



**Public Health Information System (PHIS)**

**Patient Access System Patient Guide**

**Disclosure Statement**

This document outlines the Los Angeles County Department of Public Health (LACDPH) implementation instructions for individuals (clients) interested in accessing their own Personally Identifiable Information (PII) and Protected Health Information (PHI) data using the Patient Access System or have their PHI information available in approved third-party applications. This document specifies the required operation workflow for the patient and other related resources information. LACDPH reserves the right to modify and change the document at any time. LACDPH will disseminate the information in a timely manner, should there be any change to this document.

**Revision and Sign-off Sheet**

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## Background

In May 2020, the Centers for Medicare and Medicaid Services (CMS) finalized the Interoperability and Patient Access final rule (CMS Interoperability Rule), which aims to establish members as the owners of their health information, granting them the right to direct its transmission to third-party applications. The Department of Health Care Services (DHCS) published BHIN 22-068, announcing the requirements for Behavioral Health Providers (BHPs) to implement and maintain secure, standards-based Patient Access Application Programming Interfaces (APIs).

In alignment with the data exchange recommendations released by CMS and the Office of the National Coordinator (ONC), the Technical Standards Advisory Panel Committee (TSAPC) is providing individuals with a history of substance use disorder (SUD) treatment the ability to designate a third-party entity to gain access to their SUD data through a FHIR API. This data is represented using the FHIR standard. FHIR, which stands for Fast Healthcare Interoperability Resources, was developed by HL7 (Health Level 7) to enable healthcare organizations to exchange information between different computer systems, regardless of how the data is stored in those systems. FHIR standards allow healthcare organizations to store and share client data securely while ensuring interoperability between different systems through a standardized approach. FHIR can be considered a common language that enables healthcare computer systems to communicate and exchange data over the internet, with the added advantage of being able to store the data in various formats. Healthcare organizations depend on FHIR standards to transmit information, including clinical and administrative data, for the benefit of patients receiving care. Utilizing FHIR as a standard also facilitates the secure transmission of Personal Health Information, ensuring that access to a client’s data is granted only when authorized.

## Purpose

SAPC's Patient Access API includes the Patient Access System that allows clients to view their treatment data in a secure and convenient fashion. Clients may also choose a third-party entity or entities that can access their SUD treatment data stored in SAPC's Sage Electronic Health Record (EHR) system. This Patient Access System User Guide aims to provide clients with instructions on how to use the application, how to safeguard protected health information, and provides resources on Member Rights Information.

## Using the Patient Access System Portal

Welcome to the Patient Access System portal! Please click on the following URL to access the portal: <https://pax.sapc.ph.lacounty.gov/>

Click the URL to access the login page. If users do not have an account, click the 'Create Account' button to verify personal information and set up an account. If users have a username and password, log in by entering both on the login page and clicking the 'Patient Login' button. If users have an account but have lost their username and password, click the 'Reset Username/Password' button to create a new password.

## Creating an Account

As a first-time user, click the "Create Account" button on the login screen.

**SAPC** | Substance Abuse  
Prevention and Control

**PATIENT ACCESS SYSTEM**

Username

Password

[No account yet? Create Account](#) [Forgot Username/Password?](#)

**Patient Login**

Resources:

[Patient Guide](#)

[FAQ](#)

The system will then display the Account Creation page, where users must enter their personal information into the four fields:

- First Name
- Last Name
- SSN in the following format: 123-45-6789
- Date of Birth in the following format: mm/dd/yyyy

The screenshot shows a web form titled "Account Creation" with a "Back" button in the top right. A yellow instruction box contains the following text: "In order to use the Patient Access System, please complete the following steps: 1. Enter the personal information requested in the below fields to verify your identity. If your information matches what we have on file in the system, then a verification email will be sent to the email address on file. 2. Once you receive the verification email, click on the link in this email to complete the verification process. You will receive a second email that will allow you to log in to the system." Below this is a section titled "Personal Information" (highlighted with a red box) containing four input fields: "First Name \*", "Last Name \*", "SSN \*", and "Date of Birth \*". The SSN field includes a format hint "Format: 123-45-6789" and the Date of Birth field includes a calendar icon and the format "mm/dd/yyyy".

Next users will create a Username and Password. The following are required for creating a Username and Password:

- The Username must be between 3-50 characters consisting of letters, numbers, and underscores only:
  - o Example: MyDogName\_25
- The Password must have at minimum:
  - o Eight (8) characters
  - o One (1) uppercase letter
  - o One (1) lowercase letter
  - o One (1) number
  - o One (1) special character
    - ! @ # \$ % ^ & \*

**Account Information**

Username \*

3-50 characters, letters, numbers, and underscores only  
Username is valid ✓

Password \*

Confirm Password \*

Passwords match ✓

- ✓ At least 8 characters
- ✓ At least one uppercase letter
- ✓ At least one lowercase letter
- ✓ At least one number
- ✓ At least one special character (!@#\$\$%^&\*)

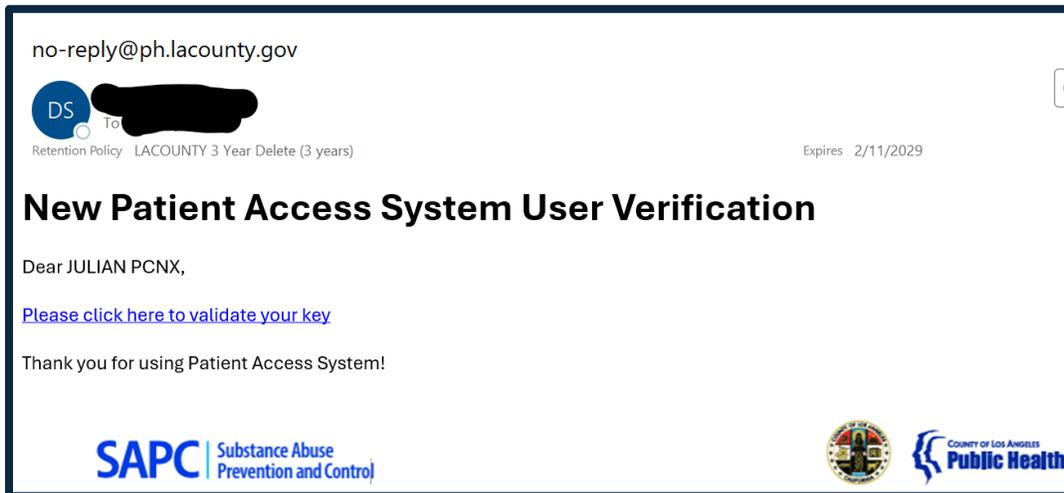
Q Verify

All checks passed!

After entering all the required information and clicking on the verify button users will see the following message at the bottom of the screen. This will also generate an email containing a verification link.

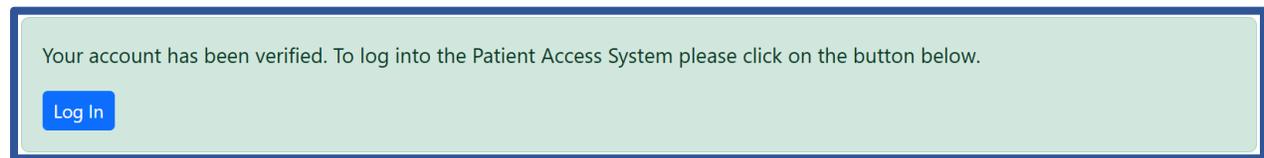
- If your information matches an existing SAPC patient profile, you will receive an email with instructions to activate your account. Please check your emails, including junk mailbox, and click on the link included in the email.
- If you do not receive an email, it may be because you have not yet received services from a SAPC-associated treating provider. Please go to [SUDHelpLA.org](http://SUDHelpLA.org) to find a treating provider or call the 24/7 helpline at **1-800-854-7771**, select option 2 after the language prompt.
- If you believe you have received services from a SAPC-associated treating provider and are unable to set up a log-in, please contact [SAPC-HIM@ph.lacounty.gov](mailto:SAPC-HIM@ph.lacounty.gov).

Here is a sample verification email:



If a client received treatment from a SAPC Provider Agency and did not receive a verification link, contact the Provider Agency to request a review of the Sage record for completeness. The Provider Agency will need to ensure that the Sage EHR includes the same information entered into the four (4) fields in the Personal Information section for the Patient Access System to match the information and create an account. The client is also required to have their email address listed in Sage to receive the verification emails.

After users click the "Please click here to validate your key" link in the email, the following message will appear.

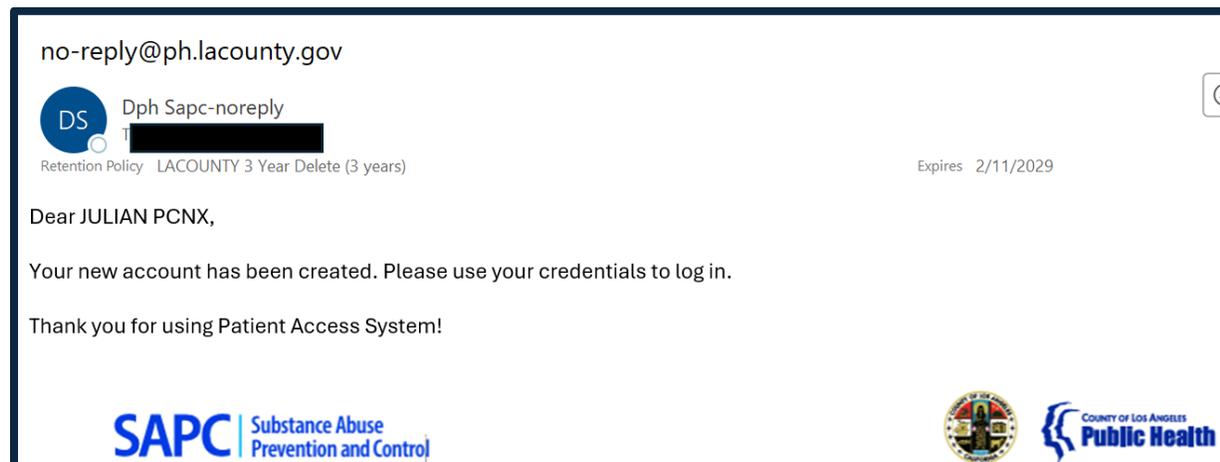


The system displays the following message when the account can not be verified or if the link is clicked after the key has expired

***Please note the key expires after 30 minutes.***



Once the link is clicked, the system will send another email to confirm the successful creation of the user account.



## Resetting Username and Password

If users forget their password, please click on the “Reset Username/Password” button.

To reset the password, users will input their personal information in the four fields on the Reset Username/Password page.

**Reset Username/Password**
← Back

**In order to reset your password, please complete the following steps:**

1. Enter the personal information requested in the below fields to verify your identity. If your information matches what we have on file in the system, then a verification email will be sent to the email address on file.
2. Once you receive the verification email, click on the link in this email to complete the verification process. You will receive a second email that will allow you to log in to the system.

**Personal Information**

First Name \*

Last Name \*

SSN \*

Format: 123-45-6789

Date of Birth \*  
mm/dd/yyyy

Next, users will enter a username and a new password that meets the password selection criteria in the “Account Information” section, and then click on the “Verify” icon.

**Account Information**

Username \*

3-50 characters, letters, numbers, and underscores only

Password \*

Confirm Password \*

At least 8 characters

At least one uppercase letter

At least one lowercase letter

At least one number

At least one special character (!@#\$%^&\*)

Verify

Please complete 7 more fields

Like the Account Creation process, the system will send an email with a verification link. After users open the email and click on the verification link, the system will send a second email confirming the new password.

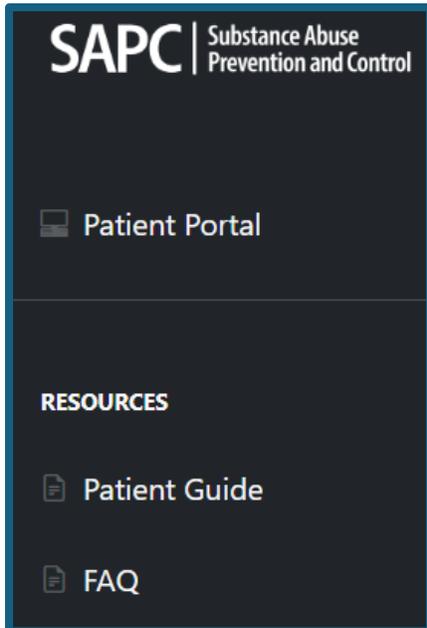
## Login with Credentials

Log in using your username and password.

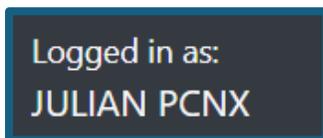
After a successful login, users will see your information on the Patient tab.

Patient Information		
<b>First:</b> JULIAN	<b>Language:</b> English	<b>Address 1:</b>
<b>Middle:</b>	<b>Ethnicity:</b> Not Hispanic	<b>Address 2:</b>
<b>Last:</b> PCNX	<b>Race:</b> American Indian	<b>City:</b>
<b>Gender:</b> Male	<b>Sexual Orientation:</b> Straight or heterosexual	<b>State:</b>
<b>DOB:</b> 1984-01-10	<b>Gender Identity:</b> Male	<b>Zipcode:</b>
<b>SSN:</b> 888888888	<b>Education:</b>	
<b>Email:</b> ehansen2@ph.lacounty.gov	<b>Employment Status:</b> Full Time (32+ Hours A Week Not Including Armed Forces)	
<b>Phone:</b>		

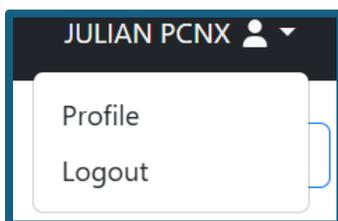
The left sidebar contains resources for the Patient Access System, including the Patient Guide and a Frequently Asked Questions (FAQ) document. Clicking on the Patient Guide or FAQ will open a new browser tab with a PDF document.



The bottom left of the screen displays the patient's name for the logged-in user.



The top right side of the screen displays the patient's name. Click the down arrow to display sub-menu options



Click on 'Profile' to display general patient information.



Click 'Logout' to exit the Patient Access System. Click Patient Portal on the left sidebar to navigate back to the Patient Portal home screen, 'Patient' tab.

## Patient Portal Menu Tabs

On the Patient Access System home screen you will see six tabs for different resources organized into individual tabs: Patient, Episode Of Care, Ongoing Health Conditions, Coverage, Explanation of Benefit (EOB), and Medications. There is a PDF button in the top right corner that allows users to download the data for these resources in PDF format.

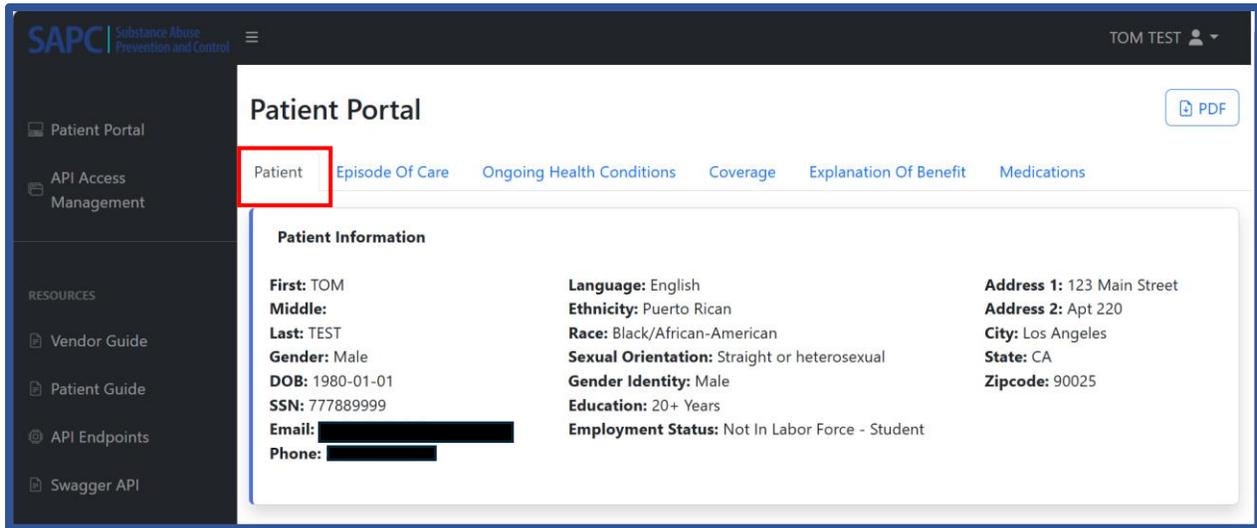


*If users notice their record seems incomplete or incorrect, please contact your last treating provider or the SAPC Health Information Management (HIM) section at [SAPC-HIM@ph.lacounty.gov](mailto:SAPC-HIM@ph.lacounty.gov).*

## Patient Information

To view patient information click on the Patient tab.

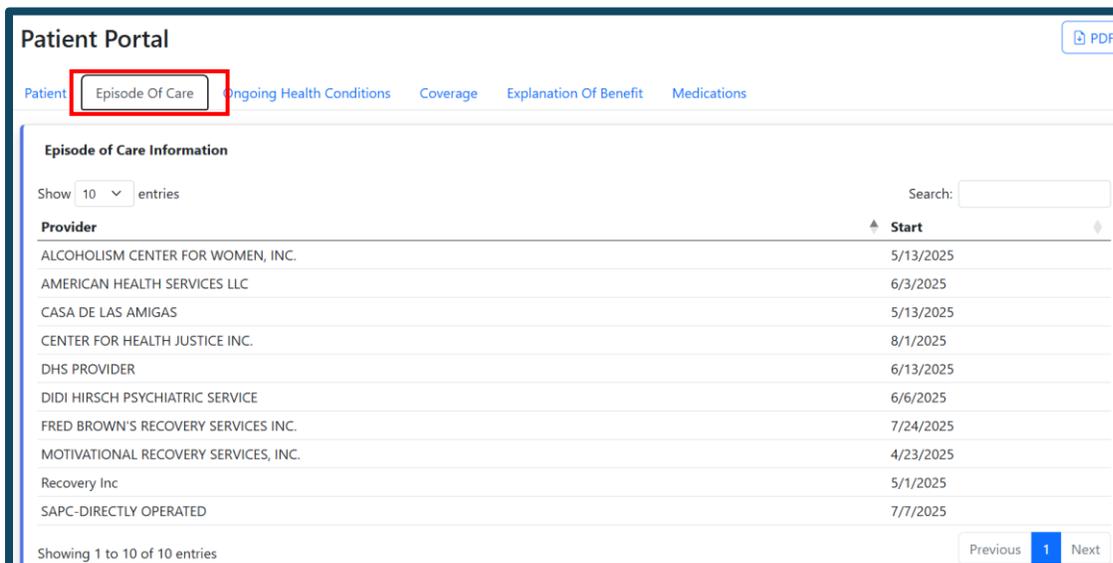
The **Patient** tab contains demographic and contact information entered in the client's Admission (Outpatient) and Update Client Data records in Sage. Reminder, if a field is blank, this indicates no information is entered into these fields within the client's Admission (Outpatient) form or Update Client Data records in Sage.



## Episode of Care

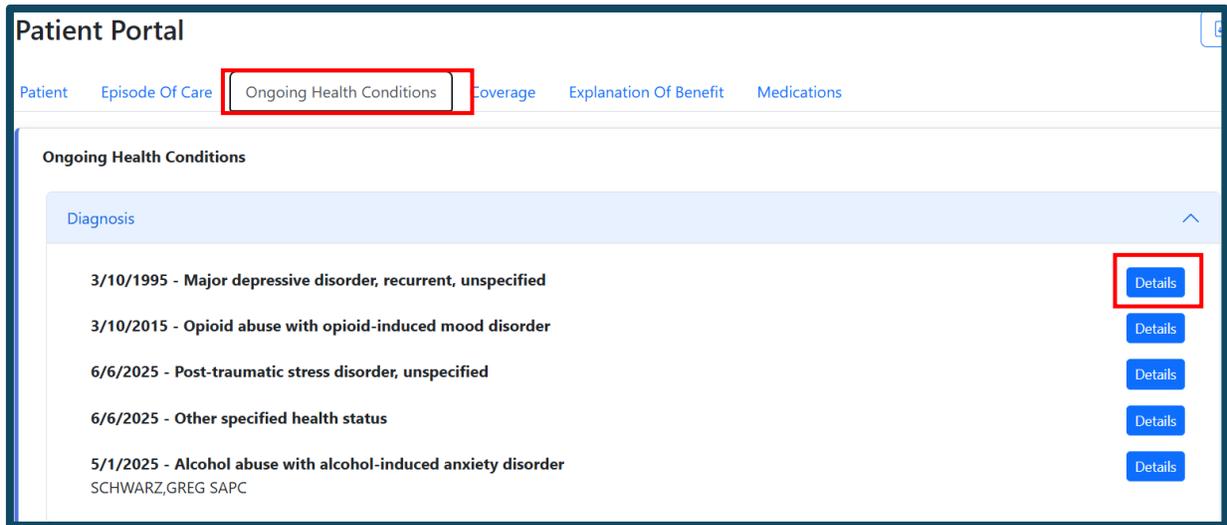
The Episode of Care contains a list of all Provider Agencies with which the client has received SUD treatment services. To view Provider Agency information click on the Episode of Care tab. The **Provider** indicates where the patient received SUD treatment. **Start** is the first Admission Date with the listed Provider Agency. A client may have multiple admission dates with the same Provider Agency. In this case, only the first Admission Date will be listed, this date is the date of the first contact with the Provider Agency where a record was created.

For more than 10 entries, the user will click Next to see more episode information.



## Ongoing Health Conditions

To view diagnosis information, click on the **Ongoing Health Conditions** tab.



The Ongoing Health Conditions tab contains the following information from the patient’s Sage record:

A listing of diagnoses entered into the client’s records for all Providers Agencies with which the client has received SUD treatment, which includes an option for viewing additional details for each diagnosis.

Click the ‘details’ button to open a pop-up box containing additional diagnosis details.

These details include:

- **Diagnosis Id:** Sage diagnosis record coding.
- **Code:** ICD 10 diagnosis description.
- **Onset Date:** The date the client first met criteria for the diagnosis.
- **Resolved Date:** The date when the client no longer met criteria for the diagnosis.
- **Recorded Date:** The date the diagnosis was entered into Sage.
- **Practitioner:** The name of the staff member who provided the diagnosis during the treatment episode.

**Diagnosis Detail** ✕

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Diagnosis Id: encounter-diagnosis\_359668||1598132

Code: Alcohol abuse with alcohol-induced anxiety disorder

Onset Date: 5/1/2025

Resolved Date: Not Available

Recorded Date: Not Available

Practitioner: SCHWARZ,GREG SAPC

### Coverage Information

To view your insurance coverage information, click on the Coverage tab.

This section lists the clients Financial Eligibility determinations which have been completed at all the Provider Agency sites with which the client has received SUD treatment services.

The **Coverage** tab contains the following information from the client’s Sage record:

- **Policy Holder:** The client receiving treatment.
- **Subscriber ID:** Client’s Medi-Cal ID or Insurance Number.
- **Start:** Start of financial eligibility.
- **End:** End of financial eligibility.

**Patient Portal** PDF

Patient   Episode Of Care   Ongoing Health Conditions   **Coverage**   Explanation Of Benefit   Medications

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**Coverage Information**

Show 10 entries Search:

Policy Holder	Subscriber Id	Start	End
Patient		1/1/2025	Not Available
Patient		1/1/2025	Not Available
Patient	99999321A	7/1/2000	Not Available
Patient		7/1/2000	Not Available

Showing 1 to 4 of 4 entries Previous 1 Next



Please note, this information is that which is entered by Provider Agencies, and it does not necessarily reflect exact coverage according to the state. Dates entered are based on the form entry within the electronic health record, not exactly when coverage began.

## Explanation of Benefit

To view your claim information, click on the Explanation of Benefit tab.

The **Explanation of Benefit** tab contains the following information from the client's Sage record:

- **ID:** The claim ID
- **Provider:** The provider agency billing the service.
- **Created Date:** The date the service was entered into Sage.
- **Status:** The status of this claim
  - **Approved**
  - **Pending**
  - **Denied**

**Patient Portal**

Patient | Episode Of Care | Ongoing Health Conditions | Coverage | **Explanation Of Benefit** | Medications

**Explanation Of Benefit Information**

Show 10 entries Search:

ID	Provider	Created Date	Status	Actions
163472	Recovery, Inc.	1/21/2026	Approved	<b>Details</b>

Showing 1 to 1 of 1 entries Previous | 1 | Next

Clicking the 'details' button will open a pop-up box containing more detailed information for each claim.

Under **Explanation of Benefits** users will see the following:

- **EOB ID:** This is the Claim number
- **Status:** The status of the claim.
  - **Approved**
  - **Pending**
  - **Denied**
- **Created:** The date the service was created

- **Claim ID:** The claim ID which is automatically generated in Sage
- **Provider:** The name of the provider agency
- **Insurer:** The name of the coverage, such as Medi-Cal or Los Angeles County Department of Public Health – SAPC

Explanation of Benefit Details			
Summary			
<b>EOB ID:</b>	163472	<b>Claim ID:</b>	19854768
<b>Status:</b>	Approved	<b>Provider:</b>	Recovery, Inc.
<b>Created:</b>	1/21/2026	<b>Insurer:</b>	LACDPH-SAPC
Services			
#	Date	Service	
1	1/21/2026	Skills training and development, per 15 minutes. (H2014:U7)	

## Medications

To view your medications information, click on the Medications tab.

The Medications tab contains the following information from the client’s Sage record which has been entered onto the Patient Medication form:

- **ID:** The number coinciding with order of entry into Sage.
- **Date:** The date the medication was prescribed.
- **Agency:** Provider Agency that prescribed the medication.
- **Address:** Provider Agency address that prescribed the medication.
- **Prescribing Clinician:** The name of the prescriber or furnishing practitioner.
- **Symptoms Being Treated:** Includes an explanation of symptoms the medications are treating. This may be a summary of all symptoms, as the Patient Medication form allows for multiple medication entries.

## Patient Portal

[Patient](#)
[Episode Of Care](#)
[Ongoing Health Conditions](#)
[Coverage](#)
[Explanation Of Benefit](#)
[Medications](#)

**Medications Information**

Show  entries Search:

ID	Date	Agency	Address	Prescribing Clinician	Symptoms Being Treated	
1	01/30/2026	Recovery Inc	Not Available	Not Available	Not Available	<a href="#">Details</a>
2	01/30/2026	Recovery Inc	Not Available	HURLEY,BRIAN,MD	Not Available	<a href="#">Details</a>

Showing 1 to 2 of 2 entries Previous **1** Next

Clicking the 'details' button will open a pop-up box containing medication details information.

**Medication Details**

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**General Information**

<b>Date:</b>	01/30/2026	<b>Prescribing Clinician:</b>	HURLEY,BRIAN,MD
<b>Agency:</b>	Recovery Inc	<b>Symptoms Being Treated:</b>	Not Available
<b>Address:</b>	Not Available	<b>Entered By:</b>	Melanie Cain

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**Medications**

#	Medication	Dose	Frequency	Route	Status	Start Date	End Date
1	Adderall	Not Available	Not Available	Not Available	Completed	01/01/2025	06/01/2025

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**Side Effects & Additional Information**

<b>Possible Side Effects:</b>	None specified	<b>Additional Comments:</b>	No additional comments
<b>Other Side Effects:</b>	No additional side effects		

Within the details tab, there is more detailed information on each medication prescribed, including dosage, frequency, and route of usage. This tab is divided into three sections: General Information, Medications, and Side Effects & Additional Information.

### General Information

- **Date:** The date of medication entry.
- **Agency:** The Provider Agency which prescribed the medication.
- **Address:** The address for the Provider Agency that prescribed the medication

- **Prescribing Clinician:** The name of the prescriber who provided the medication prescription.
- **Symptoms Being Treated:** Documents symptoms listed on the Patient Medication form and may be a summary of all symptoms, as this form allows for multiple medication entries.
- **Entered By:** The name of the staff member entered the information into Sage.

## Medications

- **#:** Coincides with the order of medication entry into Sage, i.e., first medication entered will display as #1.
- **Medication:** The name of the medication prescribed.
- **Dosage:** The amount of medication a person is prescribed to take.
- **Frequency:** Indicates how much and how often the medication will be taken.
- **Route:** Indicates how the medication is taken, for example, oral or sublingual.
- **Status:** Indicates whether or not a prescription is active or completed.
  - Active
  - Inactive
  - Completed

## Side Effects & Additional Information

- **Possible Side Effects:** Indicates potential side effects from the medication prescribed.
- **Additional Comments:** May be entered by the prescriber or staff member entering the information, includes information which may be relevant to the prescription.
- **Other Side Effects:** Indicates other side effects the client is experiencing or may experience from the medication prescribed.

## Protecting Health Information

While accessing the Patient Access System, it is essential clients are educated on the multiple ways to protect their health information.

1. Inform clients that prior to releasing any information to one person or agency, they are required to sign a Release of Information documenting consent for the release.
2. Clients are encouraged to use passwords that are strong and unique for logging into platforms such as the Patient Access System. Never share log in information or email accounts with anyone.
3. Remember Device Security – advise clients to use features such as automatic screen locking and password protection on smartphones and personal computers.

4. Be mindful of what is shared, do not post personal or health related information on social media platforms, as this is not protected.

## Re-Disclosure of Client Protected Health Information

If a client chooses to share their substance use treatment records found in the Patient Access System, those records are no longer protected by the special privacy rules under 42 CFR Part 2. That law is designed to keep substance use disorder (SUD) treatment information especially private.

However, the records are still protected under HIPAA, which is the general health privacy law. HIPAA has different rules, and while it still protects the information, it's not as strict as 42 CFR Part 2 when it comes to substance use records.

## Other Member Rights Resources

Both the United States Department of Health and Human Services Office of Civil Rights and the Federal Trade Commission have responsibilities for protecting member information. The Office of Civil Rights administers and enforces the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and the Federal Trade Commission protects from deceptive or unfair business practices and from unfair methods of competition.

For more information on protecting health information and agencies to contact for further assistance, click the links below:

- To learn how to submit a complaint with the [Federal Trade Commission \(FTC\)](#).
- How to [protect your health information](#).
- To see the results of the [2022 Member Perception of Treatment Survey](#).
- How to submit a complaint with the [Health and Human Services Office for Civil Rights \(OCR\)](#).

All links are found on the [Member information and Resources section](#) within the SAPC website.

## Contact Information

For questions or comments on the Patient Access System, please reach out to our Health Information Management section by emailing [SAPC-HIM@ph.lacounty.gov](mailto:SAPC-HIM@ph.lacounty.gov).