Gateway User Guide

Gateway is a resource for primary care providers to obtain real-time information on their patients who receive services at Children's National. The portal includes physician and nursing documentation, and radiology and lab results. The portal allows all providers within the same group to access their partners’ patient information. Patients will still appear on the first screen, however, the Group Patients tab contains all the patients assigned to physicians in your group. The search function also will find all patients assigned to physicians in your group.

Children’s National must grant secure access to each physician who will log into the system. To access the Portal, you will need a login ID and password. Simply fill out and submit the access request form on the Children’s National Gateway homepage (Childrensnational.org/gateway). Allow five business days for Children's National to process your request.

A user needs MS Word installed (2003 or higher) in order to view a document.

If you do not see your patient’s name when you log in, or have any questions regarding the portal, and you can’t find the answers in this User’s Guide, immediate assistance is available at 301-572-1123, Monday-Friday between the hours of 8:30 am and 4:30 pm. Inquiries at other times can be made by filling out a request on the Children’s National Gateway homepage. A member of the Children’s National team will contact you within 48 hours regarding your request.

To access the Children's National Community Portal:
1. Open the Children’s National website: Childrensnational.org
2. Select the purple Healthcare Professionals tab at the bottom of the screen
3. Click on Children's National Gateway in the bottom right-hand corner

Or, you can directly link to Children’s National Gateway by visiting Childrensnational.org/Gateway
1. Select Log Into the Physician Portal below in the Helpful Links list
2. Enter your username and password and click the Login button

Note – the first time you log on, you will be prompted to change your password.

Referring Physician Access Line:
202-476-4880

Children’s National Health System is committed to timely access and communication.

Username: 
Password: 
Login
PATIENT LIST:

When you have successfully logged in, your Patient List will display. Your default patient list will display patients where you are listed as the Primary Provider and who have been seen at Children's Main Campus (Sheikh Zayed Campus for Advanced Children's Medicine) or one of our Outpatient Centers in the last 180 days.

To locate patients seen more than 180 days ago, adjust the days field and click the Get Patient List button.

Note – while there is no system limit to how far back you can search, it may take longer if you are searching a large data range.
GROUP PATIENTS:

The Group Patients list includes patients for all providers in your group (including you). To locate patients seen more than 60 days ago, adjust the days field and click the Get Patient List button.

Note – while there is no system limit to how far back you can search, it may take longer if you are searching a large data range.
Use the **Search** screen to look for a patient by name, Children's National Medical Record number, or social security number. Enter the search criteria in the associated field and click the **Search** button. The Search function includes your patients as well as all the patients seen by other providers in your group.
MD DOCUMENTS:

When you select a patient from your patient list or the patient search screen you will be directed to the MD Documents tab. This window will display Physician documentation for the patients such as:

- Emergency Room discharge summary
- Consultant notes
- Inpatient discharge summary
- Inpatient history and physical
- Inpatient progress notes

Documents will be sorted by type in folders. Click on the document name or yellow folder to display a list of documents of that type by date.

Click on the document from the list to open and view the document.

You also can change the date range for documents selection. Use the date filters and click Get Results to change the date range.

Note – documents are available for admissions from May of 2008 forward. You must have MS Word installed on the device you are using in order to open the documents.

Rev. January 2015
RN DOCUMENTS:

The RN Documents tab will display Nursing documentation such as inpatient and ED Progress Notes for the selected patient and data range.

You also can change the date range for documents to display. Use the date filters and click Get Results to change the date range. Documents will be sorted in folders by type. Click on the document name or yellow folder to display a list of documents in the folder.

Click on the document from the list to open and view the text document.

Note – documents are available for admissions from May of 2008 forward. You must have MS Word installed on the device you are using in order to open the documents.

LABS:

The Labs tab will display the last 60 days of Lab results for the patient starting from the most current result. Adjust the date range and click the Get Results button to search for Laboratory results from more than 60 days.

Note – while there is no system limit to how far back you can search, it may take longer if you are searching a large date range.

RAD:

The Rad tab will display the last 60 days of radiology reports for the patient by default. Use the date range fields to search for radiology reports from more than 60 days ago. Adjust the date(s) and click the Get Results button to view additional results.

If there are radiology reports for the selected patient and date range, a yellow Radiology folder will display.

1. Click on the folder to display the types of available radiology reports.
2. Open the folder to display a list of individual reports that includes the test date, type, and status.
3. Click on the desired report to view the text report. When you are done viewing the report, close the viewer window.
INPATIENT SUMMARY:

The Inpatient Summary will display information on the patient in a consolidated view. The summary information includes information such as attending physician, service, allergies, problems, admitting diagnoses, recent vital signs, I & Os, the last 36 hours of lab results and more.
LINKS:

The Links tab displays helpful links to Children’s and other medical websites.

AAP – Links to the American Academy of Pediatrics website
Pub Med – Links to the Pub Med website
Children’s Website Grand Rounds – Links to the Children’s Grand Rounds site for a listing of Grand Round events, recordings, and handouts
Medication Formulary – Links to the Children’s Medication Formulary
Find a Provider – Links to the Children’s Provider tool
AAP Pediatric Care – Link to the AAP Pediatric Care online website
AAP Patient Education – Link to the AAP Patient Education online website

SIGNING OUT:

When you are done using the Community Portal, click the Sign Out button in the upper right side of the screen.

Note: It is your responsibility to protect patient privacy by exiting the system when you are done.

FOR ISSUES:

For problems with your patient list (such as, patients do not appear on your list):

- Monday through Friday, 8:30 am to 4:30 pm, call 301-572-1123
- Any other times, complete the inquiry form on the Children’s National Gateway website and a member of the Children’s National team will get back to you within 24 – 48 hours