

# 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.

## **Provider Resources:**

- For new user access, please [complete this 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](#) or copy and paste this into your browser: <https://childrensnational.org/healthcare-providers/physician-relations-team/meet-the-team>

## Logging On

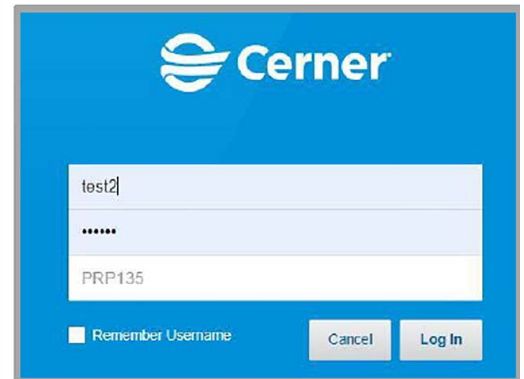
Access the Provider Portal from the Childrens National Hospital website: [Provider Portal](#) page or [www.childrensnational.org/providerportal](http://www.childrensnational.org/providerportal)

Log in to the Physician's Portal



The logon screen displays.

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

The image shows a Cerner login interface. At the top is the Cerner logo. Below it are three input fields: the first contains 'test2', the second contains masked characters '\*\*\*\*\*', and the third contains 'PRP135'. At the bottom left is a checkbox labeled 'Remember Username'. At the bottom right are two buttons: 'Cancel' and 'Log In'.

## 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 (up to six months)
- 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.

MPages Reach Worklist

Patient Information	Visit	Location	Discharge	My Relationship
<b>*ONCTEST, MARYTEST T...</b> 10 ... F	Encounter ... DIV OF MEDICINE OU... Length of Stay: 3 months	SZ4 CCBD Clinic	Compl... JUL 31, 2...	Referring Physician Primary Care Physician
<b>*ONCTEST, SIERRA SIX</b> 6 yrs M	Encounter ... DIV OF MEDICINE OU... Length of Stay: 3 months	SZ4 CCBD Clinic	Compl... JUL 31, 2...	Referring Physician Primary Care Physician
<b>OSOCTEST, INPATIENT TW...</b> 10... F	Encounter... REGULAR INPATIENT A... Length of Stay: 3 months, 1 week	E616-A 6E		Primary Care Physician
<b>TRAIN, FIFTYTWO</b> 6 yrs M	Encounter... REGULAR INPATIENT A... Length of Stay: 3 months, 1 week	E614-A 6E		Referring Physician
<b>*UCTEST, JANE</b> 23 yrs F	Encounte... UMC EMERGENCY ROO... Length of Stay: 6 weeks, 5 days	EDU		Admitting Physician Attending Physician
<b>*UCTEST, MOM</b> 45 yrs F	Encounte... UMC EMERGENCY ROO... Length of Stay: 4 months, 1 week	EDU		Ordering Physician Admitting Physician <span>1</span>
<b>*UCTEST, THREEHNA</b> 14 yrs M	Encounter ... EMERGENCY ROOM (... Length of Stay: 4 months, 3 weeks	ED Main		Primary Care Physician Ordering Physician <span>4</span>
<b>*UPGRADETEST, CLAIRVIA...</b> 6 ... F	Encounter... REGULAR INPATIENT A... Length of Stay: 3 months, 3 weeks	E618-A 6E		Primary Care Physician
<b>*UPGRADETEST, NICU</b> 3 m 3 w F	Encounter... REGULAR INPATIENT A... Length of Stay: 3 months, 2 weeks	E620-A 6E	Order... JUL 16, 20...	Primary Care Physician

## 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.

MPages Reach Worklist

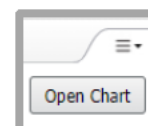
## Selecting a Patient

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.

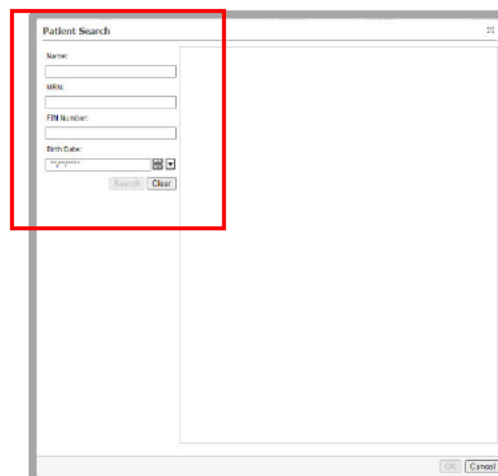


On the Patient Search screen enter their name (last,first) or MRN/FIN (if known).

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:



Patient Search

Name:

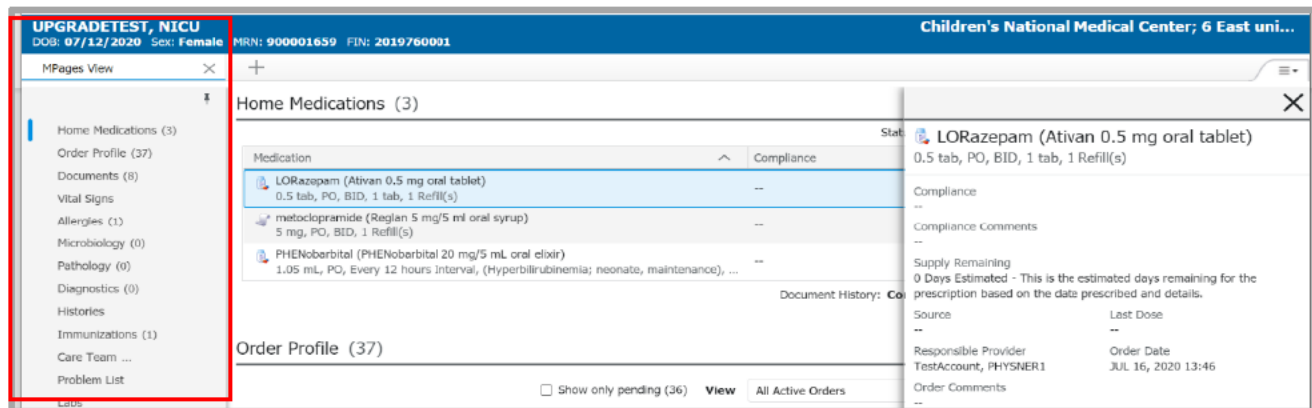
MRN:

FIN Number:

Birth Date:

## 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.



**UPGRADETEST, NICU**  
DOB: 07/12/2020 Sex: Female MRN: 900001659 FIN: 2019760001 Children's National Medical Center; 6 East uni...

**MPages View**

- Home Medications (3)
- Order Profile (37)
- Documents (8)
- Vital Signs
- Allergies (1)
- Microbiology (0)
- Pathology (0)
- Diagnostics (0)
- Histories
- Immunizations (1)
- Care Team ...
- Problem List

**Home Medications (3)**

Medication	Compliance
LORazepam (Ativan 0.5 mg oral tablet) 0.5 tab, PO, BID, 1 tab, 1 Refill(s)	--
metoprolol (Toprol XL 50 mg oral tablet) 5 mg, PO, BID, 1 Refill(s)	--
PHENobarbital (PHENobarbital 20 mg/5 mL oral elixir) 1.05 mL, PO, Every 12 hours Interval, (Hyperbilirubinemia; neonate, maintenance), ...	--

**Order Profile (37)**

☐ Show only pending (36) **View** All Active Orders

**LORazepam (Ativan 0.5 mg oral tablet)**  
0.5 tab, PO, BID, 1 tab, 1 Refill(s)

Compliance  
--

Compliance Comments  
--

Supply Remaining  
0 Days Estimated - This is the estimated days remaining for the prescription based on the date prescribed and details.

Source  
--

Responsible Provider  
TestAccount, PHYSNER1

Order Date  
JUL 16, 2020 13:46

Order Comments  
--

## 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.



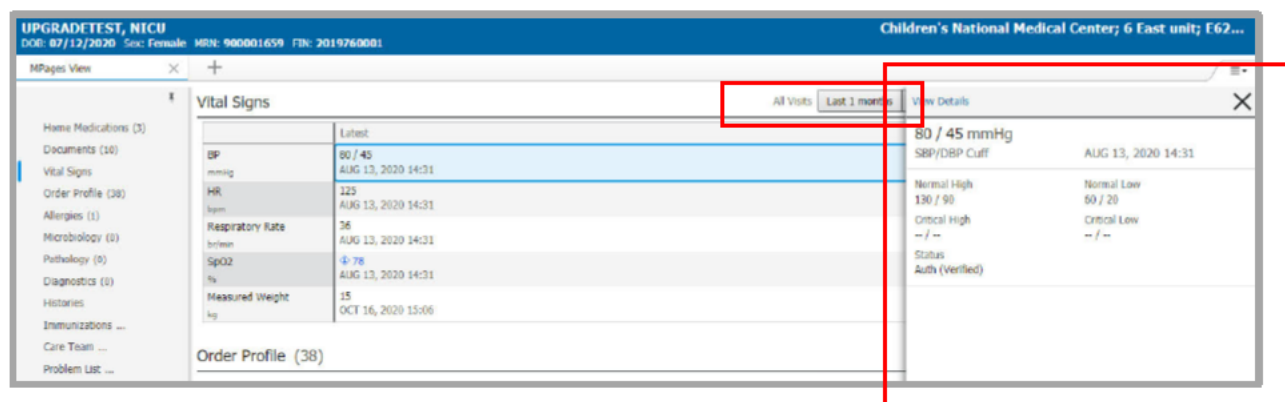
The screenshot shows the HPages View interface. On the left is a sidebar with a list of filter buttons: Home Medications (3), Documents (10), Vital Signs, Order Profile (38), Allergies (1), Microbiology (0), Pathology (0), Diagnostics (0), Histories ..., Immunizations ..., Care Team ..., Problem List ..., and Labs ... The main area is divided into two panes. The left pane shows a list of documents with columns for Time of Service, Subject, and Note Type. The right pane shows a detailed view of an 'Admission H & P' document, including sections for History of Present Illness, Birth History, Maternal History, Social History, Family History, Immunizations, Medications, Allergies, and Physical Exam.

- 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.

The screenshot shows the Documents (10) component. At the top, there are filter buttons for 'All Visits', 'Last 1 months', 'Last 1 months', 'Last 6 months', and 'Last 12 months'. Below these are buttons for 'Display: Clinical Documentation', 'Change Filter...', 'Last 50 Notes', 'My Notes Only', and 'Group by Encounter'. The table below has columns for Time of Service, Subject, Note Type, Author, Last Updated, and Last Updated By.

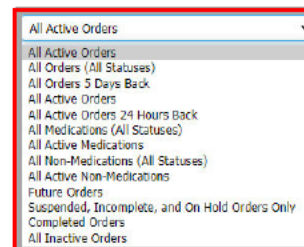
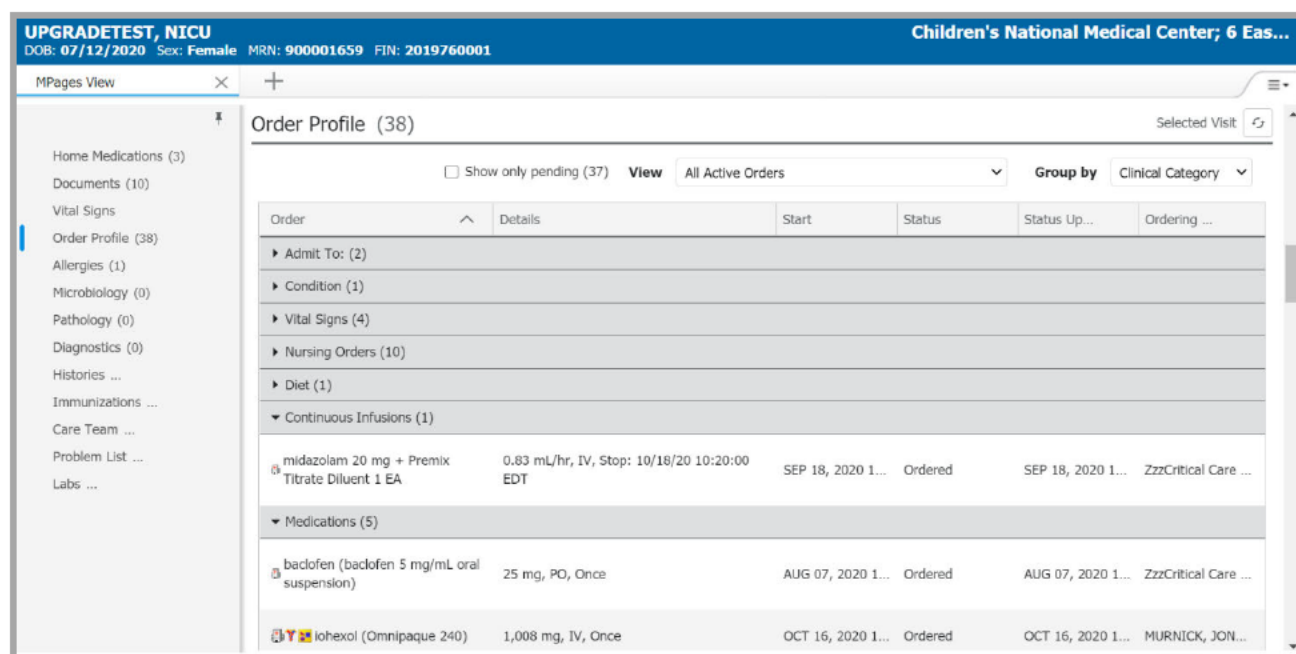
## Vital Signs

- 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.

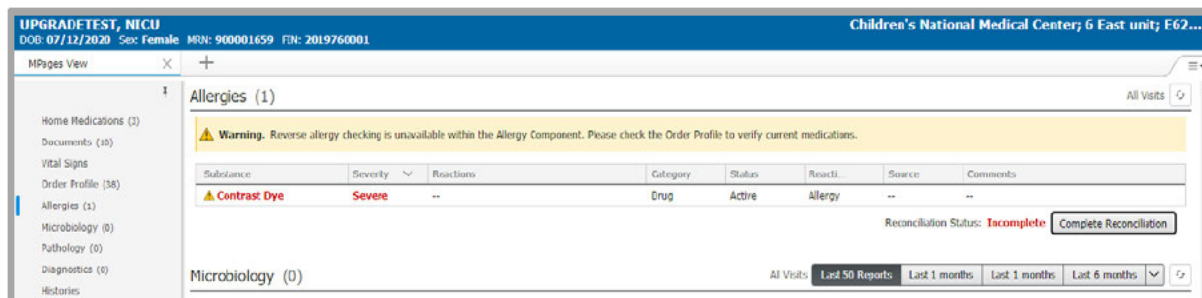



## Allergies

- 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.



UPGRADETEST, NICU  
DOB: 07/12/2020 Sex: Female MRN: 900001659 FIN: 2019760001 Children's National Medical Center; 6 East unit; F62...

MPages View

Allergies (1)

Warning: Reverse allergy checking is unavailable within the Allergy Component. Please check the Order Profile to verify current medications.

Substance	Severity	Reactions	Category	Status	Reac...	Source	Comments
Contrast Dye	Severe	--	Drug	Active	Allergy	--	--

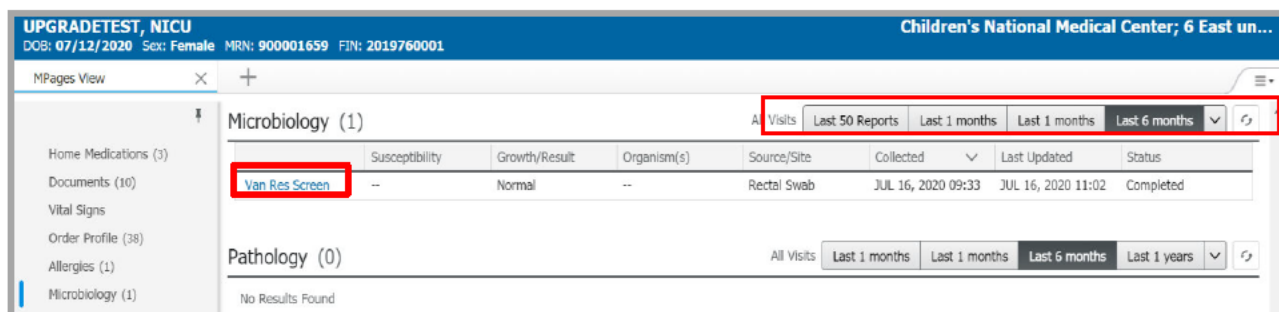
Reconciliation Status: **Incomplete** Complete Reconciliation

Microbiology (0)

All Visits Last 50 Reports Last 1 months Last 1 months Last 6 months

## 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.



UPGRADETEST, NICU  
DOB: 07/12/2020 Sex: Female MRN: 900001659 FIN: 2019760001 Children's National Medical Center; 6 East un...

MPages View

Microbiology (1)

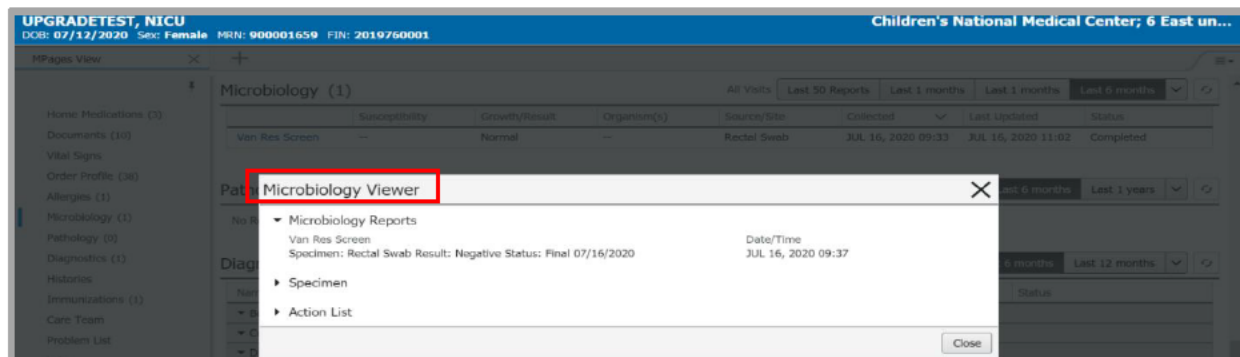
All Visits Last 50 Reports Last 1 months Last 1 months Last 6 months

Susceptibility	Growth/Result	Organism(s)	Source/Site	Collected	Last Updated	Status
--	Normal	--	Rectal Swab	JUL 16, 2020 09:33	JUL 16, 2020 11:02	Completed

Pathology (0)

No Results Found

All Visits Last 1 months Last 1 months Last 6 months Last 1 years



UPGRADETEST, NICU  
DOB: 07/12/2020 Sex: Female MRN: 900001659 FIN: 2019760001 Children's National Medical Center; 6 East un...

MPages View

Microbiology (1)

All Visits Last 50 Reports Last 1 months Last 1 months Last 6 months

Susceptibility	Growth/Result	Organism(s)	Source/Site	Collected	Last Updated	Status
--	Normal	--	Rectal Swab	JUL 16, 2020 09:33	JUL 16, 2020 11:02	Completed

Pathology (0)

No Results Found

All Visits Last 1 months Last 1 months Last 6 months Last 1 years

Microbiology Viewer

Microbiology Reports

Van Res Screen

Specimen: Rectal Swab Result: Negative Status: Final 07/16/2020

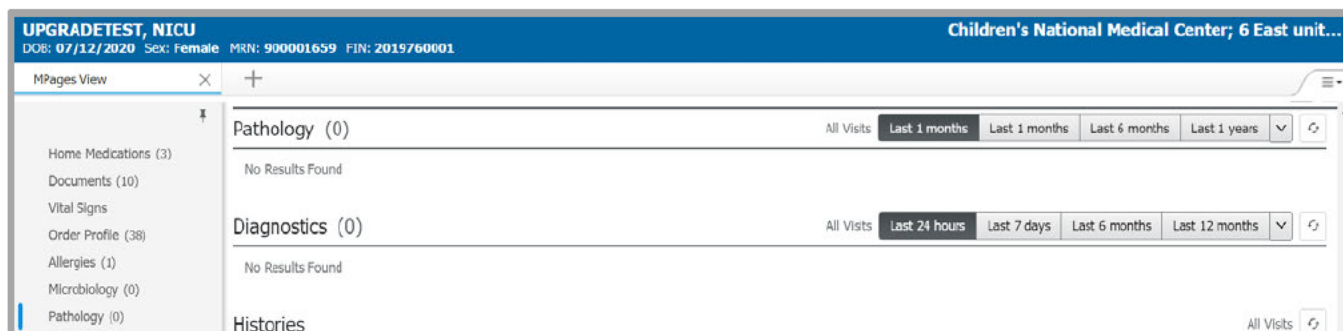
Date/Time

JUL 16, 2020 09:37

Close

## Pathology

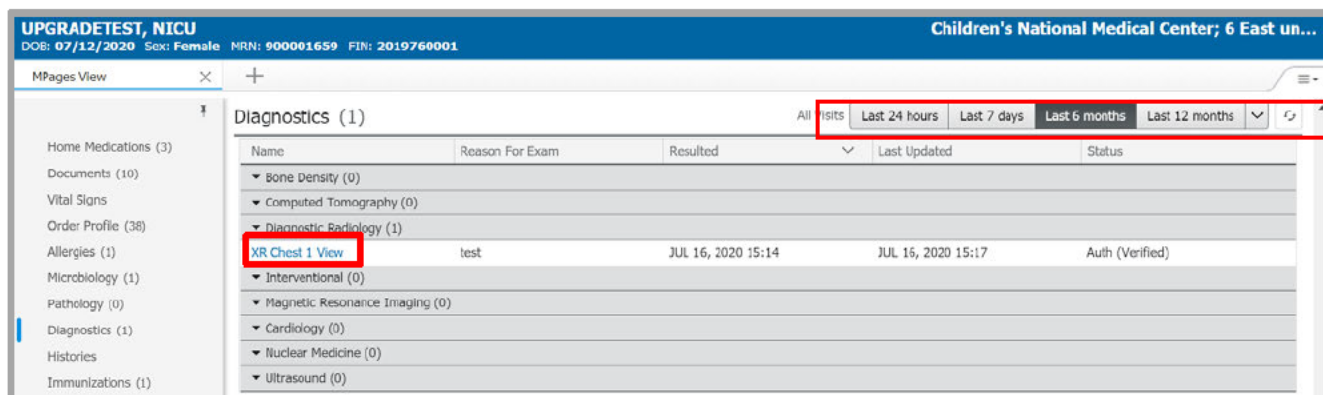
- Select the **Pathology** section to display patient pathology results for the designated time frame.
- Use the date **filter buttons** on the top of the component to change the look back time frame.



The screenshot shows the patient portal interface for UPGRADETEST, NICU. The top header includes patient information: DOB: 07/12/2020, Sex: Female, MRN: 900001659, FIN: 2019760001, and the location: Children's National Medical Center; 6 East unit... The left sidebar lists various medical categories: Home Medications (3), Documents (10), Vital Signs, Order Profile (38), Allergies (1), Microbiology (0), Pathology (0), and Histories. The main content area is titled 'Pathology (0)' and shows 'No Results Found'. Above this, there are filter buttons for 'All Visits', 'Last 1 months', 'Last 1 months', 'Last 6 months', and 'Last 1 years'. Below the Pathology section, there is a 'Diagnostics (0)' section, also showing 'No Results Found', with filter buttons for 'All Visits', 'Last 24 hours', 'Last 7 days', 'Last 6 months', and 'Last 12 months'. At the bottom, there is a 'Histories' section with an 'All Visits' button.

## 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.



The screenshot shows the patient portal interface for UPGRADETEST, NICU. The top header is the same as the previous screenshot. The left sidebar is the same. The main content area is titled 'Diagnostics (1)'. Above the table, there are filter buttons for 'All visits', 'Last 24 hours', 'Last 7 days', 'Last 6 months', and 'Last 12 months'. The table has columns: Name, Reason For Exam, Resulted, Last Updated, and Status. The table content is as follows:

Name	Reason For Exam	Resulted	Last Updated	Status
▼ Bone Density (0)				
▼ Computed Tomography (0)				
▼ Diagnostic Radiology (1)				
XR Chest 1 View	test	JUL 16, 2020 15:14	JUL 16, 2020 15:17	Auth (Verified)
▼ Interventional (0)				
▼ Magnetic Resonance Imaging (0)				
▼ Cardiology (0)				
▼ Nuclear Medicine (0)				
▼ Ultrasound (0)				

The 'XR Chest 1 View' row is highlighted with a red box. The filter buttons at the top of the Diagnostics section are also highlighted with a red box.



**UPGRADETEST, NICU** Children's National Medical Center; 6 East un...  
 DOB: 07/12/2020 Sex: Female MRN: 900001659 FIN: 2019760001

MPages View

**Document Viewer** [X]

Note Type: XR Chest 1 View Result Date: JUL 16, 2020 15:14  
 Author; Contributor(s): Shakib, Samir A Radiology Information System Administrator; PAVULURI, PADMAJA DO, Graves, Margaret Mgr Radiology Support Services Status: Auth (Verified)

► Additional Details

**Report ( Auth (Verified) )**  
 TEST CERNER UPGRADE>>>>>>  
 Radiology imaging was performed. Exam is within normal limits.  
 TEST CERNER UPGRADE>>>>>>

**Reason For Exam**  
 test

► Action List

Print Close

## Histories

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

**UPGRADETEST, NICU** Children's National Medical Center; 6 East un...  
 DOB: 07/12/2020 Sex: Female MRN: 900001659 FIN: 2019760001

MPages View

**Histories** All Visits

**Problems** Procedure Family Social

Name	Classification
▼ Chronic Problems (1)	
Heart murmur of newborn	Medical
► Resolved Problems (1)	

Immunizations (1) + All Visits

## 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.

**UPGRADETEST, NICU** Children's National Medical Center; 6 East un...  
 DOB: 07/12/2020 Sex: Female MRN: 900001659 FIN: 2019760001

MPages View

Immunizations (1)

Vaccine	Administrations	Last Action
Influenza	1	Administered

Care Team

Role/Relationship	Contact	Phone	Service
▼ This Visit			
--	STONE, BRIAN S. MD (Primary)	2024763459	Neonatology

Influenza

JUL 16, 2020 (4d) - Administered

Administered By  
TestAccount, AmbNurse1

Product  
Influenza virus vaccine, inactivated

Details

## 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.

**UPGRADETEST, NICU** Children's National Medical Center; 6 East uni...  
 DOB: 07/12/2020 Sex: Female MRN: 900001659 FIN: 2019760001

MPages View

Care Team

Role/Relationship	Contact	Phone	Service
▼ This Visit			
--	STONE, BRIAN S. MD (Primary)	2024763459	Neonatology
▼ Cross-Visits			
Primary Care Physician	Test2, Test	--	--
Radiologist	MURNICK, JONATHAN GEORGE MD	--	--

Problem List

Classification: Medical and Pediatric

Add as: This Visit and Cross-Visits

Priority	Problem Name	Code	Onset	Class
1	Chronic obstructive pulmonary disease with (acu...	J44.1 (ICD-10-...	--	Medic...
2	Inspissated bile syndrome	P59.1 (ICD-10-...	--	Medic...
3	Cough	R05 (ICD-10-CM)	--	Medic...
	Newborn	--	--	Medic...

Resolved Chronic Problems

All previous This Visit problems

STONE, BRIAN S. MD

Phone Numbers

Fax Business  
2024763459

Medical Service  
Neonatology

Team

Medical Service Members

ABRAMS, GILLIAN LISA MD	--
AFIFI, ASHRAF M.E. MD	--
ANDESCAVAGE, NICKIE	--
NIFORATOS MD	--
ANSON, ELISABETH A MD	--
ATTRIDGE, JOSHUA MD	--
AVERY, JOY REBEKAH NP	--
BASU, SUDEEPTA KUMAR MD	--
CASTO, ANNE MARIE NP	--

## 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.

**UPGRADETEST, NICU** Children's National Medical Center; 6 ...  
 DOB: 07/12/2020 Sex: Female MRN: 900001659 FIN: 2019760001

MPages View

Home Medications (3)  
 Documents (9)  
 Vital Signs  
 Order Profile (37)  
 Allergies (1)  
 Microbiology (0)  
 Pathology (0)  
 Diagnostics (0)  
 Histories ...  
 Immunizations ...  
 Care Team  
**Problem List**  
 Labs

**Problem List**

Classification **Medical an** Add as **This Visit** Add problem

Priority	Problem Name	Code	Onset	Classi...	Actions
1	Chronic obstructive pulmonary diseas...	J44.1 (ICD-...	--	Medical	✓ This Visit
2	Inspissated bile syndrome	P59.1 (ICD-...	--	Medical	✓ This Visit
3	Cough	R05 (ICD-1...	--	Medical	✓ This Visit
	Heart murmur of newborn	--	--	Medical	✓ Chronic
▶ Resolved Chronic Problems					
▶ All previous This Visit problems					

## 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.

**UPGRADETEST, NICU** Children's National Medical Center; 6 East unit; E62...  
 DOB: 07/12/2020 Sex: Female MRN: 900001659 FIN: 2019760001

MPages View

Home Medications (3)  
 Documents (10)  
 Vital Signs  
 Order Profile (38)  
 Allergies (1)  
 Microbiology (0)  
 Pathology (0)  
 Diagnostics ...  
 Histories ...  
 Immunizations ...  
 Care Team ...  
 Problem List  
**Labs**

All Visits **Last 1 months** View Details

	Latest	Previous	
<b>HEMATOLOGY</b>			
WBC Count	0.43 AUG 13, 2020 10:25	--	--
RBC Count	2.81 AUG 13, 2020 10:25	--	--
Hemoglobin	7.8 AUG 13, 2020 10:25	--	--
Hematocrit	22.3 AUG 13, 2020 10:25	--	--
MCV	82.9 AUG 13, 2020 10:25	--	--
MCH	27.8 AUG 13, 2020 10:25	--	--
MCHC	33.5	--	--

0.43 K/mcL  
 WBC Count  
 AUG 13, 2020 10:25  
 Normal High  
 14.68  
 Critical High  
 --  
 Status  
 Auth (Verified)

## Navigation

- When you are in the provider portal, you will notice that two tabs display in your browser



header. 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.



The screenshot shows the 'MPages Reach Worklist' interface. At the top, there are tabs for 'Patient List' and 'Provider Group'. Below these are filters for 'All My Patients' and 'Admitted Within: 6 months', along with a 'Search' button. The main area is a table with columns: Patient Information, Visit, Location, Discharge, and My Relationship. The table contains four rows of patient data. In the top right corner, a menu is open, showing options: 'Layout Configuration', 'Reset column widths', and 'Log Out'.

Patient Information	Visit	Location	Discharge	My Relationship
<b>TRAIN, FIFTYTWO</b> 6 yrs M	Encounter Type: REGULAR INPATIENT ADMISSION Length of Stay: 3 months, 1 week	E514-A 6E		Referring Physician
<b>OSOCTEST, INPATIENT TWENTYONE</b> 10 yrs F	Encounter Type: REGULAR INPATIENT ADMISSION Length of Stay: 3 months, 1 week	E516-A 6E		Primary Care Physician
<b>*UPGRADETEST, CLAIRVIAEIGHT</b> 6 yrs F	Encounter Type: REGULAR INPATIENT ADMISSION Length of Stay: 3 months, 3 weeks	E518-A 6E		Primary Care Physician
<b>*UPGRADETEST, NICU</b> 3 m 3 w F	Encounter Type: REGULAR INPATIENT ADMISSION Length of Stay: 3 months, 3 weeks	E520-A 6E	Ordered On: JUL 16, 2020 11:36	Primary Care Physician