Healthcare Provider Guide
for Clinical Staff

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Introduction

Clinical Staff has access to MDinTouch's Internet-based tool called the MDWebtop. This tool allows Clinical Staff to:

- Search for reports by patient or advanced criteria
- Fax reports to Referring Physicians
- Track faxes sent out to referring organizations
- Create MDinTouch Support Tickets

To make efficient use of this document, you will need your MDinTouch Account Settings. These settings should include your MDinTouch Username, which you will use to log into the MDWebtop.

If you have any questions you can contact the MDinTouch support department at help@mdintouch.com or call toll free 1-866-774-0002.

Starting the MDWebtop

To access the MDWebtop, double-click your MDWebtop desktop icon. If you do not have an icon, simply open your Internet browser and visit **http://www.mdwebtop.com**.

(NOTE: If you need to create a MDWebtop desktop icon, see the *Healthcare Provider Guide - Getting Started* document for instructions).

First Time Login

Perform the following steps if this is your first time logging into the MDWebtop:

1. Start the MDWebtop (see above)
2. Enter your Username in the *Username* field (see MDinTouch Account Settings)
3. Enter your Initial Password in the *Password* field (see MDinTouch Account Settings)
4. Click on the **Login** button.
5. You will now be prompted to change your password…
6. Enter your Initial Password in the *Old Password* field
7. Enter your new Password in both the *New Password* and *Confirm New Password* fields
8. Click on the **Save** button
9. You will now see the My Account section of the MDWebtop…
10. Please update your personal information and click on the **Save** button
11. After your changes are saved, click on the **Start Page** link on the upper left hand corner of your screen to start working.

Report Finder

Report finder allows Clinical Staff to search for their organization's transcribed reports in the MDinTouch system. There are two ways to perform a search with Report Finder: Basic Search by Patient and Advanced Search.

Basic Search by Patient

1. Click on the **Start Page** link in the upper left hand corner of the MDWebtop screen.
2. In the Report Finder section, enter your patient search criteria and click on the **Search** button.
3. You will now be presented with a list of patients which match your search criteria. To view all the reports for a particular patient, click on the appropriate patient's **Select** link.

Advanced Search

1. Click on the **Report Finder** link at the top of the MDWebtop screen to load the Advanced Search screen.
2. Use any of the following search criteria to perform your report search:
   - Patient Last, First Name & Medical Record Number.
   - Creation Date – The date the report was created in the system
   - Modified Date – The date the report was last modified in the system.
   - Date of Service – The date the Order was preformed (Transcription client account must use MR# Driven with Orders).
   - Physician (last name) – Dictating doctors last name (portion of the last name may be used).
   - MT(last name) – Last transcriptionist that typed the report.
   - Work type – All work types for the transcription client account.
   - Status – All, Unsigned, Incomplete, Rejected, Signed
3. After entering your search criteria, click on the **Search** button.

Search Results

After performing a Basic Search by Patient or Advanced Search, you will be presented with your search results. To view a particular report, click on its **view** link located on the far right of each report's row.

Faxing Reports

While viewing a report, you have the option to fax the report.

1. To fax the report, type in the fax number in the text box and click the **Fax** button.
2. If you do not know the fax number you can use the **Address Book** link to locate doctors that are in your organization.

- From the Address Book screen, select a Doctors List from the *Lists* drop down menu. The default is your Personal List. The Default List can be changed in the **My Account Section** of the MDWebtop.
- Check the Physicians you would like to add to your fax list
- Click on the **Add** button once you have made all your selections.
- Click on the **Done** button once you are done.
3. Click the **Fax** button to fax the report to all the fax numbers listed.

Report History

While viewing a report, you have the ability to view the complete history of a transcribed report by clicking on the **Report History** link located in the upper right hand corner of the View Report screen. Below is all the information that can be found in the Report History screen:

- **Patient ID** – This is the patients MR# from the transcription client.
- **Patient Name** – This is the patient's name from the transcription client.
- **Dictating Physician** – This is the dictating physician from the transcription client.
- **Referring Physician** – This is the complete list of individuals that are on the transcription client routing slip.
- **All Revisions** – This is a list of all versions of the report. Every time the report is changed (by the transcriptionist, or doctor) there is a new entry in the list.
    - **Report ID** – Transcription client report ID.
    - **Transcriptionist** – Person that updated the report.
    - **Date Report was Created** – Date the report was created.
    - **Faxed to:** – Fax number, date and time stamp that the report was sent.

Fax Tracker

Fax Tracker is a MDWebtop tool which allows Clinical Staff (if granted permission) to manage their organization's outgoing fax transmissions. If there are any fax transmissions that need your immediate attention, the MDWebtop will automatically add a red number to the Fax Tracker link at the top of the MDWebtop screen. The number corresponds to the number of faxes which need to be reviewed.

To manage faxes, perform the following steps:

1. Click on **Fax Tracker** at the top of any MDWebtop screen.
2. If necessary, filter your faxes based on any of the criteria available
3. If necessary, view the report by clicking on the **View** link
4. If necessary, download the MS Word version of the report by clicking on the **Word** link
5. Look at the history of why the fax has not been transmitted successfully by clicking on the **History** link
6. If the fax is no longer needed or for any other reason the fax can be deleted then click on the **Del** link.
7. If the fax number is correct then click on the **Retry** link to resend the fax.
8. If the fax number is incorrect and you would like to resend the fax with the correct number then click the **Correct** Link.
9. Enter the correct fax number.
10. If you would like MDinTouch to update the physician database so that the number is correct in the future then check the Create Support Ticket checkbox. (NOTE: if there are multiple faxes to the same physician only check this box for the first fax correction.)
11. Select your Organization from the drop down list.
12. Click the **Correct Fax** button.

Support Tickets

Support Tickets allow Clinical Staff to report any technical issues pertaining to MDinTouch software or to make an official request to the MDinTouch Support team.

Creating a Support Ticket

Perform the following steps to create a support ticket:
1. Click on the **Support** link located at the top of the MDWebtop screen.
2. Select the category for your Support Ticket and click the **Create Ticket** button
3. Fill in all the required information
   a. Enter user name
   b. Be sure to verify email address
   c. Enter telephone number
   d. Choose your operating system
   e. Select your organization
   f. Enter your TT (TouchType) Account (If you don't know your TT Account, refer to your MDinTouch Account Settings)
   g. If you desire to page a support staff member check the Priority Alert Box (note this will be billed to your account according to the terms of your pricing agreement)
   h. Fill in description of problem with as much detail as possible
4. Click **Save Ticket**

Receiving Updates/Sending Ticket Messages

It is important to note that a notification of any updates to your support ticket will be automatically emailed to you. However, all communication to and from MDinTouch staff will occur within the support ticket itself.

To review your support tickets, perform the following:
1. Click on the **Support Tickets** link located near the top of the MDWebtop screen.
2. Select the appropriate Support Ticket by clicking on its Ticket ID number link.
3. Review any messages sent regarding your Support Ticket.
4. Respond to any messages by selecting a *Note Type* and using the *Description* textbox.
5. Click on **Update** to save your changes.