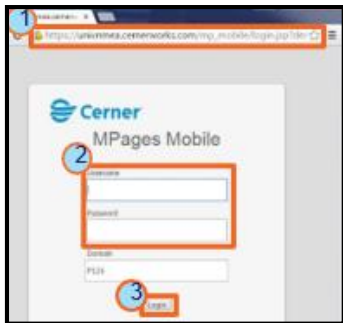


# myUNM Health Provider Portal Tip Sheet

myUNM Health Provider Portal is a web-based application that provides real-time access to a patient's information from visits with UNM Health. When a patient is registered for a visit, the referring provider is entered into the system. This will create a relationship between the patient and the provider. This relationship fills the patient list in myUNM Health Provider Portal.

## Accessing myUNM Health Provider:

1. Open internet browser and navigate to: [https://univnmea.cernerworks.com/mp\\_mobile](https://univnmea.cernerworks.com/mp_mobile)
2. Type username and password into the appropriate fields.
3. Click Login.



Note: If login fails, make note of the error message and contact the UNM Health Service Desk at 505-272-3282.

## Selecting a Patient List:

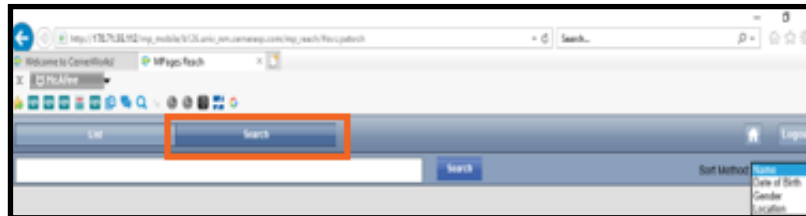
1. In the Show field, select the patient group (listed below) to display:

<b>All My Patients</b>	Displays patients that have a relationship with you.
<b>All Inpatients</b>	Displays your patients currently admitted to a UNM hospital.
<b>All My Lifetime Patients</b>	Displays all patients with an established lifetime relationship.
<b>Provider Name</b>	Displays all patients where a provider's name is listed as the patient's referring provider.
<b>Clinic Name</b>	Displays the patients associated to your clinic.

2. In the Admitted Within field, select the date range.
3. Click the View button.

*The selected patients display.*

**myUNM Health Provider now offers a search feature. Select the Search Tab to search for any patient in the UNM Health electronic medical record. Remember to adhere to HIPAA privacy standards when accessing patient charts.**



## Example of search results:

Name	Gender	Date of Birth
FE ST, SHI PVE	Female	09/23/1959-02
DOB: 01/01/1985		
FE ST, SHI PFM	Male	09/23/1959-02
DOB: 01/01/1987		
FE ST, SHI JARA	Female	07/11/1968 (CTP), 09/01/91
DOB: 08/15/1985		
FE ST, SHI DAVI	Male	09/23/1959-02
DOB: 01/01/1984		
FE ST, SHI CORDY	Female	09/23/1959-02
DOB: 01/01/1986		
FE ST, SHI LACIND	Male	09/23/1959-02
DOB: 08/04/1989		

Clicking a patient's name opens the Chart view.

Note: Choose an appropriate relationship when opening a chart.

*Remember to log out at the end of the session.*

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## Provider Portal Tip Sheet



### Navigating the Chart View

Selecting a patient from the Patient List launches the patient's Chart view.

The Chart view displays: *Patient Information, Vital Signs, Diagnoses, Labs, Problems, Microbiology, Allergies, Pathology, Medications, Diagnostics, Home Medications, Outstanding Orders, and Documents.*

- Click the **view menu icon** to modify page layout options, clear preferences, or access the help file.
- Click the **arrow icon** to display or hide information on the chart.
- Click the **blue triangle icon** to specify date ranges for sections. Note: Only certain sections contain this functionality.
- Click the **close icon** to close the Chart view and return to the Patient List.
- Click the **section menu icon** to select a color scheme and default view for the section.

### Viewing Results

Most items in a patient's Chart view contain information beyond the summary. To access this information:

Hover mouse over items in the Patient Information, Diagnoses, Problems, Allergies, Medications, Home Medications, and Outstanding Orders sections to view additional information.

The Documents section contains notes, forms, and messages. Click the document title to open the document viewer window.

Click the X to close the document viewer.

*Note: Not all documents are available in myUNM Health Provider Portal. If there is a missing document, please email Health Information Management (HIM) at [referringoutreach@salud.unm.edu](mailto:referringoutreach@salud.unm.edu) or call 505-272-2141.*

The Vital Signs, Labs, Microbiology, Pathology, and Diagnostics sections contain result values.

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## Provider Portal Tip Sheet

### Frequently Asked Questions

**What are the Medical Director responsibilities?** Approve new access, review accounts, or designate a manager to act as proxy; Review proxy designee periodically; Review provider list (of providers without their own accounts) or designate proxy; Inform UNM Health when there is a change in group (users, providers, manager, director).

**What are the Practice Manager responsibilities?** Review new access periodically; Review provider list periodically; Inform UNM Health when there is a change in group (users, providers, manager, director).

**What are the User responsibilities?** Protect passwords (no sharing); Adhere to HIPAA rules; Inform UNM Health if you think there has been a breach/security issue.

**Why do I need a user ID and password to access clinical information for my referred patients?**

- A user ID and password are required to protect electronic patient information. UNM Health is strongly committed to protecting patient privacy and ensuring compliance with all applicable laws, regulations and policies governing access to patient information.

**How do I change my login password?**

- If a different password is needed, contact the UNM Health Service Desk at 505-272-3282.
- When a password is about to expire, you will receive a message to change your password. This message will continue to appear each time you log in to myUNM Health Provider Portal until the password is changed.

**I receive a message “Invalid user/password” and am unable to reset my password. What do I do?**

- Contact the UNM Health System Service Desk at 505-272-3282, available Monday through Friday, 8:00 a.m. to 5:00 p.m.

**Is the patient information in myUNM Health Provider Portal secure?**

- Yes. The myUNM Health Provider Portal product uses a very secure technology to ensure the information that you access is tightly controlled. Our Privacy Office also regularly performs audits of chart access in myUNM Health Provider Portal.

**My patient does not appear when I access myUNM Health Provider Portal. Why?**

Please contact Health Information Management (HIM) at [referringoutreach@salud.unm.edu](mailto:referringoutreach@salud.unm.edu). HIM can assist with associating your patient to you. Please do not send patient information in an unencrypted email. myUNM Health Provider Portal also contains a search feature, which allows you to look up any patient in our electronic health record. (See page 1 of tip sheet.)

**What is the optimal browser for myUNM Health Provider Portal?**

Internet Explorer 11 and beyond provides full functionality. Chrome, Edge, Safari, and Firefox load all patient data, but are unable to filter results by time. Android and iOS phones do not reliably load myUNM Health Provider Portal ; however, most Android and iOS tablets load myUNM Health Provider Portal correctly.

### Printing

Right-click the page or item and select Print.

### PC Requirements:

- Internet Explorer 11, Firefox, Google Chrome, Edge, Safari
- Pop-up blockers disabled
- Adobe Reader 9
- Broadband internet connection

### Help & Support:

UNM Health Service Desk:  
Call 505-272-3282 or email [cerner-accounts@salud.unm.edu](mailto:cerner-accounts@salud.unm.edu)

- Login or Password issues
- Application functionality
- Available Monday through Friday from 8 am to 5 pm.

UNM Health Service Desk is unable to assist with the following:

- Internet connection issues
- Hardware issues
- Home PC Support

Please contact your internet service provider or local PC support for the above.