Dear Medical Staff:

Welcome to Baptist Health South Florida! All physician office staff can request to be granted read-only access to the electronic medical record system (Net Access) that Baptist Hospital utilizes. This allows for up-to-date clinical information for patients in South Miami Hospital, Doctors Hospital, West Kendal Baptist Hospital, Mariners Hospital, and Baptist Outpatient Services.

Simply call the IT-PAHL Physician support line at 786-662-7879 or contact us by email. You'll be asked to complete a form that authorizes you to view patient medical records and then provided a secure password. Requests for access will be followed up on within two business days; however it can take up to a week for the access to be available. If you need immediate assistance, call the phone number listed and our staff will assist you.

Net Access offers key electronic health record capabilities that connect the care team with patient data to improve patient care management. The office staff will have access to this web-based application via a tokenless Multi-factor remote access method that is secure and reliable for the office staff to use. The portal offers real-time information about any interactions your patient has with our medical staff, including clinical notes and lab results at South Miami Hospital, Doctors Hospital, West Kendal Baptist Hospital, Mariners Hospital, and Baptist Outpatient Services. Other information available through this web-based tool includes:

- Demographics
- Imaging results

Not only does this give the physician office staff consistent access to the information, it can help to improve the quality and continuity of care experienced by your patient.

For further information, please contact us at itpah1@baptisthealth.net

Thank you,
Net Access Tutorial
Navigating Net Access for Preferred Office Staff
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1 Before You Begin

Please ensure you have already configured your Multi Factor Remote Access and also have the latest Citrix Plug-in installed in your computer. If you do not please follow the instructions per the Citrix Installation Guide and Multi Factor Remote Access Guides found on www.baptisthealth.net/physicians. Make sure that your printer is set up to its default printer before you log into the remote access.

1.1 Intended Audience

The intended audiences for this document are Medical Staff Office members of the partnering physicians for Baptist Health South Florida. Please ensure that you have access to Net Access to access the Baptist Health Record information for South Miami Hospital, Doctors Hospital, West Kendall Baptist Hospital and Mariners Hospital. If you do not have access or have any questions please contact us at ITPAHL@baptisthealth.net

1.2 Introduction

This document is structured to serve as an education guide for the office staff members of the physician practices that partner with Baptist Health South Florida for Baptist Hospital, South Miami Hospital, Doctors Hospital, West Kendall Baptist Hospital, and Mariners Hospital.

1.3 Special note for BHSF Non-Staff Office Staff and Office Staff

This document is structured to serve as an education guide for the preferred office staff members of the physician practices that partner with Baptist Health South Florida. If you currently are a Non-Staff Physician office staff or have not been approve by the Privacy Office, please disregard section 3 of this tutorial as the search option will not be available.
2 Locating the Hospital to view

Home Page: Left click on the hospital you would like to view.
The physician’s Group Inpatient Census is the default list:
3. Searching for a patient

The Easy Search option allows you to search for a patient by Name, SSN or MRN. The minimum criterion for Last Name is 4 characters and First Name is 1 character. You may enter an asterisk (*) in the first name field as a wild card. The Sex is required. Left click on the patient name to view their data. Click on the patient name. Example:
You may also look at the patients in a particular unit. For example:
To view your Care Provider census, click on the Care Provider Census option. Individual physician and Group Inpatients, Outpatients (the last 60 days), Inpatients Discharged (the last 60 days) and Pre-admits are available. Example:
Outpatient example:
Once you have located the patient, left click on the name. You now have the following options. The patient’s **Rounds Report** is the first screen to appear. Example:
4. Patient Demographics

Demographics example:
The **Insurance** information is located at the bottom of the Demographics option. Left Click on the blue Plan Code to bring up the details of the insurance.
5. Patient Current Results

The Current Results option will show only the results from the admission you are viewing.

![Test, Test](image-url)
6. Patient History Results

History Results will show the last several years of Laboratories and Radiology results, including the results from the current admission, from Baptist, South Miami, Homestead, Doctors and Mariners Hospitals, as well as the Baptist Urgent Care Centers. Example:

<table>
<thead>
<tr>
<th>Test, Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hgb (12.8-15.0) g/dl</td>
</tr>
<tr>
<td>Hct (35.0-46.0) %</td>
</tr>
<tr>
<td>WBC (4.3-11.0) x10^9/L</td>
</tr>
<tr>
<td>Platelet (150-400) x10^9/L</td>
</tr>
<tr>
<td>RBC (4.3-5.62) x10^6</td>
</tr>
<tr>
<td>MCV (80-100) fl</td>
</tr>
<tr>
<td>MCH (26-35) pg</td>
</tr>
<tr>
<td>RDW (11.5-14.5)</td>
</tr>
<tr>
<td>MPV (7.7-13.2) fl</td>
</tr>
</tbody>
</table>

PRIVATE/PROPRIETARY
Contains private and/or proprietary information. May not be used or disclosed outside Baptist Health except pursuant to a written agreement.
Microbiology results

No Growth in 1 Day
Pathology results (BHM only). Click on the notepad icon to display the full report.

The Patient Notes option provides scanned copies of Admit Notes, Discharge Summaries, Consults, etc. Click on View. **Patient Notes are ONLY available if viewed within the Baptist Health network or through the Dashboard remotely!**
The **Orders** option will indicate what the statuses of the results are.
**Allergies** example:

<table>
<thead>
<tr>
<th>Date</th>
<th>Allergy</th>
<th>Reaction</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>14 Jan 2004</td>
<td>None Known</td>
<td>Unknown</td>
<td>None Known</td>
</tr>
</tbody>
</table>

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7. Care Providers tab

All physicians treating the patient will be listed under Care Providers. Example:
8. Cases/Visits tab

Cases/Visits will show all entity specific admissions (both Inpatient and Outpatient) for the patient. You may click on the blue patient number to access the specific admission data such as Current Results, Insurance, Diag/Proc, and etcetera.
9. Logging Off

**Note: To view another hospital’s patients, simply click on Home and choose your hospital.

To sign out, click Log Off in the upper right-hand corner.

NOTE: The Baptist Health Systems department of Chief Privacy Officer will be monitoring detailed audit trails on all Net Access users.