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1. Accessing the AU Health Physician Portal

- Visit [www.augustahealth.org/physicianportal](http://www.augustahealth.org/physicianportal) in your web browser (1).
- Once you reach the Cerner MPages Mobile login page, enter your Username and Password and click Login (2).
2. Finding Your Patient

After logging in, you are taken to the Patient List. Patients in the AU Health Electronic Health Record with whom you have an established relationship will appear on this list (Referring Physician, Consulting Physician, PCP, etc.). By default, only patients that have been seen at AU Health in the past 30 days will be shown.

To change the lookback range and locate a patient who was seen more than 30 days ago, use the “Admitted Within:” dropdown menu ( ). Additional lookback ranges are 3 days, 7 days, 6 months or All.

Additionally, the “Show:” dropdown menu ( ) allows you to filter the patient list to show all of your patients, all inpatients, or all lifetime patients. Lifetime patients are those for which you are the primary physician. Selecting any of the former two options will display your lifetime patients AND any other patients whom you may have seen when covering for another physician or for any other reason.

Once you’ve set the filters to your desired selections, click the View button ( ) to load the list of your patients.

Find the patient whose chart you wish to view on the list and click on their name that appears in blue ( ) to open the chart for the listed encounter.

No patients found? See the instructions to the right to use the filters to locate your patients.
3. Ambulatory Summary Page

Section Header: Identifies the section below
Section Data Range: No arrow (▼) signifies fixed range
Section Data Range: Click arrow (▼) to change the lookback range
Click any document name to view the document

Folder tab menu: Change the page layout and create reports
Expand/Collapse Arrow: Used to expand or collapse a section
Click any lab result to view more details
4. Viewing Lab Result Details

- Abnormally low results are shown in **BLUE**
- Abnormally high results are shown in **ORANGE**
- Critically high results are shown in **RED**;
  - ! = Importance Warning  |  * = Comment Attached
- Click a lab name or result to view details
- Click the **Arrow** (►) to view comments
- Expanded view of comments
- Click the **Close** button to exit the detailed results view
5. Viewing Documents and Radiology, Microbiology, or Pathology Reports

- Click on the document or a radiology, microbiology, or pathology report you would like to view.

- The document will open in a new window similar to the one shown to the right.

- Click the X in the upper right corner to close the document.
6. Printing Reports

1. Choose the Folder tab menu
2. Choose Create Report
3. Choose a Reason for printing
5. Choose sections to be included in the report
6. Choose encounters for which the report will be created
7. Choose the date range for which the report will be created
7. Content of Three Available Report Templates

**Physician Portal – Allergies, Meds, Immunizations, Problems**
- Allergies – lists all documented Allergies for the patient
- Meds – lists all documented inpatient, outpatient, and prescribed meds for the patient
- Immunizations – lists all documented immunizations for the patient
- Problems (Active) – lists all active problems for the patient

**Physician Portal – Provider Notes**
- Clinical Diagnosis – lists all diagnosis for the patient
- Vital Signs – lists Blood Pressure, Temperature, Heart Rhythm, Height/Weight, Respiratory vitals for the patient
- Clinical Documentation (Letters) – lists Practice Site Letter, Phone Consults, Refills, Missed Appointments and Reminders associated to the patient’s chart
- Clinical Documentation (Admission Registration) – list Admission/Registration documentation for the patient
- Clinical Documentation (Emergency Transport) – lists ED Notes, ED Triage documentation, Trauma and Transport Records for the patient
- Clinical Documentation (Prog Notes H+P Consults) – lists Progress Note, History & Physical, and Consult documentation for the patient
- Clinical Documentation (Operative Anesthesia) – lists Operative/Anesthesia documentation for the patient

**Physician Portal – Test Results**
- List Lab (HLA, Micro, Gen Lab, and Micro) and Radiology (Cardiology and Diagnostic) results and reports
8. Frequently Asked Questions

- Why doesn’t a patient show up on my Relationships List?
  - The default for the list is “Admitted Within 30 Days”. This keeps the list relatively short and manageable. You can change the data range if you wish.
  - You must be listed as the Referring or Primary Care Physician to view a patient.
  - If one of your patients who has been seen at AUHealth unexpectedly does not show up on your patient list, please contact your Outreach Liaison listed on the final page of this document to have this addressed.

- What is an Encounter?
  - An Encounter is a visit for a specific purpose. There are many types of Encounters, including Emergency, Inpatient, and Outpatient. A patient admitted to the hospital may have more than one Encounter related to their hospital stay.

- Can I select the Encounter I want to view?
  - No. The Cerner program behind the AU Health Physician Portal, uses a hierarchy algorithm to determine the Encounter the clinician is most likely to want to view.

- Where do I find information about what Encounter is selected?
  - Location, at the top under the patient’s name, shows the active encounter location.

- Can I see demographic information (such as insurance information)?
  - This information is not available as it is designed to give the most commonly requested clinical information. PowerChart will remain available to community practice sites for access to less commonly requested information.
Can I print the Patient’s Chart?
- Yes; go to the upper right corner and choose the folder tab menu and then choose “Create Report.” Choose your reason for printing, the template, and encounter you would like to print.
- The three templates available are as follows:
  - Allergies, Meds, Immunizations, and Problems
  - Provider Notes
  - Test Results

Why shouldn’t I use the printer shortcuts to simply print the document in Document View?
- Printing from these icons does not print the AU Health header, and therefore does not indicate the source of the printed information. You must use the Report template to print correctly.

Can I print AU Health information to give to a patient?
- No. This information is meant for the Practice Site staff use only. If patients want AU Health EHR information, they should utilize AU Health Patient Portal or contact Medical Records at AU Health.
10. Resources

Troubleshooting
- AU Health Help Desk: (706) 721-7500
- 24 hours a day, 7 days a week

New Access Requests (or if your account is locked)
- Department of Outreach - 706.446.5148, outreach@augusta.edu
  Outreach Liaisons:
  Teri Mobley - 706.721.4598, temobley@augusta.edu
  Todd Gay - 706.755.5997, todd.gay@augusta.edu
  Stephanie Maciaszek - 706.830.9102, smaciaszek@augusta.edu
  Catherine Clary - 706.755.3974, cclary@augusta.edu
  Trish Patrick - 706.373.8806, patpatrick@augusta.edu

- Instructional Video:
  http://www.augustahealth.org/physician-resources/physician-portal-application