ECRS Guidance 2014-2 – Parent/Guardian Access via the Oversight Account

Parent Access to Individual’s Record
Through the DDDS Oversight Account

Parents/Guardians will now be set up with a user ID in the DDDS oversight account within Therap. The reason for this is that it allows the parent/guardian to access all of the records for their individual without requiring separate log in ID for each provider agency that they wish to access.

To begin:
Log in using your assigned Oversight ID. The User ID will be in the following format

1. After logging in you will need to change to the provider record that you are looking to access.
2. Click on the “Switch Provider” tag near the top of the screen just to the right of “State of Delaware – Oversight Account”.
3. Click the radio button next to the provider whose records you would like to access.
4. Scroll to the bottom of the screen and click on the “Switch” icon. The new screen should have the name of the provider agency listed on the top left side of the screen just after “Provider”. In the example below it appears “Bancroft Neurohealth" When Bancroft is selected during the switch function.
5. Click on the “Individual” icon on the left side of the screen.
6. Then access the information that you are looking to access from the options on the middle and right side of the screen.

- For Example, accessing daily documentation for the individual that you have been authorized to access. You will click on “Search” to the right of the ISP Data.
To access the plan of care click on search to the right of the Delaware ELP.
To access medical information click on the “Health” tab on the left side of the screen.

There you can access medical appointments, etc. based upon the access that you have requested.

Should you wish to access information from a different provider, you would begin with step 2.

Should you have difficulties, please feel free to contact your case manager and they will assist you to getting to the appropriate party to orient you to the process.