

FINDHELP in the Patient's Storyboard

Go Live: Tuesday, February 6, 2024

A link to FINDHELP Social Care Resources in the Community is now included within the Patient's Storyboard for all inpatient users.

The FINDHELP can be used to offer assistance information to the patient.

Findhelp is a search platform for finding and applying for social services. Find free or reduced-cost resources like food, housing, financial assistance, health care, and more. This tip sheet reviews how to search for nonprofit and social care resources using Findhelp.

FINDHELP can be found in the Patient's Storyboard

It includes a link to Social Care Resources available to help a patient who has risks of Social Health Determinants

Hover over FINDHELP and Click on the Tufts Medicine findhelp hyperlink to search for community resources

Theresa Required
Female, 53 y.o., 5/18/1970
MRN: 207192
Needs Interpreter
Bed: 3528-A
Code: Assume Full (no ACP docs)
Pronouns: None
Search
COVID-19 Vaccine: Unknown
Isolation: None
Tobacco Use Not Assessed
Attending Physician
Inpatient, MD
Attending
Allergies: Penicillins, Egg
Collection: Lab
Principal Problem: No active principal problem
Collection: Lab
SDOH: Concerns present: 1
Recent concerns: 1
FINDHELP: Social Care Resources
Meds Count: 0
Vitals: None

Tufts Medicine findhelp

1. The **Tufts Medicine findhelp activity**(1) display containing the **findhelp.org portal**(2). The logged in **username**(3), **patient name and MRN**(4) will display and can be used to find assistance information.

Tufts Medicine findhelp

findhelp.org | The Social Care Network

Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost help starts here:

FOOD HOUSING GOODS TRANSIT HEALTH MONEY CARE EDUCATION WORK LEGAL

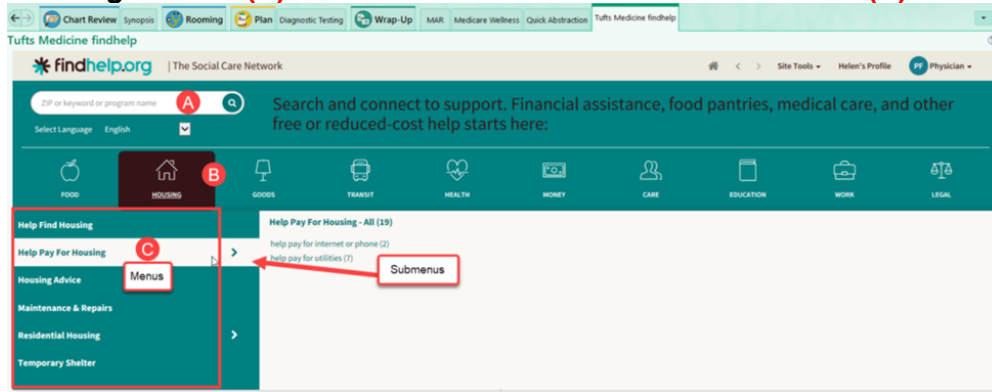
Currently helping Theresa Findhelp
MRN: 207470

397 programs
In the Lowell, MA 01850 area

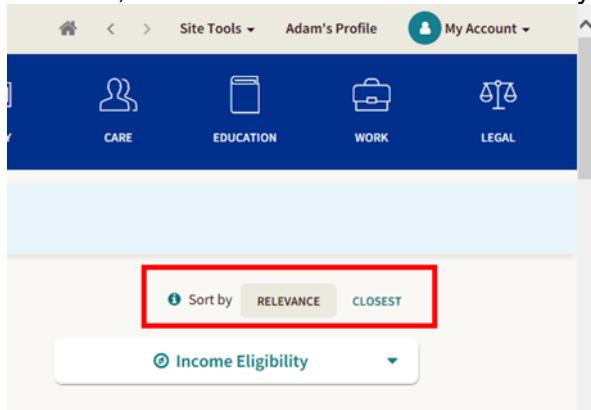
Choose from the categories above and browse local programs

1. Tufts Medicine findhelp activity
2. findhelp.org portal
3. Username
4. Patient name and MRN

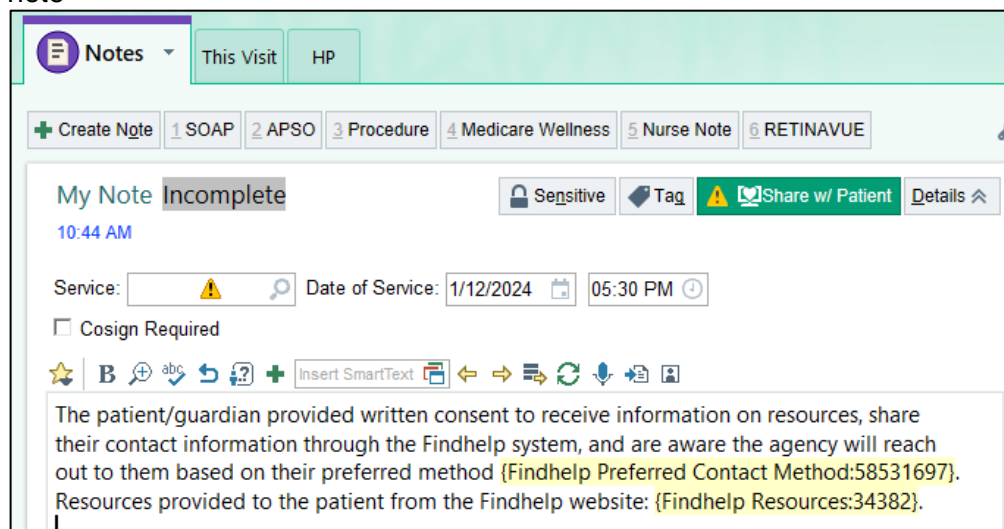
- To find help: click in the **Search field(A)** and type **zipcode, keyword or program name** OR click the **Program icon(B)** and select from the **menu and/or submenu(C)**.



- The search result screen will display defaulting result by **Relevance**. To change to display by distance, click **Closest**. This will now sort by distance from the patient's zip code.



- When you place a referral using Findhelp, it is not stored in Epic. To document a FH referral in the patient's chart use the **SDOH note** in the SmartSet or add the **.FINDHELP Smartphrase** to your note



5. When you use Findhelp, the patient's verbal consent should be documented in Findhelp.

Confirm Consent *

☐ I have appropriate consent from the person or their guardian (if under 18) to:

- Send their contact info and additional info through this system to this agency, and
- Send them info **about this program** through the findhelp platform (including any responses sent to them by the program).

SEND

6. To share a program by email or text: click share(1), select the appropriate option(2).

MORE INFO SAVE NOTES SUGGEST REFER

1

Tell someone about this program!

2

Your Name*
Healthy Planet C.

Your Email*

Don't worry, we won't share your email when you send this.

To*

Email of the person you're sending this to.

Message

Let them know your thoughts on this program.

Email Language
English

7. To print a program: click **More Info**(1), **Print View**(2) to open a new tab with a full page, printer-friendly view of the program, and select **Print**(3).

1

2

Eligibility Follow the next steps to find out if this program has eligibility requirements.

Availability available

Bertha Legal Assistance

by Bertha Success

Bertha's Legal Assistance provides direct legal representation to individuals to enforce their rights in the workplace. Through our employment law representation, we help workers who have not been paid the legal minimum wage, overtime wages, or prevailing wage rates; low-wage workers who have suffered retaliation for speaking up about their wages or working conditions.

3

9. To bulk email or print: click the checkbox next to the **program names(1)**, button will appear at the bottom of the screen, select the **email or print button(2)**.



NOTE: Additional information about Findhelp's functionality is available. Click this link for the Tufts Medicine FINDHELP Training Manual. [INSERT UPDATED LINK](#)

End of Document