



JOHNSON COUNTY  
IMAGING  
Medical Specialists in Radiology

# Providers Portal User Guide

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JOHNSON COUNTY IMAGING

# **Providers Portal Help Guide**

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## General Questions

### Q: What is the Provider Portal? What are the main features?

A: The Provider Portal is designed for referring providers to access information regarding the patients they have referred to the practice owning the portal.

- Referring Providers can access reports, appointment history, and basic demographic related to patients.
- Appointment requests can be created and sent to the practice owning the portal. Once scheduled, a confirmation message goes to the requesting user. Scheduled appointments will also show on a calendar.
- An interactive messaging tool is available. Referring providers can communicate with staff of the practice owning the portal.

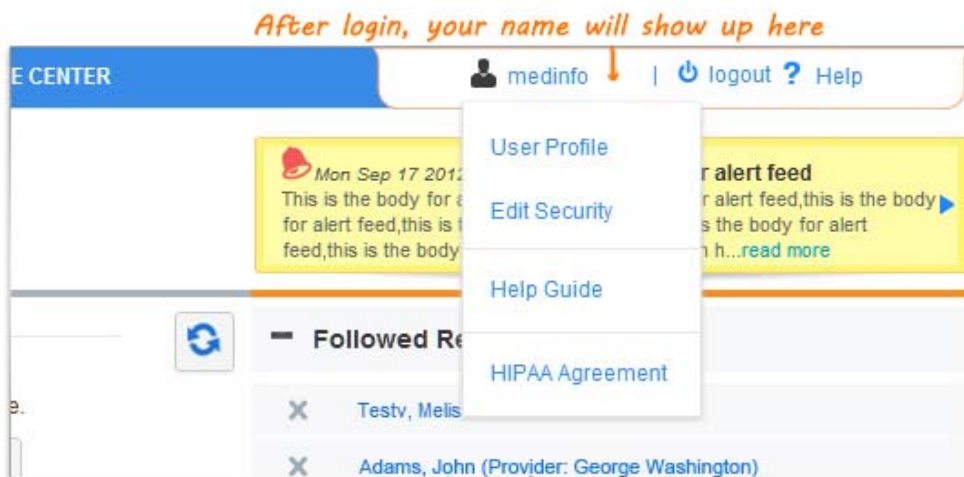
### Q: How to login to the Provider Portal?

A: The Portal Admin user provides the following information before logging in:

- username
- password
- web address

Users will be prompted to accept a HIPAA Security Agreement at each login. Click the "I Accept" option. Once logged in, you

The image shows two screenshots from the Provider Portal. The top screenshot is the login page, titled "Please sign in", with the medinformatix logo in the top left. It features a "Username:" field, a "Password:" field, and a "Login" button. An orange arrow points to the "Username:" field with the text "At the login page: Input user name and password". The bottom screenshot is a "HIPAA Security Agreement" window. It contains a list of terms and conditions, including: "I will only access information relating to patients under the care and treatment of my medical group.", "All systems available through this user account are monitored and logged according to the site's policy.", "All information stored on, or obtained from, this website system remains the property of the site and is confidential.", "I will not divulge my password to others nor will I allow others to log into this system under my login. I will not log into this system under another person's login.", "I agree to immediately notify the site of any instances where I know, or suspect, unauthorized access to the web server using my login and password.", "In the event that the Information Technology Security suspects a possible breach of security associated with a user's account, they may, without prior notification to the account holder, suspend privileges associated with that account.", and "I UNDERSTAND I AM ACCOUNTABLE FOR ALL ACTIONS AND EVENTS RESULTING FROM THE USE OF THIS ACCOUNT". At the bottom right, there are "Decline" and "Accept" buttons. An orange arrow points to the "Accept" button with the text "Click 'I accept' in the popup window".



## About Snapshot

### Q: What is the purpose of the Snapshot?

A: The Snapshot provides a brief overview of all ongoing activities relevant to referred patients. It is also the only place to access our Upload Wizard. The user can:

- Check and view details concerning your pending appointment requests
- Upload patient files to the imaging inbox
- Receive “new message” notifications
- View newly-added reports
- See today’s appointments
- Check all followed reports and appointments
- Stop following selected reports and appointments

The Snapshot can be refreshed by clicking the “refresh” button on top right-hand side of the screen.

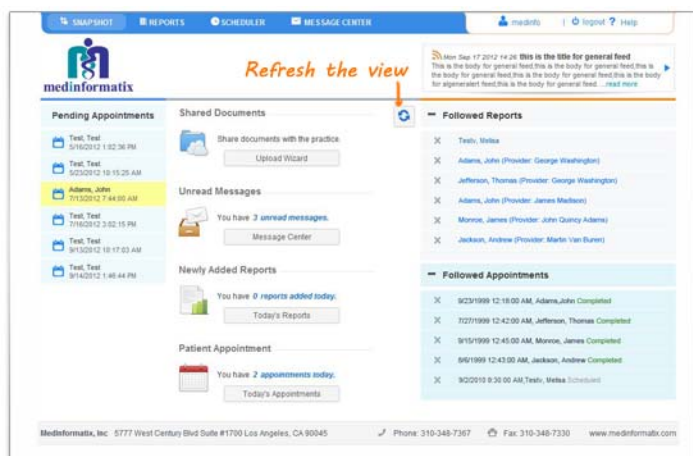
### Q: How do I upload files?

A: Before uploading files be sure they satisfy these conditions:

- The file is less than 2MB in size.
- The file is in a supported document format (DOC, DOCX, GIF, JPG, JPEG, PDF, PNG, RTF, TXT, or XPS)

Click on the “Upload Wizard” button from the Snapshot to view the upload screen. Enter the required patient information attaching the files.

The two new “Auto” buttons are a convenient feature that allow users to select patients and referrals from a list.



Shared documents must be less than 2MB in size. Supported document formats are DOC, DOCX, GIF, JPG, JPRG, PDF, PNG, RTF, TXT, and XPS

\*Patient: TEST TEST Auto *Using auto-fill*

*If the patient does not show in the table, please use your inputted patient name.*

LAST	FIRST	DOB	HPHONE	ADDRESS	CITY	STATE	ZIP
TEST	TEST	2/1/1971	814/614-614	123 TEST RD	COLUMBUS	OH	43085
TEST	TESTA	12/12/1980		123 TEST ST.	LA	CA	

\*Referral:   Auto

\*Office Phone: 908/228-3600

[+ Add files...](#)

The attached file will display in the “Upload Document” list. By clicking the “Start” button, the file will be uploaded immediately. When the upload is complete click on the thumbnail to download or view the file. Uploaded files will also show under the history tab.

You can also attach multiple files and upload them together.

login.png 47.65 KB Complete

login-agree.png 155.45 KB Start Cancel

*Must click Start button to start upload*

SNAPSHOT REPORTS SCHEDULER MESSAGE CENTER medInfo | Logout ? Help

**medinformatix**

Mon Sep 17 2012 14:26 this is the title for Marketing feed

*Switch view to upload history*

Filename	Status	Date
Adams,John Filename: Koala.jpg	Pending Approval	9/19/2012 2:49:04 PM
Jefferson, Thomas Filename: Test.txt	Pending Approval	9/19/2012 2:43:48 PM

Page 1 of 1

**Q: Why did my upload fail?**

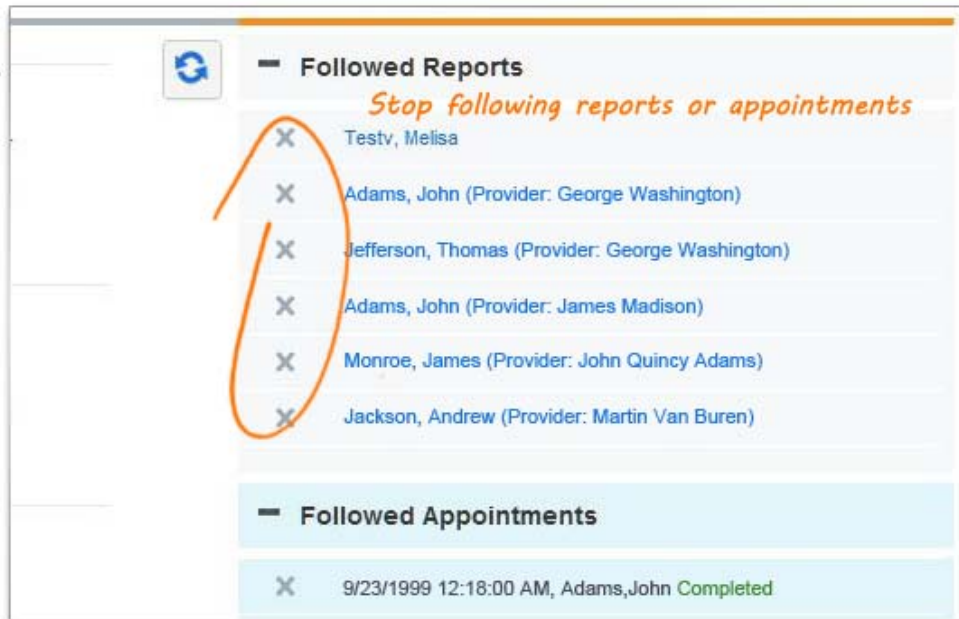
A: Please check that the file satisfies these conditions:

- The file is less than 2MB in size.
- The file is in a supported document format (DOC, DOCX, GIF, JPG, JPEG, PDF, PNG, RTF, TXT, or XPS)

**Q: How do I follow/stop following reports and appointments?**

A: In the Reports or Appointments tab, find the desired information and click on the 'F' button to the right of the item. Items selected will show in the Snapshot page under the Followed Items.

To stop following an item, select the item and click the "stop following" button.



## About Reports

### Q: How do I find a specific report?

A: The Reports tab allows users to search for specific reports in a variety of ways. In the colored bar above the search results, there is a radio button where the user can search through My Reports, Group Reports, or All Reports. Each user will be linked to a referring provider and a group; this restricts the user's access to My Reports and Group Reports. The linkage of both the referring provider and groups are managed by an Admin user. The All Reports radio button allows the user to search across all data, regardless of the settings tied to the user account. To the right of the radio buttons are four available options to search through reports based on a specific timeframe. Each of these options will pull all available reports for today, yesterday, the last week, or the last month in one click.

The arrow in the search box will trigger a dropdown which will allow you to search through reports across several different criteria. At least one field or a complete date range must be entered in order for the search to be performed. Keywords can be typed directly into the search field.

The screenshot displays the medinformatix search interface. At the top left is the medinformatix logo. A search box contains the text 'testv, melis'. To the right of the search box is a dropdown menu with the text 'Advance search dropdown box'. Below the search box is a form with several fields: Last Name, First Name, Last Four SSN, Phone, Reason, Referral Name, Date of Birth, Start Date, and End Date. There are 'Search' and 'Clear' buttons at the bottom left of the form. To the right of the form is a 'Sort By: Date' dropdown and a set of radio buttons for 'My', 'Group', 'This Week', 'Today', and 'Yesterday'. A watermark of a person with a caduceus is visible in the background.

The fields listed below have light grey formatting parameters that appear upon expanding. An error message will appear if the formatting for these fields is not followed.

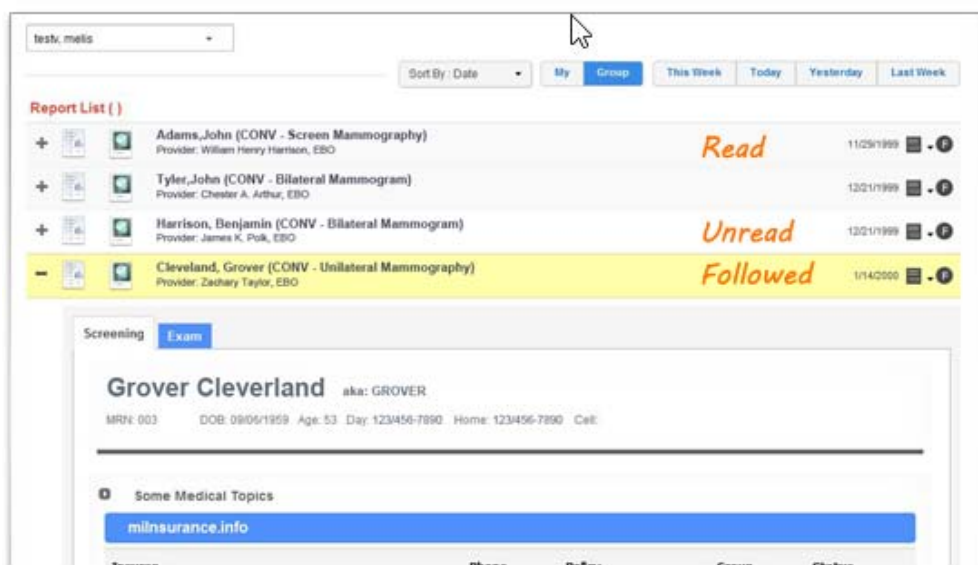
- Last Four SSN: xxxx
- Phone: xxxxxxxxxx (only numbers)
- Date of Birth: mm/dd/yyyy

**Important: Please be aware that performing very broad searches is not recommended. We suggest that you start your searches with narrow criteria and broaden the criteria if necessary.**

**Q: How do I view and sort the search results?**

A: Search results will display in a list showing specific information regarding the report and appointment reason. Each column heading can be clicked on to sort the results in ascending or descending order. Clicking the icon with two green boxes will launch the report in a new window.

When clicking on the plus symbol (+) on an item, a section will open up three tabs where you will be able to see all reports, appointments and insurance information related to the patient. The patient's basic demographic information will display just above the three tabs. This includes the patient Name and AKA, Medical Record Number (MRNO), DOB and age, Phone



**Q: How do I view reports?**

A: On each search result there is an icon in the last column that looks like a document. Clicking on the reports icon, launches the report tied to the appointment. Documents will appear in a window that displays in front of the portal. Users will be able to print, save, zoom, minimize or close the report.

When a report is minimized, a bar will appear at the bottom of your view that will hold that minimized document. Multiple reports can be minimized at once.



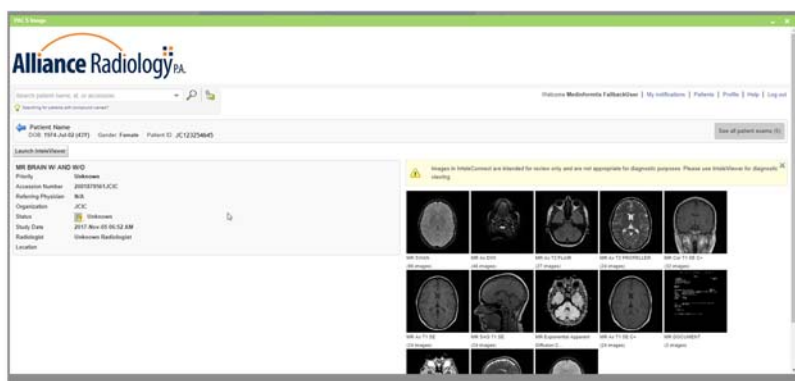




## About Images

### Q: How do I view Images?

A: On each search result there is an icon in the last column next to the reports icon that looks like a skull x-ray image. Clicking on the icon, launches a window that links the portal to IntelPACS viewer. Images will appear in the lower part of the screen and can be enlarged to occupy the entire screen.

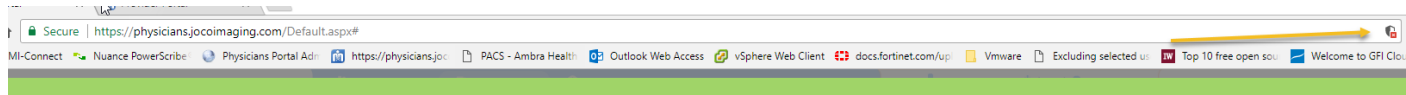


Images can be enlarged to full view

**Note: The first time you attempt to view an image you will get a blank screen. A script needs to be allowed in your browser. Listed below is how to enable script for the first time.**

**Google Chrome:**

A small icon will appear in the upper left of the URL Bar as shown below

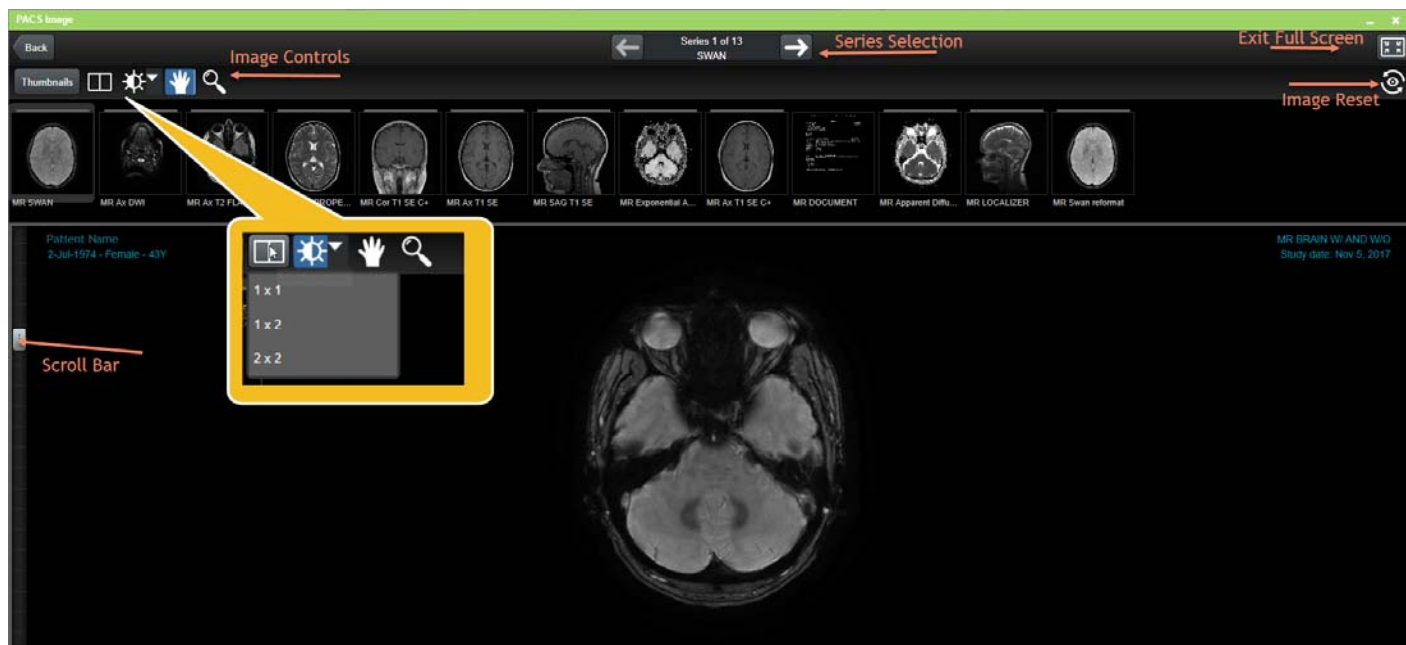


**Internet Explorer:**






Java™ error will show on the bottom of the screen just Click on Run this time, or Allow (the message depends on the version of Java installed)



**Image Viewer Controls**



## IntelViewer Quick Reference

Click:	To:
	Select the layout of the viewports. To display an image in a particular viewport, first select the viewport where you want to display the image and then click the thumbnail image.  This option is only available when you view images in full screen.
	Select the Window Levelling mode or the preset values. Click and drag the image up or down to adjust the brightness and left or right to adjust the contrast.
	Select the Zoom mode. Click and drag the image up or down to increase or decrease the magnification.
	Use the entire screen or browser window to view the image.  You can also double-click the image.
	Exit the full screen.  You can also double-click the image.

Click:	To:
	Return to the Thumbnail view.
	View the previous series.
	View the next series.
	Show or hide the thumbnail strip.
	Select the Pan mode. Click and drag the image in the required direction.
	Revert the image.
	Scroll among the images in the series.