



# WOL Electronic Health Form Instructions

## Churches or other groups

### Step 1 - Login to your account and select your reservation

#### Current Reservations

	Date Created	Reservation #	Total	Balance Due	Statement
<a href="#">View</a>	December 14, 2023	<a href="#">184437 - The Island 2024</a>	<a href="#">Health Form</a>	<a href="#">Housing</a>	<a href="#">Camper Bank</a>
			\$0.00	\$0.00	<a href="#">View</a>

### Step 2 - Select "Email Health Forms" link

#### Reservation #: 184437

Group/Church:

[Add/Change Group](#)

[Make a Payment](#)

[Add Another Person](#)

[Email Health Forms](#)

### Step 3 - Enter e-mail addresses for each camper and click "Send Health Form Email Requests"

#### Email Health Form Link

You may use this form to provide access to those whom you wish to assist you in filling out the Individual health forms. A unique link will be sent to each email address so they may have direct access to that campers' health form. These forms will provide Word of Life with required camper information prior to their attendance at camp.

[Return to Reservation](#)

[Return to Health Forms Overview](#)

Name	Status	Event/Program	Email To	Email Date
The Island > Island Week 1				
Enter Camper Name	Active	Island Rate	<input type="text"/>	None sent

[Send Health Form Email Requests](#)

### Step 4 - From the main screen, you can check the status of all your health forms by clicking "Health Form"

#### Current Reservations

	Date Created	Reservation #	Total	Balance Due	Statement
<a href="#">View</a>	December 14, 2023	<a href="#">184437 - The Island 2024</a>	<a href="#">Health Form</a>	<a href="#">Housing</a>	<a href="#">Camper Bank</a>
			\$0.00	\$0.00	<a href="#">View</a>

You may also access the health form and status when you view your list of campers

#### Reservations

Name	Status	Event	Unit	Dates	Cost	Discount	Payments	Balance	Health Form	HF Status
The Island > Island Week 1 - Sunday, June 23rd, 2024 to Saturday, June 29th, 2024										
1. <a href="#">Hudson, Frannie</a>	Active	Island Camper	Sunday, June 23rd, 2024 to Saturday, June 29th, 2024	\$485.00	-\$485.00	\$0.00	\$0.00	<a href="#">Health Form</a>	<a href="#">1</a> <a href="#">2</a> <a href="#">3</a>	Incomplete

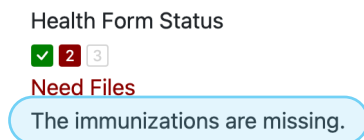
## Churches or other groups - Frequently Asked Questions

### 1. Health form status -what does “submitted” mean?

“Submitted” means that the form has been filled out entirely. The computer will not let you submit a form if a box has not been checked or if something has been left blank.

### Health Form Status -what does “need files” indicate?

“Need files” means that the insurance card and/or doctor’s form is missing, If you click “health form” you can see exactly what is missing. Here is an example:



### 2. Can a camper come to camp with files missing?

Missing insurance card -campers may attend without providing a copy of their insurance card, but this is not recommended as it may delay treatment if they need to go to a doctor or to the hospital. \*Missing medication form - please note that at this time a medication form is only required for those who are bringing medications to camp. A medication form must be provided for all campers bringing medications. This form must be signed by a physician and be dated within the year.

### 3. How do I fill out the immunization section?

Please upload a copy of your camper’s immunization record. Be sure their name is clearly visible and that the dates are given.

### 4. What about families without computer access?

One option is to e-mail the health form to yourself and fill out the information for the parent. You can do this with the parent on the phone or you can have the parent fill out a paper form and transfer the information to the electronic form. Another option is to set up a time where families can use your computer. The form can also be filled out on a smartphone, tablet, or other device with internet access.

### 5. What about insurance cards, shot records, and medication forms?

Please see question 2 for answers about insurance cards and medication forms. Please see question 3 for answers about immunizations.

### 6. What if we have already handed out paper forms?

You may collect paper forms and transfer the information to the electronic form. Please see question 4.

### 7. Do I need to get the health forms completed in order to receive my discount?

No, health form status does not affect any early discounts.

### 8. Can I see the form myself so that I know what families are looking at?

Yes, you may e-mail camper form(s) to yourself to see how the form looks. Forms can be e-mailed multiple times to different addresses if needed.

## **Churches or other groups - Frequently Asked Questions (Continued)**

### **9. Can the electronic form be used multiple times?**

Yes, as long as you select the camper names from a list, the electronic health form will accompany the camper. There is no need to fill out the form again unless there have been changes to the camper's health or medications. However, parent and doctor's signatures are only valid for one year so if it has been more than a year since the form was signed, it will need to be signed again.

### **10. How do I get more information or assistance?**

For help with your reservation, payments, or technical issues, please call customer service at 518.494.6000, option 1. For questions about the electronic health form, or any other health related questions, please call the health center at 518.494.1600

**Thank you for your understanding and cooperation as we work to improve this process!**



# WOL Electronic Health Form Instructions

## Individuals

**Step 1 - Login to your account, find your current reservation, and click “view”**

### Current Reservations

Date Created	Reservation #	Total	Balance Due	Statement
<a href="#">View</a>	December 14, 2023	184437 - The Island 2024	<a href="#">Health Form</a> <a href="#">Housing</a> <a href="#">Camper Bank</a>	\$0.00 \$0.00 <a href="#">View</a>

**Step 2 - Click on each “Health Form” link to fill out the health form for each camper**

### Reservations

Name	Status	Event	Unit	Dates	Cost	Discount	Payments	Balance	Health Form	HF Status
The Island > Island Week 1 - Sunday, June 23rd, 2024 to Saturday, June 29th, 2024										
1. <a href="#">Hudson, Frannie</a>	Active	Island Camper	Sunday, June 23rd, 2024 to Saturday, June 29th, 2024	\$485.00	-\$485.00	\$0.00	\$0.00	<a href="#">Health Form</a>	<a href="#">1</a> <a href="#">2</a> <a href="#">3</a>	Incomplete

**Step 3 - Fill out the entire form and click “submit” at the bottom**

### Parent / Guardian Please Sign This Health Form and Acknowledgement of our Policies

Parent / Guardian

Enter Name

#### Emergency Contacts

Being able to reach the proper people in case of an emergency is very important to us.

**Are you able to provide different contact numbers for each person or provide a second emergency contact?**

☐ I acknowledge these are the only numbers I can provide.

[Save and complete later](#)

[Submit](#)

Would you like to speak with one of our customer service staff?

**Step 4 -From the main screen, you can check the status of all your health forms by clicking “Health Form”**

### Reservations

Name	Status	Event	Unit	Dates	Cost	Discount	Payments	Balance	Health Form	HF Status
The Island > Island Week 1 - Sunday, June 23rd, 2024 to Saturday, June 29th, 2024										
1. <a href="#">Hudson, Frannie</a>	Active	Island Camper	Sunday, June 23rd, 2024 to Saturday, June 29th, 2024	\$485.00	-\$485.00	\$0.00	\$0.00	<a href="#">Health Form</a>	<a href="#">1</a> <a href="#">2</a> <a href="#">3</a>	Need Files




### What does the status mean?

- Started - your health form is not complete. Required information is missing. Please go back and fill out the missing information (look for “this field is required” in red).
- Submitted - you have filled out all required information. Thank you! The health center will now review your health form and contact you if we have any questions.
- Need files - there are some documents you need to provide in addition to the health form. See step 5 for a detailed explanation of which files we still need.

## Individuals (Continued)

**Step 5 - If you see the “need files” message, go back to the first screen and click Health Form**

### Reservations

Name	Status	Event	Unit	Dates	Cost	Discount	Payments	Balance	Health Form	HF Status
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**This will take you to a screen that shows what is still missing:**

#### Health Form Status



#### Need Files

The immunizations are missing.

**Any form that says “missing” still needs to be turned in. Here are the details:**

- **Insurance card:** You only need to provide an insurance card if you have health insurance. Health insurance is not required to attend camp. If you do have insurance, please provide a copy of your card (front and back). This is just to be prepared for the unlikely event that your camper needs to go to a local doctor or hospital. If you do not have insurance please be sure to complete the portion regarding those who do not have insurance.
- **Asthma action plan:** This is only required if you answered yes to the “does your child have an asthma action plan” question.
- **Diabetes management plan:** This is only required if you answered yes to the “does your child have a diabetes management plan” question.
- **Medication orders:** This is only required if you answered yes to the “will your child be bringing any medications to camp” question. If this is the case, we need a note signed by the doctor that lists all the medications the camper is bringing. This is a requirement of New York State. For more information on the medication form, please see the FAQ section (below).

## Individuals - Frequently Asked Questions

### **1. What are the requirements for campers bringing medications?**

Medication forms are required for all campers bringing medication. We need something in writing, signed by the doctor within the last year, which lists all medications and directions. This can be done by printing out the WOL medication form and bringing it to the doctor, or if the doctor has their own form, that can be used as well. If a camper is bringing the exact same medications that they take at school, they could also provide us with a copy of the medication form from their school.

### **2. How do I submit insurance cards, shot records, and medication forms?**

These forms are uploaded directly to the online health form. Each camper will have a health form linked to their profile, and you can log into your account to access the form.

### **3. Can anything be re-used from the last time the camper was at Word of Life?**

Any form may be reused if it contains accurate information and is less than 1 year old. Upload it to the current Health form. Health form must be completed each camp season.

### **4. What if my camper has special needs?**

Please answer "yes" to the special needs question on the health form and fill in all questions below. Please call the nurse directly at 518.494.1602 ensure that the camp is able to accommodate your camper's needs. The nurse will work with you to develop a plan for your individual camper.

### **5. How do I submit insurance cards, shot records, and medication forms?**

For help with your reservation, payments, or technical issues, please call customer service at 518.494.6000, option 1. For questions about the electronic health form, or any other health related questions, please call the health center at 518.494.1600.

**Thank you for your understanding and cooperation as we work to improve this process!**

## Individuals - Frequently Asked Questions (Continued)

### Health Form Status Questions

#### 1. What does it mean when the health form still says pending?

Pending means that the health form has been submitted and it is in the hands of the medical professionals to either accept the health form or email you if there is anything else that needs to be changed.

### Medication Order Questions

#### 1. Do I need a medication order for over-the-counter medications?

Yes, all campers need a medication order signed and dated by a health care provider, even for over-the-counter medications.

#### 2. Do I need a medication order if my camper is over 18?

Yes, all campers must have a medication order signed by a doctor according to the NY State health department even if they are over 18.

#### 3. What is the latest date that a Medication Order can be dated?

The medication order has to be dated within a year of the camper's last day at camp.

#### 4. What does OTC mean?

OTC means Over-the-counter (ibuprofen, tylenol, herbs, vitamins).

### Immunization Record Questions

#### 1. What does my Immunization Record need to be accepted?

The immunization record needs to have the camper's first and last names, and any immunizations they have received.

### Technical Questions

#### 1. Why won't my MO, IMR or INSURANCE files upload

- First, try saving and closing the page and reopening it, then uploading again.
- Look at the file type, the form doesn't accept all file types. PDF, JPEG, JPG, PNG are the acceptable file types.