

Help please

Who to call when you need help.

Thousand Pines has partnered with CampDoc to assist us with our online Release of Liability waivers that must be filled out for all attendees of camp, program or school events. In short, anyone over the age of 3 is required to have a release of liability filled out in CampDoc. Whether you are the leader, a counselor, a speaker, a band member, a deacon of the church or even a pastor, everyone must use CampDoc to complete the release of liability waiver.

CampDoc provides customer support for anyone who needs technical assistance, however, there are certain actions that CampDoc CAN do and certain actions that CampDoc CANNOT do. Those will be outlined below. The message below is from CampDoc.

As you can imagine, we will field many questions, and follow strict data security practices to protect the confidentiality and integrity of private health information.

When we receive an email or phone call from your families, we rely on certain practices to authenticate that the person is who they claim to be. The challenge for any online provider is to distinguish a genuine user from a fraudulent one. We maintain strict policies to ensure that we are accurately authenticating each request we receive to the best of our ability.

Given the immense sensitivity of health-related information, there are certain tasks our support team is able to perform, and others that must be performed by your group leader. In the event that we are not able to perform a sensitive health-related task, please know that your organization will be notified and copied on all communication.

Please review the following pages to help avoid any confusion, and to make sure our team is able to provide the best support to your families and group leader.

As always, please do not hesitate to contact CampDoc if you ever have questions or need help.

The CampDoc.com Team

Email: help@campdoc.com

Phone 734.636.1000

Fax: 734.619.8301

Web: <http://www.campdoc.com/support/>

Contact CampDoc for the following:

- We are able to manually reset a password for a family if they are having difficulty accessing their account, and are unable to reset their password through the password reset email.
- We are happy to assist families in downloading an updated and secure web browser so they can access our site safely. We make use of new capabilities available in modern, up-to-date browsers, which also provide improved security and performance for health information. We support the current and previous major releases of Google Chrome, Firefox, Microsoft Edge, and Safari on a rolling basis.
- We are able to update or add new email addresses to a camper account.
- We are able to email the parent/guardian any documents they may need in order to prevent any delays in completing their health information (e.g. doctor's physical form).
- We are also able to re-send any email notifications to families that they may have missed or accidentally deleted.
- We are happy to assist families in navigating their health profile. Our goal is to ensure a seamless and smooth experience for your families, and to help your organization receive accurate health information for your participants as efficiently as possible.
- We are able to assist families who are having difficulties uploading documents to their accounts by walking them through the process, however, we are not able to upload files on their behalf.
- We are willing and able to assist families if they encounter any errors or unexpected behavior when using our system. If a user receives an error message of any kind when navigating our system they can reach out to us and we will do our very best to address that issue immediately.
- Families will always have access to [support documentation](#), including FAQs and training videos. However, families can always contact us if they have questions or need additional help navigating our site.

What CampDoc cannot do:

- We are not able to manually enter new patients or providers based on the request of a parent/guardian.
- We are not able to remove email addresses for someone other than the email address owner (e.g. ex- husband, ex-wife), and families who contact our help desk requesting this will be directed to contact their group leader directly to process these changes.
- Our support team is not able to accept demographic change requests.

- We are not able to accept any mailed paper documents to our physical office. If a family mails a document to our office, it will be returned to the sender's address.

Contact your Group Leader for the following:

- Requests to create new patient profiles (e.g. participant, camper) must be performed by the group leader to ensure that they are aware of all profiles in their system.
- Families are not able to update their camper's name or date of birth without the group leader's approval. The alerts tab will provide notifications of any demographic change requests, and we encourage our group leaders to check this frequently. Our support team is not able to accept demographic change requests.
- Families occasionally will ask our help desk questions specific to your time at camp (e.g. driving directions, various policies, activities, etc...). For obvious reasons, we are not able to answer these questions, but we will provide your organization's contact information to these families so they can get answers to their questions in a timely manner.
- On occasion a family may ask our support team to update the health record for their participant via email or over the phone. Given the sensitivity of this information, we are not able to add, edit or remove information from a participant's health record. Families who contact our help desk with these requests will be directed to contact their group leader directly to process these changes.
- The health profile lockout is another method to protect a participant's health and safety, and for this reason we are not able to accept unlock requests. This policy ensures that administrative and medical staff are made aware of any last minute changes to a participant's health record. Families who contact our help desk requesting their health profile be unlocked will be directed to contact their group leader directly.
- Thousand Pines will not accept paper copies or faxed records of forms. All documents will need to be uploaded to the CampDoc system prior to the event date. The group leader is responsible for completion of all attendees' profiles.