



VENTURA COUNTY

Foster Health Link

Frequently Asked Questions

What is goal of Foster Health Link?

Foster Health Link (FHL) is a website and mobile application providing caregivers, caseworkers, and health providers with health information about children in foster care. The goal is for information to be shared electronically among the care team to better meet the needs of children.

Who has access to Foster Health Link?

Caregivers, caseworkers, and nurses have access to Foster Health Link. Access to Foster Health Link is granted to caregivers approved by the Ventura County Children and Family Services division. Access is turned on when the child begins their stay and is turned off when they leave the home. Caregivers have access to the health records only of children who are in their care. If caregivers do not have children placed in their care, health information from Foster Health Link will not be available.

What is the source of the information displayed in Foster Health Link?

Information displayed in Foster Health Link is pulled from the State-administered Child Welfare Case Management System or CWS/CMS. Foster Health Link also pulls information from the Ventura County Health Care Agency's patient portal for children up to age 11 who have received care through the Ventura County Medical Center network of clinics and hospitals.

Does Foster Health Link include information from providers outside the Ventura County Medical Center network of clinics and hospitals?

No, Foster Health Link does not include health information from providers outside the Ventura County Medical Center network of clinics or hospitals. As an example, if a child is seen at St. John's hospital as part of Dignity Health or through a private doctor, the information is not available in Foster Health Link. This is under consideration for future enhancements of the application.

What if there are blank fields in the Foster Health Link application?

Foster Health Link depends on data available in the State-administered Child Welfare Case Management System (CWS/CMS) as well as from the Ventura County Health Care Agency's patient portal. As such, there is a chance data may not be available and this will be reflected in a blank field in the application. For children over the age of 11 an account from the Health Care Agency will not be available, in alignment with state law.

How does Foster Health Link ensure privacy?

Privacy and security protections are key components of electronic

information exchange. Foster Health Link is hosted on a secure, Verisign-encrypted server – the same type of security used in online banking. System access is granted only to authorized individuals, who utilize credentials with built-in security clearance.

How are accounts set up for Foster Health Link?

Caregivers receive an e-mail notification from Ventura County Children & Family Services which allows them to create a unique username and password. A temporary password is provided separately for initial account set up. Once the credentials are set up there is no need to set up a new account each time a child enters or leaves the home.

Is an e-mail address necessary to access Foster Health Link?

Yes, an e-mail address is necessary to access Foster Health Link. If we do not have your e-mail address on file, notification to access the system will not be provided. Please visit www.fosterVCkids.org or contact the Foster VC Kids program at (805) 654-3220 to provide your e-mail address.

Who should I call for issues related to Foster Health Link?

The phone number to call for technical support, discrepancies with the medical information, or an issue related to the case is (805) 654-3891. Caregivers are also encouraged to visit the www.fosterVCkids.org webpage to learn more information about Foster Health Link.

Who are the partners in Foster Health Link?

Foster Health Link was made possible through a public-private partnership between the Ventura County Human Services Agency, Ventura County Health Care Agency, Ventura County Information Technology Services, The Children's Partnership, the California Health & Human Services Agency, Verizon, Sierra Health Foundation, Cerner, and Trilogy Integrated Resources.

What is the future of Foster Health Link?

Caregivers have offered valuable input about many features they would like to see added to Foster Health Link. The initial launch of Foster Health Link provides foundational features, but the system architecture is flexible enough for additional functionality to be phased in over time. Caregivers are encouraged to participate in upcoming surveys regarding their experiences with Foster Health Link which will help determine future enhancements.

Where can I get more information about Foster Health Link?

Please visit the www.fosterVCkids.org webpage for additional information about Foster Health Link or contact the Foster VC Kids program at (844) 654-3251.