CareHub

Care logistics, simplified.

The household app for CareOS™ by Meridian · Meridian Business & Civic Group LLC

README · November 9, 2026

1. What CareHub is

CareHub is the coordination app for CareOS households and their care teams. It brings scheduling, task tracking, approvals, documents, training and team communication into one place, replacing scattered texts, paper schedules and separate tools. CareHub supports the logistics of care. It does not provide medical care, diagnosis, treatment or medical advice, and it is not an EHR.

2. Who it is for

Role	What they do in CareHub
Overseer	Household account-holder (one or two per household). Approves decisions, reviews the schedule, manages documents and settings.
Operator	Coordinates the household's care logistics and handles requests.
Helper	Works scheduled shifts, clocks in and out, claims open shifts, leaves handoff notes.

Emergency contacts and Providers do not log in. Emergency contacts use the Care Team Google Chat space and email; Providers use email, calendar invites or their own Drive folder. Access requires a CareOS (@careos) Google Workspace account.

3. The app suite

CareHub is a hub plus eleven focused apps on one shared household Google Sheet. Each person sees only the apps their role uses.

App	Purpose
CareHub (hub)	Today screen, alerts, tasks, app tiles, Care Team and Care Circle chat links, incident report
Loops	Open Loops board, errands and shopping
Shifts	Claim shifts, clock in/out, availability, handoff notes, requests to the Operator
Coverage	Cancelled and open shifts: offer, claim, assign backup
Approvals	One queue of decisions with Operator/Overseer routing
Calendar	Appointments, rides, travel; mirrored to Google Calendar
Docs	Upload by type to the right Drive folder; document index
Learn	Role-based training videos, confirmations and quizzes
Admin	Household settings, people directory, settings log
Team Directory	Everyone on the care team, tap to call
Master Provider Directory	Every provider once, linked to the clients who use them
Money (after pilot)	Bills with reminders; Helper expenses for approval

4. Getting started and signing in

- Install the AppSheet app (App Store or Google Play), or open CareHub in any browser from the Open CareHub button on the CareOS website.
- Sign in with your @careos Google Workspace account (Continue with Google). The website has no separate password and no shared login.
- On the website, sign-in lands on the Office Responsibility Matrix. Your Workspace group and organization unit set your role and household; Helpers see only their assigned tasks. Role changes can take about 15 minutes to apply.
- If you see Access denied, your account is not yet set up for a household. Contact your Operator.
- Add CareHub to your home screen. Helpers also add Shifts.

Full guide: careos.meridianbcg.com/carehub/guide

5. Team communication

- **Care Team** (Google Chat): Operator, Overseers, emergency contacts and invited outside members.
- **Care Circle** (Google Chat): Helpers, with the Operator and Overseers.
- Chat carries logistics only: times and IDs, never health details. Health-related alerts arrive as notices without the details; open CareHub or your @careos email to read them.

6. Design summary

- **Data:** the apps hold no data of their own. Records live in the household's Google Sheet, Drive and Calendar inside a BAA-covered Google Workspace.
- **Access:** one Google sign-in; every table carries a Household ID with a security filter, so each person sees only their own household. A People tab (Role + Active) drives app access, groups, Chat membership and invitations.
- **Privacy:** Google Chat carries IDs and times only; health-related alerts are content-free notices; calendar titles are PHI-free; the incident log is restricted to the Privacy Officer.

- **Automation:** AppSheet bots handle shift, approval, document and training events; a scheduled Apps Script pipeline handles provisioning, role sync and calendar mirroring.
- **Principles:** role-based simplicity for older users, IDs instead of health details in messages, one source of truth per record.

Status: eleven apps are planned for launch with a one-week pilot in household 001; Money follows the pilot. CareOS and Meridian do not claim to be HIPAA compliant or certified.

7. Policies and links

- About: careos.meridianbcg.com
- Privacy Policy: careos.meridianbcg.com/privacy
- Terms of Service: careos.meridianbcg.com/terms
- User guide: careos.meridianbcg.com/carehub/guide

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