

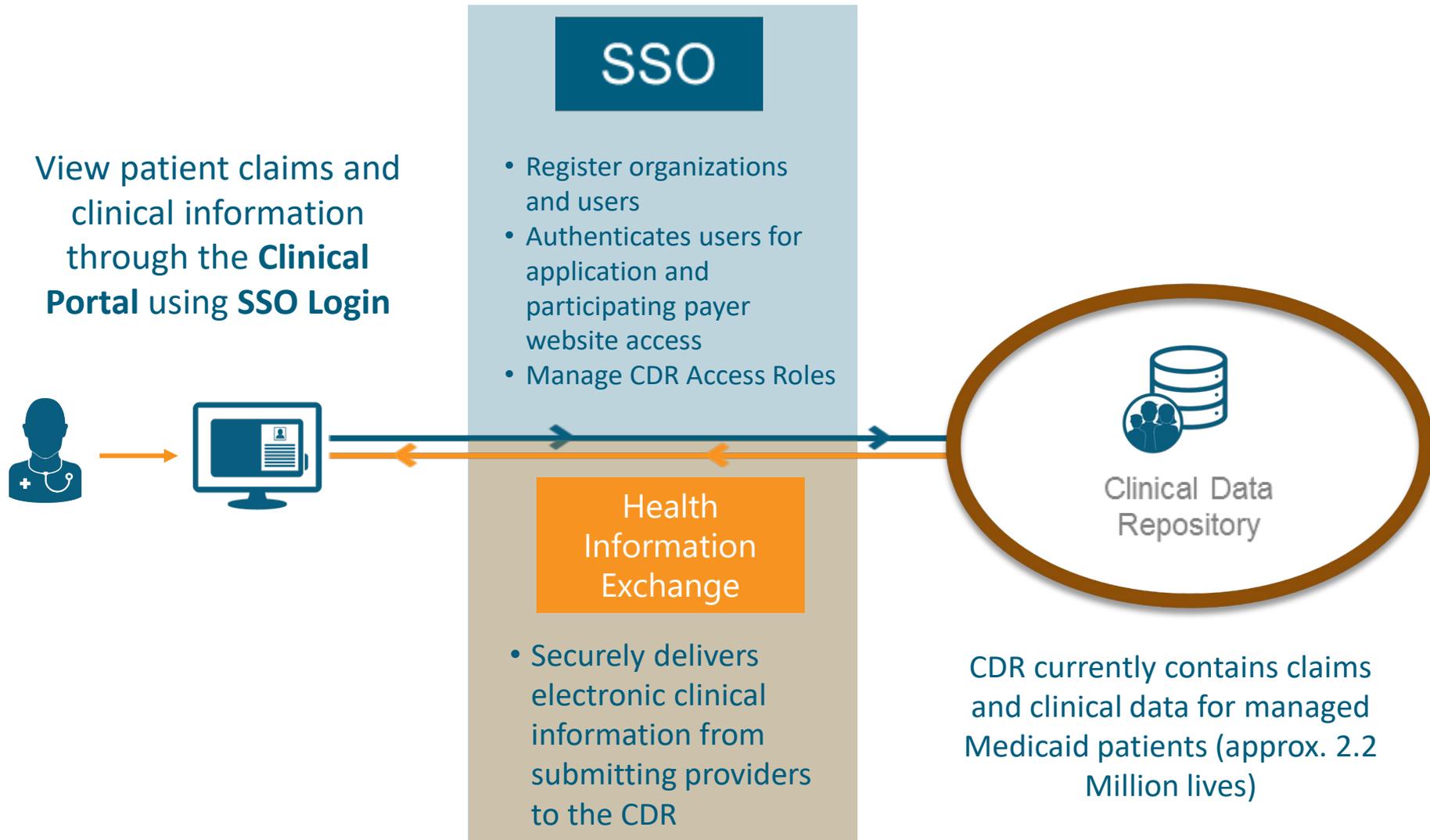


How to Use the Clinical Portal

Agenda

- What is Clinical Portal and CDR?
- Prerequisites for using the Clinical Portal
- Log in with MFA
- Clinical Portal demo

Clinical Portal and Clinical Data Repository



Before We Get Started...

To use the Clinical Portal your organization needs:

1. A OneHealthPort Single Sign-On (SSO) account
2. A OneHealthPort HIE Participation Agreement

If you do not know if your organization has completed the above steps, please reach out to the person within your organization who is responsible for signing contracts to check. You can find additional information at:

<https://www.onehealthport.com/onehealthport-clinical-portal-resources-correctional/detention-facilities>

CDR Access Role Guidelines

Role	Definition and *Confidentiality Level Descriptions as Defined by HL7
No Role Assigned	Subscriber will not be able login to the Clinical Portal.
Test Role Only	Subscriber will be able to login and view all UAT (test) environment data in the UAT Clinical Portal but will not be able to login and view Production data in the Production Clinical Portal.
Normal Access*	Subscriber will be able to view only clinical documents classified as normal by the submitting organization. Normal is typically used with non-stigmatizing health information on a patient in the Clinical Portal.
Restricted Access*	Subscriber will be able to view clinical documents classified as normal and restricted by the submitting organization. Restricted is typically used with additionally protected information on a patient such as sensitive conditions, mental health, HIV, substance abuse, domestic violence, child abuse, genetic disease, and reproductive health; or sensitive demographic information such as a patient's standing as an employee or a celebrity in the Clinical Portal.
Very Restricted Access*	Subscriber can view all classifications of clinical documents including those classified as very restricted by the submitting organization. Very restricted is typically used with extremely sensitive and likely stigmatizing health information that presents a very high risk if disclosed; for example, victim of abuse, patient requested information sensitivity, and taboo subjects relating to health status in the Clinical Portal.
Recommended*	

Log in to the Clinical Portal with Multi-Factor Authentication

Clinical Portal Access Requires Multi-Factor Authentication

What is Multi-Factor Authentication?

- Multi-Factor Authentication (MFA) adds another layer of security to verify a user's identity
- Currently the **Clinical Portal requires users to use Google Authenticator** as the MFA
 - To learn more about MFA please visit the [MFA page on our website](#)

What is Google Authenticator?

- Google Authenticator is a free app that is downloaded to your mobile or tablet device that generates a 6-digit passcode.
 - The App is free and does not use cell phone minutes or data
 - You do not need to create a Google account

Clinical Portal Login – OHP Web Page

Go to : <https://www.onehealthport.com/clinical-portal>

The screenshot shows the OneHealthPort website navigation. The top navigation bar includes links for HOME, SINGLE SIGN-ON, HIE, CDR (highlighted), CREDENTIALING, ADMINSIMP, and ABOUT US. Below this is a banner with the OneHealthPort logo and 'CDR' text. The bottom navigation bar includes links for CDR Home, Use the CDR, Clinical Portal (highlighted), Prepare the C-CDA, Sponsors, Support, and About.

Clinical Portal

The Clinical Portal is a web portal that allows authorized users to view clinical and claims data of sponsored patient lives in the OneHealthPort Clinical Data Repository (CDR). Data contributed by the provider community and Sponsors, as part of data collection initiatives, provides a longitudinal record of patient care and claims information.

- ▶ Training Webinars
- ▶ Getting Started
- ▶ Set Up Users with CDR Access Role
- ▶ Login to the Clinical Portal Using Multi-Factor Authentication
- ▶ Use the Clinical Portal and Claims View

[Clinical Portal Login](#)

Log in Using Username and Password



Subscriber ID:

Password:

[Login](#)

This login page requires that you have registered as a OneHealthPort Subscriber.

[I'm not a OneHealthPort Subscriber but would like information on subscribing](#)
[Forgot My Password](#)
[Forgot My Subscriber ID](#)

First, you will be prompted to log in with your OneHealthPort Single Sign-On (SSO) Subscriber ID and password.

HIE Applications Homepage

My Health Information Exchange Account
Summary of HIE Information for Your Organizations

OneHealthPort

Log Out

My HIE Information **Clinical Portal** Reports

HIE Member Affiliations

Selected Organization: Take Out Thai Regression

Take Out Thai Regression Testing
Organization ID: 7uycos08
OHP HIE OID: 1.3.6.1.4.1.38630.2.1.1.326
User Name:
User ID:
Clinical Portal Role: Very Restricted access

Help Documentation

- [OneHealthPort Claims View User Guide](#)
- [OneHealthPort Clinical Portal User Guide](#)
- [Tips For Finding Patients in the Clinical Portal](#)
- [OneHealthPort Patient Summary User Guide](#)

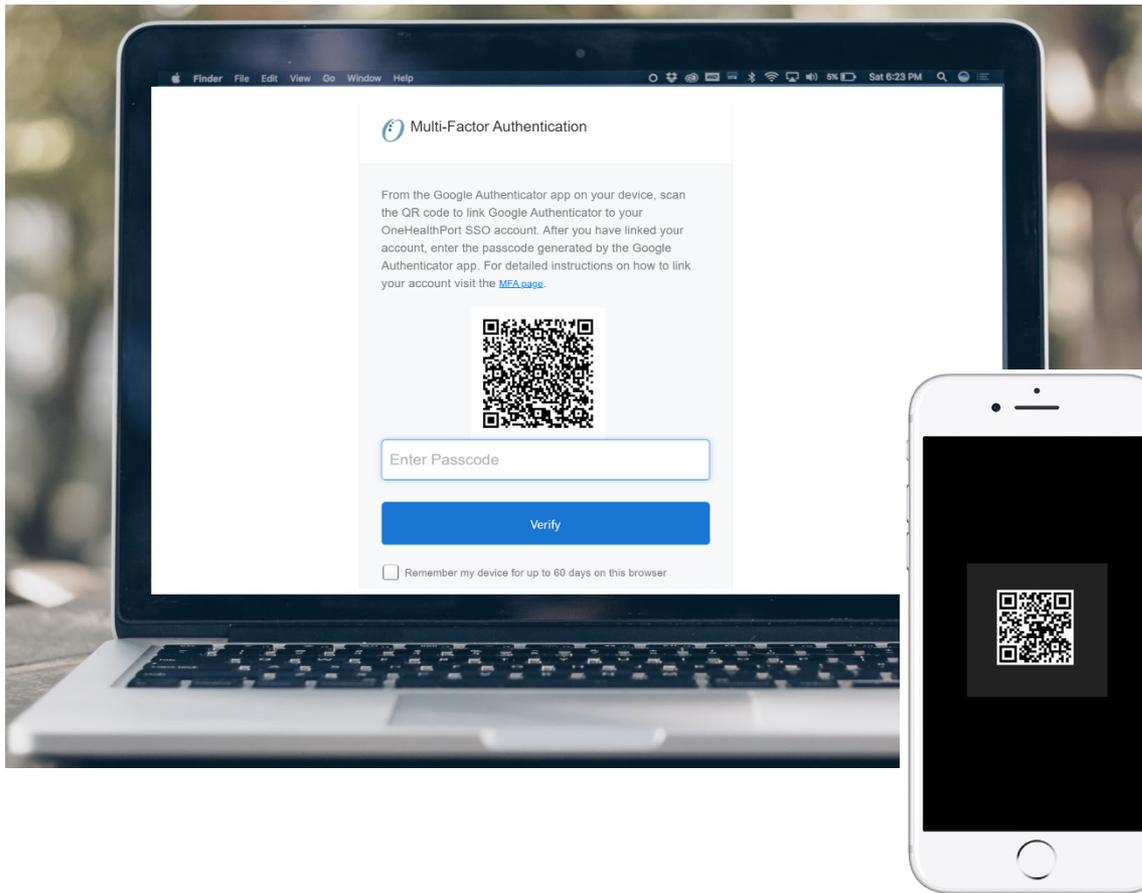
Click the Clinical Portal tab

First Time Using Google Authenticator

When Logging in using Google Authenticator for the first time, you will see a QR code.* You will need to download the App before you can begin. Once the App is downloaded you can link your OneHealthPort account by scanning the QR code from your device.

Complete instructions on how to download and link the Google Authenticator App on your Android or Apple device is located at:

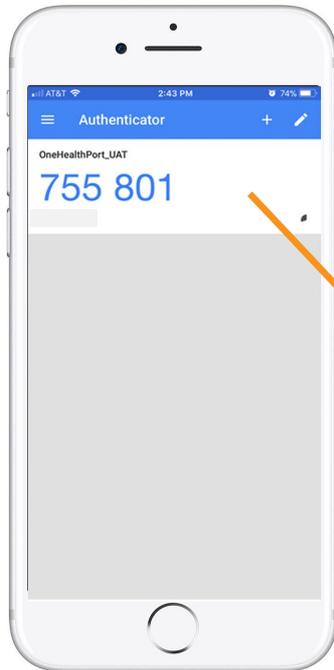
<https://www.onehealthport.com/clinical-portal>



*If you need to link a new device and do not see the QR code, please contact our Help Desk at 1.800.973.4797

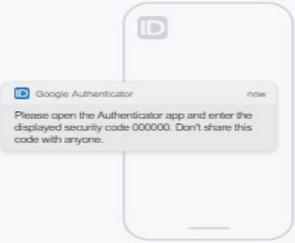
MFA Verification Using the Passcode

Open Google Authenticator on your device, enter the passcode and click “Verify”. Do not add spaces when entering your passcode.



 Multi-Factor Authentication

The site or application you are trying to access requires Multi-Factor Authentication. To verify your identity, enter the passcode generated by the Google Authenticator app on your device then press "Verify".



Remember my device for up to 60 days on this browser

For detailed information on how to download and use Google Authenticator, FAQs, please visit <http://www.onehealthport.com/clinical-portal>

What to Expect

- Data is view only – you **cannot add or edit** any of the data in the Clinical Portal
- **Not all patients will have clinical data.** Over time, as more providers submit data, there will be a more data.
- There is about two years of claims data in the Clinical Portal. **If clinical data is sparse for a patient, view claims data** to help supplement clinical information
- You **may see duplicate data**; because of how organizations' systems are set to submit the data
- **Documents** in the patient record may contain more information than what is viewable in the sections

DEMO –Clinical Portal

Support

If you have questions about using the Clinical Portal or Claims View contact OneHealthPort HIE support at:
[OneHealthPort HIE Support Request Form.](#)

For general questions on logging in, MFA, etc. contact OneHealthPort Support at 1.800.973.4797 (toll free) 24 hours a day, seven days a week.

Account Management



Manage Your Account

OneHealthPort provides an easy-to-use tool set to manage your account. The quickest and easiest way for you to make a change or fix a problem is with the self-service options below. Before you call support, click on the appropriate links below to manage your OneHealthPort account (your OneHealthPort password), or to manage or unsubscribe to the clinical or administrative tools you access through OneHealthPort. The link will ask you to login to your account in order to access the menus.

Before you call support, you may also test your SSO login.

Password Assistance

If you have forgotten your password, below are the ways to get help:

1. If you have secret questions set up on your account, then you can use them to self-reset your password.
2. If you don't have secret questions, then you should contact your Administrator to assist you. The Administrator logs in through the Administrator Account to get to the password reset function.
3. If you don't know who is your Administrator, then you can contact the OneHealthPort Support desk for assistance.

For Subscribers

A Subscriber can login to manage the following information:

- Update personal information
- Change your email address
- Change your password
 - OneHealthPort does not routinely expire passwords. However, we do suggest that you change your password whenever you have a concern it may have been used by someone else. OneHealthPort also recommends you change the password once a year as a safety precaution.
- Add or change your secret questions
- View roles and affiliations
- Delete your OneHealthPort account



- For password reset, updating personal information, etc. Login to your Subscriber account by clicking on “Subscriber Login” at:

<https://www.onehealthport.com/sso/manage-your-account>

Questions



- Open Issues
- Questions from WebEx Chat