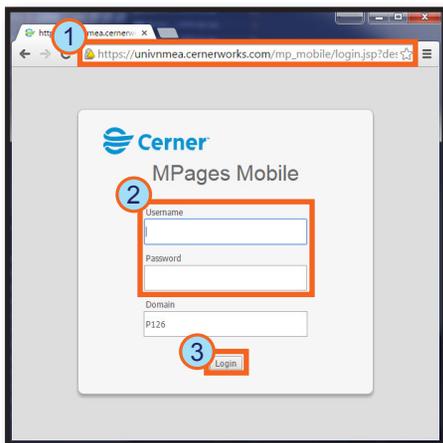


## MPages Reach

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](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.



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

### Selecting a Patient List:

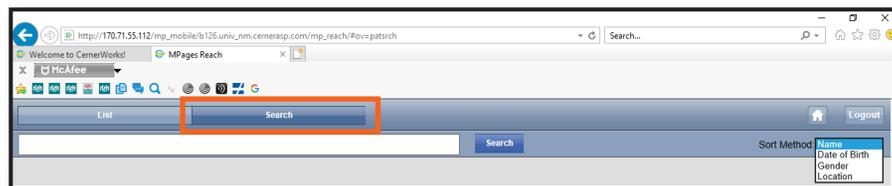
1. In the Show field, select the **patient group** (listed below) to display:

<b>All My Patients</b>	Displays patients that have a relationship with you.
<b>All Inpatients</b>	Displays your patients currently admitted to UNM Hospitals.
<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.*

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.



### Example of search results:

Test	UH	Sort Method	Name
TEST_UH_PPF	Female	UH ZDT 1650 02	
TEST_UH_PFM	Male	UH ZDM 0999 03	
TEST_UH_LAMA	Female	P CTI Rehab (CTIP) 5501 01	
TEST_UH_DAY1	Male	UH Day Surg-Old	
TEST_UH_OBGF	Female	UH 7.5	
TEST_UH_LROND	Male	UH 7.5	
TEST_UH_IN1	Female	UH SACC Med Cl B	
TEST_UH_IN2	Male	UH ZDM 0999 02	
TEST_UH_KOSEPH	Male	UH Adult UCC NPT 01 01	



**Tip:** Clicking a patient's name opens the Chart view.



**Note:** Choose an appropriate relationship when opening a chart.

## MPages Reach

### 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.*

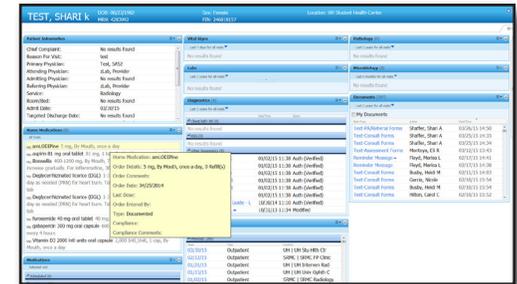


- Click the **view menu icon** to modify page layout options, clear preferences, or access the help file.
- Click the **arrow icon** to display or hide information on the chart.
- Click the **blue triangle icon** to specify date ranges for sections.  
*Note: Only certain sections contain this functionality.*
- 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

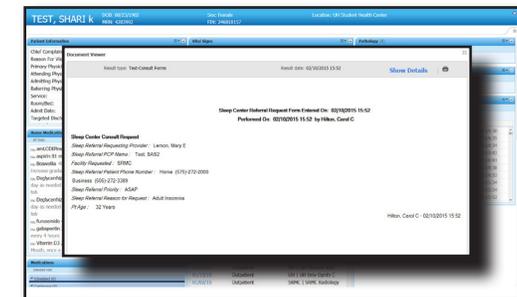
Most items in a patient's Chart view contain information beyond the summary. To access this information:

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



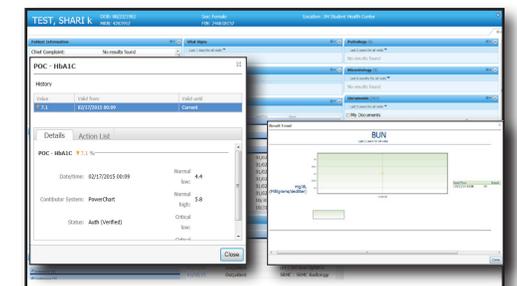
The *Documents* section contains notes, forms, and messages. Click the **document title** to open the document viewer window.

Click the **X** to close the document viewer.



**Note:** Not all documents are available in MPages Reach. 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.



### 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 [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. **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**.

### 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 [corner-accounts@salud.unm.edu](mailto:corner-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.