FOOTHOLD
TECHNOLOGY

Using MedSupport in AWARDS

Quick Start Guide for **AWARDS Users**

The MedSupport feature is used to enter and update consumer medical information, including medications, medication administration, vital signs, scheduled medical events/tasks, and more. Agencies using the MedSupport feature (provided and supported by CaraSolva) can link to the system using a single sign-on through AWARDS, sync data between the systems, and maintain which staff and programs should be available in MedSupport.

This document is intended to walk users through the process of accessing MedSupport from AWARDS, as well as to provide you with information on data syncing between AWARDS and MedSupport.

Accessing MedSupport
Understanding Data Syncing To / From MedSupport
Learning More About MedSupport & Getting Help

Accessing MedSupport

To access the MedSupport system, complete the following steps from within AWARDS:

★ *Important! The following instructions assume access via single sign-on in AWARDS. In the event that AWARDS is unavailable an Emergency Access feature can be used for direct MedSupport access. See the MedSupport Emergency Access Guide.*

1. Click **Medical > MedSupport**. (The first time you click **MedSupport**, unique sign-on credentials are created behind the scenes and are automatically sent to MedSupport.) The MedSupport system opens in a new browser window and a dialog box is displayed within AWARDS containing a **Sync** button.

2. Begin working with consumer records in MedSupport.

3. When your work in MedSupport is complete, close the MedSupport browser window.

4. Within AWARDS, click the **Sync** button and the records entered in MedSupport will be pulled into AWARDS based on set syncing rules outlined later in this document.

The process accessing the MedSupport system is now complete.

✎ *Note: Accessing MedSupport is captured in the AWARDS Audit Trail ReportBuilder.*

Understanding Data Syncing To / From MedSupport

Several different record types can be edited and created in MedSupport. A portion of the data created there will sync back as consumer records in AWARDS. The table below describes what data types sync between the two systems.

Record Type / Medical feature	Sync Information
Allergies	Allergies entered in AWARDS sync into MedSupport. Specifically, the Substance field on any active allergy record for the client appears in MedSupport.

Record Type / Medical feature	Sync Information
Diagnoses	No syncing. Diagnoses records should be maintained independently in each system.
Medications	When a consumer is added to MedSupport (being an active member of a program that is set as a MedSupport Location), all current medication records entered in AWARDS sync into MedSupport. **NOTE! This initial sync can be disabled if you do not wish to move all active medications from AWARDS to MedSupport. Notify your Foothold contact if you wish to disable this sync before moving programs and rosters into MedSupport.** After the initial sync, new medications should be added to the consumer records via MedSupport. All new medications created in this way sync back into AWARDS, including: Medication Name, Start Date, End Date, Dosage, SIG, Instructions, Scheduled Times, Route, Purpose, Rx #, Prescribing Physician.
Tasks	Data entered in MedSupport syncs into AWARDS, including: Start Date, End Date, Task Name, Instructions, Scheduled Times
Vital Signs	Data entered in MedSupport syncs into AWARDS, including: Date, Time, Vital taken and its value. (Each vital sign will be saved as its own record on the AWARDS Vital Signs index.)

✎ *Note:* *Consumer demographic fields also sync from AWARDS to MedSupport, including: First Name, Last Name, Address, City, State, Zip, Client Photo, Gender, DOB, SSN, program Admission and Discharge Dates.*

☀ *Tip:* *Records synced from MedSupport to AWARDS are not available for editing or deleting within AWARDS.*

☀ *Tip:* *If the data on the Medications screen in AWARDS does not match the data in MedSupport, try clicking the Sync button in the toolbar. This will force an update between the two systems to ensure that you are seeing the most recent changes.*

Learning More about MedSupport & Getting Help

For detailed information on using MedSupport, please reference CaraSolva's Support system. There are two ways to access this system, both of which are from within MedSupport:

● While logged in, click **Support** at the top of the MedSupport page. A pop-up window displays the first time you click on this link, asking for your email address. Enter your email address, click **Submit**, and the CaraSolva Support system opens in a new tab. This website is a complete library of support procedures, and allows you to search for keywords, FAQs and more.

● Alternatively, while logged in to MedSupport, click **Help** at the top of the MedSupport page. A pop-up window displays containing support information that is specific to the page in MedSupport being worked with.

When referring to CaraSolva's Support system, keep in mind that certain administrative functions have been disabled to accommodate using the AWARDS sign-on, staff information records, and chart access permissions.

If further guidance or assistance is needed, contact the CaraSolva Help Desk by emailing technicalsupport@carasolva.com.