# **MPages Reach**

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MPages Reach 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 MPages Reach.

# Accessing MPages Reach:

- 1. Open **internet browser** and navigate to: 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 erro message and contact the UNM Health Service Desk at 505-272-3282.

Remember to log out at the end of the session.

## Selecting a Patient List:

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

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

MPages Reach 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.

(a) http://170.71.55.112/mp_ma	bile/b126.univ_nm.cemerasp.com/mp_reach/#ov=p	atsrch 👻 🖒	- ロ × Search ・ タマ 品会感 @
See Welcome to CernerWorks!	ages Reach 🛛 🛛 📉		
X 🖾 McAfee			
🚖 🖾 🖾 🖀 🖀 🕼 🕒 🔍 Q, 🤟	@ @ 🔟 🗾 G	_	
List	Search		👚 Logout
		Search	Sort Method: Name
			Gender Location

#### Example of search results:

test, uh		Search	Sort Method: Name
TEST, UH PPF DOB:01/01/1965	Female	UH ZDT 1650 02	
TEST, UH PPM DOB:01/01/1997	Male	UH ZDM 0999 03	
TEST, UHALAMA DOB:08/18/1988	Female	P CTI Rehab (CTIP) 5501 01	
TEST, UHDAY1 DOB:01/01/1945	Male	UH Day Surg-old	
TEST, UHDOBBY DOB:09/09/1999	Female	UH 7-S	
TEST, UHELROND DOB:04/04/1960	Male	UH 7-S	
TEST, UHIN1 DOB:10/15/1965	Female	UH 5ACC Med CI B	
TEST, UHIN2 DOB:05/23/1930	Male	UH ZDM 0999 02	
TEST, UHJOSEPH DOB:06/10/1944	Male	UH Adult UCC INPT 01 01	

- *Tip:* Clicking a patient's name opens the Chart view.
- Note: Choose an appropriate relationship when opening a chart.



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### **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.* 

Patient Information	-	• 💿	Vital Signs			=-	0	Pathology (0)		- E+ 6
Chief Complaint:	No results found		Last 7 days for all visits 🍟					Last 2 years for all visits		
Reason For Visit:	TEST		No results found					No results found		
Primary Physician:	Iwamoto, Gary K					_				_
Attending Physician:	zLab, Provider	1	Labs				0	Microbiology (0)		=• (
Admitting Physician:	zLab, Provider		Last 2 years for all visits					Last 6 months for all visits		
Referring Physician:	No results found	ш		Latent	Previous			No results found		
Service:	Clinical Research		COZ	29			^	Documents (222)		= - (
Room/Bed:	1650-02		Anion Con	12				Documents (255)		
Admit Date:	02/02/15		Anion Gap	12				Last 2 years for all visits *		
Targeted Discharge Date:	03/06/15 00:00	-	DUM	14				My Documents		
			DOW	14				Note Type Author	Date/Time	
Home Medications (5)	≡	• 🔿	CP	1 17			n.	Clinic Note - Test Greir, Cheryi B	03/30/15 11:09	(8
All Visits			CK	1112				Progress Note - Pediatric Jacobs, Aaron P	03/10/15 12:35	
Hc Advil 400 mg, 2 tab, By Mo	uth, q 4 hours		Est Glomerular Eiltration	NOT				Text-Discharge Forms Text KIM	03/04/15 00:12	
Roc albuterol CFC free 90 mcg/i	nh inhalation aerosol 2 PUFF, Inhalation	ų –	Rate	CALCULATED				Innation: Nursing Progress Bass Steven W	02/24/15 14:23	
q 4 hours, 8.5 gram				04/23/14 10:08				Note	04/2 1/ 10 2 1120	
Ro: Geodon 20 mg oral capsule	20 mg, 1 cap, By Mouth, BID, 30 tab		GLU	99			=	Text-Discharge Forms Davenport, Cara I	02/20/15 09:21	
Roc omeprazole 20 mg oral dela	yed release capsule 20 mg, 1 cap, By			04(23)14 12:08				Letter - SE Heights Clinic Johnson, Mary H	02/18/15 10:13	
Mouth, once a day, 14 cap			CA	8.5				Text-Point of Care Testing Greif, Cheryl B	02/17/15 07:09	
Re: Wartarin 1 mg oral tablet Se	ee Instructions, 5 tab By Mouth twice a			04/23/14 10:08				Forms		
day, su tab			POC - HbA1C	* 7.1						E
Medications	=	• 🔿		02/17/15 07:09						
Selected visit			<sup>4</sup> Secondary Results (0)				-			
Scheduled (0) Next 12 hours							-			
Continuous (1)			Diagnostics (0)			=•	0			
PRN/Unscheduled Available (0) Last 48	hours		Last 2 years for all visits							
Administered (0) Last 72 hours			No results found							
Suspended (0)			Visits (48)			=-	0			
Discontinued (0) Last 24 hours			All Visits				-			

- 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 I 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.



TEST, S	HARI k	DCD: 00/22/1992 MSH: 4282992	Soc Female FTN: 246811157	Location: UII Student Health (	Center
Patient Information	ice .		II* e Vital Sign	I' a Fithele	w 00 8*
Chiel Compten Bason for Vie Nimory Physiki Atlancing Physiki Atlancing Physiki Balarimp Physi Servorc: Room/Wei	Document Vie Sleep Cede Sleep Reter Sleep Reter Sleep Reter Sleep Reter Sleep Reter Sleep Reter Sleep Reter Sleep Reter Sleep Reter	erer Instat tipes: Teel-Cansuit Form + Cansuit Tipes: Teel-Cansuit Form + Cansuit Tipes: Teel-Cansuit Form + Cansuit Tipes + Cansuit Tipes	s Starp Contro Fait Portwoor on: (17): 272-2000 Insuran	and dis 10/00000 103	None Databili III
Notications Sector est Scheduled III		_	0/1515 Outputient 0/1515 Outputient 0/10235 Outputient	UN   UN DRIVER EXT UN   UN DRIV Optim C SRIFE,   SRIFE Radology	_

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

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





Page 2 of 3

March 2021 Computer Learning Technologies

# **MPages Reach**

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### FAQs:

*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 MPages Reach 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 MPages Reach secure?

• Yes. The MPages Reach 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 MPages Reach.

#### My patient does not appear when I access MPages Reach. Why?

Please contact Health Information Management (HIM) at <u>referringoutreach@salud.unm.edu</u>. HIM can assist with associating your patient to you. Please do not send patient information in an unencrypted email. *MPages Reach 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 MPages Reach?

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 MPages Reach; however, most Android and iOS tablets load MPages Reach correctly.

# **Printing:**

Right-click the **page** or **item** and select **Print**.

Page 3 of 3

# **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 cerneraccounts@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.

