Visiting Nurse Health System Physician Esign Portal

User Guide

September 2018

VISITING NURSE
HEALTH SYSTEM

Physician Portal Welcome

Welcome to Visiting Nurse Health System's Physician Portal! The portal offers the convenience of reviewing and signing home healthcare orders online, even on your mobile device.

In order to become a portal physician, please contact our Physician Support department at 404-589-7179 or email us at physicianportal@vnhs.org.

The portal interface is very user-friendly, however, if needed, portal training can be scheduled for a group of physicians or facilitated by one of our Account Executives.

Once your Physician Portal account is created, you are ready sign electronically and will no longer receive paper orders.
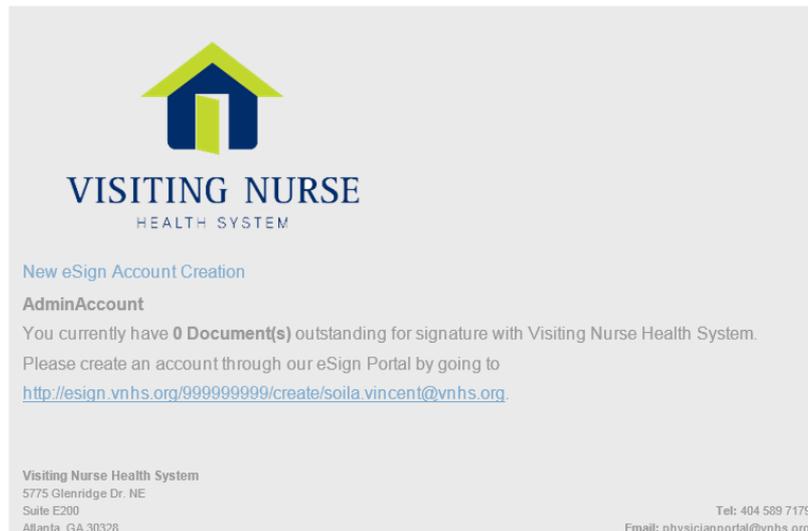
*Compatible with all internet browsers (except Internet Explorer 9).

*TIP: As time permits, please review the complete User Guide to maximize your use of Physician Portal.

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Creating Your Physician Portal Account

1. After contacting Visiting Nurse Health System regarding interest in the physician portal, an email similar to the picture below will be sent to the email address provided.

2. Click on the URL in the email and follow the instructions on the page of your internet browser.

   a) Enter the email address you provided to us (will be used for portal login and email notifications) and create a password.

*TIP: Once created, you will have the option of accessing your portal account without entering a login password by clicking on a link in future email notifications.

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New eSign Account Creation

AdminAccount

You currently have **0 Document(s)** outstanding for signature with Visiting Nurse Health System.
Please create an account through our eSign Portal by going to
http://esign.vnhs.org/999999999/create/soila.vincent@vnhs.org.

Visiting Nurse Health System
5775 Glenridge Dr. NE
Suite E200
Atlanta, GA 30328

Tel: 404 589 7179
Email: physicianportal@vnhs.org

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Logging In to Physician Portal

1. Access the portal by typing the following URL into your Internet Browser:

   http://esign.vnhs.org/

2. Enter your NPI number, email address and password used to create the account upon setup.

   a) If you forget your password, reset it by clicking on "**Forgot Password**?"

3. Click the "**Sign In**" button to be directed to the home page of your portal account.
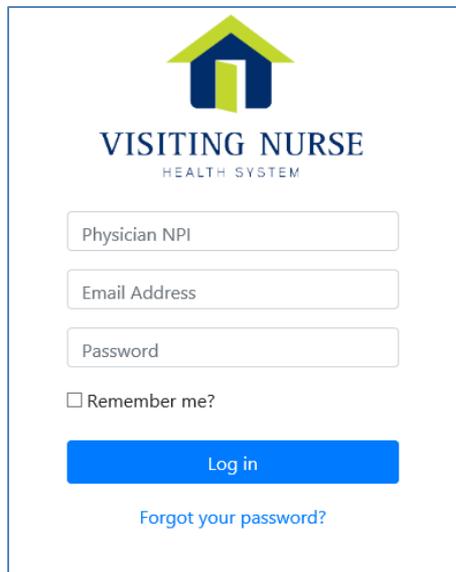
*NOTE: You will be able to access your portal account by clicking on the link(s) in any email notification you receive regarding outstanding documents.

HOME Screen

ESIGN TEST
Outstanding Documents | 19 Document(s)

	Patient Name ↑	DOB	Entered Date	Document Type	Order #	Sign	Reject
☐	Test Patient 10		08/29/2018	Verbal Order	11111110	Sign	Reject
☐	Test Patient 11		08/29/2018	Verbal Order	11111111	Sign	Reject
☐	Test Patient 12		08/29/2018	Verbal Order	11111112	Sign	Reject
☐	Test Patient 13		08/29/2018	Verbal Order	11111113	Sign	Reject
☐	Test Patient 14		08/29/2018	Verbal Order	11111114	Sign	Reject
☐	Test Patient 15		08/29/2018	Verbal Order	11111115	Sign	Reject
☐	Test Patient 16		08/29/2018	Verbal Order	11111116	Sign	Reject

*TIP (Viewing portal on mobile device):
Click the small drop down box in the upper right-hand corner of your mobile browser to navigate between the *Outstanding* and *Signed* tabs of the portal.

After logging in, the HOME screen will display Outstanding documents available to view and sign. Orders requiring only signature (i.e. plan of care, verbal orders, medications) can be signed at once by clicking on "**Select All**" and then "**Sign Selected**".

Documents requiring additional information prior to signature (i.e. F2F, CTI) will appear in the bottom half of the **Outstanding** documents tab (Home Page).

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Viewing/Signing/Rejecting Orders

1. Click the patient's name to view the individual document, which will open as a PDF.

2. Click "**Sign**" to sign each document individual. To sign multiple documents at once, select the check box for each document you wish to sign, then click "**Sign Selected**".

    a) To sign documents needing more information, click "**Sign**" to open the dialog box to enter the required additional information, then click "**Submit**".

3. Click "**Reject**" to reject any documents that you elect not to sign. A separate dialog box will appear that will allow you to select a rejection reason from a drop down selection and to annotate additional information related to rejected document.

ESIGN TEST

Outstanding Documents | 19 Document(s)

	Patient Name	DOB	Entered Date	Document Type	Order #		
☐	Test Patient 10		08/29/2018	Verbal Order	11111110	Sign	Reject
☐	Test Patient 11		08/29/2018	Verbal Order	11111111	Sign	Reject
☐	Test Patient 12		08/29/2018	Verbal Order	11111112	Sign	Reject
☐	Test Patient 13		08/29/2018	Verbal Order	11111113	Sign	Reject
☐	Test Patient 14		08/29/2018	Verbal Order	11111114	Sign	Reject
☐	Test Patient 15		08/29/2018	Verbal Order	11111115	Sign	Reject
☐	Test Patient 16		08/29/2018	Verbal Order	11111116	Sign	Reject
☐	Test Patient 17		08/29/2018	Verbal Order	11111117	Sign	Reject
☐	Test Patient 18		08/29/2018	Verbal Order	11111118	Sign	Reject
☐	Test Patient 19		08/29/2018	Verbal Order	11111119	Sign	Reject
☐	Test Patient 2		08/29/2018	Verbal Order	1111112	Sign	Reject

Export to Excel · Print Selected · Sign Selected

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Printing Orders

1. Click the patient's name to view and print the individual document, which will appear in a separate dialog box as a PDF.

2. Documents may be printed both before and after e-signature.

   a) To print multiple documents prior to signature, select the check box for those documents and click "**Print Selected**". Please note: Unsigned documents requiring more information have to be opened individually for printing.

   b) To print signed documents, click on the "**Signed**" tab at the top of the page, and follow the same steps outlined above.

> ***NOTE:** Only documents signed within the last 30 days will be displayed under the "Signed" documents tab. To request additional documents contact Visiting Nurse Health System at 404 589-7179.

Email Notifications

An automatic notification email will be sent from the system with "eSign Portal Documents" in the subject line when documents are available for signature. The links in the email notification will be active for 72 hours. If you have any documents still outstanding after 72 hours, you will receive a new email notification.

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Outstanding eSign Documents

You currently have **5 Document(s)** outstanding for signature with Visiting Nurse Health System. For automatic login if available, please click HERE. For manual login (enter user name and password), please go to http://esign.vnhs.org/

Visiting Nurse Health System
5775 Glenridge Dr. NE
Suite E200
Atlanta, GA 30328

Tel: 404 589 7179
Email: physicianportal@vnhs.org

*REMINDER: If you click "HERE" as instructed in the email notification, you will be routed directly to your portal without the need to login to your account. If you click on the portal URL, you will be required to login with your email address and password.
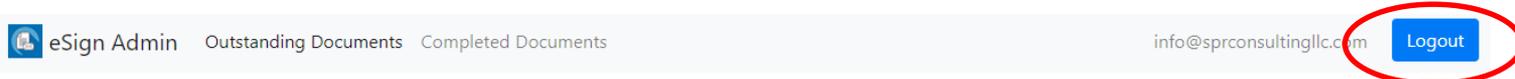
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Updating Physician Email Address

To update the email address used to login into the portal and receive email notifications, please contact Visiting Nurse Health System at 404-589-7179 to have this updated by a portal administrator.

*TIP: For physician offices that choose to designate one contact person to govern the portal accounts for multiple physicians, please use that staff member's email address when completing the setup for each individual physician account.

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Logging Out of Physician Portal

To log out of the Physician Portal, simply click "**Logout**" in the top right corner of the internet browser screen.

Reset Login Password

If you forget your login password, you can reset it by clicking on "**Forgot Password**?" and following the prompts as instructed. The login password may also be changed by the user when logged into the portal by clicking on "**Settings**".

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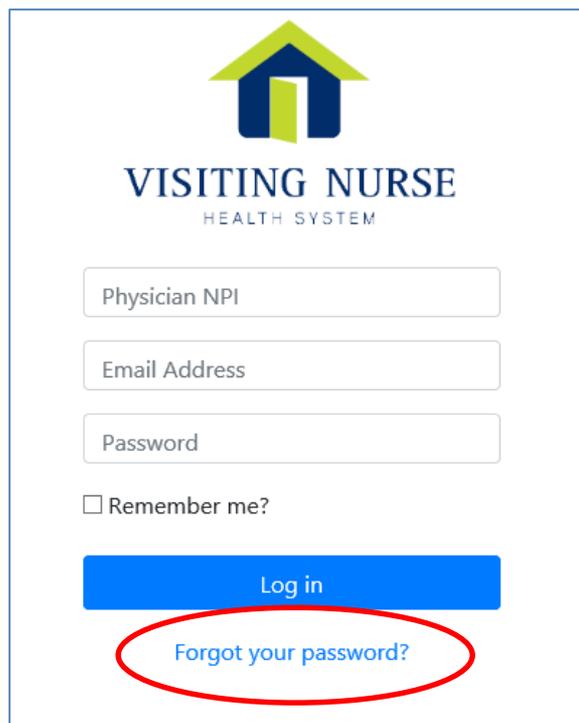
Physician NPI

Email Address

Password

☐ Remember me?

Log in

Forgot your password?

*REMEMBER: Remember, you will not need your login password if you click on the appropriate link in the email notifications you receive for outstanding documents.

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Access for Office Staff

- Upon request, office staff members can have a separate account created to grant them "READ ONLY" access to view available outstanding and signed orders for their office physicians.
- Once a staff member has an account, only the NPI number of the physician(s) will be needed to view documents at the portal.

To have an office staff member set up for this access, please contact the Physician Support Department at 404-589-7179.

Physician Portal Support

Physician Portal Specialists are available to assist with setting up new users and to answer ongoing questions as needed. The Physician Portal Hotline is available throughout the business day, Monday through Friday, 7:00 am until 5:00 pm. You may also contact the department by email at physicianportal@vnhs.org.

404.589.7179

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Important Reminders

- Each document can be printed by selecting those documents and clicking on "Print Selected".

- An email reminder are sent out automatically by the system when outstanding orders are available for signature. Email notifications are valid for 72 hours.

- If you click pm "**HERE**" as instructed in the email notification, you will be routed directly to the portal without having to login. If you click on the portal URL, you will be required to login with your email address and password.

- Physicians can change or reset their own login password. See page 7 for reference.

- Physician Portal Specialists are available to assist with the set up of new portal users and to answer any additional questions. For assistance, please call 404-589-7179.

- VNHS Account Executives performing visits to physician offices are also available to provide information and assistance regarding the portal.

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