California Patient Representative Information System 2023

Getting to Know the California Patient Representative Information System for Facilities

Developed by:	Office of the Long-Term Care Patient Representative
Date:	July 2025
Version:	2.0
Resource(s):	Recorded training is available at: https://youtu.be/ZHZPSgJrxvc

This document is intended to provide a general overview of the California Patient Representative Information System for skilled nursing facility (SNF) and intermediate care facility (ICF) staff.

1.1 California Patient Representative Information System Overview

The California Patient Representative Information System (CAPRIS) was developed by California Department of Aging's (CDAs), Office of the Long-Term Care Patient Representative (OLTCPR) and CDA's Division of Information Technology. CAPRIS was developed as a standardized data management system to initiate requests for public patient representatives, upload required notices, and to collect data submitted by skilled nursing facilities and intermediate care facilities on interdisciplinary team (IDT) reviews as required by Health and Safety Code (HSC) § 1418.8.

1.2 System Capabilities

CAPRIS users may request PPRs, upload required notices, enter resident information, and report required data for IDT reviews.

1.3 CAPRIS User Types

There are three (3) primary user types within CAPRIS. Table 1 provides a list of each user type and function in CAPRIS.

Table 1: User Types and Functions

User Type	Functions
Facility Staff	• SNF and ICF users • Initiate requests for PPRs • Enter required case record information for each resident requesting PPR and ensure accuracy of data • Upload required notices and resident information* • Submit quarterly data

Public Patient Representatives	• Case Management – review case records • Upload and enter information into case records, as needed.
OLTCPR	• Provide oversight of system • Troubleshoot technical issues with the system and provide support to other users • Process new user requests, deactivations, and account changes • Data management & reporting

* Resident information needed by PPRs to prepare for IDT review, this may include, but is not limited to the following:
- ✓ Documentation of proposed medical intervention or treatment, determination of resident's lack of capacity, and the basis of the determination.
- ✓ Documentation of the facility's efforts to identify a legal surrogate.
- ✓ Documentation of the facility's efforts to identify and locate a family or friend to act as patient representative if resident does not have a legal surrogate.
- ✓ Notices to the residents and patient representative required by HSC § 1418.8
- ✓ Resident's health and clinical records.
- ✓ Advanced Health Care Directive (ACHDs), Physician's Orders for Life-Sustaining Treatment (POLST), Do Not Resuscitate (DNR)/Do Not Attempt to Resuscitate (DNAR) order, or other documented prior expressions of resident's health care wishes.
- ✓ Facility's policies and procedures related to HSC § 1418.8 and AFL 20-83.2 requirements.

1.4 Common Terms & Definitions

CAPRIS – California Patient Representative Information System
CDA – California Department of Aging
IDT – Interdisciplinary Team
OPR – Office of the Patient Representative
OLTCPR – Office of the Long-Term Care Patient Representative
PPR – Public Patient Representative
SNF – Skilled Nursing Facility
ICF – Intermediate Care Facility

1.5 Privacy Policy, Conditions of Use, and System Security.
CAPRIS is a secure web-based system requiring two-factor authentication (email address and passphrase).

Prior to accessing CAPRIS, all users will be required to read and agree to CDA's privacy policy and conditions of use.

Access to CAPRIS and use of information within is restricted exclusively to facility users who have been approved by the OLTCPR.

Approved CAPRIS users must not share username and passphrase with anyone, including other facility staff. To maintain the security and confidentiality of CAPRIS, each facility must request access to the system.

Note: facilities are limited to three (3) CAPRIS users per facility.

If your request for access exceeds the maximum number of users for your facility, your request may be denied. OLTCPR will review each request for new user access and will contact facility staff if additional information is needed to process the request.

Confidentiality
By accessing CAPRIS, users agree to keep all materials confidential. Users agree not to disseminate or otherwise provide any material obtained from CAPRIS to any person not currently an approved user.

1.6 Troubleshooting CAPRIS

For assistance troubleshooting the CAPRIS, please contact OLTCPR at (916) 800-5084 or via email at: OPR@aging.ca.gov

Office of the Long-Term Care Patient Representative
2880 Gateway Oaks Drive, Suite 200 | Sacramento, CA 95833
Telephone: (916) 800-5084 | Email: OPR@aging.ca.gov