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ABOUT

This manual is designed to help you navigate and use the myCHLA site and iPad application, both of which help physicians and practice administrators:

➢ View a list of a physician’s patients
➢ Request access to view a patient’s medical information
➢ View a list of referrals and create new referrals
➢ View physician services
➢ Access research and other resources

NOTE: As myCHLA provides customized access based on user permission sets, you may see things in this guide that are not available to you upon log in.

Authorized Use

Usage of this application is limited to its owner via the terms of its development. This application is wholly owned by Children’s Hospital Los Angeles, and may not be used or referenced without the institution’s express consent.

Questions and Contact Information

If you have questions, need assistance or would like to recommend an enhancement to the portal or this guide, or want to request additional information, contact:

Physician Referral Service
888-631-2452 (select option 4)
SYSTEM REQUIREMENTS

MyCHLA is available on Mac and Windows operating systems. The following information is a guideline for the minimum system requirements for authoring and viewing the myCHLA physician portal.

### PC/Mac/Desktop/Laptop

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<td>Windows</td>
<td>Windows Vista and above</td>
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<tr>
<td>Mac</td>
<td>OS X Mavericks and above</td>
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| Browsers| Internet Explorer (IE) 9 and above – *(for optimal performance, use IE 10 and above)*  
|         | Latest versions of Mozilla Firefox, Chrome and Safari |

### Mobile Device – Mobile Web

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<tr>
<td>Windows</td>
<td>Latest device browser</td>
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### Mobile Device – Native App, iPad

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<th>Operating System</th>
<th>iOS and above</th>
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FREE RESOURCES

A wealth of information is available to you without the need to log in. This information is available on the home page under “Physician Resources” and “Education.”
GETTING STARTED

To refer patients, track their progress and review your patients’ medical records, you will need to create an account online at http://mychla.chla.org.

Account Creation Overview and Types of Accounts

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.

If you are the Practice Owner for your office, you should:

- Go to http://mychla.chla.org
- Click on “Create an account” (top right corner of page)
- Complete the registration process
- Identify yourself as Practice Owner in the “role” drop-down section

You will receive an email from CHLA confirming that your account has been created. CHLA’s Health Information Management office will review and verify your information within 48 hours.

Once approved, you will receive an email with your unique practice ID number. You will be able to log in and see your patients’ information and submit referrals.

Individuals with the following roles on your team may request access:

- Physician, medical record access
- Non-physician, medical record access
- General, no medical record access needed

Each individual will need to enter the unique practice ID number, which can be obtained from the Practice Owner when creating an account.
Practice Owner Account Creation

**Step 1 of 4** - Complete the following fields and click “next” at the bottom of the page. Select Practice Owner as your role.

**Step 2 of 4** – Complete the practice information and click “next” at the bottom of the page.
**Step 3 of 4** - Create your user name and password, enter the security questions and answers, and click “next” on the bottom of the page.

Please do not share your user name and password. If others in your practice should also have access to your patients’ information, they should request their own personal account through the same process above.

**Step 4 of 4** - Click “View/Sign Usage Agreement”. Once the user agreement is signed, enter the verification code and click “Complete My Account Setup” at the bottom of the page.
Signing in to myCHLA for the First Time as a Practice Owner

To comply with federal HIPAA requirements, you will have to enter your user name and password every time you visit the myCHLA site. Each computer that will be accessing myCHLA will need to go through the authorization process when you log in for the first time. You have the option of receiving a text message or a phone call to the number you entered during registration.

You have the option of receiving a text message or a phone call.

Enter your password one last time and you are good to go!
Account Verification in Progress: This screen will appear after your log in is completed, and you will receive an email confirmation that your account has been created and is being verified by our Health Information Management team. **Please allow 48 hours for your account to be verified and approved.** You will receive another email notification that your account has been approved, which will then allow you to log in and access your patients’ information and submit referrals.

- Account Verification in Progress.png

General Account Creation

If you are a physician or non-physician in an office that already has a Practice Owner with a myCHLA account:

- Go to [http://mychla.chla.org](http://mychla.chla.org)
- Click on “Create an account” (top right corner of page)
- Complete the account creation process online
- Enter the unique practice ID number, which can be obtained from the Practice Owner in your office

The Practice Owner will receive an email with a request to approve your account. Once approved, you will receive an email notification. You can now log in and see your patient information and submit referrals as part of the practice.

**Step 1 of 4 –** Select the appropriate role, complete the following fields and click “next” at the bottom of the page.

- General Account Creation.png
Step 2 of 4 – Enter the unique practice ID number, which can be obtained from the Practice Owner in your office, and click “next” at the bottom of the page.

Step 3 of 4 – Create your user name and password, enter the security questions and answers, and click “next” at the bottom of the page.

Please do not share your user name and password. If others in your practice should also have access to your patients’ information, they should request their own personal account through the same process above.
Step 4 of 4 – Click the box to agree to the Terms of Use (1) and enter the verification code (2). Then click Complete My Account Setup (3) at the bottom of the page.

Signing in to myCHLA for the First Time

To comply with federal HIPAA requirements, you will have to enter your user name and password every time you visit the myCHLA site. Each computer that will be accessing myCHLA will need to go through the authorization process when you log in for the first time. You have the option of receiving a text message or a phone call to the number you entered during registration.
You have the option of receiving a text message or a phone call.

Enter your password one more time and you are good to go!

**Account Verification in Progress:** This screen will appear after your log in is completed, and you will receive an email confirmation that your account has been created and is being verified by the Practice Owner in your office. The Practice Owner will receive an email with a request to approve your account. Once approved, you will receive an email notification. You can then log in and see your patient information and submit referrals as part of the practice. You will receive another email notification that your account has been verified and approved.
Practice Owner Role

The “My Practice” tab will show a number of pending items that will need to be verified by the Practice Owner.

Please provide your unique practice ID number to anyone in your practice who should have access to the portal. Your practice ID number can be found in two locations: (1) your myCHLA account confirmation email; and (2) on the portal, under the “My Practice” tab.

Verifying, Approving and Deactivating Users

The Practice Owner is responsible for verifying the physicians in his or her practice, approving all accounts created for the practice, and deactivating user accounts when needed.

Verifying Physicians in Your Practice

The Practice Owner has the responsibility to verify all the physicians in his or her practice. Once a physician is verified, their individual patients will be visible to other physicians and staff in the office that already have a myCHLA account. Please refer to the “Physicians to Verify” section under the “My Practice” tab to verify all the physicians in your practice. If there are physicians listed that are not in your practice, please click “No” to remove them from the list.

Approving an Account

You will receive an email when a member of your practice has created a myCHLA account. You will need to log in to the portal to view the person’s information and approve the account. Physicians and non-physicians in your practice who have created a myCHLA account will appear in the “User Accounts to Approve” section under the “My Practice” tab. Please select “Yes” or “No” to approve each account.
Invite a Physician in Your Practice to Create a myCHLA Account

Once you have verified the physicians in your practice, their information will move to the “Physicians in My Practice” section under the “My Practice” tab. You can invite physicians in your practice to create a myCHLA account by clicking on the invite button under the “myCHLA Username” column. You will need to verify or enter an email address in the next window to send the invite. The physician will receive an email with an invitation to create a myCHLA account.

Deactivating an Account

To deactivate an account, go to the “My Practice” tab. Find the user name that you would like to deactivate and click the icon under the “Remove” column.
Adding a New Physician to myCHLA

To add and invite a new physician in your practice to join myCHLA, go to the “My Practice” tab and click on “Add physician to my practice” in the upper right corner of the “Physicians in My Practice” section, and complete the fields in the new window.

Confirm that you wish to add and invite a new physician to your practice by reverifying the physician’s email address and clicking “OK.”
Adding a Non-Physician to myCHLA

To invite a non-physician in your practice to join myCHLA, go to the “My Practice” tab and click on “Add non-physician to my practice” in the upper right corner of the “Non-Physicians in My Practice” section, and complete the fields in the new window.

Confirm that you wish to add and invite a new non-physician member to your practice by reverifying the member’s address and clicking “OK.”
Delegating Practice Administrative Staff to Manage Practice Accounts

As the Practice Owner, you may delegate your administrative staff to manage the practice accounts on your behalf. Your staff will have the ability to verify, approve and deactivate accounts. Go to the “My Practice” tab and switch the option to “ON” in the “Delegation” section on the right hand side.

Lost Password

To reset a user name or password, click the “Forgot user name or password?” link below the “Log In” button. You will be required to enter your user name or the email address associated with your account. You will receive an email with instructions for resetting this information.
You will be prompted to select whether you forgot your password and/or user name and enter your first and last names and email address. Click “Next.”

Answer the security question and click “Submit.”

You will see a confirmation message.
You will receive an email with a link to reset your password.

![Email screenshot showing the password reset link](image)

Please enter a new password and click “Change password.”

![Password reset page](image)
Signing in to myCHLA

To comply with federal HIPAA requirements, you will have to enter your user name and password every time you visit the myCHLA site. Each computer that will be accessing myCHLA will need to go through the authorization process when you log in for the first time. You will be prompted to enter a mobile cell phone number to receive a code via phone call or text message.

Once you’re logged in to the myCHLA system, click “close” after you have read the "terms and conditions" to display the home screen.

The myCHLA system provides two options for navigating to the desired application:

- Via the Quick Look access menu
- Via the myCHLA navigation bar
NAVIGATING AFTER LOG IN

Quick Look

After you’ve logged in to the system, the right-hand side of your screen will feature an “I Want To … ” menu with access to referrals and patient lists.

My Patients | My Referrals

After login, the “My Patients” and “My Referrals” tabs will have a down button that offers you additional options.

My Patients
The “My Patients” tab contains the following menu options:

- View My Patients (for physicians)
- View Patients (for practice administrators)
- Patient Access Requests
- New Patients Access Request
Recent Patients

To the right side of the “Quick Look” access menu is a list of your patients who have been added to the system since your last log in. Click the “See all patients” button for a full list of the patients you’ve referred to CHLA.

![Recent Patients Table]

NOTE: If your screen is not 100 percent maximized, your navigation menu will display on the left side of the screen. Click the menu button to display the navigation menu on the left.
View My Patients (Physician View)

To view a list of patients assigned to a physician, click “View my patients.” This displays two tables: “My Patients” and “Shared Patients in Practice.”

Patient Table

The patient table displays a list of patients and their names, dates of birth, sex, lab information, radiology (rad) information, notes, and information on their last visit and future visits.

Shared Patients in Practice

This table lists patients shared within the same practice whom you are assigned by default. The “Shared Patients in the Practice” table displays a list of patients and their names, dates of birth, sex, lab information, radiology (rad) information, notes, and information on their last visit and future visits. The final column is labeled PMD (primary medical doctor), which identifies the physician responsible for the referral and for sharing the information with the website user.
Patient Search

When logged in, you can use the search box to search for a patient by name. A patient list will display the results.

Select Patient

To view a patient’s chart, click on the patient’s name from the patient list. Select the desired date from the list of visits on the left to see information about that visit. Click “Save as PDF” to save a copy of the displayed record in PDF format on your computer.

Note: Adobe Reader is required to open and save in PDF.

Click [https://get.adobe.com/reader/](https://get.adobe.com/reader/) to download Adobe Reader.
View Patient (Admin View)

Admin staff will be able to see all the patients in the practice once their account has been verified and approved by the Practice Owner.

Patient Access Requests

To view a list and the status of your patient access requests, do the following:

1. Move your cursor over the tab to see the list of menu options.
2. Select “Patient Access Requests” to display the table.

Sort your requests by column by clicking the button beside the top label of each column.
New Patient Access Request

If you are looking for a patient’s record that is not showing up in your list, you can request access to the record by using the “New Patient Access Request” option under the “Patients” drop down. You can also use the “New Patient Access Request” tab under the “My Patients” tab. Complete the required fields and submit.
MY REFERRALS

The menu provided beneath the “My Referrals” button gives physicians the ability to view existing referrals and submit new referrals. You can choose:

- View My Referrals
- View Referrals (intended for practice administrative staff only)
- New Referral

View My Referrals (Physician view)

Clicking this option displays two tables: “My Referrals” and “Practice Referrals.”

Referrals Table

For physicians, the first table displays the list of your referrals, defaulting to those submitted during the past 30 days. You can customize the table to see referrals for larger ranges, or see every referral by clicking “Get All Records” in the drop-down menu.

Practice Referrals Table

The second table displays the practice’s referrals in the format shown below. The practice name is displayed with the table defaulting to a list of patients referred in the past 30 days. Adjust the date range by clicking the drop-down menu.
View Referrals (Administrative view)

Administrative staff can use this tab to view a list of patients and the status of referrals that have been requested for the practice. You may re-refer patients by clicking “new” under the Re-Refer column on the right. This will populate the patient’s demographic information. To cancel a referral, click on the icon under the Appointment column.

New Referrals

Under the “My Referrals” button in the top navigation, click “New Referral” and fill out the fields in the form displayed. For the three boxes in the right sidebar, additional instructions are provided for you below.

Choose a Clinic

Select a clinic and click “add.” Select all appropriate clinics for the referral.

Attachments

Click the plus sign to upload attachments to your referral. Total upload size must be less than 20 megabytes.

Notes

Click the plus sign to add notes if applicable (not required).
MY PRACTICE

Physicians and Administrators in My Practice

Click the “My Practice” button in the top navigation bar to display information about your practice and account users. If you need to update your practice’s contact information, please click “Tell us about it” on the right hand side of the page.

MANAGE YOUR ACCOUNT

To update your account information, click your user name located at the top of the page.

You can update your:

1. **Contact information** (located on the left side of the page).
2. **Sign-up to receive notifications** (located on the right side of the page) when new results are posted on your patients.
3. **Change your password** (located below the Notifications section).