Users, please go to [Manage Read-only Users \(Page 15\)](#).
- 3 If you have multiple purchased manuals to manage, you can click on the table header to do sorting on each column, or type words in the search box to do filtering.

PREVIEW YOUR MANUAL

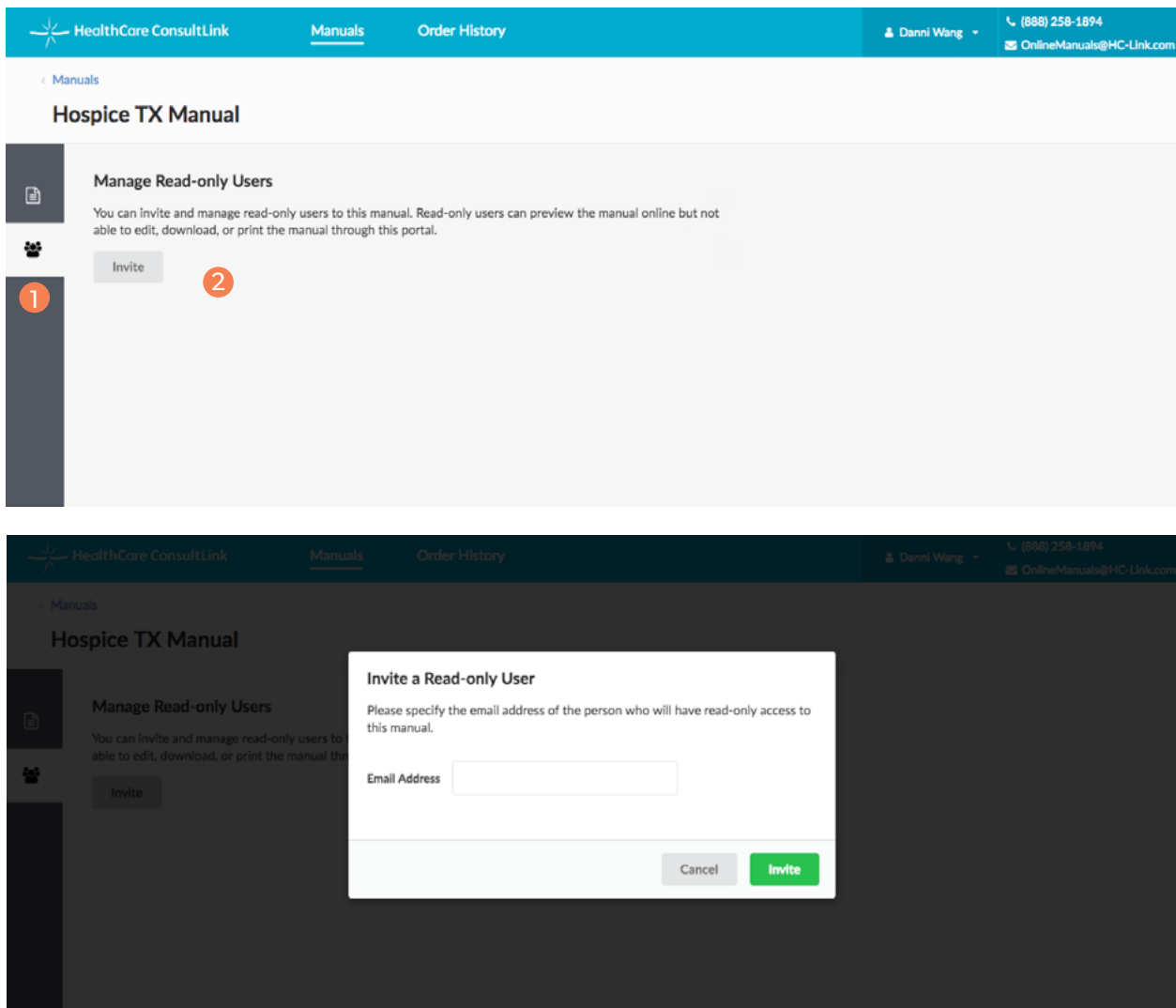


- 1 The **Bookmark/Table of Contents** on the left side of the page will link you directly to that section of your manual.
- 2 A group of controls are provided for you to preview manual more easily:
 - a. The up button - go to the previous page
 - b. The down button - go to the next page
 - c. The page number field - enter page numbers and press enter to go directly to a certain page in your manual
 - d. The minus round button - zoom out the page
 - e. The plus round button - zoom in the page
 - f. The download button - download the manual package to your local drive

- 3 The manual is **searchable by keyword**. You can identify EVERY instance of any word in your manual. On the upper right side of the page, you'll see a box with a magnifying glass. As you enter the letters of the word, phrase, or policy number you're seeking, you'll notice that the system will then show you the total number of matches. You can use the arrows to scroll through the search results to find exactly what you're looking for.

MANAGE READ-ONLY USERS

You are the Administrator for all manuals that you purchase in your portal account. As the Administrator, you will decide who is allowed to view your manuals. There is no limit to the number of read-only users you can assign, however they must sign up and create a portal account to view the manuals.



The screenshot displays the HealthCare ConsultLink portal interface. At the top, the navigation bar includes the logo, 'Manuals', and 'Order History' tabs. The user profile 'Danni Wang' and contact information '(888) 258-1894' and 'OnlineManuals@HC-Link.com' are visible. The main content area is titled 'Hospice TX Manual' and contains a 'Manage Read-only Users' section. This section includes a sidebar with a user icon (1) and an 'Invite' button (2). A pop-up dialog titled 'Invite a Read-only User' is shown, asking for an email address and providing 'Cancel' and 'Invite' buttons.

- 1 To manage read-only users of your manual, click on the user tab icon on the very left of the page. There is also a quick link hidden in the three dots icon on the Manuals page.
- 2 After clicking on the Invite button, you will see a pop-up dialog that asks for the email of the person you would like to invite to view your manuals. Remember that only users who have signed up by creating a portal account can be invited, so it's important that they visit <https://portal.hc-link.com/> and complete the sign up process prior to inviting them to view your manuals. Make sure that the user signs into the portal to ensure that their account is active before you proceed with inviting them.

Please note:

- a. You must enter the email address exactly the same as the email address that the Read-Only User used when they created their account.
 - b. The Read-Only users do NOT need to purchase a manual. They will have access to manuals once they create the account and get invited to manuals by admin users.
- 3 If your invitation is successful, you will then see the name of the person that you granted access to view your manual. That person will then be able to view your manual when they log into their portal page. You can revoke their access at any time by clicking on the Remove button next to their name.

We're confident that you are going to enjoy using your new Online Manuals! If you have any questions or need any assistance with the set-up process, please do not hesitate to contact a HealthCare ConsultLink team member at **(888) 391-3764**.