



SUD Electronic Information System

Public Health Information System (PHIS)

Patient Access System Member Guide

(Online Patient Portal)

Disclosure Statement

This document outlines the Los Angeles County Department of Public Health (LACDPH) implementation instructions for individuals (clients) interested in accessing their Personally Identifiable Information (PII) and Protected Health Information (PHI) data using the Patient Access System. This document specifies the required operation workflow for the patient and other related resources. LACDPH reserves the right to modify and change the document at any time. LACDPH will disseminate the information in a timely manner, should there be any change to this document.

Revision and Sign-off Sheet

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Table of Contents

Background	3
Purpose	3
Using the Patient Access System Portal.....	3
Creating an Account	4
Account Not Verified	7
Resetting Username and Password	8
Login with Credentials	9
Patient Portal Menu Tabs.....	11
Patient Information.....	12
Episode of Care	12
Ongoing Health Conditions	13
Coverage Information.....	14
Explanation of Benefit	15
Medications.....	17
Protecting Health Information	19
Re-Disclosure of Client Protected Health Information	20
Other Member Rights Resources	20
Contact Information	20

Background

In May 2020, the Centers for Medicare and Medicaid Services (CMS) finalized the Interoperability and Patient Access final rule (CMS Interoperability Rule), which establishes clients as the owners of their health information. In January 2024, CMS published the Interoperability and Prior Authorization final rule ([BHIN No: 26-008 \(supersedes 22-068\)](#)) advancing interoperability and improving prior authorization processes by requiring impacted payers to implement and maintain Health Level 7 (HL7) Fast Healthcare Interoperability Resources (FHIR) Application Programming Interfaces (APIs).

In alignment with the data exchange recommendations released by CMS and the Office of the National Coordinator (ONC), the Technical Standards Advisory Panel Committee (TSAPC) the Patient Access System provides individuals with a history of substance use disorder (SUD) direct access to their treatment information.

Purpose

The Substance Abuse Prevention and Control (SAPC) Patient Access API includes the Patient Access System. The Patient Access System allows clients to view their treatment data in a secure and convenient fashion. The Patient Access System Patient Portal Guide aims to provide clients with instructions on how to use the application, how to safeguard protected health information, and provides resources on Member Rights Information.

Using the Patient Access System Portal

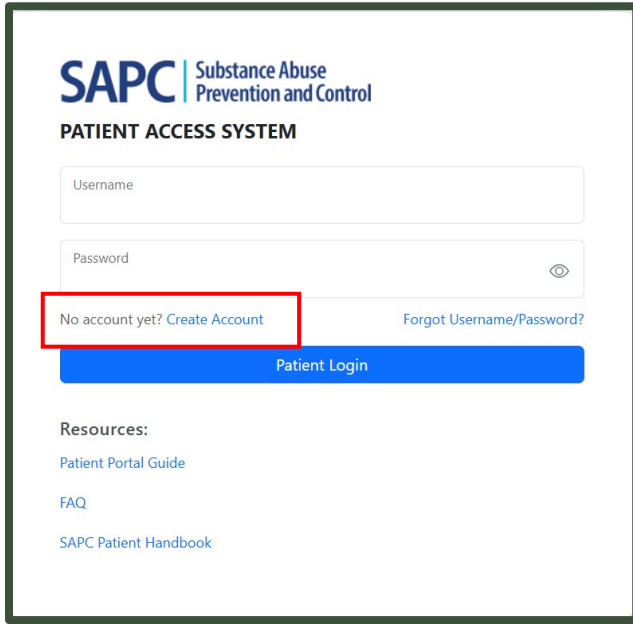
Welcome to the Patient Access System portal! Please click on the following URL to access the portal: <https://pax.sapc.ph.lacounty.gov/>

Click the URL to access the login page. If users do not have an account, click the 'Create Account' button to verify personal information and set up an account. New users will be required to provide their personal information: first name, last name, date of birth, and social security number as entered in the Sage Electronic Health Record (EHR). An email address is also required and must exist in the provider system (Sage). Contact your last Provider Agency if you need to confirm your information.

If users have a username and password, log in by entering both on the login page and clicking the 'Patient Login' button. If users have an account but have lost their username and password, click the 'Forgot Username/Password' button to create a new password.

Creating an Account

As a first-time user, click the “Create Account” button on the login screen.



The screenshot shows the SAPC Patient Access System login interface. At the top left is the SAPC logo and the text 'Substance Abuse Prevention and Control'. Below this is the title 'PATIENT ACCESS SYSTEM'. There are two input fields: 'Username' and 'Password'. The 'Password' field has an eye icon to toggle visibility. Below the password field, the text 'No account yet? Create Account' is highlighted with a red rectangular box. To its right is a link 'Forgot Username/Password?'. Below these is a blue button labeled 'Patient Login'. At the bottom, under the heading 'Resources:', there are three links: 'Patient Portal Guide', 'FAQ', and 'SAPC Patient Handbook'.

The system will then display the Account Creation page, where users must enter their personal information into the four fields:

- First Name
- Last Name
- SSN in the following format: 123-45-6789
- Date of Birth in the following format: mm/dd/yyyy

Account Creation

« Back

In order to use the Patient Access System, please complete the following steps:

1. Enter the personal information requested in the below fields to verify your identity. If your information matches what we have on file in the system, then a verification email will be sent to the email address on file.
2. Once you receive the verification email, click on the link in this email to complete the verification process. You will receive a second email that will allow you to log in to the system.

Personal Information

First Name *	Last Name *	SSN *
Format: 123-45-6789		
Date of Birth * mm/dd/yyyy		

Next users will create a Username and Password. The following are required for creating a Username and Password:

- The Username must be between 3-50 characters consisting of letters, numbers, special characters and underscores only:
 - o Example: MyDogName_25
 - o While underscores (“_”) are allowed, spaces are not supported.
- The Password must have at minimum:
 - o Eight (8) characters
 - o One (1) uppercase letter
 - o One (1) lowercase letter
 - o One (1) number
 - o One (1) special character
 - ! @ # \$ % ^ & *

NOTE: Info below is for illustrative purposes and is not actual Patient Health Information.

Account Information

Username *

TomTest

3-50 characters, letters, numbers, and underscores only

Username is valid ✓

Password *

.....

- ✓ At least 8 characters
- ✓ At least one uppercase letter
- ✓ At least one lowercase letter
- ✓ At least one number
- ✓ At least one special character (!@#\$\$%^&*)

Confirm Password *

.....

Passwords match ✓

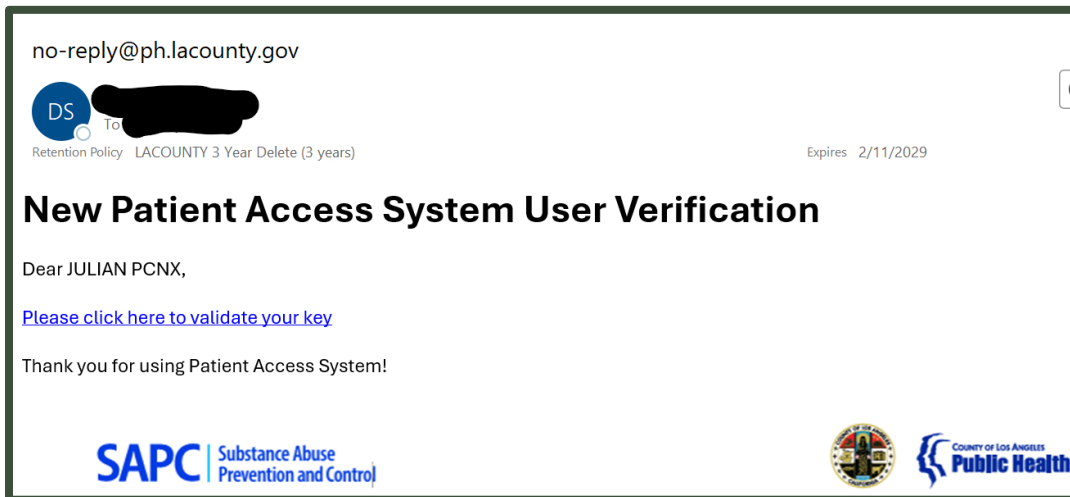
Q Verify

All checks passed!

After entering all the required information and clicking on the verify button an email will automatically generate containing a verification link. Users will also see the following message at the bottom of the screen.

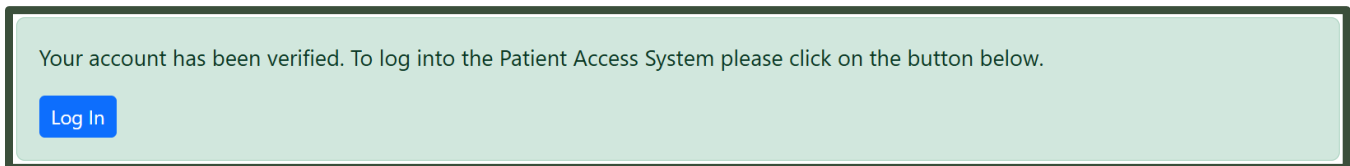
- If your information matches an existing SAPC patient profile, you will receive an email with instructions to activate your account. Please check your emails, including junk mailbox, and click on the link included in the email.
- If you do not receive an email, it may be because you have not yet received services from a SAPC-associated treating provider. Please go to SUDHelpLA.org to find a treating provider or call the 24/7 helpline at [1-800-854-7771](tel:1-800-854-7771), select option 2 after the language prompt.
- If you are currently receiving or have received services from a SAPC-associated treating provider and are unable to set up a log-in, please contact your last treating Provider Agency for assistance.

Here is a sample verification email:

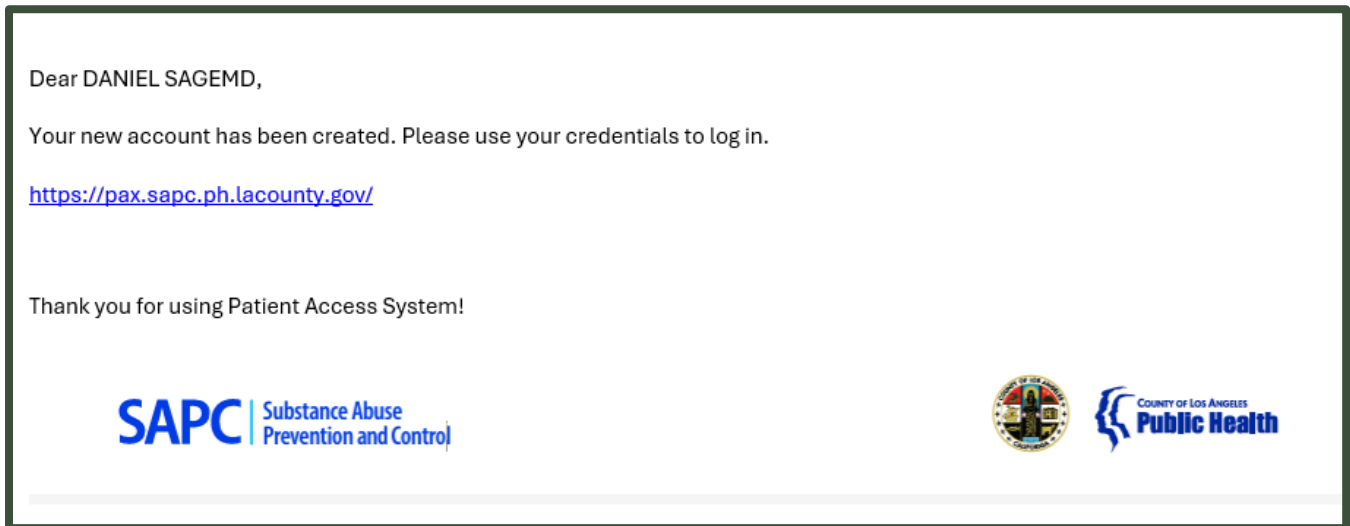


If a client received treatment from a SAPC Provider Agency and did not receive a verification email, contact the Provider Agency to request a review of the Sage record for completeness. Users are also required to have an email address listed in Sage to receive the verification emails.

After users click the "Please click here to validate your key" link in the email, the following message will appear.



Once the link is clicked, the system will send another email to confirm the successful creation of the user account.



Account Not Verified

The system displays the following message if the email link is clicked after the key has expired. New users will need to start the verification process over by clicking 'Account Verification'.

Please note the key expires after 30 minutes.

Your account can not be verified. Please click on the button below to try again:

Account Verification

Resetting Username and Password

If users forget their password, please click on the “Reset Username/Password” button.

To reset the password, users will input their personal information in the four fields on the Reset Username/Password page.

Reset Username/Password « Back

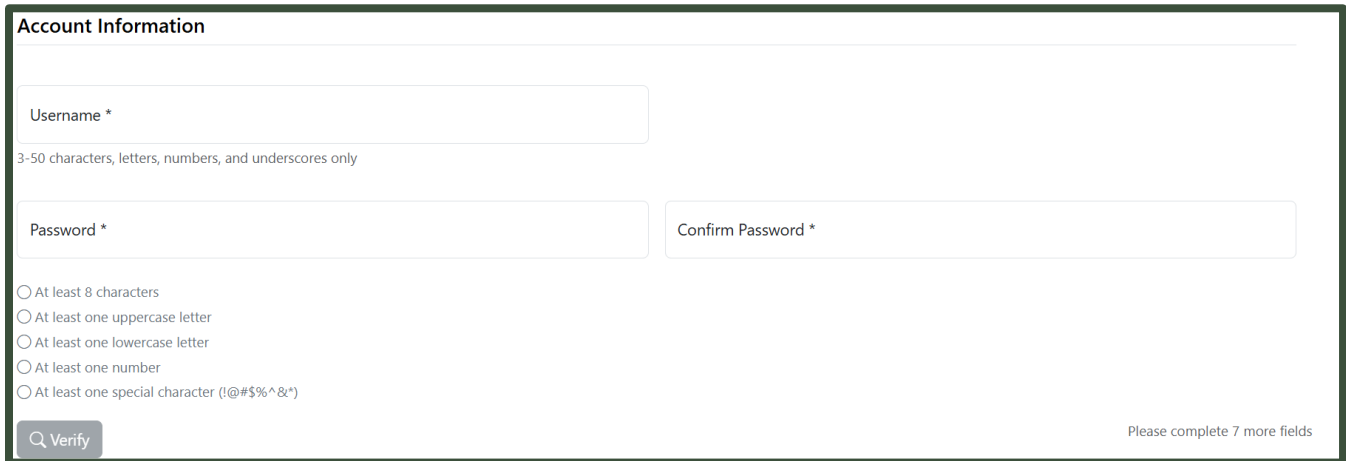
In order to reset your password, please complete the following steps:

1. Enter the personal information requested in the below fields to verify your identity. If your information matches what we have on file in the system, then a verification email will be sent to the email address on file.
2. Once you receive the verification email, click on the link in this email to complete the verification process. You will receive a second email that will allow you to log in to the system.

Personal Information

First Name *	Last Name *	SSN *
Format: 123-45-6789		
Date of Birth * mm/dd/yyyy		

Next, users will enter a username and a new password that meets the password selection criteria in the “Account Information” section, and then click on the “Verify” button.

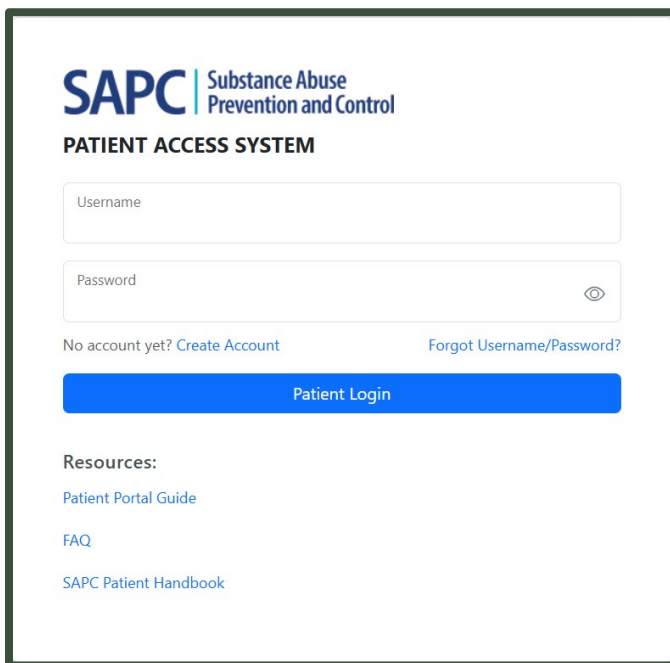


The screenshot shows the 'Account Information' form. It includes a 'Username *' field with a note '3-50 characters, letters, numbers, and underscores only'. Below it are 'Password *' and 'Confirm Password *' fields. A list of password requirements is provided: 'At least 8 characters', 'At least one uppercase letter', 'At least one lowercase letter', 'At least one number', and 'At least one special character (!@#% ^&*)'. A 'Verify' button is at the bottom left, and a note 'Please complete 7 more fields' is at the bottom right.

Check your email for the system generated email with the verification link. After users open the email and click on the verification link, the system will send a second email confirming the new password.

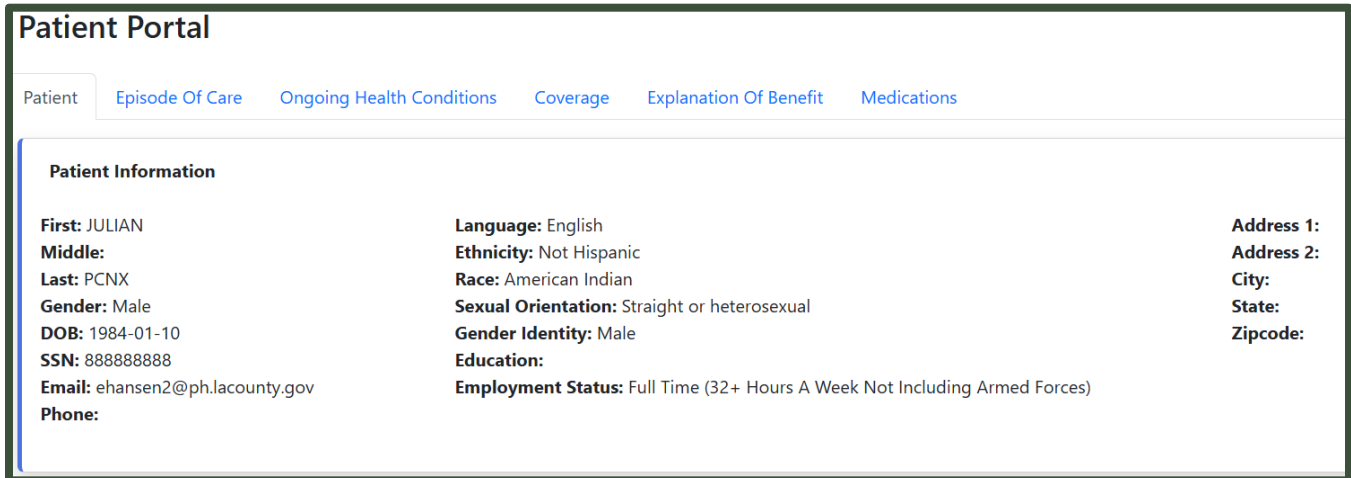
Login with Credentials

Log in using your username and password.



The screenshot shows the 'PATIENT ACCESS SYSTEM' login page. It features the SAPC logo and title. There are input fields for 'Username' and 'Password' (with a toggle for visibility). Below the fields are links for 'No account yet? Create Account' and 'Forgot Username/Password?'. A prominent blue 'Patient Login' button is centered. At the bottom, there is a 'Resources:' section with links for 'Patient Portal Guide', 'FAQ', and 'SAPC Patient Handbook'.

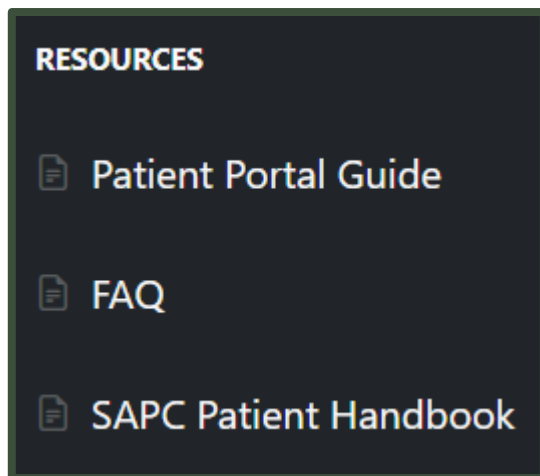
After a successful login, users will see their information on the Patient tab.



The screenshot shows the 'Patient Portal' interface. At the top, there is a navigation bar with tabs: 'Patient' (selected), 'Episode Of Care', 'Ongoing Health Conditions', 'Coverage', 'Explanation Of Benefit', and 'Medications'. Below the navigation bar, the 'Patient Information' section is displayed. It contains the following details:

First: JULIAN	Language: English	Address 1:
Middle:	Ethnicity: Not Hispanic	Address 2:
Last: PCNX	Race: American Indian	City:
Gender: Male	Sexual Orientation: Straight or heterosexual	State:
DOB: 1984-01-10	Gender Identity: Male	Zipcode:
SSN: 888888888	Education:	
Email: ehansen2@ph.lacounty.gov	Employment Status: Full Time (32+ Hours A Week Not Including Armed Forces)	
Phone:		

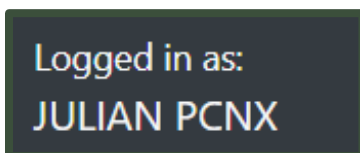
The left sidebar contains resources for the Patient Access System, including the Patient Portal Guide, Frequently Asked Questions (FAQ) document, and the SAPC Patient Handbook. Clicking the links opens a new browser tab with the PDF document.



The screenshot shows a sidebar titled 'RESOURCES' with three items, each with a document icon:

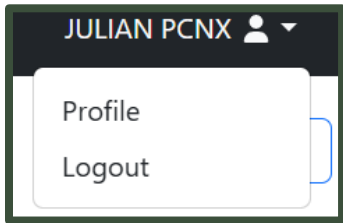
- Patient Portal Guide
- FAQ
- SAPC Patient Handbook

The bottom left of the screen displays the client's name for the logged-in user.

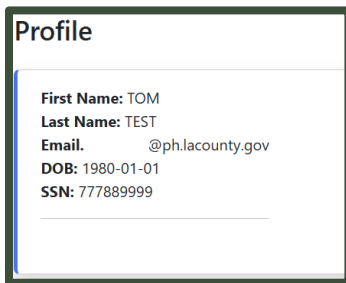


Logged in as:
JULIAN PCNX

The top right side of the screen displays the client's name. Click the down arrow to display sub-menu options.



Click on 'Profile' to display general client information.

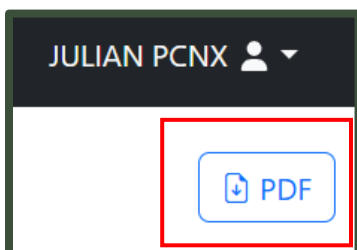


Click 'Logout' to exit the Patient Access System. Click Patient Portal on the left sidebar to navigate back to the home screen, Patient tab.

Patient Portal Menu Tabs

On the Patient Access System home screen you will see six tabs for different resources organized into individual tabs: Patient, Episode Of Care, Ongoing Health Conditions, Coverage, Explanation of Benefit (EOB), and Medications.

There is a PDF button on the top right corner that allows users to download the data for these resources in PDF format.



If users notice their record seems incomplete or inaccurate, contact your current or last treatment Provider Agency. If this does not resolve the issue, contact the SAPC Health Information Management (HIM) section at SAPC-HIM@ph.lacounty.gov.

Patient Information

To view patient information click on the Patient tab.

The **Patient** tab contains demographic and contact information entered in the client's Admission (Outpatient) and Update Client Data records in Sage. If a field is blank, this indicates no information is entered into these fields within the client's electronic health records in Sage.

Patient Portal

[Patient](#)
[Episode Of Care](#)
[Ongoing Health Conditions](#)
[Coverage](#)
[Explanation Of Benefit](#)
[Medications](#)

Patient Information

First: JULIAN	Language: English	Address 1:
Middle:	Ethnicity: Not Hispanic	Address 2:
Last: PCNX	Race: American Indian	City:
Gender: Male	Sexual Orientation: Straight or heterosexual	State:
DOB: 1984-01-10	Gender Identity: Male	Zipcode:
SSN: 888888888	Education:	
Email: [REDACTED]	Employment Status: Full Time (32+ Hours A Week Not Including Armed Forces)	
Phone: [REDACTED]		

Episode of Care

The Episode of Care contains a list of all **Provider** agencies where the client has received SUD treatment services. To view Provider Agency information click on the Episode of Care tab. The **Provider** indicates where the client received SUD treatment. **Start** is the first Admission Date with the listed Provider Agency. A client may have multiple admission dates with the same Provider Agency. In this case, only the first Admission Date will be listed, this date is the date of the first contact with the Provider Agency where a record was created.

For more than 10 entries, the user will click Next to see more episode information.

Patient Portal PDF

[Patient](#)
[Episode Of Care](#)
[Ongoing Health Conditions](#)
[Coverage](#)
[Explanation Of Benefit](#)
[Medications](#)

Episode of Care Information

Show entries Search:

Provider	Start
ALCOHOLISM CENTER FOR WOMEN, INC.	5/13/2025
AMERICAN HEALTH SERVICES LLC	6/3/2025
CASA DE LAS AMIGAS	5/13/2025
CENTER FOR HEALTH JUSTICE INC.	8/1/2025
DHS PROVIDER	6/13/2025
DIDI HIRSCH PSYCHIATRIC SERVICE	6/6/2025
FRED BROWN'S RECOVERY SERVICES INC.	7/24/2025
MOTIVATIONAL RECOVERY SERVICES, INC.	4/23/2025
Recovery Inc	5/1/2025
SAPC-DIRECTLY OPERATED	7/7/2025

Showing 1 to 10 of 10 entries Previous **1** Next

Ongoing Health Conditions

To view diagnosis information, click on the **Ongoing Health Conditions** tab.

Patient Portal PDF

[Patient](#)
[Episode Of Care](#)
[Ongoing Health Conditions](#)
[Coverage](#)
[Explanation Of Benefit](#)
[Medications](#)

Ongoing Health Conditions

Diagnosis

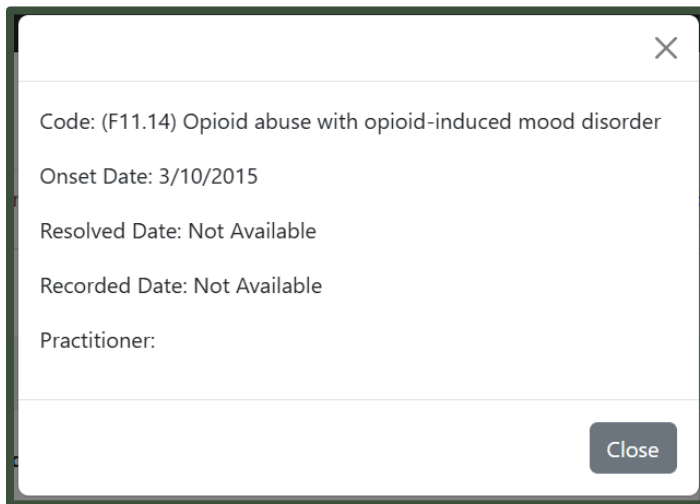
- 6/1/2020 - (F15.20) Other stimulant dependence, uncomplicated
SZUHAY,DANIEL Details
- 7/1/2010 - (F12.20) Cannabis dependence, uncomplicated
SZUHAY,DANIEL Details
- 6/16/2025 - (F14.20) Cocaine dependence, uncomplicated
SZUHAY,DANIEL Details
- 6/23/2025 - (F12.20) Cannabis dependence, uncomplicated
SZUHAY,DANIEL Details
- 1/1/2025 - (Z72.0) Tobacco use
SZUHAY,DANIEL Details
- 1/1/2022 - (F15.20) Other stimulant dependence, uncomplicated
SZUHAY,DANIEL Details

The Ongoing Health Conditions tab contains the following information from the Diagnosis form, within the client's Sage record:

A listing of diagnoses entered into the client's records for all Provider Agencies with which the client has received SUD treatment, which includes the date of diagnosis in Sage, the ICD 10 diagnosis description, and the practitioner entering the diagnosis information. View additional details for each diagnosis by clicking the 'details' button to open a pop-up box.

These details include:

- **Code:** ICD 10 diagnosis description.
- **Onset Date:** The date the client first met criteria for the diagnosis.
- **Resolved Date:** The date when the client no longer met criteria for the diagnosis.
- **Recorded Date:** The date the diagnosis was entered into Sage.
- **Practitioner:** The name of the staff member who provided the diagnosis during the treatment episode.



Coverage Information

To view your insurance coverage information, click on the Coverage tab.

This section lists the client's Financial Eligibility determinations which have been completed at all the Provider Agency sites with which the client has received SUD treatment services.

The **Coverage** tab contains the following information from the client’s Sage record:

- **Policy Holder:** Identified as ‘Patient.’
- **Subscriber ID:** Client’s Medi-Cal ID or Insurance Number.
- **Start:** Start of financial eligibility.
- **End:** End of financial eligibility. This will display as Not Available.

The screenshot shows the 'Patient Portal' interface with the 'Coverage' tab selected. The 'Coverage Information' section displays a table with the following data:

Policy Holder	Subscriber Id	Start	End
Patient		1/1/2025	Not Available
Patient		1/1/2025	Not Available
Patient	99999321A	7/1/2000	Not Available
Patient		7/1/2000	Not Available

Additional details from the screenshot include: 'Show 10 entries', a search box, and pagination controls showing 'Showing 1 to 4 of 4 entries' with 'Previous', '1', and 'Next' buttons.

Please note, this information reflects what is entered by Provider Agencies and it does not necessarily reflect exact coverage according to the state. Dates entered are based on the form entry within the electronic health record, not exactly when coverage began.

Explanation of Benefit

To view your claim information, click on the Explanation of Benefit tab.

The **Explanation of Benefit** tab contains the following information from the client’s Sage record:

- **ID:** The EOB ID
- **Provider:** The provider agency billing the service.
- **Created Date:** The date the service was entered into Sage.
- **Status:** The status of this claim
 - **Approved** – claim is approved
 - **Draft** – claim is pending
 - **Denied** – claim has been denied

Patient Portal

Patient | Episode Of Care | Ongoing Health Conditions | Coverage | **Explanation Of Benefit** | Medications

Explanation Of Benefit Information

Show 10 entries Search:

ID	Provider	Created Date	Status	Actions
163472	Recovery, Inc.	1/21/2026	Approved	Details

Showing 1 to 1 of 1 entries Previous **1** Next

Clicking the 'details' button will open a pop-up box containing more detailed information for each claim.

These details include:

- **EOB ID:** This is the claim number
- **Status:** The status of the claim
 - **Approved**
 - **Draft**
 - **Denied**
- **Created:** The date the service was created
- **Claim ID:** The claim ID which is automatically generated in Sage
- **Provider:** The name of the provider agency
- **Insurer:** The name of the coverage, such as Medi-Cal or Los Angeles County Department of Public Health – SAPC
- **Services:** The date and description of service provided, including the procedure/billing code.

Explanation of Benefit Details			
Summary			
EOB ID:	163472	Claim ID:	19854768
Status:	Approved	Provider:	Recovery, Inc.
Created:	1/21/2026	Insurer:	LACDPH-SAPC
Services			
#	Date	Service	
1	1/21/2026	Skills training and development, per 15 minutes. (H2014:U7)	

Medications

To view your medications information, click on the Medications tab.

The Medications tab contains the following information from the client’s Sage record which has been entered onto the Patient Medication form:

- **ID:** The number coinciding with order of entry into Sage.
- **Date:** The date the medication was prescribed.
- **Agency:** Provider Agency that prescribed the medication.
- **Address:** Address of the Provider Agency that prescribed the medication.
- **Prescribing Clinician:** The name of the prescriber or furnishing practitioner.
- **Symptoms Being Treated:** Includes an explanation of symptoms the medications are treating. This may be a summary of all symptoms, as the Patient Medication form allows for multiple medication entries.

Patient Portal PDF

[Patient](#)
[Episode Of Care](#)
[Ongoing Health Conditions](#)
[Coverage](#)
[Explanation Of Benefit](#)
Medications

Medications Information

Show entries Search:

ID	Date	Agency	Address	Prescribing Clinician	Symptoms Being Treated	
1	01/31/2026	PRINCIPLES, INC.	1825 + 1827 Cedar St	Not Available	Routing note to Dr. Cespedes for final review.	Details
2	01/31/2026	BEIT TSHUVAH	8831 Venice Blvd	Not Available	Not Available	Details
3	01/31/2026	PRINCIPLES, INC.	1825 + 1827 Cedar St	Not Available	Nam eget dui. Etiam rhoncus. Maecenas tempus, tellus eget condimentum rhoncus, sem quam semper libero, sit amet adipiscing sem neque sed ipsum. Nam quam nunc, blandit vel, luctus pulvinar, hendrerit id, lorem. Maecenas nec odio et ante tincidunt tempus. Donec vitae sapien ut libero venenatis faucibus. Nullam quis ante. Etiam sit amet orci eget eros faucibus tincidunt. Duis leo. Sed fringilla mauris sit amet nibh.	Details
4	01/31/2026	Recovery Inc	Recovery Facility	CESPEDES-KNADLE,YOLANDA,LCSW	Depression symptoms which trigger meth use and smoking cessation.	Details

Showing 1 to 4 of 4 entries Previous **1** Next

Clicking the ‘details’ button will open a pop-up box containing medication details information.

Medication Details

General Information

Date:	01/31/2026	Prescribing Clinician:	CESPEDES-KNADLE,YOLANDA,LCSW
Agency:	Recovery Inc	Symptoms Being Treated:	Depression symptoms which trigger meth use and smoking cessation.
Address:	Recovery Facility	Entered By:	Melanie Cain

Medications

#	Medication	Dose	Frequency	Route	Status	Start Date	End Date
1	Amitriptyline	7 mg	3x a day	Oral	Completed	02/12/2025	08/12/2025
2	Bupropion	15 mg	Once daily	Oral	InProgress	02/12/2025	Not Available
3	Benadryl	25mg	PRN	Oral	OnHold	02/12/2025	01/06/2026

Within the **Medication Details** tab, the **General Information** section includes data on the Prescribing Clinician, Agency, and Symptoms Being Treated. **Medications** includes information on each medication prescribed, including dosage, frequency, and route of usage.

General Information

- **Date:** The date of medication entry.
- **Agency:** The Provider Agency where the medication was prescribed.
- **Address:** The address for the Provider Agency where the medication was prescribed.
- **Prescribing Clinician:** The name of the prescriber of the medication.
- **Symptoms Being Treated:** Documents symptoms listed on the Patient Medication form and may be a summary of all symptoms, as this form allows for multiple medication entries.
- **Entered By:** The name of the staff member who entered the information into Sage.

Medications

- **#:** Coincides with the order of medication entry into Sage, i.e., first medication entered will display as #1.
- **Medication:** The name of the medication prescribed.
- **Dosage:** The amount of medication a person is prescribed to take.
- **Frequency:** Indicates how much and how often the medication will be taken.
- **Route:** Indicates how the medication is taken, for example, oral or sublingual.
- **Status:** The status of the prescription:
 - Active
 - Inactive
 - Completed

Protecting Health Information

As the owner of your own SUD record, it is essential to be educated on ways to protect your health information.

1. Use strong and unique passwords for logging into the Patient Access System. Never share your log in information or email account with anyone.
2. Secure your device. Consider using features such as automatic screen locking and password protection on smartphones and personal computers.
3. Understand the law. SAPC does not release your information without a signed Release of Information. If you share your SUD record with a non-SUD provider it will no longer be protected under 42 CFR Part 2 but will remain protected under HIPAA. If you choose to share your SUD record with any individual or entity not regulated by HIPAA or 42 CFR Part 2, it is no longer protected.
4. Do not share health related information on social media platforms, as these platforms are not protected under HIPAA or 42 CFR Part 2.

Re-Disclosure of Client Protected Health Information

If a client chooses to share their substance use treatment records found in the Patient Access System, those records are no longer protected by the special privacy rules under 42 CFR Part 2. That federal law is designed to keep substance use disorder (SUD) treatment information especially private.

However, the records are still protected under HIPAA, which is the general health privacy law. HIPAA has different rules, and while it still protects the information, it's not as strict as 42 CFR Part 2 when it comes to substance use records.

Other Member Rights Resources

Both the United States Department of Health and Human Services-Office of Civil Rights and the Federal Trade Commission have responsibilities for protecting member information. The Office of Civil Rights administers and enforces the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and the Federal Trade Commission protects from deceptive or unfair business practices and from unfair methods of competition.

For more information on protecting health information and agencies to contact for further assistance, click the links below:

- To learn how to submit a complaint with the [Federal Trade Commission \(FTC\)](#).
- How to [protect your health information](#).
- To see the results of the [2022 Member Perception of Treatment Survey](#).
- How to submit a complaint with the [Health and Human Services Office for Civil Rights \(OCR\)](#).

All links are found on the [Member information and Resources section](#) within the SAPC website.

Contact Information

For questions or comments on the Patient Access System, please reach out to our Health Information Management section by emailing SAPC-HIM@ph.lacounty.gov.