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Healthcare Provider Guide
for Referring Physicians

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Table of Contents

Introduction

Referring Physicians have access to MDinTouch's Internet-based tool called the MDWebtop. This tool allows Referring Physicians to:

- Browse signed off report via Referring Reports summary
- Search for reports by patient or advanced criteria in Report Finder
- Create MDinTouch Support Tickets

To make efficient use of this document, you will need an active MDinTouch account and assigned username. If you don't have your username you can contact your Dictating Physician Office or the MDinTouch support department.

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
3. Enter your Initial Password in the *Password* field
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.

Referring Reports Summary

The Referring Reports Summary section in the MDWebtop allows Referring Physicians to browse their signed off reports in the MDinTouch System. The Start Page displays the five most recent reports in the current day.

To see more reports for the current day or previous days, use the following steps:
- Click on **Reports Inbox** on the right hand side of the Referring Reports Summary header
- The following display shows all the referring reports for the last day.
- To change this setting, modify the *Change Number of Days* selection box to reflect how many days into the past you would like to browse.
- To view a report, click on the **View** link on the left hand side of the report row (the **MS Word** link will also display the report but in Microsoft Word format).
- To print a report, click on the **Print** link on the left hand side of the report row.

Report Finder

Report finder allows Referring Physicians to search for their 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.

Report History

While viewing a report, Referring Physicians 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.

Support Tickets

Support Tickets allow Referring Physicians 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.