SUD Electronic Information System

Patient Access System and API FAQ

	QUESTIONS	ANSWERS
General Questions		
1.	What browser should be used with the Patient Access System?	We recommend using Google Chrome or Microsoft Edge.
2.	Can I view the Patient Access System on my smartphone?	The Patient Access System is best viewed on a computer browser.
3.	Is there an app I can download for the Patient Access System?	No, currently the Patient Access System is only available through a web browser.
4.	What information is required to create an account?	You will be required to provide your personal information: first name, last name, social security number, and date of birth as entered in Sage. You will also be required to create a username and password. An email address is also required and must exist in the provider system (Sage) for you to successfully create an account and receive your log-in information.
5.	I don't have a social security number. How can I create an account?	Contact your last treating Provider Agency to confirm the information in the Sage.
6.	Why didn't I get an email after I created my account?	Contact your last treating Provider Agency to verify your information in Sage. If any of the required fields are incorrect or blank the provider will have to edit your profile in the Sage record. You will also be required to give the Provider Agency an email address for the Patient Access System to send you an email.
7.	I don't have email; can the verification link be sent to a phone number?	No, currently we only support email for system verification.
8.	How do I share my SUD information from the Patient Access System with my care team?	When logged into the Patient Access System you can print or save a PDF of the information found in the system. See the Patient Access System

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		Patient Guide for instructions on printing and saving a PDF.
Username and Password		
9.	How do I reset my username or password?	You will click "Reset Username/Password" and put in the required information with the new Username and Password. You will receive an email with a new verification link.
10.	I lost access to the email used for the Patient Access System. What should I do?	Contact your last treating Provider Agency for them to change your email address in Sage.
11.	Can I change my password or username separately?	No, they must be updated at the same time.
12.	My information is incomplete or inaccurate in the Patient Access System, how do I get that fixed?	Contact your treatment Provider Agency so your electronic health record may be updated with the correct information. If this does not resolve the issue, contact the SAPC Health Information Management team at SAPC-HIM@ph.lacounty.gov
13.	Does the Patient Access System time out?	Yes, you will be automatically logged out of the Patient Access System if you are inactive for 15 minutes.