Section 19
Small and Rural Hospital Relief Program Eligibility Tool
1 Introduction
Welcome to HCAI Electronic Services Portal (eSP) User Guides

This section details the step-by-step instructions for creating a Small and Rural Hospital Relief Program Eligibility Tool Request using the HCAI eServices Portal.

Remember: Help is available throughout the online application. Wherever you see the help icon, click on the question mark to open help and instructions for that item in the application.

eSP eClient Access url = https://esp.oshpd.ca.gov

2 Eligibility Survey
Prerequisites:

- A registered public user account. Click Register at the top of eClient Access for an Account.
- Facility PIN. If you do not have the facility PIN, contact eSP Support at (916) 440-8400 or eserv@hcai.ca.gov.

2.1 Page Flow Overview
The predefined steps to create and submit an eligibility survey are detailed in this guide.

Table 1: eSP Pageflow

<table>
<thead>
<tr>
<th>Step No.</th>
<th>Step Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Seismic Compliance Extension</td>
<td>Small and Rural Hospital Relief Program Eligibility Survey</td>
</tr>
<tr>
<td>1</td>
<td>Record Type</td>
<td>Small and Rural Hospital Relief Program Eligibility Survey</td>
</tr>
<tr>
<td>2</td>
<td>Facility Information</td>
<td>Look up and select the facility from HCAI’s facility database. eSP auto-populates the facility, address, and facility owner information.</td>
</tr>
<tr>
<td>3</td>
<td>Contacts</td>
<td>Look up and identify each contact(s) specific to the application.</td>
</tr>
<tr>
<td>4</td>
<td>Eligibility Survey Questions</td>
<td>Eligibility questions. All questions require an answer.</td>
</tr>
<tr>
<td>5</td>
<td>Facility Authorization</td>
<td>Enter a valid Facility PIN code. Usually entered by Facility Representative but may be entered by any user with the valid PIN.</td>
</tr>
<tr>
<td>6</td>
<td>Review</td>
<td>Final review opportunity of all the data entered on the application for accuracy; edits can still be made if necessary.</td>
</tr>
<tr>
<td>7</td>
<td>Confirmation</td>
<td>Confirmation survey is submitted to HCAI and eSP issues a record ID number. You may print project summary sheet.</td>
</tr>
</tbody>
</table>

2.2 Basic rules of page flow
Below are some basic rules for using the eServices Portal:

✔ When creating an application, follow the page flow in order to avoid errors or missed data.
When resuming an existing in-progress application, you will be given the option to start from the beginning or continue where the application was left off. It is best to start from beginning.

- You can navigate back and forth within the completed pages by clicking the top of each page.
- You must click on Continue Application or Save and Resume Later button to save the data entered on the page.
- It is recommended that you click the Save and Resume Later button as needed to prevent data loss due to data entry errors.
- If any required data is missing from the page, when the Continue Application button is clicked, an error message is displayed on the top of the page. You must correct any errors before continuing to the next page flow screen.

2.3 Submitting survey for Small and Rural Hospital Relief Program Eligibility

The following information will guide you through the steps necessary to create a Small and Rural Hospital Relief Program Eligibility Survey. The following instructions assume you are logged into eClient Access.

Enter the Small and Rural Hospital Relief Program module by clicking ‘Small Rural Hosp’.

Start the Eligibility Tool Survey submission process

Only registered users may create an Eligibility Tool Survey. Navigate to the Small Rural Hosp tab and begin by clicking Create an Application.
Accept HCAI Privacy Policy

Click on the link in the window to review the privacy policy. Check “I have read and accepted the above terms” then click the Continue Application button.

Selecting Delegation and/or a License

1. If you are delegated permissions from another public user, you will be prompted to create the application as yourself or your delegator. You need to select ‘Myself’.

2. If your public user account is associated to Licensed Professional, when prompted, select ‘None Applicable’.

Note: These prompts will not appear if your account is not delegated permissions or associated with a license.

Click ‘Continue Application’ to begin the Eligibility Tool Survey.
**Step 1. Enter Facility Information**

Enter the HCAI Facility ID or Facility Name then click the **Search** button. If the facility is found, the facility information, address, and owner fields will be automatically populated and become read-only. To restart the search, click the **Clear** button in Facility section; this clears all previous entered data and allows you to start over. Remember: Entering too many characters in the Facility Name may cause the search to not return your facility. ‘%’ can be used as a wildcard when entering the facility name like %north% will find all facilities with ‘north’ in the name.
Remember: Only General Acute Care hospitals may apply for Small and Rural Hospital Relief Program. If a non-General Acute Care hospital facility tries to enter the facility number and click Continue Application, an error message will be displayed.

Please press the Clear button on the address, owner, and facility sections to clear all data and try to search again.

As stated above, the Address and Owner sections will be populated when a facility search is successfully found. Once the facility, address and owner sections are populated correctly, click “Continue Application”.

Step 2. Contact Information – Enter Contacts
Three different contacts can be entered on this application.

- **Administrator** – This person is the applicant and must be the facility administrator and is required. If a design professional submits this Eligibility Tool Survey, the facility will be asked to revise this entry.
- **Optional Contact** – This contact is available if you want a second person to receive communications. This contact is not required.
- **Optional Contact** - This contact is available if you want a third person to receive communications. This contact is not required.

Contacts can be added by clicking the **Add New** button and completing each applicable field OR by clicking the **Select from Account** button to use information contained in your Public User account.

When **Add New** is selected, you must enter all required information. Click Continue when finish to return to the Contacts Information page.

When **Select from Account** is selected, you will be prompted with a list of associated contacts. Select the appropriate contact. Click Continue to complete the selection and return to the Contacts page.

If any required data is not populated, you will be presented the data entry screen to complete the required data.

Click **Continue Application** to proceed to the next page flow screen.
Step 3. Eligibility Tool Survey Questions

Complete the survey question shown. If you have any questions, contact SCU at SeismicComplianceUnit@hcai.ca.gov.

A ‘Yes’ answer on the sixth question will prompt you for the date of approval.

Click Continue Application to go to the next page.

If you receive an error message when clicking the Continue Application button, contact SeismicComplianceUnit@hcai.ca.gov for assistance.

Click ‘Save and Resume Later’ to save your application. See Appendix A for resuming your saved application and other tips and tricks.
Step 4. Enter Facility PIN

If you are authorized by the facility and have obtained a valid Facility PIN, enter it on the screen, then click Continue Application button to proceed to the next page flow screen.

If you do not have a valid Facility PIN code, click the Save and Resume Later button to save the record.

If you click the “Save and Resume Later” button, the application process stops and you will be redirected to the Record List page. eSP issues a temporary Record ID and displays the application in the Record list. You will receive an email message with instructions, if you are not the PIN holder, to send to PIN holder for completion of the application.
If you enter an invalid Facility PIN, eSP displays an error message at the review step and prevents you from completing the application. You may return to the Security page and re-enter the correct PIN; however, after 3 times entering an incorrect PIN, the application will be locked.

**Step 5.**  Review the data entered and makes edits if needed.

On this screen, you can click the **Edit** button in each application step to make necessary changes.

If data entry is correct, click ‘Continue Application’ to submit your Eligibility Tool Survey.

**Step 6.**  Project submission confirmation.

On this final screen, eSP displays a project submission confirmation including the record number. You may print a project record summary from this screen. These documents open in a PDF format and may be saved or emailed. You can also view the detailed information about the project by clicking on **View Record Details** button.

Email confirmation is automatically sent to the Public User that started the application and to the Public User that entered the PIN if the users are different.
Congratulations! You have successfully submitted an Eligibility Tool Survey to HCAI!

HCAI will review your submittal and contact you with your eligibility.
Appendix A
Tips and Tricks and other stuff

- When select ‘Save and Resume Later’, the system saves your application and sends you an email with the application information.

- When you log into eClient Access and select Small Rural Hosp module, you will see the records waiting to be Resumed or completed applications.

  Click ‘Resume Application’ to continue your submittal.

- When resuming an application, it is best to ‘Start from the beginning’ when prompted.
• To upload documents, select the dropdown under Record Info and select Attachments.

• Selecting the ‘Small Rural Hosp’ module link will return you to the record list.
- If you request or are requested by HCAI to edit your submission, when you enter eCA, you will see an Edit link next to your submission. Click Edit to show the Update page where you can modify your submission.