

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.

Accessing myUNM Health Provider:

1. Open internet browser and navigate to: [myUNM Health Provider Portal](#)
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:

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 the myUNM Health Provider Portal.

1. Select from the filters available:

All My Patients	Displays patients that have a relationship with you.
All Inpatients	Displays your patients currently admitted to a UNM Hospital.
Provider Group	Displays patients associated to your practice group/clinic.
Provider Name	Displays all patients in the practice group where the provider has a relationship with the patient.

2. In the **Admitted Within** field, select the date range.
3. Click the **Search** button.
4. Clicking a patient's name opens the Chart view.

The selected patients display.

myUNM Health Provider offers a search feature to locate any patient in the UNM Health electronic medical records. **Remember to adhere to HIPAA privacy standards when accessing patient charts.**

Searching for a patient:

1. Click the **Open Chart** button:

2. You can search by multiple criteria to locate your patient, and choose a specific patient encounter. Click the encounter to open the chart.

Patient Search			
Name:	ztest, adolescentfemal	MRN: 5822586	
	14 Years Female DOB:03/04/2010		
MRN:	ztest, adultfemale1	MRN: 5551161	
	37 Years Female DOB:10/20/1986		
FIN Number:	ztest, adultfemale2	MRN: 5422161	
	43 Years Female DOB:11/08/1980		
Birth Date:	Outpatient Laboratory	UH	Registration:07/09/2024
ppp**	zLab, Provider	Discharged:07/16/2024	
	FIN:383823747	Estimated Arrival:--	Discharged
	Inpatient Cardiology	UH	Registration:07/09/2024
	zLab, Provider	Discharged:07/12/2024	
	FIN:383823200	Estimated Arrival:--	Discharged
	Outpatient Pain Management Clinic	UH	Registration:06/21/2024
	Test2, MD A	Discharged:06/28/2024	
	FIN:383137320	Estimated Arrival:--	Discharged
	Outpatient Telehealth	UH	Registration:05/01/2024
	Goat, Taylor	Discharged:--	
	FIN:380841544	Estimated Arrival:05/01/2024	Active

Note: When prompted, choose an appropriate relationship when opening a chart.

Remember to log out at the end of the session.

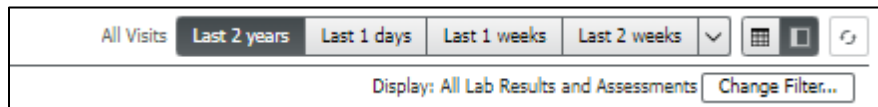
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Navigating the Chart View

The Chart view displays: *Patient Information, Vital Signs, Labs and Assessments, Microbiology, Pathology, Clinical Documents, Radiology, Home and Administered Medications, Histories, Allergies, Orders, and Visits.*



Use the filter buttons to refine your view: select time parameters, result filters, and display options.

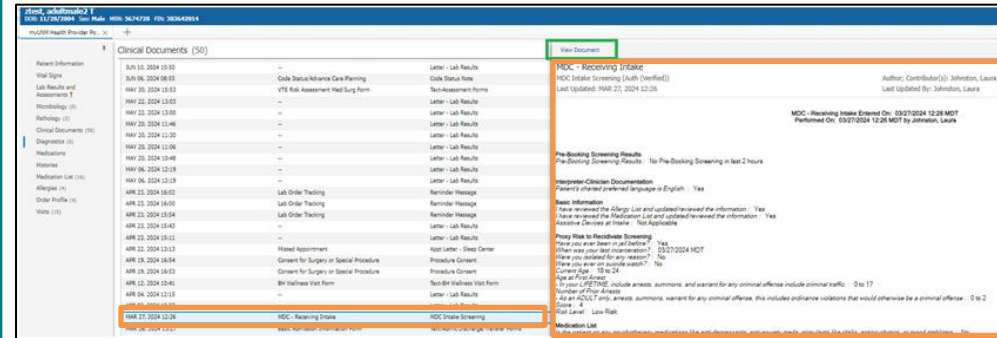


Viewing Results

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

- **Document View**

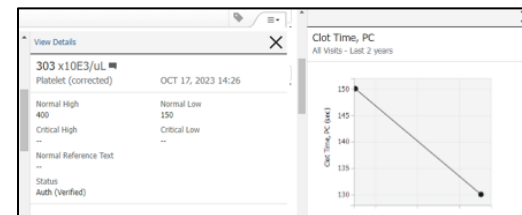
The Clinical Documents section contains notes, forms, and letters. Click the document title to open the document viewer window. You can print documents like notes, forms, pathology reports, etc.



- **Note:** Not all documents and reports are available in the myUNM Health Provider Portal. To get a copy of a missing document, please call Health Information Management (HIM) at 505-272-2141.

- **Results with Values**

Click on a data point to view additional information. Labs and Vital Signs with discrete values will show longitudinal data on a graph, with a table of historical values. Click the name of the test to see the graph.



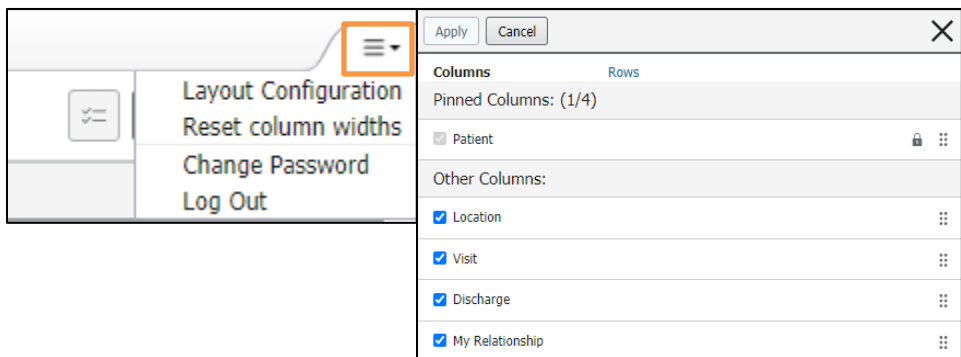
Close the chart tab to return to the patient list.

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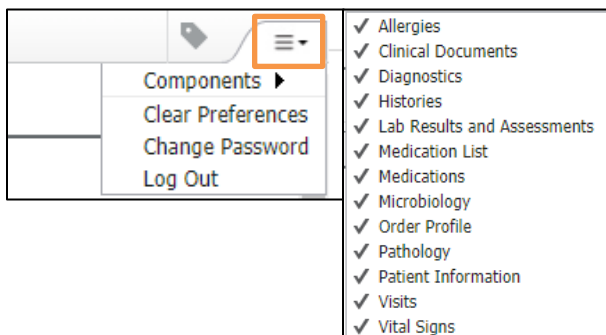
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Customizing your view:

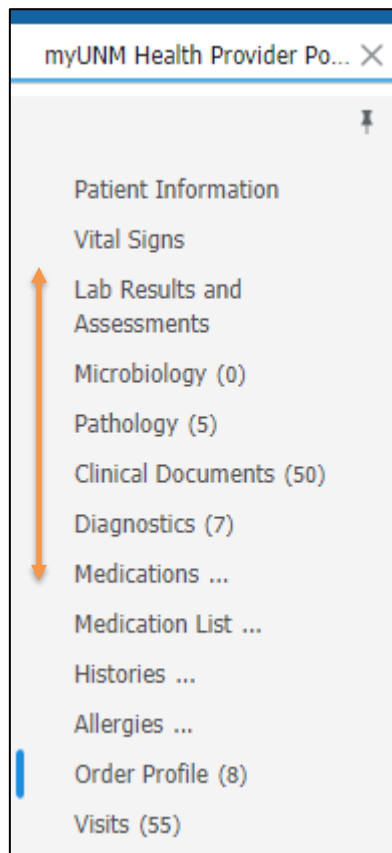
Click the custom configuration hamburger button on the patient list view to change the order of columns, expanded rows to show more patient information, etc.



Within a chart, the custom configuration hamburger button will let you choose what components are visible.



You can also drag and drop components in your Table of Contents to the left to rearrange the order of the display:



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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 lists (for affiliated providers without their own accounts); inform UNM Health when there is a change in the group (users, providers, manager, director).

What are the Practice Manager responsibilities? Review access periodically; review provider list periodically; inform UNM Health when there is a change in the 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?

- Once logged in, you can change your password using the custom configuration button.
- If you are unable to log in at all, or get locked out after too many unsuccessful login attempts, please call the UNM Health Service Desk at 505-272-3282 or email cerner-accounts@salud.unm.edu
- When a password is about to expire, you will receive a message to change your password.

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. You can also email cerner-accounts@salud.unm.edu

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 the myUNM Health Provider Portal.

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

Please contact Health Information Management (HIM) at 505-272-2141. HIM can assist with associating your patient to you. Please do not send patient information in an unencrypted email. The myUNM Health Provider Portal also has a search feature, which allows you to look up any patient in our electronic health record. (See page 1 of tip sheet.)

PC Requirements:

- 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

- 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 issues.

Learn more about our provider portal:

You can read more about the provider portal, access all the forms and documents, and launch the myUNM Health Provider Portal on our website: <https://unmhealth.org/providers/provider-portal.html>.