myCHLA Provider Portal User Guide



WHY SHOULD I SIGN UP FOR THE MYCHLA PROVIDER PORTAL?

- · View patients' medical records
- Submit and track patient referrals to CHLA
- Access online CME courses and view upcoming events
- Find clinical resources and research information

To request an account and access myCHLA, visit https://myCHLA.CHLA.org

For additional information, visit www.CHLA.org/myCHLAPhysicianPortal

Clinic Phone Directory: www.CHLA.org/referrals

For training or assistance with creating an account, contact Provider Relations at providerrelations@chla.usc.edu

HOW TO CREATE AN ACCOUNT

Practice Owner

One physician in your practice must be designated as a **Practice Owner** and will need to be the first person to create a myCHLA account.

To request your Practice Owner account:

- Go to <u>https://myCHLA.CHLA.org</u>
- Click Request an Account
- Fill in the requested information about you and your practice and click **Request Account**. You will receive a confirmation email
- CHLA will respond to your account request within 48
 hours

Childrents Hospital	THY CHLA				
cme	My Patients	My Referrals	Physician Resources	Education	
ome > New Account Request					
New Practice Re	quest				
	Owner Information		You will need		
Title			Your emoil address Your personal NPI and license to	mber	
First Norrie *			Resources		
Middle Nome			Duick Reference		
Lost Norrie *			If your practice has already enrolled contact your practice owner to crea		
Emol *					
Mobile Phone *					
Office Phone					
Notional Provider Identifier					
(NP) •					
Medical Ucense Number *					
	Practice Information				
Proctice Name *					
Address 1*					
Address 2					
City.					
State *					
21p *					
Phone *					
Fax					
Proxitice Contact Nome					
trvail					
	Request Account				

MANAGING PRACTICE ACCOUNTS

Other Physician and Non-Physician Accounts

After creating an account, the Practice Owner may then create as many physician or non-physician accounts within the practice as desired.

Note: Account credentials should not be shared among members of a practice. Follow the steps below to create an account for each person in your practice who will need to access myCHLA.

To add an account to your practice:

- 1. Sign in to myCHLA (as practice owner)
- 2. Navigate to My Practice tab
- 3. Expand either the **Physicians in My Practice** or **Non-Physicians in My Practice** panel
- 4. Click on either Add a physician to my practice or Add a non-physician to my practice
- Fill out the form, including the new account member's email address and mobile phone number, and click Add
- 6. The recipient of the new account will receive an email providing instructions on how to complete the account setup.

My Practice			
Physicians in My Practice	(24)	My Practice Info	
Nome	Imail	Add a physician to my practice	
			Moving? Is your practice moving?
-			Are you you leaving this practice?
			Are you part of another practice or joining a new practice?
			Tell us obout it
			myCHLA Account Update your account information or change your
			password here
			Delegation
			Allow practice admin staff to manage account on
			my behalf
			ON
		Dama	

Title	
First Name *	
Middle Name	
Last Name *	
NPI Number *	
Medical License Number *	
Email *	
Mobile Phone *	

MANAGING PRACTICE ACCOUNTS

(Continued)

To remove an account from your practice:

- 1. Sign in to myCHLA (as practice owner)
- 2. Navigate to My Practice tab
- 3. Expand either the **Physicians in My Practice** or **Non-Physicians in My Practice** panel
- 4. Locate the account you would like to remove and click **Delete**

Practice Delegation

The Practice Owner can enable other users to perform practice management duties, such as adding and removing accounts, by enabling the **Delegation** feature.

- 1. Sign into myCHLA and navigate to the My Practice Screen
- 2. In the Delegation panel on the right of the screen, move the switch to the **On** position

Delegation
Allow practice admin staff to manage account on my behalf
ON

SIGN IN TO MYCHLA

To comply with federal HIPAA requirements, you will have to enter your username and password every time you wish to access your patient data or submit a referral through myCHLA. Each computer that will be accessing myCHLA will need to go through the authorization process when you log in for the first time.

What is Okta?

Okta is the identity management tool that myCHLA uses to authenticate and authorize your use of the application. This includes managing your username and password and performing multifactor authentication. The latter may be performed by either a phone call or a push notification to the Okta Verify app. Contact CHLA support for more details.

MY PATIENTS

The **My Patients** tab contains the following menu options:

- View Patients A table of your patients as well as a listing of Shared Patients in the Practice
- New Patient Access Request Use this request form if you don't see a patient in the list of patients in the practice
- Patient Access Requests A list of submitted requests
- **Practice Appointments** Calendar view of all patient appointments

To view or print your patient's chart:

- After signing in, navigate to My Patients > View Patients. Your patient list displays
- Scroll through list or search for your patient by name or MRN
- Click View Chart
- You may view results organized either by time range or visit
- The following results are available to view or print:
 - Lab results
 - Clinical notes
 - Radiology results (notes and images)

ome My Patients * My	Referrols * My Practice *	Physician Resources	Education		
View Patients					View as List Card
faits in Past 6 Months	*			Search by pat	ent name or MRN
Patient Name					
and the second	Sex Female	MPN		View Chart Beller Visite	Han Annova
	Sex: Female	MEN		View Chart Rafer Vista	Hide Berrove
	Sex Female	MIN		View Chart Ruler Viste	tide Semore
	Sex Female	MPN		Vew Chart Rater Vista	Hide Remove

Children's Hospital	Refer, Admit or Transfer 888-631-2452 Welcome Logo
Home My Patients * My Referrals * My Practice * Physician Resources Education	
008	= Back to List
DOB: Allergies: No known allergies	
View results by Time Range Visits Results in Past 2 Years ~	
Lab Results (62)	D
Notes (474)	٤
Radiology Results (9)	J

MY PATIENTS (CONTINUED)

To view your patient's upcoming appointments

- After signing in, navigate to My Patients > View Patients. Your patient list displays
- Scroll through list or search for your patient by name or MRN
- After locating your patient, click **Visits**. A popup window displays
- Alternatively, navigate to My Patients > Practice Appointments. Your patients' appointments display in a calendar view

Last Visit 05/04/2022 07:41 AM Orthopedics	
Future Visits 05/04/2022 0:30 PM Orthopedics -	
05/09/2022 02:20 PM Neurology -	
	Done

MY REFERRALS

The **My Referrals** tab contains the following menu options, giving users the ability to view the status of existing referrals and to submit a new referral:

- View Referrals View a list of all referrals submitted to CHLA
- New Referral Click New Referral and fill out the fields in the form displayed

To create a new referral:

- 1. Navigate to My Referrals > New Referral
- 2. Fill out the fields and submit

Children	n's Hospital	my CHL	4		•	efer, Admit or Transfer 888	-631-2452 Welcome	l Logov
Home	My Patients *	My Referrals •	My Proctice -	Physician Resources	Education			
Home > N	iew Referral							
New	Referral							
		0		0			0	
		Referral		Patient/Guan	lian		Atachments	
		On Behalf Of	Please make a	- de alte a				
								~
		Practice *	Childrens Hosp	ital Los Angeles				~
		insurance Type *	Please make a	selection				×
		Potient Acuity*	Routine					~
		Request Type *	New Patient Ref	lerral				~
	Reason for Referra	i and/or Current Diagnosis *						
	0	Choose A Clinic *	Please make a	selection				~
			Continue to	Step 2 O				

MY REFERRALS (CONTINUED)

To view the status of a referral:

- 1. Navigate to My Referrals > View Referrals
- 2. Locate the referral on the list, or search by patient name
- 3. Note the indicator in the status column
 - a. If the status is **Canceled**, click on the indicator to view the cancellation reason
 - b. If the status is **Scheduled**, click on the indicator to view the date of the appointment

	is Hospital	my CH	ILAJ		Refe	er, Admit or Transfer Bl	8-631-24521	wecome	liog
me	My Potients *	My Referrals	My Proctice *	Physician Res	ources Education				
/iew	Referral	5							
			ions about your refe						
			on the Cancelled Ial ation about your ref		ncellation reason een submitted to 323-351-81	988. On the cover shee	it, please		
include	e the patient's nam	e, date of birth,	and the clinic when	the patient is be	ing referred				
								Add	New Referro
Retern	ols in Post Month	٣					Search by P	atient Name	9
Patient	Name :	DOB	Clinic	Created On :	Referring Physician a	Status			
Patient	Name :	DOB : 03/12/2019	Clinic Anesthesiology	Created On : 05/04/2022	Referring Physician :	Status	tat	Concel	Radar.
Patient	Name :				Referring Physician :	Status Saminat	tar tar	Cancel Cancel	Carter S Carter
Patient	Name :	03/12/2019	Anesthesiology	05/04/2022	Referring Physician a	Status Received Received Received			-
Patient	Nome :	03/12/2019 03/12/2019	Anesthesiology Anesthesiology	05/04/2022 05/04/2022	Referring Physician :	Status Renord Renord Renord Renord	Can	Concel	Radar
Patient	Name :	03/12/2019 03/12/2019 03/12/2019	Anesthesiology Anesthesiology Anesthesiology	05/04/2022 05/04/2022 05/04/2022	Referring Physician a	Status Scienced Scienced Scienced Scienced Scienced	tan	Concel Concel	Radar Radar

TROUBLE SIGNING IN

If you are having difficulty signing in, you may need to reset your password or unlock your account.

- From the myCHLA home page, click Login
- Click Need help signing in? on the Login page
- Click on Forgot password or Unlock account and enter your email address
- Select the option of how you'd like to proceed

	Children's Hospital					
	Log In					
Email						
🖌 Rer	nember me					
	Next					
Need h	elp signing in?					
Forgot	password?					
Unlock	account?					