

e-Services
Portal
User
Guide

HOSPITAL SERVICES REPORTING

VERSION 1.0

Section 25

Office of Statewide Hospital Planning and Development January 2023



1 Introduction

Welcome to HCAI Electronic Services Portal Client Access (eCA) User Guide

This section provides users with step-by-step instructions for creating and submitting a Hospital Services Reporting using eCA.



Remember: This user guide provides step-by-step help to submit the application. For help with submitting an application, user account, or other, contact us at eserv@hcai.ca.gov or 916-440-8400.

What should you know about submitting a Hospital Services Reporting application.

- A Hospital Services Reporting application is for all buildings at a facility. Submit one application for all buildings.
- If after initial submission, the applicant is requested to edit submitted information, see Appendix A for instructions.

2 Hospital Services Report

2.1 Page Flow Overview

Users must follow the predefined steps to create and submit Hospital Services Report. Below is an illustration of the page flow steps.

Table 1: eCA Pageflow

Page No.	Page Title	Description		
Hospital Se	ervices Reporting	ring		
1	Record Type	User must select Hospital Services Reporting on this step.		
2	Select Facility	User selects the facility from HCAI's facility database. eCA autopopulates the facility, address, and facility owner information. Only General Acute Care facilities are required to submit Services reporting.		
3	Contact(s)	User enters facility authorized agent that HCAI/OSHPD will communicate with while reviewing the submittal.		
4	Building Services	User identifies the services for each building at the facility. Visit the <u>Facility Details</u> web page for detailed information of the buildings being reported.		
5	Facility Authorization	User enters a valid Facility PIN code. Usually entered by Facility Representative but may be entered by any user with the valid PIN.		
6	Review	User reviews the data entered on the application for accuracy; edits can still be made if necessary.		
7	Confirmation	Application submitted to HCAI. eCA issues a record ID number. User prints summary sheet.		
8	Post Submittal Edits	If services at a facility require editing, you will be prompted to Edit the record post submission. See Appendix A.		



2.2 Basic rules of page flow

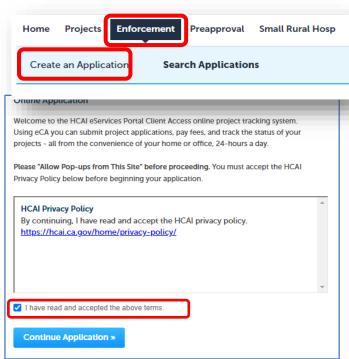
Below are some basic rules of submitting an application using the eCA page flow:

- ✓ To start creating an application for a new services reporting, or to resume an existing inprogress application, user must start from the first page flow step.
- ✓ User can navigate back and forth within the completed pages.
- ✓ User must click on "Continue Application" or "Save and Resume Later" button to save the data entered on the page.
- ✓ It is recommended that user clicks 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. User must correct any errors before continuing to the next page flow screen.

2.3 Create and Submit a Hospital Services Reporting

The following information will guide users through the steps necessary to create an application for an Hospital Services Reporting application.

If you do not have an eClient Access login, click the "Register for an Account" link on the eClient Access site at https://esp.oshpd.ca.gov.



Step 1. Start Create a Hospital Services Reporting

Only registered users may create an Application for Hospital Services Reporting. Begin under **Enforcement** module by clicking on the "Create an Application" link.

Step 2. Accept HCAI Privacy Policy

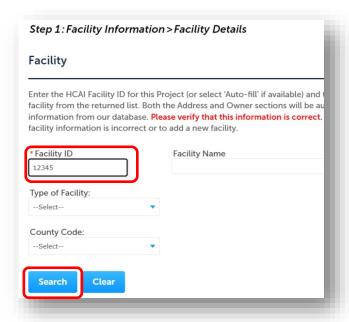
Click on the link in the window to review the privacy policy. Check "I have read and accepted the above terms" then click on "Continue Application" button.





Step 3. Select Record Type

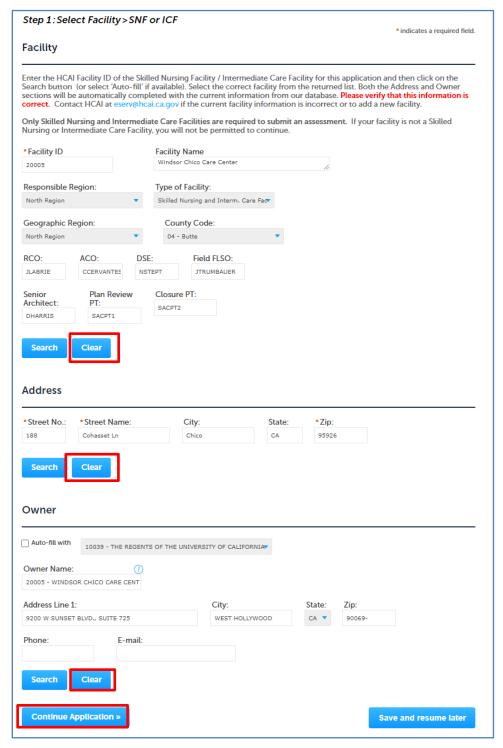
Select the "Hospital Services Reporting" then click on "Continue Application" button.



Step 4. Enter Facility Information
Enter the HCAI Facility ID or Facility Name then click
on "Search" button. If the facility is found, the
facility information, address, and owner fields will
be automatically populated and become read-only.



To search for another facility or reset and start over, click on "Clear" button in Facility, Address and Owner section (shown below). This clears the previous entered facility. Once the correct facility is selected, to advance to the next page flow step, click on "Continue Application".



Clearing Searched Results



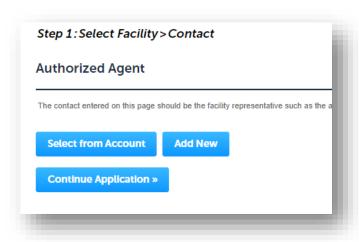
Step 5. Enter Contact

A Contact is the individual representing the Facility to whom correspondence will be copied.

- If the logged in user is the contact, click
 "Select from Account" to add the contact.
- If the logged in user is not the contact, click
 "Add New" to enter the information. Click
 Continue to return to application.

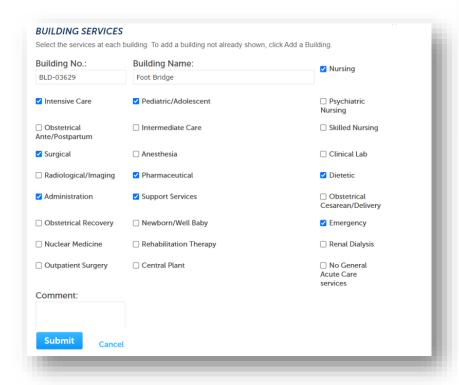
Missing data from required fields must be completed to continue the application.

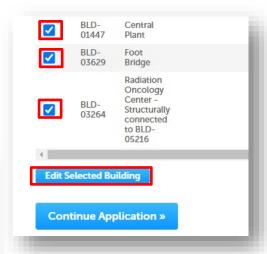
When entered, click on "Continue Application".



Step 6. Services

To enter services at a building listed on the page, check the box next to the building number and click **Edit Selected Building**.





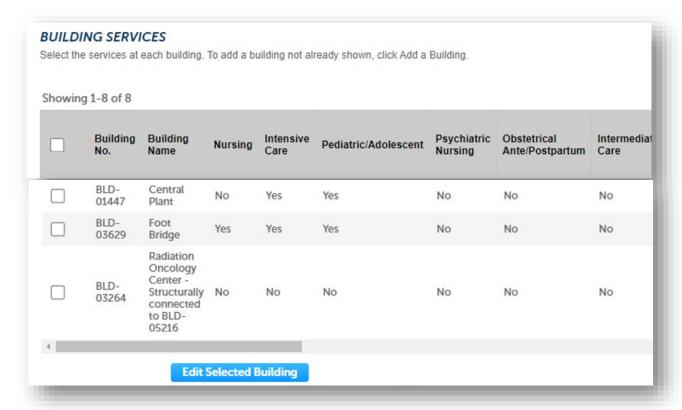
The building with all potential services is listed. Check the box next to each service at the building.

When complete, click Submit.

Note: If a building has no General Acute Care Services, check the box for

No General Acute Care Services and submit. Also, if you cannot submit when you select Canopy or other non-service containing building, enter a response in the Non- GAC Uses Comments field.





Repeat for each building listed until all buildings have services selected.

When finished entering services for all buildings, click "Continue Application".

Step 7. Enter Facility PIN code

Before entering the Facility PIN Code, it is recommended that you have clicked on "Save and Resume Later" at least once!

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





If user enters an invalid Facility PIN, eCA displays an error message and prevents user from proceeding to the next screen. The application will be locked. Click "Save and Resume Later" and when resumed, select "Start from Beginning

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

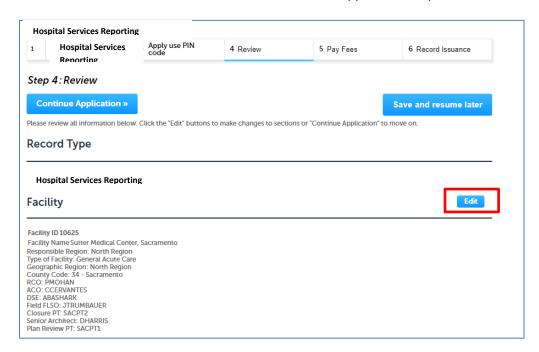
If you click the "Save and Resume Later" button, the application process stops, and user is redirected to the record List page. eCA issues a temporary Record ID and displays the application in user's record list.



Users can "Resume Application" at a later time.

Step 8. User reviews the data entered and makes edits if needed.

On this screen, user can click on "Edit" button in each application step to make necessary changes.

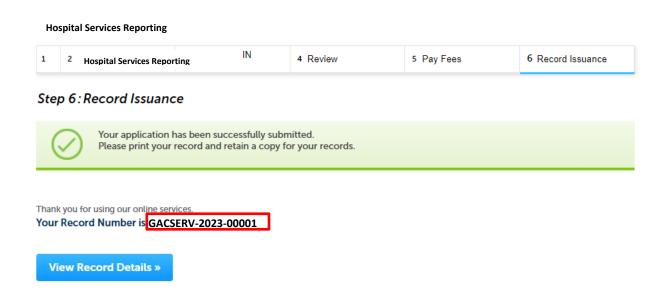


Once all data is verified, click on "Continue Application" to proceed to the next page flow screen.



Step 9. Submission confirmation.

On this final screen, eCA displays a project submission confirmation including the record number. User can print a record summary from this screen. The document is in PDF format and may be saved or emailed. User can view the detailed information about the application 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 approved the application (Owner Representative).

Congratulations! You have successfully submitted an application for Hospital Services Reporting to HCAI!



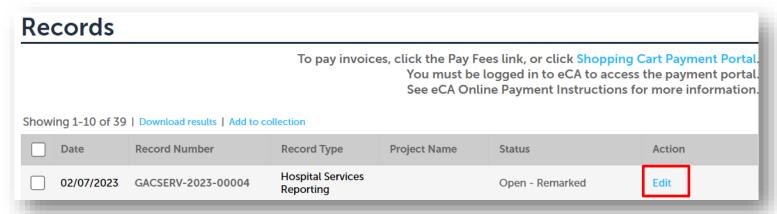
If corrections are required, the applicant will be notified and a prompt to edit the services report will be visible in your project list in eCA. See Appendix A for more.



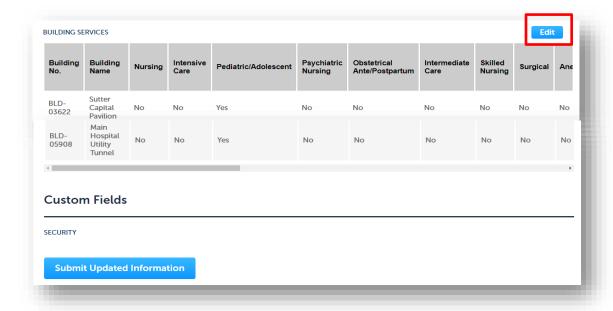
Appendix A – Post Submission Edits

During review of the submittal, it is determined that remarks need correction, the application will be made editable to record creator.

As the following image shows, the **Edit** link will open the record for editing.



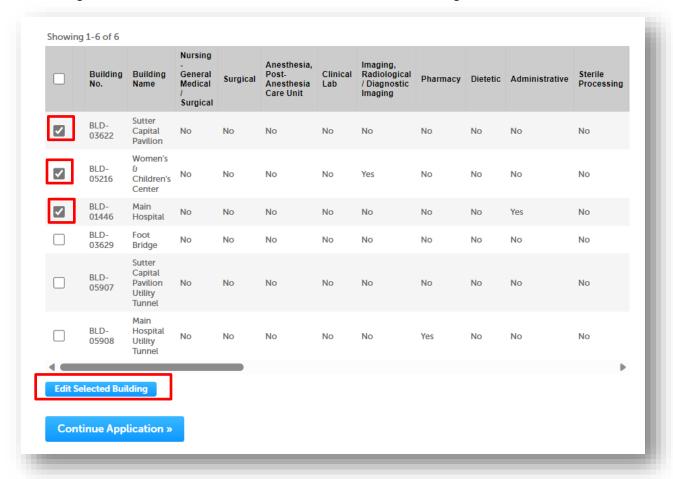
Click the Edit link shown above and you will be taken to the record. Click the Edit button on the section you wish to edit shown below. This will take you to another page where you can edit the individual rows.



The next image shows the list of buildings with a check box next to each one. Check the box next to the buildings you want to edit and click 'Edit selected buildings' button.



The image below shows the rows checked and the Edit Selected Buildings button.



Click the Edit Selected Buildings button to open the Edit page with the select buildings. All selected buildings are in a long page. Edit each building and click Submit when complete.

Note: If a building has no General Acute Care Services, check the box for No General Acute Care Services and submit. Also, if you cannot submit when you select Canopy or other non-service containing building, enter a response in the Non- GAC Uses field.

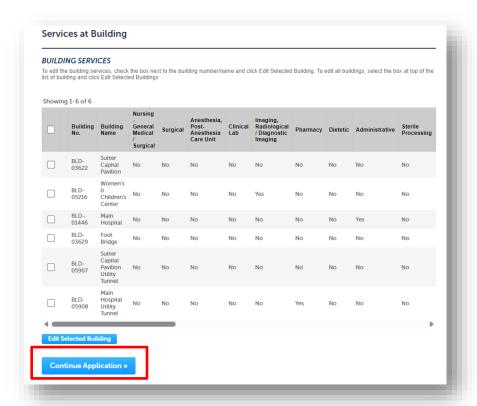


o edit all buildings, select th	e box at top of the list of building and click Edit Selecte Building Name:	ed Buildings
BLD-03622	Sutter Capital Pavilion	☐ Nursing - General Medical / Surgical
Surgical	☐ Anesthesia, Post-Anesthesia Care Unit	Clinical Lab
☐ Imaging, Radiological / Diagnostic Imaging	☐ Pharmacy	☐ Dietetic
Administrative	☐ Sterile Processing	☐ General Storage
Morgue	☐ Employee Dressing	Housekeeping
✓ Laundry	☐ Special Procedures	☐ Intensive Care / Coronary Care / Pediatric ICU
□ Burn Unit	☐ Neonatal Intensive Care Unit	☐ Pediatric / Adolescent Nursing Unit
☐ Psychiatric Nursing	☐ Obstetrics / Perinatal Unit	☐ Emergency
Nuclear Medicine	✓ Rehabilitation Therapy	☐ Physical Rehabilitation
Building No :	Ruilding Name:	
Building No.: BLD-05216	Building Name: Women's & Children's Center	☐ Nursing - General Medical / Surgical
Surgical	☐ Anesthesia, Post-Anesthesia Care Unit	☐ Clinical Lab
☑ Imaging, Radiological / Diagnostic Imaging	☐ Pharmacy	☐ Dietetic
Administrative	☐ Sterile Processing	☐ General Storage
Morgue	☐ Employee Dressing	☐ Housekeeping
Laundry	☐ Special Procedures	☐ Intensive Care / Coronary Care / Pediatric ICU
□ Burn Unit	☐ Neonatal Intensive Care Unit	Pediatric / Adolescent Nursing Unit
Psychiatric Nursing	Obstetrics / Perinatal Unit	☐ Emergency
		Storage
Morgue	☐ Employee Dressing	☐ Housekeeping
Laundry	☐ Special Procedures	☐ Intensive Care / Coronary Care / Pediatric ICU
Burn Unit	☐ Neonatal Intensive Care Unit	Pediatric / Adolescent Nursing Unit
Psychiatric Nursing	☐ Obstetrics / Perinatal Unit	☐ Emergency
Nuclear Medicine	☐ Rehabilitation Therapy	☐ Physical Rehabilitation Nursing Unit
Renal Dialysis	Respiratory	☐ Intermediate Care
Outpatient Services	☐ Skilled Nursing Unit	☐ Central Plant / Utility Building
Non-GAC Uses:		

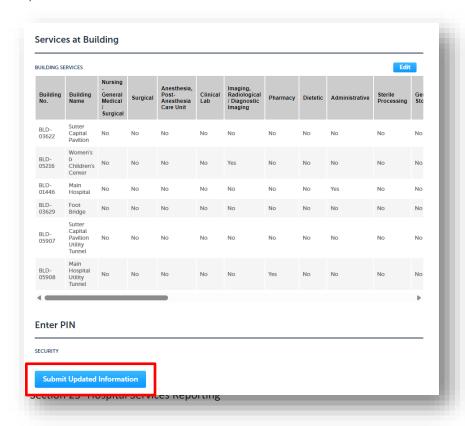
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Clicking Submit will take you back to the previous page on the record.



Click Continue Application to go back to the Record. Now, just click Submit Updated Information to complete the Edits.







You should be back at the record list in eCA and your revision of the GACServ record is complete.