Garden City Hospital

Provider Portal
## Information and Directions

The Provider Portal

The Portal contains important patient information generated from the Clinical GCH system at discharge. The TOC (Transition of Care) also known as the Summary of Care or Clinical Letter. The purpose of the TOC is to aid in the transition of care from acute care to the post acute care setting. To help improve continuity of care, reducing readmissions, improved communication between acute care and post acute providers and Meaningful Use requirements.

Information in the TOC Transition of Care Document

- Discharge instructions
- Current medication list
- Current allergy list
- Current Problem list
- Procedures (* those available in system at discharge)
- Encounter Diagnosis
- Immunizations
- Laboratory test results, Cardiology, Radiology results
- Vital signs (height, weight, BMI, blood pressure)
- Smoking status
- Functional status, including activities of daily living, cognitive and disability status
- Demographic information (preferred language, sex, race, ethnicity, date of birth)
- Care Plan field, including goals and instructions
- Care Team including the primary care provider of record and any additional known care team members beyond the referring or transitioning provider and the receiving provider

In addition to the TOC contents the following results/reports are available in the Provider Portal

- Cardiology
- Laboratory
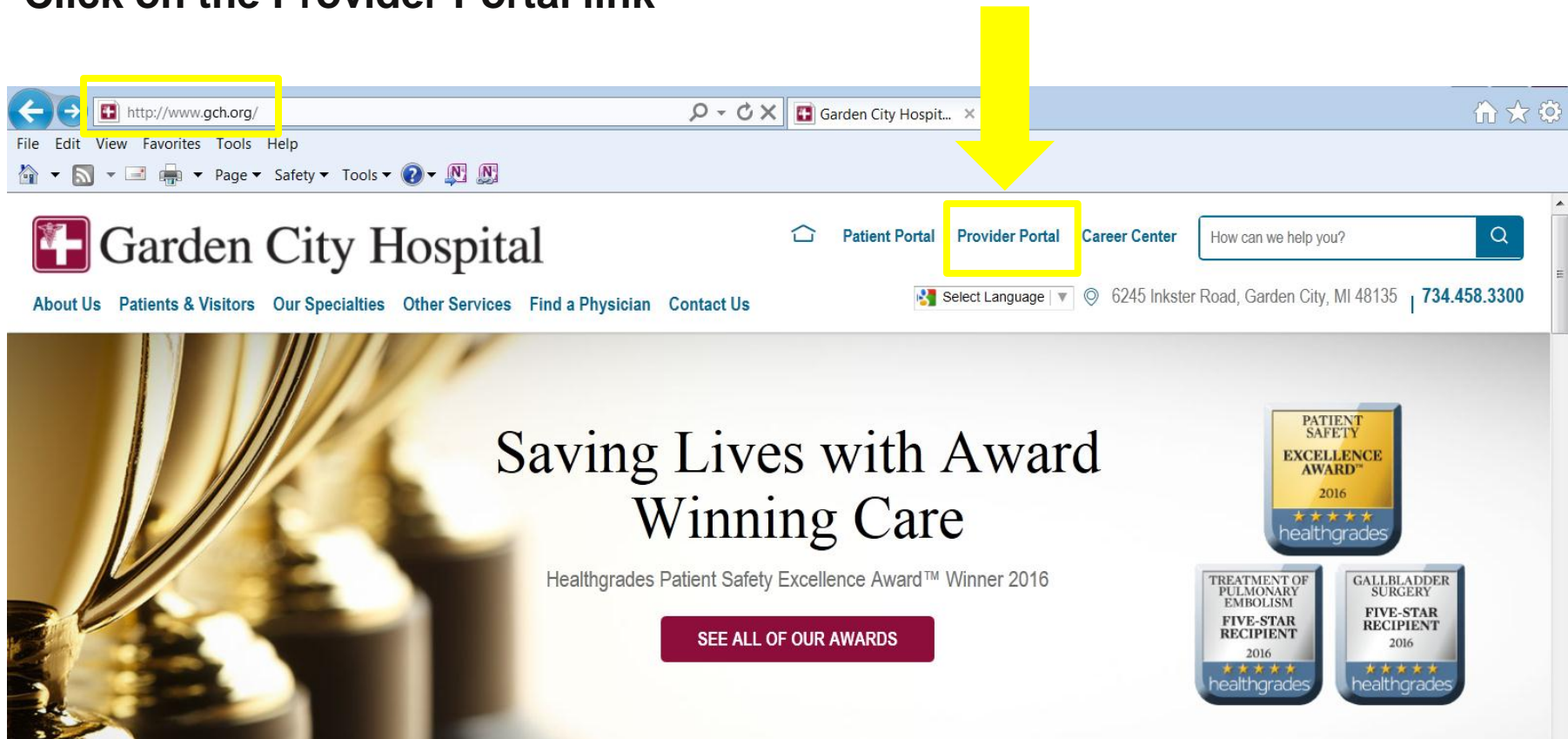- Microbiology
- Pathology
- Radiology
- Transcription

Garden City Hospital
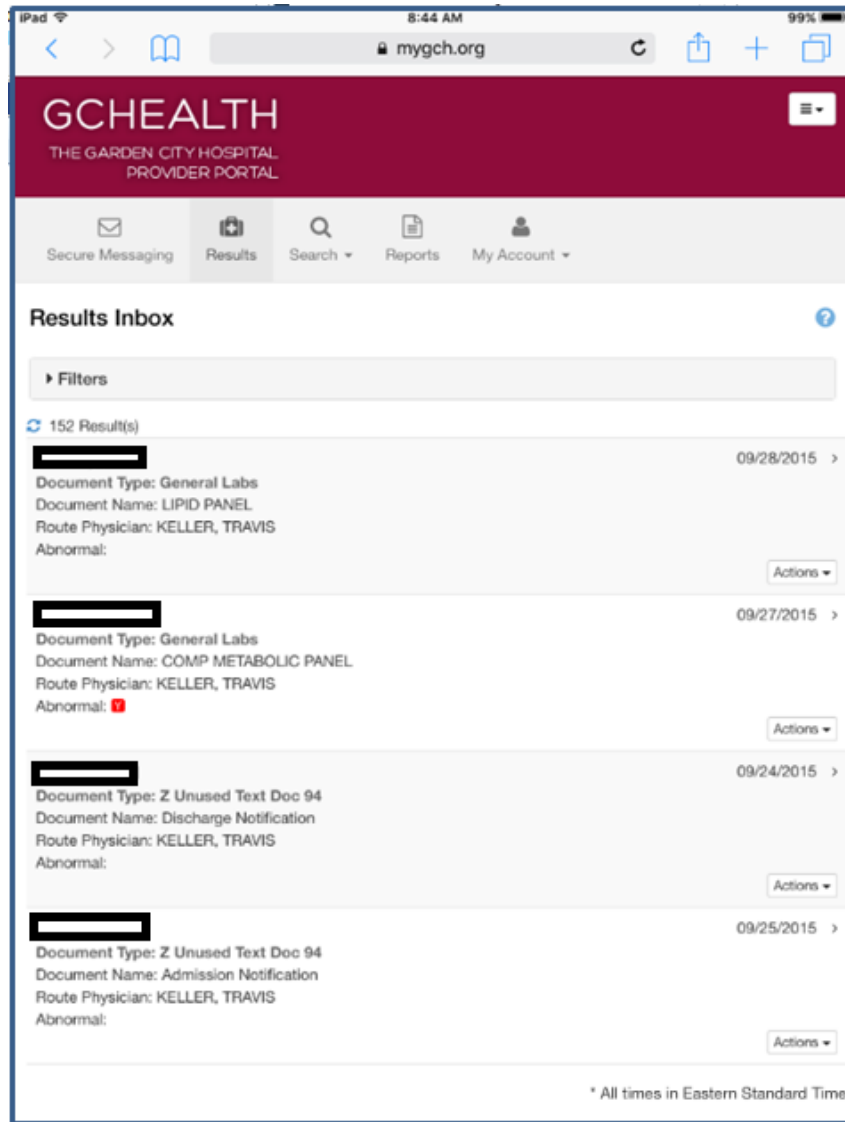
PORTABILITY!

Access the Portal from your phone or tablet…

Garden City Hospital

How Do I Sign UP for the Provider Portal?
Go to the Garden City Hospital webpage - type in the URL
http://www.gch.org
Click on the Provider Portal link

Your will need to complete the following forms for yourself and your office staff

-GCH Business Associate Direct Messaging Request Form
-Garden City Hospital MMD HIE Practice/Facility Setup Form

Contact Information
Nickie Newhouse
Phone: 734-458-4355
nnewhouse@primehealthcare.com
MyGCH.org

Forms and Roles for the Provider Portal

Garden City Hospital MMD HIE Practice/Facility Setup Form the purpose of this form is to collect the information required to setup or modify access to the Health Information Exchange (HIE)

Direct Roles
Garden City assigns direct Roles to all users authorized to access the provider/facility portal, revision of some roles may need to be modified with future enhancements.

Facility/Physician Direct Standard Roles:
Facility Physician Direct-Patient Archive, Global Search, Secure Messaging and Reports
Facility Mid Level Provider Direct-Patient Archive, Global Search, Secure Messaging and Reports
Facility Administrator Direct-Patient Archive, Global Search, Secure Messaging and Reports
Facility User Direct-Patient Archive, Global Search and Secure Messaging

***with the direct roles the user will also have a direct address to which the TOCs can be sent to the secure message box

Business Associate Direct Messaging Request Form purpose of this form is to allow authorization to Patient Health Information by your providers/facility or practice staff.

The signature acknowledges that you will notify Garden City Hospital Health Information Management Department at (734-458-4355) when the Business associate is terminated so that access can be revoked.

GCH will begin sending the TOC Summary to you via the Provider Portal, for patients that will have post acute follow up services by you. You will be contacted via email or phone to confirm that you are able to access the clinical portal and retrieve the patient's TOC Summary information.

Garden City Hospital

The GCH Business Associate Direct Messaging Request Form

Print and return the completed form by mail, email or fax

Mail
Garden City Hospital
Health Information Management
Attn: Nickie Newhouse
6245 Inkster Rd
Garden City, Michigan 48135

Email nnewhouse@primehealthcare.com

Fax 734-421-8371 Attn: Nickie Newhouse

Garden City Hospital

GCH Business Associate Direct Messaging Request Form

Print the Form and Complete
Mail, Fax or email the form

Garden City Hospital
Business Associate Direct Messaging Request Form
REQUIRED INFORMATION MARKED WITH AN ASTERIK (*)

* *	User Name * _____ * _____ * _____
☐ New Request	Last First MI
☐ Change of Access	Department Name * _____
☐ Additional Access	Job Title/description * _____ User Phone/Ext * _____
A middle initial is required if employee has one	Employment Status: * ☐ Business Associate Name: _____

By signing this document, I acknowledge that all information accessed or obtained from Prime Healthcare Garden City Hospital its affiliates is private and confidential, and will be used only for professional purposes. Any dissemination, distribution, or copying of this information is strictly prohibited. If I believe I have received any information in error, I will notify the Health Information Management department immediately. I will be responsible to ensure no one else is able to use my UserID and will not share my password. Your access may be revoked during an investigation of a breach of confidentiality or security. Failure to follow these principles will result in disciplinary action. I have read, accept, and acknowledge the above statements and will abide by security and confidentiality policies.

Signature: * _____   Date: * _____

My signature below acknowledges that I will notify Garden City Hospital Health Information Management Department at (734) 458-4355 when the Business Associate is terminated so that access can be revoked.

	INFORMATION SYSTEMS ONLY
* Signature of Department Director / Physician Date	
* Signature of Department Director / Physician Date	Date Completed IT SIGNATURE User Profile Assigned
INCOMPLETE DMRFs WILL NOT BE PROCESSED.	Business Associate Contract Reviewed by Administration

Please mail completed DMRF to:

Garden City Hospital
Health Information Management
Attn: Nicole Newhouse
6245 Inkster Rd
Garden City, MI 48135

Mail
Garden City Hospital
Health Information Management
Attn: Nickie Newhouse
6245 Inkster Rd
Garden City, Michigan 48135

Email nnewhouse@primehealthcare.com

Fax 734-421-8371 Attn: Nickie Newhouse

Garden City Hospital

Garden City Hospital MMD HIE Practice/Facility Setup Form

***This form is an interactive PDF (you can type on it and submit electronically)

The form can also be Printed, completed and returned by mail, email or fax

Mail
Garden City Hospital
Health Information Management
Attn: Nickie Newhouse
6245 Inkster Rd
Garden City, Michigan 48135

Email nnewhouse@primehealthcare.com

Fax 734-421-8371 Attn: Nickie Newhouse

Garden City Hospital

Garden City Hospital MMD HIE Practice/Facility Setup Form

The form is an interactive PDF it can be submitted electronically
or printed out and mailed, faxed or emailed
Showing page 1 & 2 of 4

Showing page 3 & 4 of 4

Click on the Submit Form for Hospital Approval to send electronically

**Please note that page 4 is to be submitted
to change, add or delete users from existing accounts.**

Please enter practice/facility administrator(s) (required) and all personnel who require accounts to access the HIE. Indicate if the user should have access to additional features by checking the appropriate box or boxes. Email addresses will only be used for internal notifications.

Practice/Facility Administrator(s) and User Accounts

Add	Del	First Name	M.I.	Last Name	Global Search *	Direct	Email Address (Required) Practice Email Acceptable

Notes: Please add any special instructions about the requested Practice Users or Administrators.

Submit Form for Hospital Approval

Print a copy of the form

Save a copy of the form

* "Break the glass" access to results where there's not an established patient / physician relationship

Page 3 of 4
MobileMD Dec 17, 2014 #2150033

RESET PAGE 3

Changes to Existing Practice/Facility Administrator and User Accounts

Practice / Facility Name

-----Current Name Information-----		Type of Change	New Information

Submit Form for Hospital Approval

Print a copy of the form

Save a copy of the form

RESET PAGE 4

Page 4 of 4
MobileMD Dec 17, 2014 #215003

Garden City Hospital

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After you press the Submit link this email box will appear
Click on send to send the email

Garden City Hospital
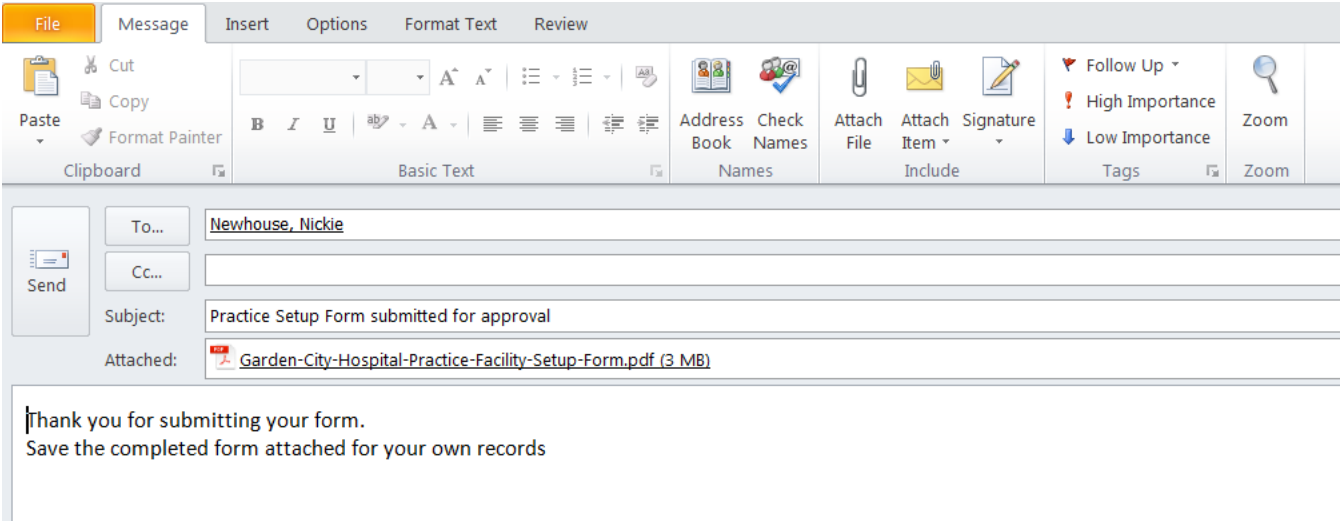
Provider Portal Instructions

The Practice Administrator at your facility will receive an email from MobileMD when the Provider Portal is set up and authorization is completed

The user's logins are in [ ] by each name

Garden City Hospital

Facility Name:
URL: https://mygch.org/
Physician(s) Direct:
Name and user name

Direct Email Addresses: *(example)*
FrankBreechDO@OBspec.Gardencity.Direct.PrimeHealthcare.com

Practice Administrator:
Name and user name
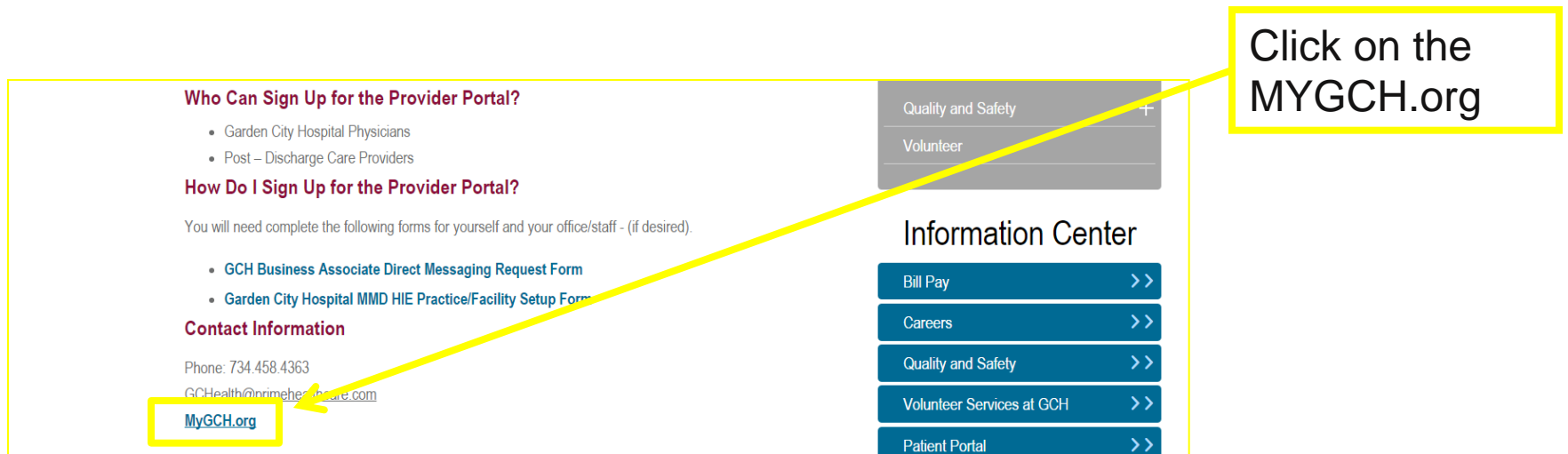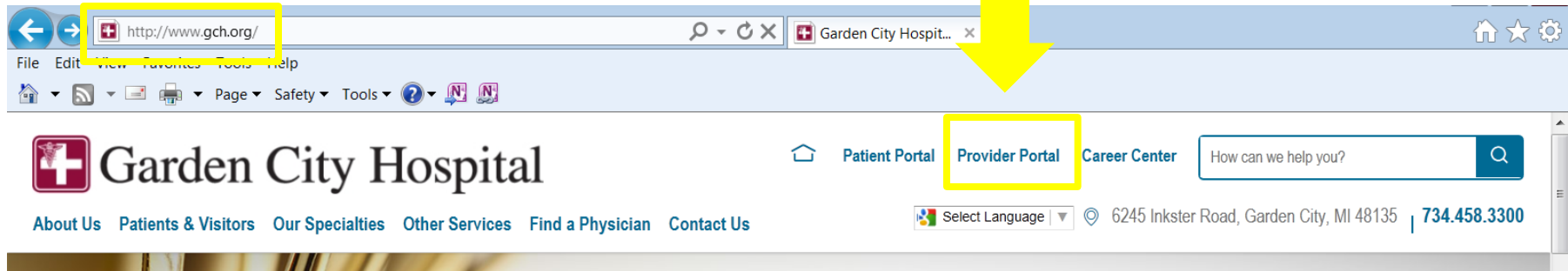
Practice User(s) SM:
Name and user name

The temporary password is passwordxx, where 'xx' is the
number of the facility's street address

Garden City Hospital

To Access the Provider Portal?

Go to the GCHealth webpage type in the URL
http://www.gch.org
Click on the Provider Portal link

Click on the MYGCH.org

GCHealth Provider Portal

Logon with your user name and password

Use the temporary password and then create a new unique password

The Secure Messaging Inbox will open to this page, Select the Inbox Tab

Inbox

Patient	From On Behalf Of	Secure Message Type	Subject	Status	Date	To	Docs				
		Direct	General Correspondence - TOC	New	3/18/2015 9:31 AM		1				
		Direct	General Correspondence - toc	New	3/17/2015 5:39 PM		1				View Doc T
		Direct	General Correspondence - toc	New	3/17/2015 5:37 PM		0				
		Direct	General Correspondence - TOC	New	3/17/2015 5:34 PM		1				
		Direct	General Correspondence - toc	New	3/17/2015 4:07 PM		1				
		Direct	General Correspondence - TOC	New	3/16/2015 7:22 AM		1				
		Direct	General Correspondence - TOC	New	3/12/2015 4:44 PM		1				
		Direct	General Correspondence - TOC	New	3/12/2015 4:21 PM		1				
		Direct	General Correspondence - TOC	New	3/12/2015 4:18 PM		1				
		Direct	General Correspondence - TOC	New	3/12/2015 4:16 PM		1				
		Direct	General Correspondence - toc	New	3/12/2015 3:39 PM		1				
		Direct	General Correspondence - TOC	New	3/12/2015 7:26 AM		1				
		Direct	General Correspondence - toc	New	3/11/2015 3:49 PM		1				
		Direct	General Correspondence - toc	New	3/10/2015 5:38 PM		1				

::/mygch.org/GCH/Dialogs/eShare_Inbox.aspx#   Internet   100%

Click on the patient's name to open the message and then click on the Transition of Care Attachment. You can also click on the icon "View Doc Tree" to open the TOC document and print.

Secure Message Type:	Direct
Forms:	No Form
Patient:	James Test DOB:08/20/1964
To:	(Direct Test Practice)
From:	Admin.SCS@scs.test.gardencity.direct.primehealthcare.com
Subject:	General Correspondence - Message with context
Message:	Message Type: General Correspondence Subject: Message with context

Test message |
| Attachments: | Transition of Care (9/17/2014); |

Garden City Hospital

New View in Portal

GENDER: F
PHONE: ████████

DOB: ████████
ADDR: ████████████

SSN: ████████
ZIP: 48185

x Close

Search Mode: Patient Archive | Global

Visits | Clinical Summary | Documents

Medical Record Numbers ℹ

Patient MRN	Facility	Last Visit Date
	GardenCity Hospital	07/25/2014 2:43 PM
	GardenCity Hospital	04/17/2016 4:18 PM

More MRNs >

Visits

Visit Type	Visit Date	Facility	Face Sheet
Inpatient	04/17/2016 4:18 PM	GardenCity Hospital	📄 View
Inpatient	04/02/2016 4:31 PM	GardenCity Hospital	📄 View
Inpatient	01/16/2016 3:30 PM	GardenCity Hospital	📄 View
Inpatient	01/14/2016 5:31 PM	GardenCity Hospital	📄 View
Inpatient	01/09/2016 3:35 PM	GardenCity Hospital	📄 View
Inpatient	01/04/2016 4:28 PM	GardenCity Hospital	📄 View
Outpatient	12/29/2015 11:18 AM	GardenCity Hospital	📄 View
Outpatient	12/22/2015 10:10 AM	GardenCity Hospital	📄 View

Garden City Hospital

Medications

Search Mode: Patient Archive | Global

Visits | Clinical Summary | Documents

Medications

Medication	Start Date	End Date	Status	
MOMETASONE-FORMOTEROL (DULERA) 200 MCG-5 MCG/ACTUATION HFA AEROSOL INHALER, ORDERED BY: HADI A DOURRA, MD DIRECTIONS: 2 PUFF BY INHALATION TWICE A DAY				ℹ
IPRATROPIUM-ALBUTEROL 0.5 MG-3 MG (2.5 MG BASE)/3 ML SOLUTION FOR NEBULIZATION, ORDERED BY: HADI A DOURRA, MD DIRECTIONS: 3 ML BY INHALATION EVERY FOUR HOURS PRN SHORTNESS OF BREATH				ℹ
PREDNISONE 10 MG TABLET, ORDERED BY: HADI A DOURRA, MD DIRECTIONS: 3 TABLET ORAL TWICE A DAY BEFORE MEALS				ℹ
ASPIRIN 325 MG TABLET,DELAYED RELEASE (DR/EC), ORDERED BY: HADI A DOURRA, MD DIRECTIONS: 1 TABLET ORAL DAILY				ℹ
METFORMIN 500 MG TABLET, ORDERED BY: HADI A DOURRA, MD DIRECTIONS: 2 TABLET ORAL TWICE A DAY DURING MEAL				ℹ

View More >

Allergies

Allergen

No Latex Allergy.

Problems

Problem Name	Onset Date	Resolved Date	Status

Garden City Hospital

Labs

Category | Date | Visit

▾ Year ×   ▾ Month ×   ▾ Document Date ×

	Document Type	Document Date ▾	Document Name	Status	Abnormal Indicator	Facility
☐ 📄	Microbiology	02/10/2016	CULTURE ANAEROBIC	F		GardenCity Hosp...
▸ ☐ 📑	Microbiology	02/10/2016	CULTURE MYCOBACTERIUM	F		GardenCity Hosp...
▸ ☐ 📑	Microbiology	02/10/2016	C FUNGUS NOT HAIR SKIN OR NAIL	F		GardenCity Hosp...
☐ 📄	Pathology Report	02/10/2016	Surgical Procedures	F		GardenCity Hosp...

▾ January

▾ 01/08/2016

	Document Type	Document Date	Document Name			Facility
☐ 📄	Continuity of Care	01/08/2016	Document from GardenCity Hospital			GardenCity Hosp...

▾ 01/07/2016

	Document Type	Document Date	Document Name	Status	Abnormal Indicator	Facility
☐ 📄	Continuity of Care	01/07/2016	Document from GardenCity Hospital			GardenCity Hosp...
☐ 📄	General Labs	01/07/2016	BASIC METAB PNL	F	🔴	GardenCity Hosp...
☐ 📄	General Labs	01/07/2016	CBC DIFF	F	🔴	GardenCity Hosp...
☐ 📄	General Labs	01/07/2016	CRP	F	🔴	GardenCity Hosp...
☐ 📄	General Labs	01/07/2016	MAGNESIUM	F		GardenCity Hosp...
☐ 📄	General Labs	01/07/2016	PROTIME WITH INR	F		GardenCity Hosp...
☐ 📄	General Labs	01/07/2016	PTT	F		GardenCity Hosp...
☐ 📄	Radiology	01/07/2016	CT LUMBAR SPINE WO CNTRST	F		GardenCity Hosp...

Reports

Patient: ▓▓▓▓▓▓▓▓▓▓

This document came from Cerner Provider Portal

Sending Facility Information
Name: GardenCity Hospital
Address: 6245 Inkster Rd
Garden City, MI 48135
Phone: (734) 458-3300

Patient Information
Name:
DOB:
Sex:
SSN:
Phone:
MRN:

Document: Surgical Procedures   Status: F
Observation Date Time: 02/10/2016 00:00:00
Dictating Physician:
Ordering Physician: JAGANNATHAN, JAYANT
CC Physician:

Case Number: .
Patient Name: ▓▓▓▓▓▓▓

SPECIMEN AND EXACT SOURCE
A. FOREIGN BODY, IMPLANTED HARDWARE
B. DISC, L4 - L5 TISSUE COLLECTION
C. EPIDURAL, TISSUE

CLINICAL DIAGNOSIS

A. SPINAL STENOSIS
B. SPINAL STENOSIS
C. SPINAL STENOSIS

MACROSCOPIC
A. The case is received in three containers labeled "A" through "C".

A. Received fresh labeled with the patient's name and "implanted hardware" are
two portions of silver metallic hardware that have a cylindrical rod running
through the center measuring 3 cm in length x 0.4 cm in diameter. Attached to

---

Patient: ▓▓▓▓▓▓▓▓▓

This document came from Cerner Provider Portal

Sending Facility Information
Name: GardenCity Hospital
Address: 6245 Inkster Rd
Garden City, MI 48135
Phone: (734) 458-3300

Patient Information
Name:
DOB:
Sex:
SSN:
Phone:
MRN:

Document: CT LUMBAR SPINE WO CNTRST   Status: F
Observation Date Time: 01/07/2016 19:26:00
Dictating Physician: WONG, DO, KEVIN
Ordering Physician: Lawal, Rasheed
CC Physician:

TYPE OF EXAM/PROCEDURE: CT LUMBAR SPINE WO CNTRST
ACCESSION NO:
DATE OF SERVICE: 01/07/2016
REASON FOR EXAM: PAIN
ROOM: EGT:GT18:AA
PHYSICIANS
ORDERING PHYSICIAN: RASHEED LAWAL, D.O.
CC PHYSICIANS: KAITLIN A MCDONALD, D.O.
REPORT
VERIFICATION OBSERVER NAME: Sachit Malde, M.D.
HISTORY: ░░ ░emale initially presenting with lower back pain.

Garden City Hospital

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Actions: 🅐 Save Document List (formerly Print Tree)

The 🅐 **Save Document List** function gives you the ability to save and/or print a list of all of the patient's documents displayed in the Document Grid. This function produces the **entire** list of documents, and does not reflect what documents may or may not be checked at the time the function is selected. This function will create a list based on the level of expansion that is active in your Document Grid when you select 🅐 Save Document List. Therefore, you most likely want to begin by expanding all folders.

1. To expand all folders at once, click the Open All button:

   🗁 Open All   🗀 Close All

2. In the Actions dropdown list, select 🅐 **Save Document List**.
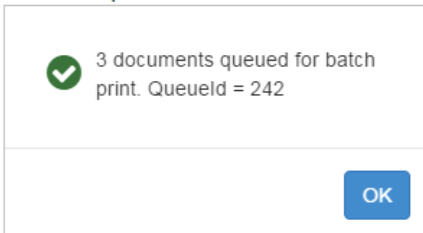3. The patient's document list loads and opens in the document viewer.
4. Download the list to a PDF and/or print it.
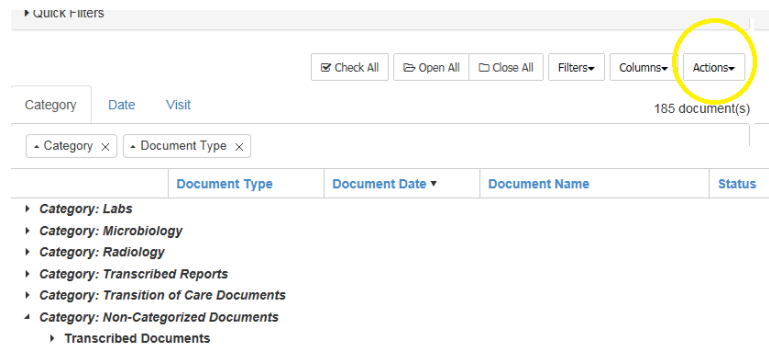5. Click Close to exit the document viewer and return to the patient's Document Grid.

Actions: 🖨 Batch Print

When at least one document is selected, the 🖨 **Batch Print** function becomes available to you in the Actions dropdown list. Use this function if you want to send multiple documents to the printer at one time in a batch, without previewing them.

1. Expand folder(s) until you see documents listed.
2. Select each document that you want to batch print by clicking the corresponding checkbox.
3. When done selecting documents, in the Actions dropdown list, select 🖨 **Batch Print**.
4. A window opens and confirms the number of documents you queued for batch print. Click OK.

   ✅ 3 documents queued for batch print. QueueId = 242

   OK

The Document Tree has now become *Actions* to save and print for your EMR.

▶ Quick Filters

☑ Check All   🗁 Open All   🗀 Close All   Filters▾   Columns▾   Actions▾

Category   Date   Visit   185 document(s)

▲ Category ✕   ▲ Document Type ✕

	Document Type	Document Date ▾	Document Name	Status
▶ Category: Labs				
▶ Category: Microbiology				
▶ Category: Radiology				
▶ Category: Transcribed Reports				
▶ Category: Transition of Care Documents				
▲ Category: Non-Categorized Documents				
▶ Transcribed Documents				

Garden City Hospital

Print document

Garden City Hospital

You can check on one or multiple check boxes to create PDF's of the document then click the double piece of paper which converts the document to a PDF. From the left viewing pane you will see the Adobe Tool Bar to be able to print.
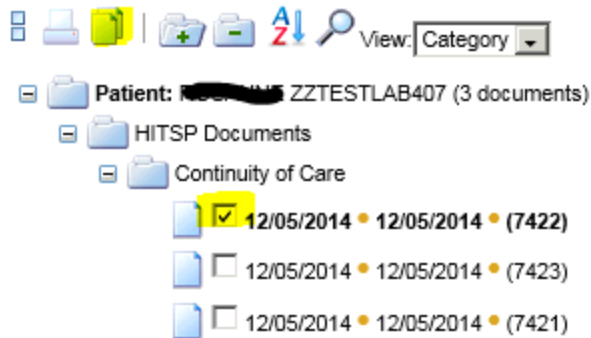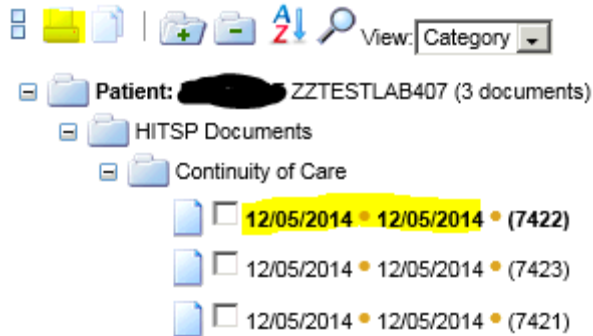
Click on the document and then choose the printer icon

Garden City Hospital

Table of Contents

Archive Messages
When you are finished viewing a secure message, you can move the file from the Inbox and place into the Archive Folder.

Garden City Hospital

https://mygch.org/GCH/Clinical#/results

File   Edit   View   Favorites   Tools   Help

GCHEALTH
THE GARDEN CITY HOSPITAL
PROVIDER PORTAL

Secure Messaging   Results   Search ▾   Reports   My Account ▾

Results Inbox

▸ Filters

↻ 0 Result(s)

☐   Date / ID   Patient Name / DOB   Document Type   Do

Select Language ▾

Search

Service | Log off

GCHEALTH
THE GARDEN CITY HOSPITAL
PROVIDER PORTAL

Organize and Process Your Results Inbox

The **Results Inbox** is populated with real-time patient documents routed to your practice, e.g., lab results, radiology reports, transcribed documents, admission and discharge notifications, cardiology reports, pathology reports, emergency department notifications, etc. In your Results Inbox, you can view, print, filter, sort, assign, unassign, make comments, and move results out of your inbox.

Help topics on this page

- Open Results Inbox

Organize Your Results Inbox
- Filter Results
- Sort Results Inbox
- Hide/Display Results Inbox Columns
- Change Number of Results Displayed Per Page

Process Your Results Inbox
- View and Print a Patient Result
- View and Print Multiple Results at One Time
- View Result Comments
- Add Comments to Results
- Post Discharge Result Notification
- Assign Results Inbox Items to Users
- Unassign Results Inbox Items
- Working with Results Inbox Checkboxes
- Move Results Out of Your Results Inbox (Archive)

Open Results Inbox

Select Results in the menu bar. Your Results Inbox opens.

Results

⊞ Columns ▾

rn Standard Time

✚ Garden City Hospital

Patient Search

Search by patient or document at the top of the page
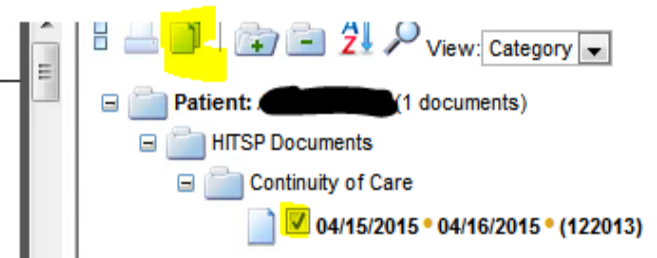
Care Document 04/15/2015 17:39

Created on: April 15, 2015, 17:39:01 -0400 UTC

Patient: _____ (1 documents)
- HITSP Documents
  - Continuity of Care
    - ☑ 04/15/2015 • 04/16/2015 • (122013)

View: Category

You can create a PDF and save the document to a location where it can then be retrieved and or uploaded to an EMR.
 From within the document tree (folder w/the red dots)
1. Click in the checkbox to the left of the document (highlighted above).
2. Click on the double piece of paper at the top (highlighted above).
3. When the mouse is moved around in the left side the Adobe tool bar it appears (very faint in the picture above). Some tool bars may appear differently.
4. From the tool bar, click the "save" icon (red arrow above) and save it to a location for your retrieval.
5. Once saved, you should be able to upload it into your facility's EMR.
Please contact your EMR vendor for specific instructions for saving/importing files into your EMR.

Garden City Hospital

GCHEALTH
THE GARDEN CITY HOSPITAL
PROVIDER PORTAL

✉ Secure Messaging	📷 Results	🔍 Search ▾	📄 Reports	👤 My Account ▾

Audit Reports

▸ Reports List

Select a Report

A - Active Users
A - Global Search Report
A - Patient Report
A - User Report

Report Key

A = Audit Reports

Reports are available to the Physician, Mid-Level and Practice Administrator. Specifics on the functionality to make it mandatory that the administrator run these reports every "x" days.

🛡 Garden City Hospital

Video Tutorials are available

Additional assistance is available

from the MobileMD Help Desk at (877) 210-3491
From 8:00 am – 9:00 pm
or email
mmd.GCHealth-support.healthcare@cerner.com

Please note

***Log off will occur 10-20 minutes from inactivity

Garden City Hospital