

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](#) 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.
- 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

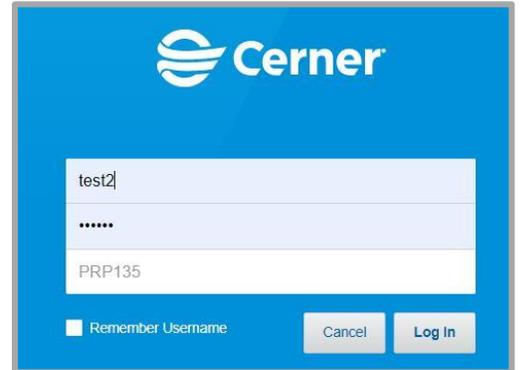
Access the Provider Portal from the Childrens National Hospital website: [Provider Portal](#) page or www.childrensnational.org/providerportal

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.



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.

MPages Reach Worklist

Patient List Provider Group All My Patients Admitted Within: 6 months Search Filter Open Chart

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

Patient List **Provider Group** AAA Pediatrics Inc All Providers Admitted Within: 6 months Search

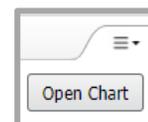
Selecting a Patient

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.

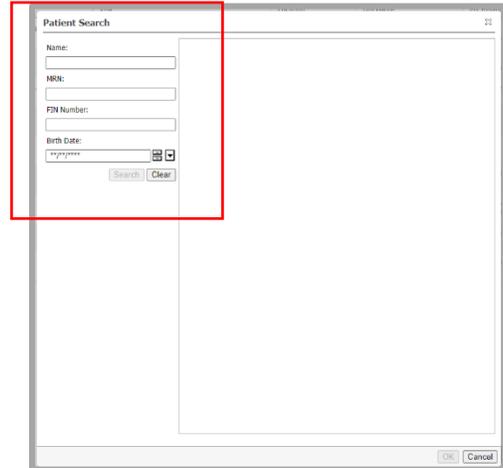


On the Patient Search screen enter their name (last,first) or MRN/FIN (if known).

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

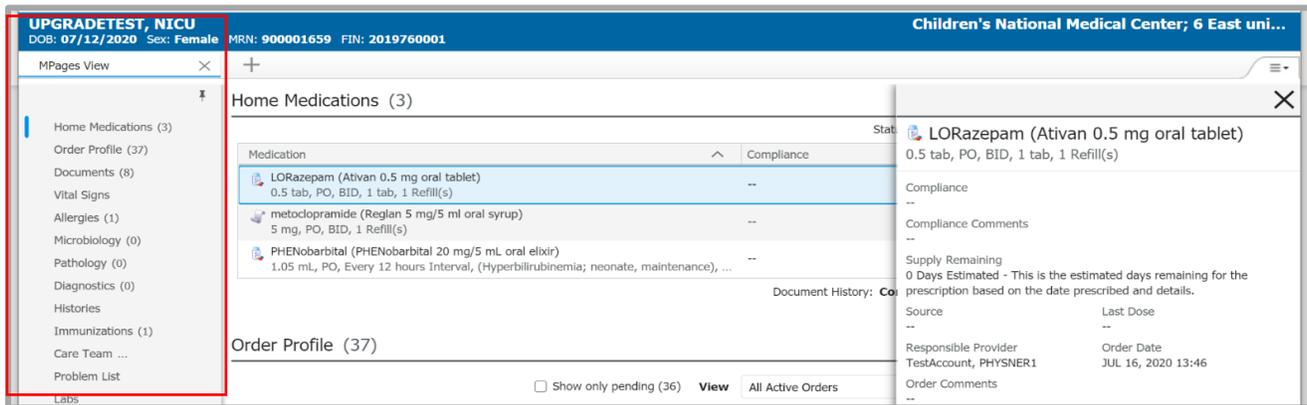
The patient chart opens with a menu to the left.

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



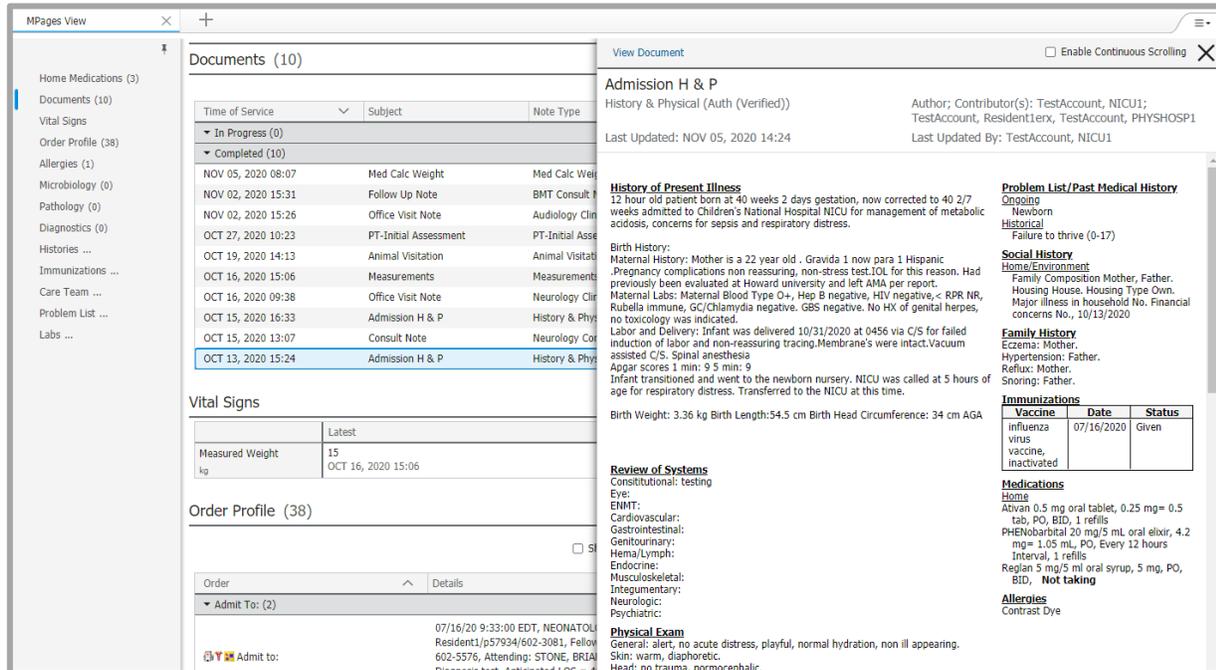
Home Medications

- 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.



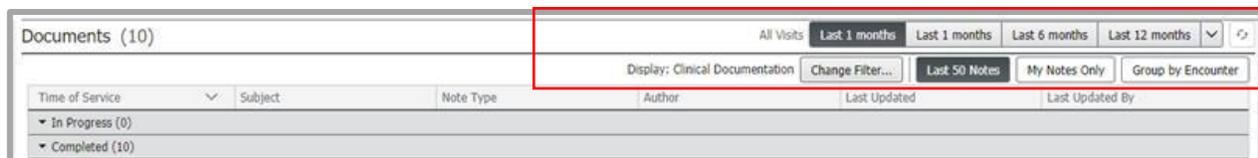
Documents

- 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 screenshot shows the MPages View interface. On the left is a navigation sidebar with categories like Home Medications, Documents, Vital Signs, etc. The main area is divided into three sections: Documents (10), Vital Signs, and Order Profile (38). The Documents section has a table with columns for Time of Service, Subject, and Note Type. The Vital Signs section shows a table for Measured Weight. The Order Profile section shows a table for Admit To. The right side of the interface displays a detailed view of an 'Admission H & P' document, including sections for History of Present Illness, Birth History, Review of Systems, Physical Exam, Problem List/Past Medical History, Social History, Family History, Immunizations, Medications, and Allergies.

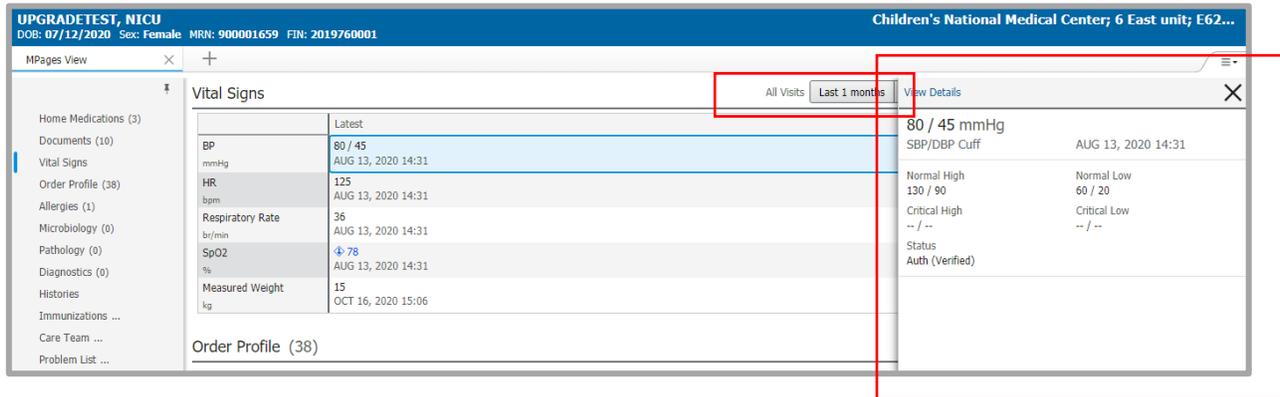
- The first row of filter buttons will allow you to filter by time frame.
- The second row of filters will allow you to group by encounter.
- Note: You can sort the documents by using the column header.



This close-up shows the filter and display options for the Documents list. The top row contains filter buttons for 'All Visits', 'Last 1 months', 'Last 1 months', 'Last 6 months', and 'Last 12 months'. Below this is a 'Display: Clinical Documentation' button, a 'Change Filter...' button, and a 'Last 50 Notes' button. The bottom row shows a table with 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.



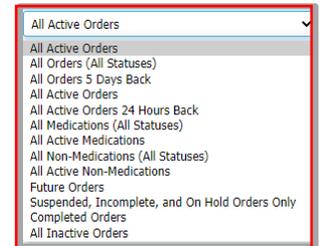
UPGRADETEST, NICU
DOB: 07/12/2020 Sex: Female MRN: 900001659 FIN: 2019760001 Children's National Medical Center; 6 East unit; E62...

Vital Signs

	Latest	
BP	80 / 45 AUG 13, 2020 14:31	80 / 45 mmHg SBP/DBP Cuff AUG 13, 2020 14:31
HR	125 AUG 13, 2020 14:31	Normal High 130 / 90 Normal Low 60 / 20
Respiratory Rate	36 AUG 13, 2020 14:31	Critical High -- / -- Critical Low -- / --
SpO2	78 AUG 13, 2020 14:31	Status Auth (Verified)
Measured Weight	15 OCT 16, 2020 15:06	

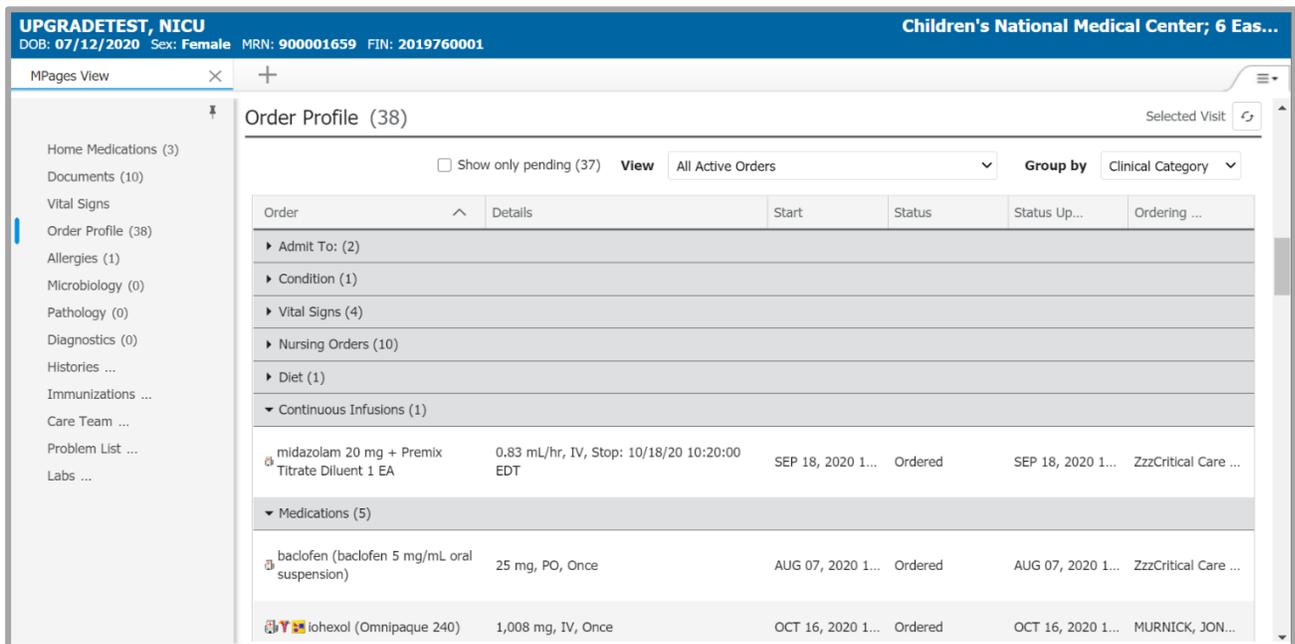
Order Profile

- 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.



All Active Orders

- All Active Orders
- All Orders (All Statuses)
- All Orders 5 Days Back
- All Active Orders
- All Active Orders 24 Hours Back
- All Medications (All Statuses)
- All Active Medications
- All Non-Medications (All Statuses)
- All Active Non-Medications
- Future Orders
- Suspended, Incomplete, and On Hold Orders Only
- Completed Orders
- All Inactive Orders



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

Order Profile (38)

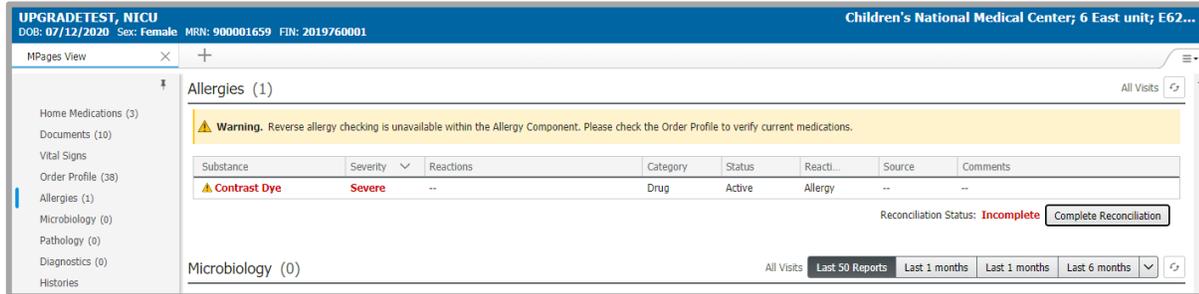
Show only pending (37) View All Active Orders Group by Clinical Category

Order	Details	Start	Status	Status Up...	Ordering ...
▶ Admit To: (2)					
▶ Condition (1)					
▶ Vital Signs (4)					
▶ Nursing Orders (10)					
▶ Diet (1)					
▼ Continuous Infusions (1)					
midazolam 20 mg + Premix Titrant Diluent 1 EA	0.83 mL/hr, IV, Stop: 10/18/20 10:20:00 EDT	SEP 18, 2020 1...	Ordered	SEP 18, 2020 1...	ZzzCritical Care ...
▼ Medications (5)					
baclofen (baclofen 5 mg/mL oral suspension)	25 mg, PO, Once	AUG 07, 2020 1...	Ordered	AUG 07, 2020 1...	ZzzCritical Care ...
iohexol (Omnipaque 240)	1,008 mg, IV, Once	OCT 16, 2020 1...	Ordered	OCT 16, 2020 1...	MURNICK, JON...

Allergies

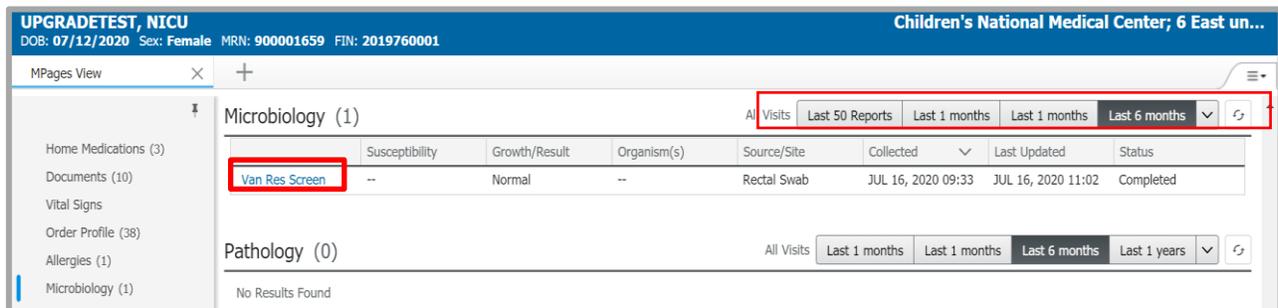
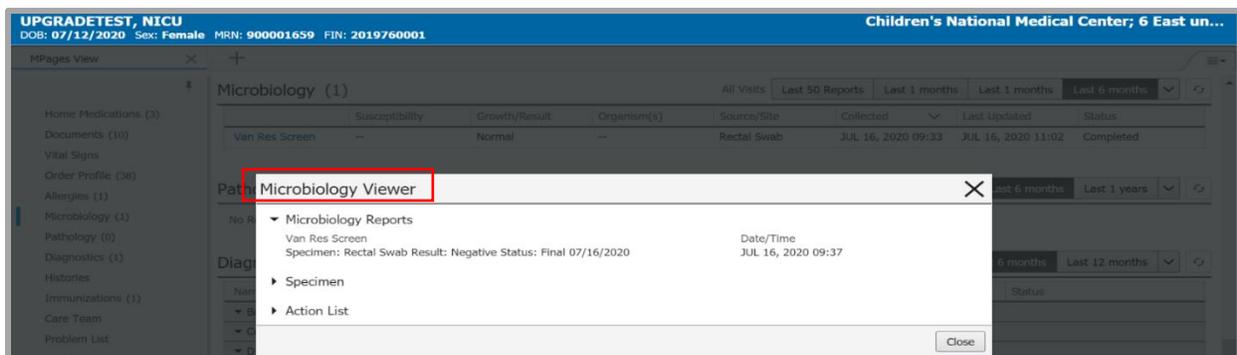
- The **Allergies** section displays documented patient allergies.
- Select an allergy to view additional details.

- Click the **X** in the upper right corner to close the preview window when done.



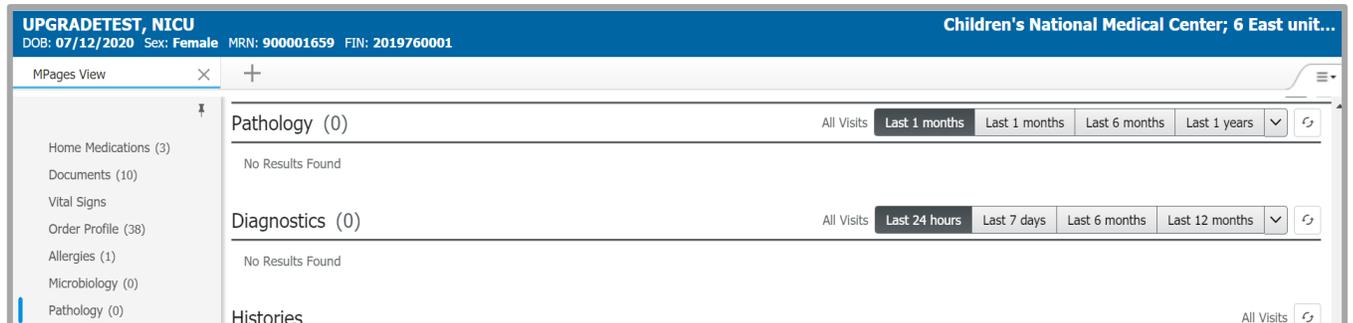
Microbiology

- 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.

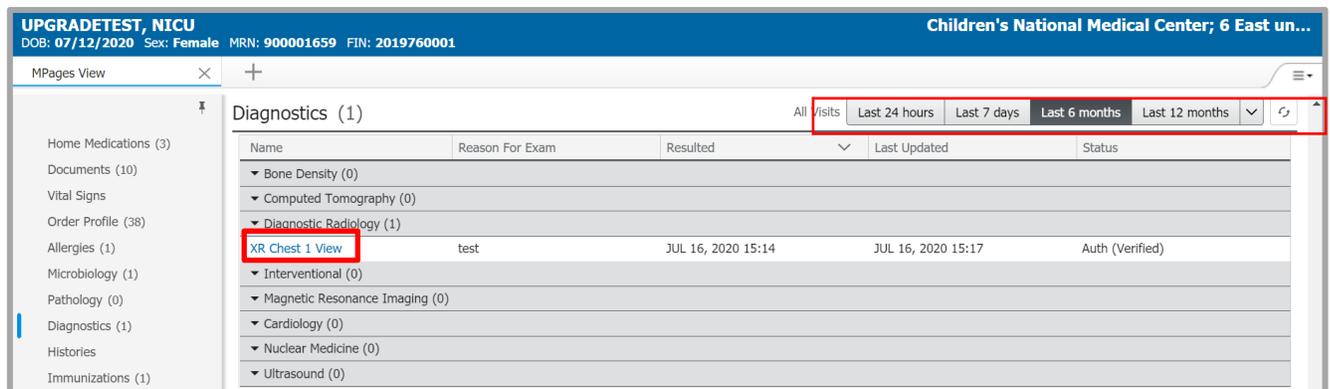
Pathology

- 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.

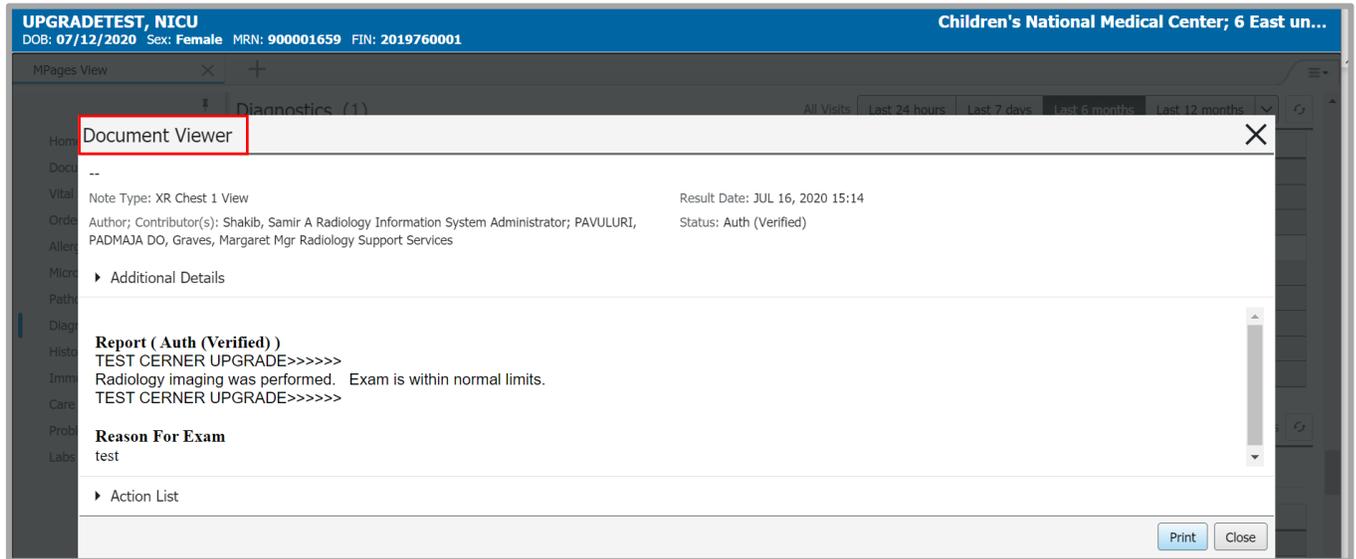


Diagnostics

- 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.

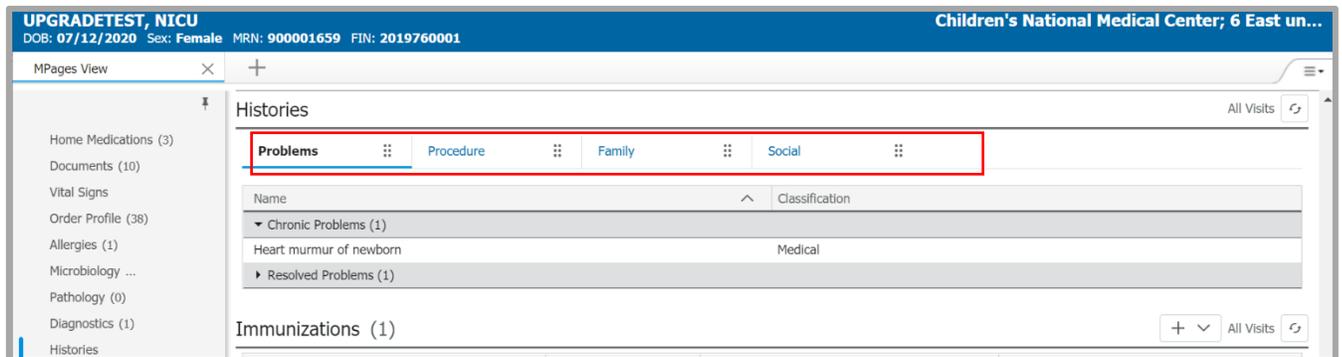


Name	Reason For Exam	Resulted	Last Updated	Status
▼ Bone Density (0)				
▼ Computed Tomography (0)				
▼ Diagnostic Radiology (1)				
XR Chest 1 View	test	JUL 16, 2020 15:14	JUL 16, 2020 15:17	Auth (Verified)
▼ Interventional (0)				
▼ Magnetic Resonance Imaging (0)				
▼ Cardiology (0)				
▼ Nuclear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



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.

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	Neon...

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	Neon...
▼ Cross-Visits			
Primary Care Physician	Test2, Test	--	--
Radiologist	MURNICK, JONATHAN GEORGE MD	--	--

Problem List

Classification: Medical and P... Add as: This Visit and C... Add problem...

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

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

Labs All Visits **Last 1 months** View Details

	Latest	Previous		
HEMATOLOGY				
WBC Count	0.43 AUG 13, 2020 10:25	--	--	0.43 K/mcL AUG 13, 2020 10:25
RBC Count	2.81 AUG 13, 2020 10:25	--	--	Normal High 14.68 Critical High
Hemoglobin	7.8 AUG 13, 2020 10:25	--	--	Normal Low 7.05 Critical Low
Hematocrit	23.3 AUG 13, 2020 10:25	--	--	Status Auth (Verified)
MCV	82.9 AUG 13, 2020 10:25	--	--	
MCH	27.8 AUG 13, 2020 10:25	--	--	
MCHC	33.5	--	--	

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 a web application interface for a patient list. At the top, there is a browser tab labeled 'MPages Reach Worklist'. Below the browser tab is a navigation bar with tabs for 'Patient List' and 'Provider Group'. To the right of these tabs are filters for 'All My Patients', 'Admitted Within: 6 months', and a 'Search' button. The main content area is a table with the following columns: 'Patient Information', 'Visit', 'Location', 'Discharge', and 'My Relationship'. The table contains four rows of patient data. In the top right corner of the application, there is a menu with three options: 'Layout Configuration', 'Reset column widths', and 'Log Out', which is highlighted with a red box.

Patient Information	Visit	Location	Discharge	My Relationship
TRAIN, FIFTYTWO 6 yrs M	Encounter Type: REGULAR INPATIENT ADMISSION Length of Stay: 3 months, 1 week	E614-A 6E		Referring Physician
OSOCTEST, INPATIENT TWENTYONE 10 yrs F	Encounter Type: REGULAR INPATIENT ADMISSION Length of Stay: 3 months, 1 week	E616-A 6E		Primary Care Physician
*UPGRADETEST, CLAIRVIAEIGHT 6 yrs F	Encounter Type: REGULAR INPATIENT ADMISSION Length of Stay: 3 months, 3 weeks	E618-A 6E		Primary Care Physician
*UPGRADETEST, NICU 3 m 3 w F	Encounter Type: REGULAR INPATIENT ADMISSION Length of Stay: 3 months, 3 weeks	E620-A 6E	Ordered On: JUL 16, 2020 11:36	Primary Care Physician