

## 7 Tips for Using Client Portal

Here are seven ways ABA practices are using the CentralReach client portal to continue care during COVID-19 related shutdowns. Check out these tips on using this complimentary part of CentralReach's practice management and clinical software!



**1. Communicate with clients and caregivers** through a HIPAA-compliant messaging system. Tell parents about upcoming events, clinic changes, updates about their learner, and much more!



**2. Equip caregivers to view their appointment schedule** in real time. This is especially helpful with telehealth sessions!



**3. Securely share files for your learner.** This includes documents like session notes and progress reports. It also includes video files (think video modeling), images, and more! Some ABA practices even share parent training resources.



**4. Enable caregivers to settle outstanding bills and sign timesheets.** Parents can pay copays and invoices right from the portal with a credit card. Plus, guardians can sign timesheets one by one, or in bulk. This is great for remotely-provided services.



**5. Assign tasks to the learner or caregiver.** Examples include program reading, videos your ABA practice has created, and files that need to be signed. Or give parents a heads up on materials to prepare for a session, the session agenda, and more -- great for telehealth!



**6. Collect ABA data from parents, digitally.** BCBA supervisors can create [parent goals](#) within the client's digital program book (learning tree). Guardians can then input behavioral data right on the electronic data sheet -- giving supervisors real-time insight on how ABA treatment is going at home!



**7. Provide real-time access to learner progress.** Is a parent requesting daily updates about their child? Offer them access to the updated data and graphs as they appear in CentralReach's digital program book (learning tree) to reduce time consuming back-and-forth calls and emails with the parent.



**Want to see what the client portal looks like from a caregiver's perspective?**

[Check out this video](#), which you can freely share with your families to show how the CentralReach client portal works.