

Version 7 Referrer Portal Quick Guide

Synapse EIS provides referring physicians with access to images, reports, and critical results. The following are required prior to using the system:

- Obtain login information from the radiology provider (i.e., username, password, URL for the portal web page)
- Make sure there is access to the Synapse PACS viewer application. If assistance is needed, please reach out to your System Administrator.

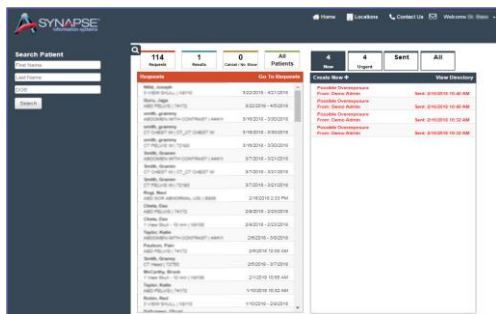
Supported Web Browsers

- IE11 and Chrome

Log In

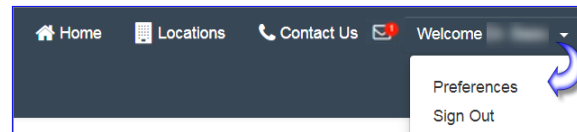
1. Open the web browser.
2. Go to the IP address or URL obtained from the radiology provider.
(**Tip:** Add an icon on the desktop)
3. Log in with the username and password obtained from radiology provider.

After logging in, the Referrer Portal Home page will display.



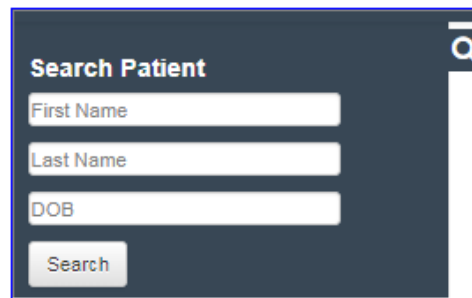
From the Home page, the following sections display:



Navigation



- Home
- Locations
- Contact Us
- Message indicator
- Preferences
- Sign Out

Patient Search



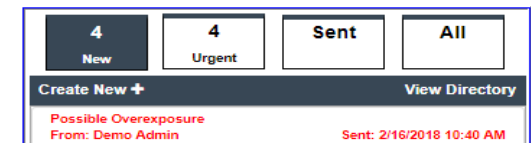
- Allows for search on partial entry. After finding a patient:
 - View Exam History – select 
 - Initiate Scheduling/Requesting an exam for the patient – select 
- Some providers may have access to view 'All' patients. When selecting a patient not directly associated to you, a 'Break the Glass' prompt will display; a reason must be provided to proceed. An audit report logs all patients accessed via this 'Break the Glass' feature.

Orders/Reports

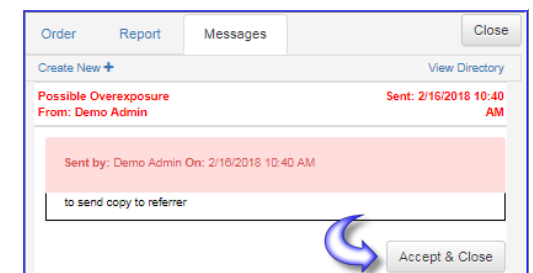


- **Requests:** Orders placed via the portal, not yet processed by radiology provider
- **Results:** Signed and Added reports, not yet viewed
- **Cancel/No Show:** Patient appointments where the patient cancelled/no show
- **All Patients:** All patients for logged in provider
- Access orders, reports, and images by clicking a row from the list.

Message Center




- **New messages:** From radiology staff
- **Urgent messages:** Display in **red** text
- **Sent messages**
- **All messages**
- **Create New:** Messages to radiology personnel
- Access the messages by clicking a row from the list.
- Urgent messages require you to 'Accept & Close' the message.



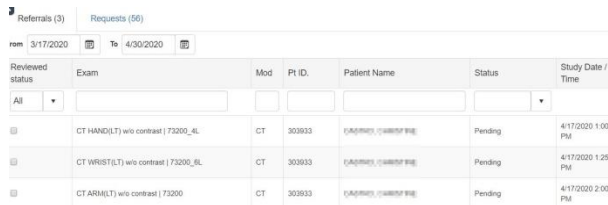
View Reports and Images

- Reports and Images may be accessed from the Dashboard *Results* or *All Patients* sections.


Note: *Results* only displays Signed and Added reports that have not been viewed.

Added reports are displayed as 

- Selecting the *All Patients* section routes you to the full list of studies that have been referred directly by the physician logged in or who have been referred by other physicians associated to the same *Referrer Group*.



Reviewed status	Exam	Mod	PI ID	Patient Name	Status	Study Date / Time
All						
<input type="checkbox"/>	CT HAND(LT) w/o contrast 73200_4L	CT	303933	(A)ADRIAN, (M)MARTIN [E]	Pending	4/17/2020 1:00 PM
<input type="checkbox"/>	CT WRIST(LT) w/o contrast 73200_6L	CT	303933	(A)ADRIAN, (M)MARTIN [E]	Pending	4/17/2020 1:25 PM
<input type="checkbox"/>	CT ARM(LT) w/o contrast 73200	CT	303933	(A)ADRIAN, (M)MARTIN [E]	Pending	4/17/2020 2:00 PM

- The list defaults to display studies from the previous four weeks through the next two weeks; however, a new date range can be entered.
- The top row of the grid allows you to filter the studies by patient name, exam status, referrer, study date/time, and more.
- Access orders and reports by clicking a row from the list.
- If DICOM images are available for the study, the  icon will be visible; launch images by clicking the icon.

Note: Image launch depends on the radiology provider's Synapse PACS version. If images do not launch as expected, contact the radiology provider.

Request/Schedule Studies

1. Access the *Search* panel from the left side of any page.
2. Enter patient details (first name, last name, date of birth). All fields allow partial search.



Search Patient

patient


synapse

DOB

Search

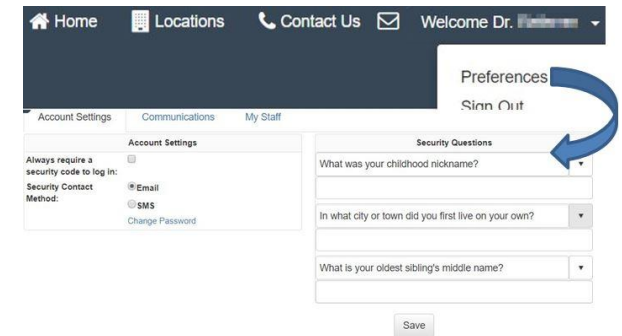
Schedule New Patient +

Synapse, Patient
8/12/1945 (74Y 8M)

3. If a patient match is found:
 - Initiate Scheduling/Requesting an exam for the patient by selecting  next to the patient's name.
4. If a patient match is not found:
 - Select the *Schedule New Patient* option.
5. Complete the information for each step in the scheduling/requesting process.
6. If the radiology provider has enabled Clinical Decision Support you may be prompted to enter the appropriate data or taken directly to a CDS portal. Contact the radiology provider for details.
7. Once the exam has been scheduled/requested, the exam confirmation page displays. Documents can be uploaded to the order by selecting the 'Open' action link.
8. The scheduled/requested order and all uploaded documents are available for the radiology provider's staff to review and contact the patient as needed.

Setting Preferences

The *Preferences* option under your logged in username allows you to manage the following:



Home Locations Contact Us Welcome Dr. [User Name]

Preferences Sign Out

Account Settings Communications My Staff

Account Settings

Always require a security code to log in:

Security Contact Method: Email SMS [Change Password](#)

Security Questions

What was your childhood nickname? [Dropdown]

In what city or town did you first live on your own? [Dropdown]

What is your oldest sibling's middle name? [Dropdown]

Save

- **Account Settings:** Allows for two-factor authentication for improved security.
 1. Set the security contact method.
 2. Answer security questions.
 3. Change Password; this option may be disabled by radiology provider.
- **Communications:** Review current contact information on file with the radiology provider.
 - Review 1st, 2nd, and 3rd office location contact information. Contact the radiology provider's office if changes are needed.
 - Set New Message and Urgent message notification method
- **My Staff:** Review staff members associated with your account.
 - Contact the radiology provider's office or message if changes are needed.