Children's National Provider Portal User Guide

The Children's National Provider Portal is a resource for referring physicians looking for real-time information on their patients referred to Children's National Hospital. Physician and nursing documentation, as well as radiology and lab results and other clinical information is included on the site. This user guide is a quick tutorial on how to navigate the new MPages Reach platform launched by the organization in late 2020.

Additional Provider Resources:

- For new user access, please [complete this form](https://childrensnational.org/healthcare-providers/provider-portal/provider-portal-access-request-form) or copy and paste this into your browser: https://childrensnational.org/healthcare-providers/provider-portal/provider-portal-access-request-form

- For password resets, please contact the Children's National Help Desk at 202-476-HELP (4357).

- For enrollment/provider group membership questions, please contact Jasmine Buchanan at [jzbuchanan@childrensnational.org](mailto:jzbuchanan@childrensnational.org).

- For all other questions, including assistance with a referral, contact your [physician liaison](https://childrensnational.org/healthcare-providers/physician-relations-team/meet-the-team) or copy and paste this into your browser: https://childrensnational.org/healthcare-providers/physician-relations-team/meet-the-team
Logging On

Access the Provider Portal from the Childrens National Hospital website: Provider Portal page or www.childrensnational.org/providerportal

The logon screen displays.

Enter your username and password then click Log In. Once you have successfully logged on, your patient list will display.

Patient List

• A list of patients that you (as the Referring or Primary Care Provider) OR your provider group members have an established relationship with displays upon logon.

• You can filter by Admitted Within date range.

• For each patient displayed on your list, the system displays the following:
  ✓ Patient Name, Age and Gender
  ✓ Visit Information- including: Admission Date/ Registration Date, Length of Stay
  ✓ Location- will indicate inpatient or clinic location
  ✓ Discharge Date, if applicable
  ✓ Your relationship to the patient as Primary Care Provider or Referring Provider

• Note: You can sort your Patient List by clicking on any one of the headers.
• From the **Patient List**, you can select a specific patient.

**Provider Group Patients**

If you are a member of a group and select **Provider Group**, you can see patients for your colleagues. You can change the “All Providers” filter to view patients for a specific provider in your group.

**Selecting a Patient**

Click on the desired patient on your patient list to open their chart.

OR

You can also use the **Open Chart** button to search for a patient by name or Medical Record Number if you do not see them on your list.

Note: You will only be able to select patients that you have an established relationship with.
On the Patient Search screen enter their name (last,first) or MRN/FIN (if known).

From the results window, select the desired patient and encounter then click OK.

The patient chart opens with a menu to the left.

The following sections will review how to navigate the various components in the patient’s chart:

**Home Medications**
- Patient medication history can be found in the **Home Medications** section on the MPages View.
- Select a medication to view additional details.
- Click the X in the upper right corner to close the preview window when done.

**Documents**
- The **Documents** section will contain all documents in the patients’ chart.
- Select a document to preview additional details.
- Click **View Document** in the header to view the full document.
- Note: Selecting **Enable Continuous Scrolling** will allow you to scroll through all documents without opening them individually.
- Use the X in the upper right corner to close the preview window when done.
The first row of filter buttons will allow you to filter by time frame.

The second row of filters will allow you to group by encounter.

Note: You can sort the documents by using the column header.

Vital Signs

- Select Vital Signs to view patient vital sign history.
- Use the date filter buttons on the top of the component to change the look back time frames.
- Click an individual vital sign to view additional details. Click the X to close the details window when done.
Order Profile

- Select **Order Profile** to view patient order history.
- By default, all active orders display grouped by clinical category.
- Note: You can use the **View** drop down filter to change the orders view from only All Active Orders to another order display option.

Allergies

- The **Allergies** section displays documented patient allergies.
- Select an allergy to view additional details.
• Click the X in the upper right corner to close the preview window when done.

Microbiology
• The Microbiology section displays patient microbiology results.
• Use the date filter buttons on the top of the component to change the look back period.
• Click the microbiology test name to view additional details in Microbiology Viewer.
• Click the X to close the details window when done.
Pathology

- Select the **Pathology** section to display patient pathology results for the designated time frame.
- Use the date **filter buttons** on the top of the component to change the look back time frame.

Diagnostics

- Select **Diagnostics** to view diagnostics reports.
- Use the date **filter buttons** on the top of the component to change the look back time frame.
- Double click on a diagnostic report name to view additional details in **Document Viewer**.
- Click the **X** to close the details window when done.
Histories

- The **Histories** section displays patient **Problems**, **Procedure**, **Family** and **Social** history.
- Select each category to view additional details.

Immunizations

- Select **Immunizations** to view documented immunization history.
- Immunizations are view **only**. Select an immunization to view additional details.
- Click the **X** in the upper right corner to close the preview window when done.
Care Team

- The Care Team section displays the patient’s providers of record.
- Select a provider to view provider contact details and other medical service members associated with the patient.
- Click the X in the upper right corner to close the preview window when done.

Problem List

- The Problem List displays a combination of past medical history, current diagnoses and chronic problems. They are view only.
- Select a problem to view additional details.
Labs
- Select **Labs** to view lab results.
- Use the date **filter buttons** on the top of the component to change the look back time frames.
- Click on a laboratory test name to view additional details.
- If further information is needed, click **View Details** in the header to open **Result Viewer**.
- Click the **X** to close the details window when done.

Navigation
- When you are in the provider portal, you will notice that two tabs display in your browser.
The first **Organizer** tab contains your Patient List. A second tab will display the active/open patient chart.

- You can only have **one** chart open at a time.
- Click the **Organizer** tab to return to your Patient List to open a new chart.

**Logging Out**

- The menu in the upper right-hand corner allows you to change the layout configuration, reset column widths and logout.