



# ICare 2.0 Provider Portal User Guide

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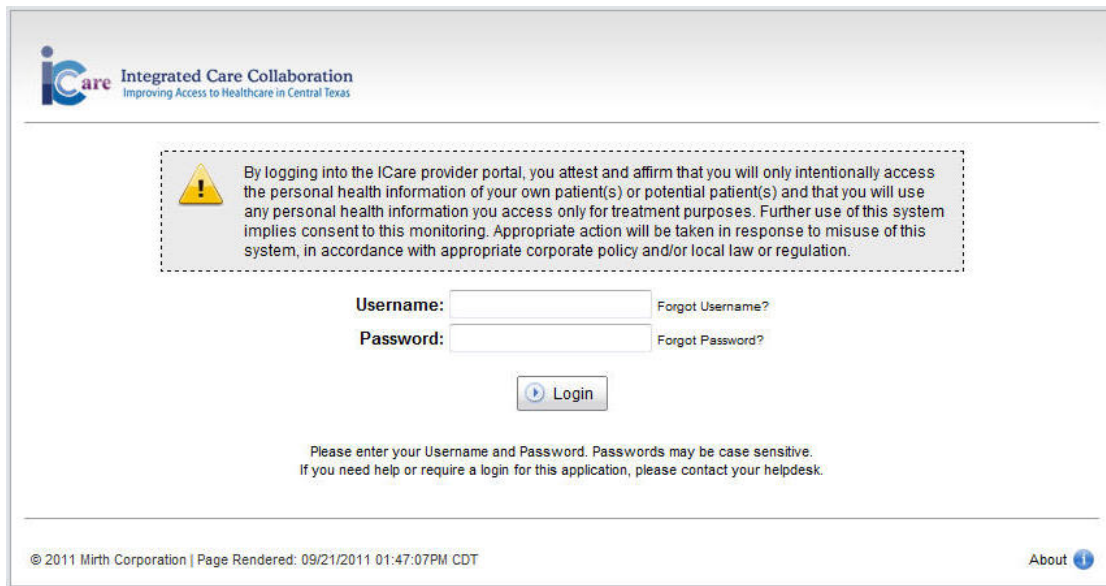
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## Overview

The ICare 2.0 Provider Portal is designed to present patient information to providers for treatment purposes, at the point of care.

## Getting Started

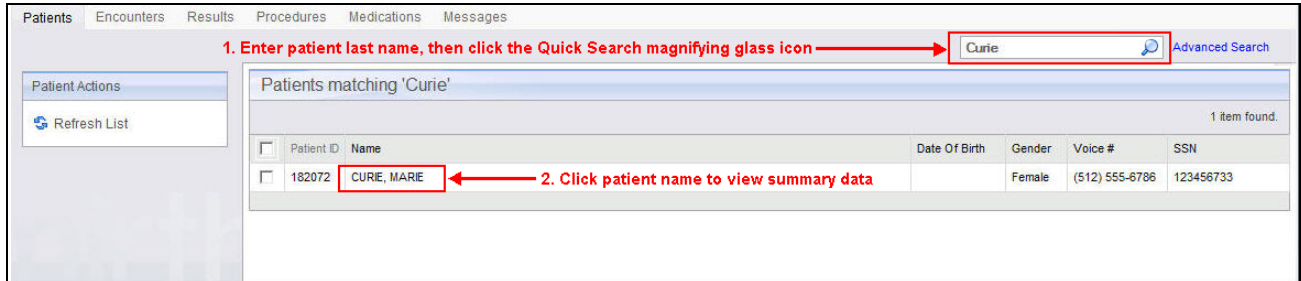
- 1) Open a browser window
- 2) Navigate to the ICC Provider Portal website address



The screenshot shows the login interface for the ICare 2.0 Provider Portal. At the top left is the ICare logo and the text "Integrated Care Collaboration Improving Access to Healthcare in Central Texas". Below this is a warning box with a yellow triangle icon and the text: "By logging into the ICare provider portal, you attest and affirm that you will only intentionally access the personal health information of your own patient(s) or potential patient(s) and that you will use any personal health information you access only for treatment purposes. Further use of this system implies consent to this monitoring. Appropriate action will be taken in response to misuse of this system, in accordance with appropriate corporate policy and/or local law or regulation." Below the warning box are two input fields: "Username:" and "Password:". To the right of each field is a link: "Forgot Username?" and "Forgot Password?". Below the input fields is a "Login" button with a right-pointing arrow. At the bottom of the form area, there is a note: "Please enter your Username and Password. Passwords may be case sensitive. If you need help or require a login for this application, please contact your helpdesk." At the very bottom of the page, there is a footer: "© 2011 Mirth Corporation | Page Rendered: 09/21/2011 01:47:07PM CDT" on the left and "About" with an information icon on the right.

## Patient Summary Detail

Each time you log into your ICare 2.0 Provider Portal you will be defaulted into the patient search screen. Search for your patient by following the steps in the next figure.

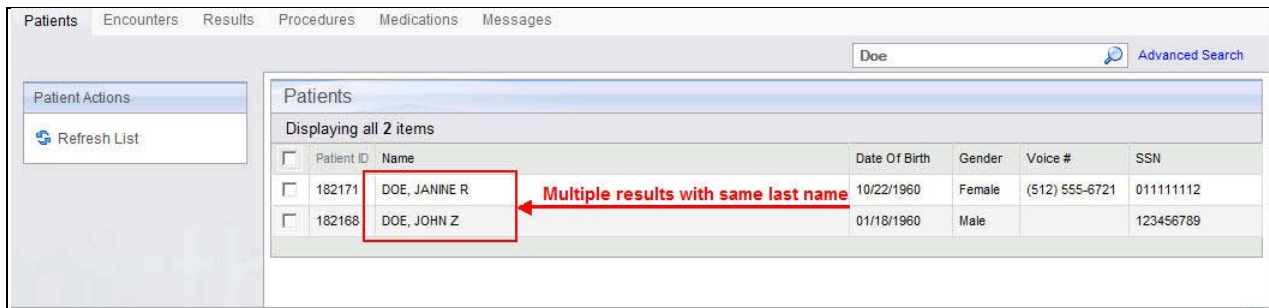


1. Enter patient last name, then click the Quick Search magnifying glass icon

2. Click patient name to view summary data

Patient ID	Name	Date Of Birth	Gender	Voice #	SSN
182072	CURE, MARIE		Female	(512) 555-6786	123456733

The Provider Portal returns all of the patients who match the search criteria you entered. Select your patient from the list to view summary data.



Multiple results with same last name

Patient ID	Name	Date Of Birth	Gender	Voice #	SSN
182171	DOE, JANINE R	10/22/1960	Female	(512) 555-6721	011111112
182168	DOE, JOHN Z	01/18/1960	Male		123456789

The Patient Summary sub-tab shown in the next figure contains a snapshot of all the patient data available at a glance.

[Summary](#) | [Demographics](#) | [NwHIN Search](#) | [Subject Group](#)

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**Demographics**

<b>ID:</b>	182073	<b>DOB:</b>	02-22-1932	<b>Home Phone:</b>	(512) 555-1165
<b>Name:</b>	BALL, LUCILLE	<b>Gender:</b>	Female	<b>Address:</b>	1000 N. ROXBURRY DRIVE AUSTIN, TX US
<b>SSN:</b>	411231121	<b>PCP Phone:</b>		<b>PCP Fax:</b>	
<b>Primary Care Provider(PCP):</b>					

No Allergies to display

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**Encounters**

HXE\_HIE (HXE\_HIE) — Admission Type: — 08-01-2011 — Attending Provider: ACHARI, ARUD MD  **Click the blue arrow to view Encounter detail**

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**Diagnoses**

FEM GENITAL SYMPTOMS NOS	
<b>Type:</b>	<b>Category:</b>
<b>Classification:</b>	<b>Diagnosing Provider:</b>
PRSC NTRUTR CNTRCPTY DVC	

No Functional Status to display

No Immunizations to display

No Medications to display

No Conditions to display

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**Insurances**

COMPANY NAME Plan ID# Central Health MAP

<b>Insured Name:</b> BALL, LUCILE	<b>Insured Address:</b>
<b>Insured Dates:</b> 08-01-2011 00:00:00 to (No Expiration Date)	

No Procedures to display

No Results to display

No Next Of Kin to display

No Guarantors to display

No Support Persons to display

No Custodians to display

No Vitals to display

## Searches

The Provider Portal has search capability for either Quick Search or Advanced Search.

**Quick Search**—Allows you to quickly find information based upon limited criteria such as Last Name or First Name are two very common searches.

Advanced Search—Allows you to find information by using a broader array of criteria such as Demographic, Insurance, or Subject Group search criteria.

**Note:** Advanced Search criteria change depending on the tab from which you perform the search. The example that follows is the Advanced Search screen in the Patients tab.

**Advanced Filter: Subjects**

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**Demographic Criteria**

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Search Type: Standard  MPI

Last Name:  ID:

First Name:  Address:

DOB:   Postal Code:

Gender:   Voice Number:

SSN:  Results: 100

Show Advanced Criteria

---

**Insurance Criteria**

---

Plan ID:  Plan Type:

Company ID:  Company Name:

Employer ID:  Employer Name:

Group #:  Group Name:


Policy #:  Expired:

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**Subject Group Criteria**

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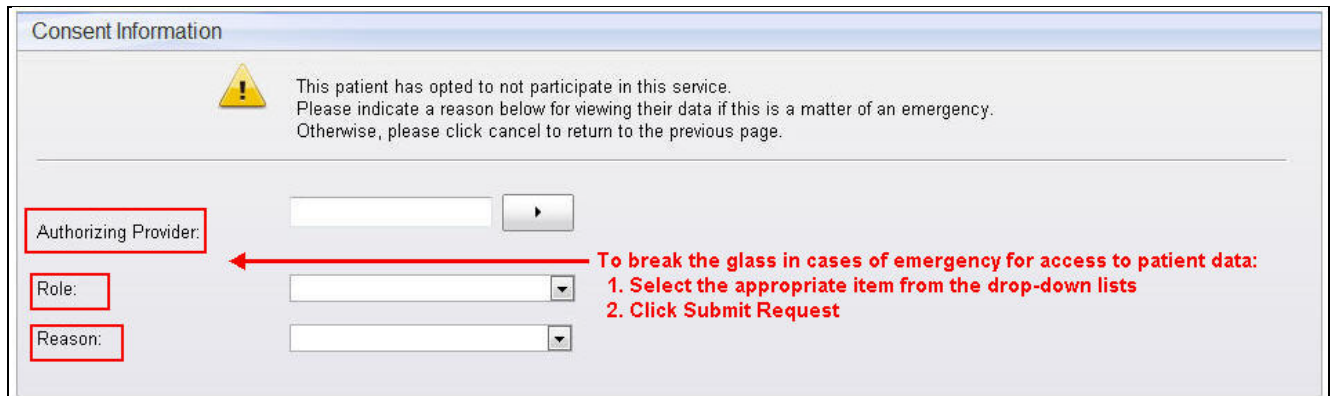
Group Name:   Group Status:

Added From:   To:  


## Break the Glass

If a patient has not opted-in, you will not be allowed to view information for non-emergency treatment. If emergency treatment is required for a patient who has **not** provided authorization, you may “break the glass” to get access to patient information by providing the Authorizing Provider, Role, and Reason.

You can also “break the glass” if the patient signs the “Authorization and Consent” form in front of you.



Consent Information

 This patient has opted to not participate in this service. Please indicate a reason below for viewing their data if this is a matter of an emergency. Otherwise, please click cancel to return to the previous page.

Authorizing Provider:

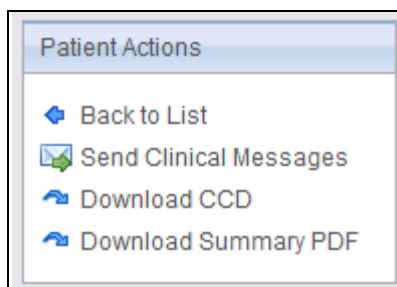
Role:

Reason:





**To break the glass in cases of emergency for access to patient data:**  
**1. Select the appropriate item from the drop-down lists**  
**2. Click Submit Request**

After you break the glass, you will be at the Patient Summary page.

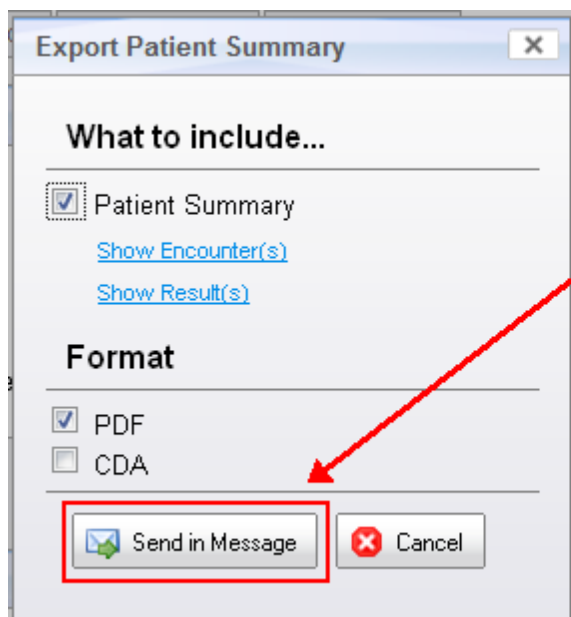
From the Patient Summary sub-tab, you can Send Clinical Messages to other Provider Portal users. You may also download the patient’s Continuity of Care Document (CCD) information as well as Patient Summary information in either PDF or XML format.



Patient Actions

-  Back to List
-  Send Clinical Messages
-  Download CCD
-  Download Summary PDF

To Send Clinical Messages to other providers in the portal, click Send Clinical Messages from the Patient Actions menu.



**Export Patient Summary**


**What to include...**

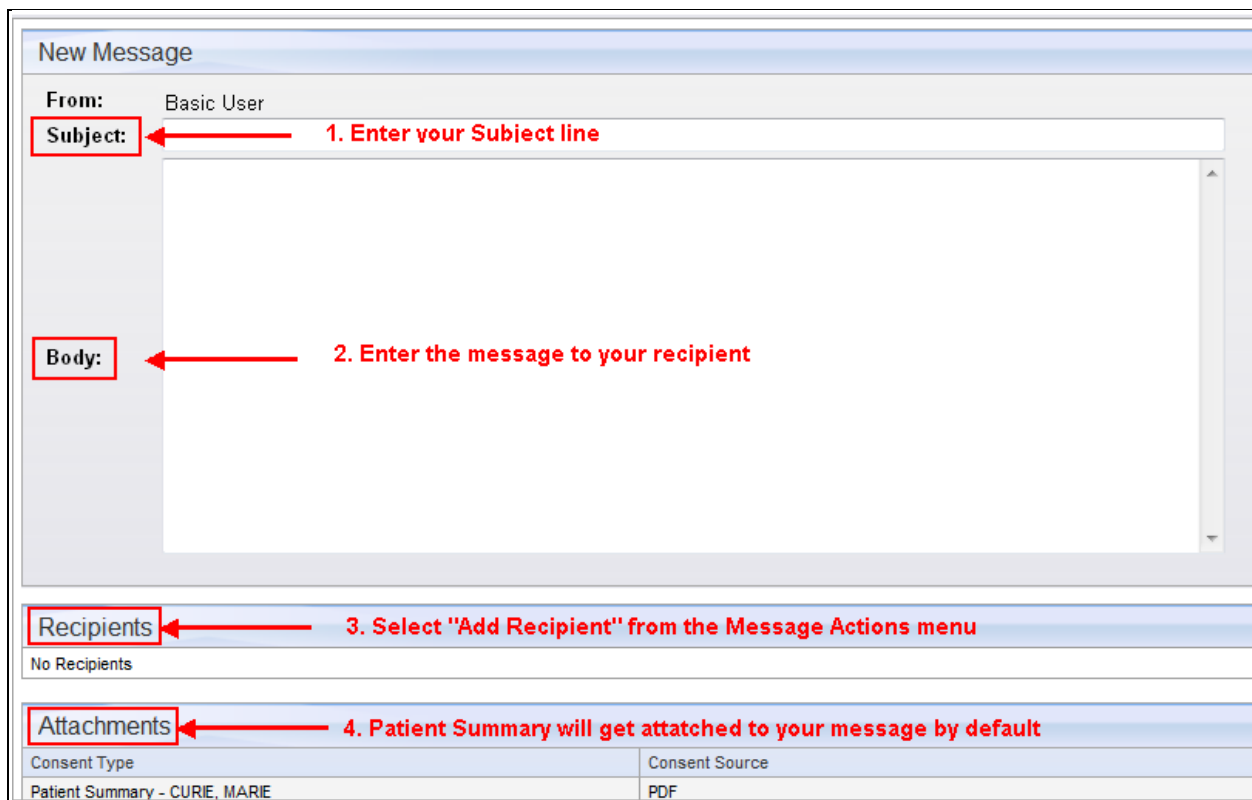
Patient Summary  
[Show Encounter\(s\)](#)  
[Show Result\(s\)](#)

**Format**

PDF  
 CDA

1. Select what to include
2. Select format
3. Click Send in Message

After clicking Send in Message, follow the instructions in the following figure to complete your message, then click the Send Message  icon.



**New Message**

**From:** Basic User

**Subject:**  1. Enter your Subject line

**Body:**  2. Enter the message to your recipient

**Recipients:**  3. Select "Add Recipient" from the Message Actions menu

**Attachments:**  4. Patient Summary will get attached to your message by default

Consent Type	Consent Source
Patient Summary - CURIE, MARIE	PDF

The Demographics sub-tab shows more detailed information about the patient, including consent status.


Summary **Demographics** NwHIN Search Subject Group

### Demographics

Patient ID: 182073

Last Name: **BALL** First: LUCILLE Middle:

Prefix:  Suffix:  Degree:

DOB: 02/22/1932  Gender: Female  SSN: 411231121

Phone #: (512) 555-1165 Alt. Phone #:

Fax #:  Email:

Address 1: 1000 N. ROXBURRY DRIVE

Address 2:

City: AUSTIN State: TX Postal:

Country: United States

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### Other Information

Birth Place:  Driver's License:

Marital Status: Married  Religion:

Citizenship:  Ethnicity: Hispanic

Race: White  Time of Death:

Primary Care Provider:

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### Languages

No Languages

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### Patient Aliases

Alias	Source	Type
Z1972038	HXE_HIE	Local Patient ID

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### Insurance Information

Plan ID	Company Name	Insured Name	Effective On	Expires On
Central Health MAP	COMPANY NAME	BALL, LUCILE	08-01-2011	

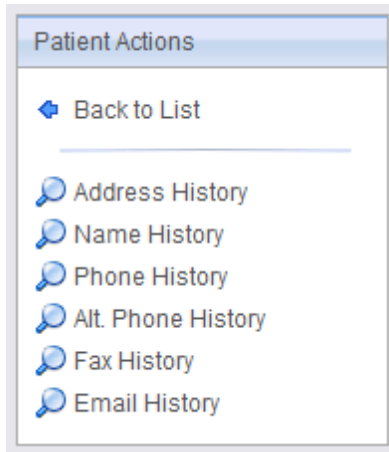
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### Consent Information

Consent Type	Consent Source	Location	Effective On	Expires On
Patient Opt-In	HXE_HIE	1101-Seton Medical Center	01/01/2011	01/01/2013


Although these fields appear to be editable, the demographics sub-tab is read-only

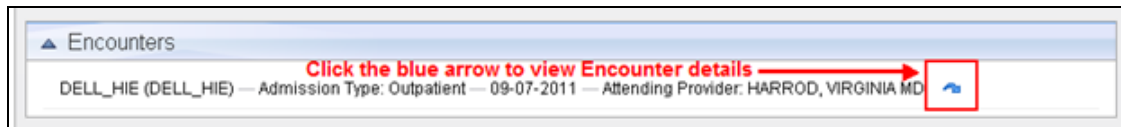
The following figure shows you the Patient Actions available within the Demographics sub-tab.



Note that the NWHIN Search and Subject Group sub-tabs are not yet functional. These sub-tabs are for future use.

## Encounter Detail

To view a patient's Encounter information, click the blue arrow  icon on the Patient Summary tab to be taken to the Encounter detail sub-tab.



The Encounter General Information page displays Diagnoses, Procedures, Medications and other details for the patient related to the specific encounter, as shown in the next figure.

Encounter General Information						
Patient Name	Source Patient ID	Encounter ID	Encounter Type	Date Of Birth	Gender	Phone Number
SKYWALKER, LUKE E	7259928	000000676667		01-20-2007	Male	(512) 555-6752
Attending Provider	Admitted	Discharged	Received From Source	Status		
HARROD, VIRGINIA MD	09-07-2011 08:53:00		09-12-2011 22:18:25	Admitted		
Referring Provider	Admission Type	Patient Type	Assigned Location	Patient Class	Reason	
	Outpatient		, 3301, Dell Children's Med Ctr, , , , , , , ,	Outpatient		

Diagnoses				
Diagnosis	Type	Classification	Category	Diagnosing Provider
DIARRHEA				
MAL NEO SOFT TISSUE NOS				
ANTINEOPLASTIC CHEMO ENC				

Procedures					
Procedure	Type	Duration	Anesthesia Code	Procedure Time	Description
INJECT CA CHEMOTHER NEC				09-07-2011 00:00:00	

Medications						
Medication	Strength	Dose	Total Refills	Started Taking	Stopped Taking	Expires
No Medications to display						

Vitals					
Name	Normal	Abnormal	Units	Range	Status
No Vitals to display					

Accidents						
Description	Location	Address	State	Occurrence Time	Brought in by	Entered By
No Accidents to display						

Results				
Source	Alias	Activity Time	Provider	Test Names
No Results to display				








  

Attachments		
ID	Label	Type
No Attachments to display		

No Notes or Comments

The following figure shows you the Actions available within the Encounters page. When you select Print Report, a PDF version of the encounter can be downloaded or printed.

Encounter Actions
 Back
 Download Report
 Print Report
 Archive Encounter
 View Accesses
 View Clinical Messages
 Send in Message


## Results Detail

The results area displays patient lab results. The Flag Legend displays the status of each lab record onscreen.

**Flag Legend:** 📄 = Needs Review 📄 = Preliminary results 🚨 = Critical Results 📁 = Archived 🔒 = Confidential

Historically, ICC participants have not provided lab data. However, going forward, this information should be available, and this tab will be populated.

## Procedures Detail

To view a patient's Procedure information, click the blue arrow  icon to be taken to the Procedures page.

▲ Procedures

INJECT CA CHEMOTHER NEC 	← Click the blue arrow to view Procedure details
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The Procedure General Information page displays what has procedures have been performed on the patient, as well as the times and dates that the patient received treatment.

**Procedure General Information**

Patient Name	Source Patient ID	Procedure ID	Date Of Birth	Gender	Phone Number
SKYWALKER, LUKE E	7259928	000000676667_P_1	01-20-2007	Male	(512) 555-6752

Procedure Name	Time of Procedure	Received From Source	Functional Type
INJECT CA CHEMOTHER NEC	09-07-2011 00:00:00	09-12-2011 22:18:25	

Procedure Provider	Surgeon	Anesthesiologist	Performed At	Duration	Priority

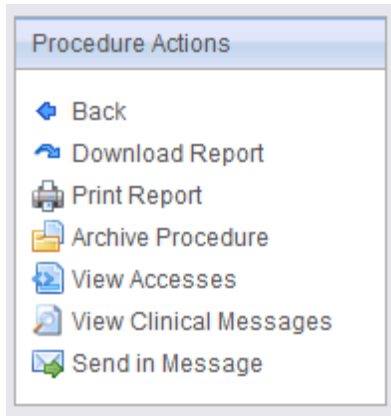
↖ If the patient has more than one procedure for the encounter it will be displayed in the Procedure General Information pane with the most recent procedure first

**Diagnoses**

Diagnosis	Type	Classification	Category	Diagnosing Provider
No Diagnoses to display				

No Notes or Comments

The following figure shows you the Actions available within the Procedures page.



## Medications Detail


The Medications tab displays the prescriptions issued from a Prescribing Provider, including the Start Time and End Time, Expiration Date, Source, Strength, and Dose information associated with the Medication Name and Medication ID.

Medications										
No items found.										
<input type="checkbox"/>	Medication Name	Patient Name	Medication ID	Prescribing Provider	Start Time	End Time	Expiration Date	Source	Strength	Dose
Nothing found to display.										

Historically, ICC participants have not provided medication data. However, going forward, this information should be available, and this tab will be populated.

## Messages Detail

The Messages detail area displays your inbox and allows you to send and receive messages with attachments within the Provider Portal (not to outside recipients).

After you have selected a Message, click the Reply to Message  icon to reply to the sender. For more details on New Messages, see the Patient Summary Detail section earlier in this document.