


Website Information

- <https://c3.vistalogic.net/clara>
- Use **Google Chrome** 
- Maximize the browser to Full Screen



Logging On

- Use your work e-mail
- Use the password you created when you first Registered your account

Login

Email Address

Password

[Register Account](#)
[Reset Password](#)

Submit

Search for the Client

- Enter 2-3 letters of the first & last name

Client Search

Client ID

Last Name

First Name

Birth Date

Gender

Spoken Language

Search

Clients

Client ID Last Name First Name

Search ▶

Last Name contains computer

Page 1 of 0 Records 1 - 0 of 0 Display 20 per page **Reset** **New Client**

No records found

No Records Found message, select the **New Client** button.

Existing patient: Select the Index card to the left of the desired patient.

Clients

Client ID Last Name First Name Birth

Search ▶

Last Name contains co and First Name contains ca

Page 1 of 1 Records 1 - 2 of 2 Display 20 per page **Reset** **New Client**

Client ID	Last Name	First Name	Birth Date
DEMO0000437	Computer	Carrie	03/05/1982
DEMO0000062	Cola	Coca	07/18/1984

1 - 2 of 2

Select **New Request** once the Client information is displayed.

Actions

New Request

Find Client

Enter Client Information

- Any field with an orange bar next to it is required

Last Name

First Name

Answer Screening Questions

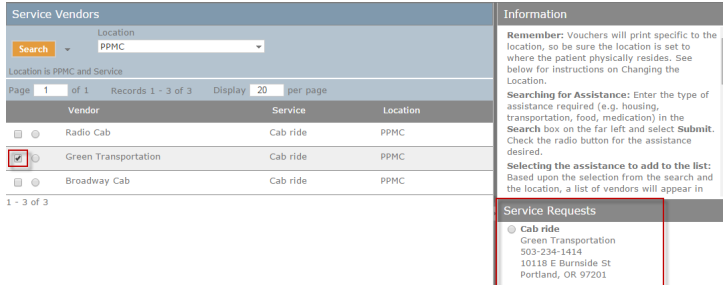
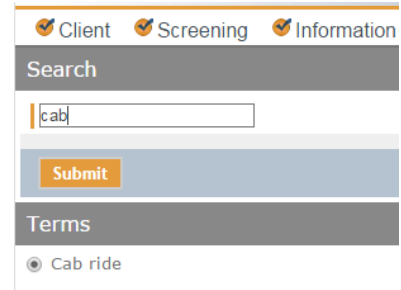
- **Monthly Household Income:** No proof of income is required
- **ROI:** Verbal approval by the patient to share information with Project Access NOW is all that is required

Identify Additional Client Information

- Identify the reason(s) for the request, the insurance type, and whether the patient has a PCP

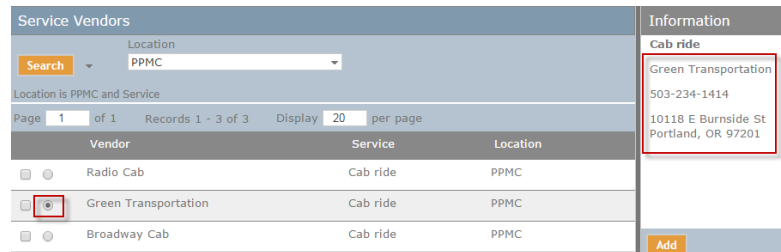
Request Assistance Needed

- Enter type of Assistance required in Search field on the **far left**
- Sample search terms: cab, secure, ambu, med, hotel, café, car seat, diabetic, other
- **Select the Vendor**

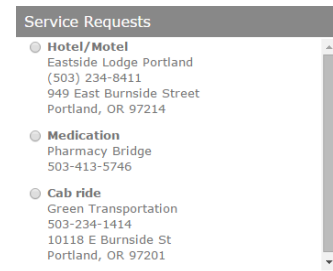


Square button: add vendor to list

- Round button: display vendor contact information only (does not add it to the list). Select the **Add** button (under the vendor information) or the square button next to the vendor name to add it to the list.



- When **Service Requests list complete**, select **Next** (middle of screen, at the bottom)

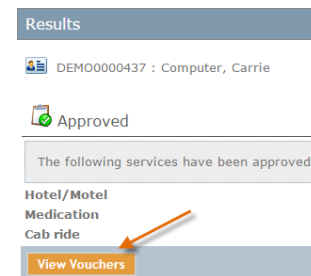


Fill in additional details for each item in the Service List

- The details required will vary based on the type of assistance
- Many fields are set to default to specific values and is still possible to type in or select something different from the default
- Scroll down to view additional details / questions, if required
- Select Next when done filling in the details for a specific type of assistance

Eligibility determined & View Vouchers

- A voucher will only be created if the assistance was approved
- If an assistance request is set to Pending, Project Access NOW will contact you, either via email or phone.
- If an assistance request is Denied, you may contact Project Access NOW to discuss it further.



Print Voucher(s)

- Be sure the correct printer is selected prior to printing
- You can print one or all vouchers
- Select **Done** to return to the home page

