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 **https://myCHLA.CHLA.org**
- 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

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**
5. 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.

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
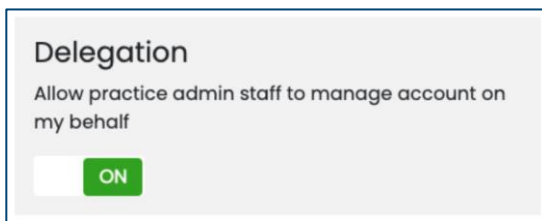
SIGN IN TO MYCHLA

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.
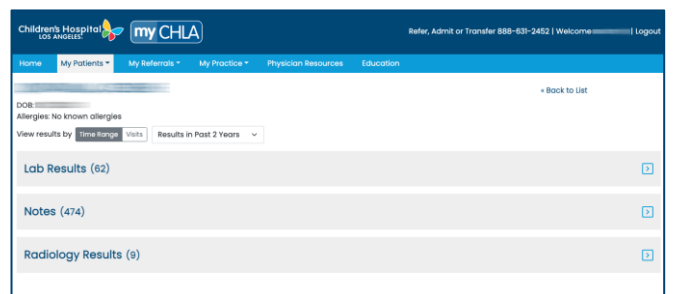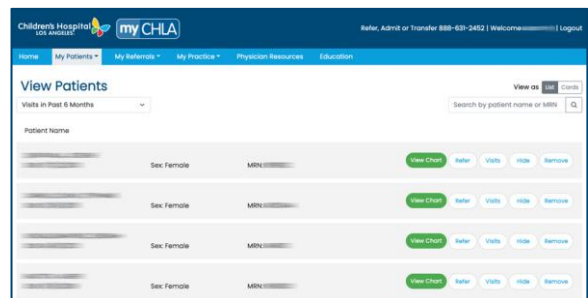
MY PATIENTS

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)

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
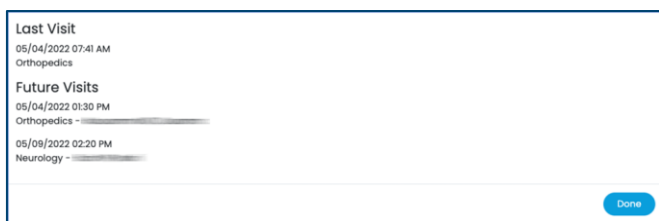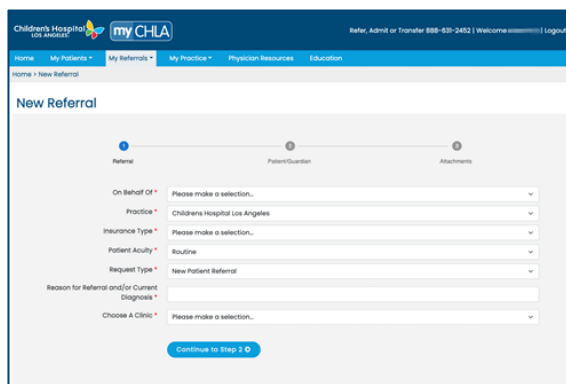

MY REFERRALS

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

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
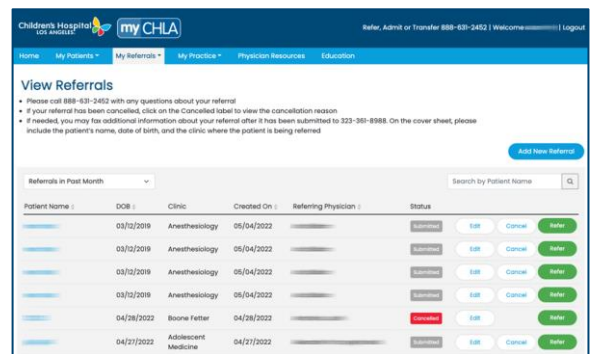
TROUBLE SIGNING IN

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