PROVIDER TRAINING

RoyalMD Provider Portal

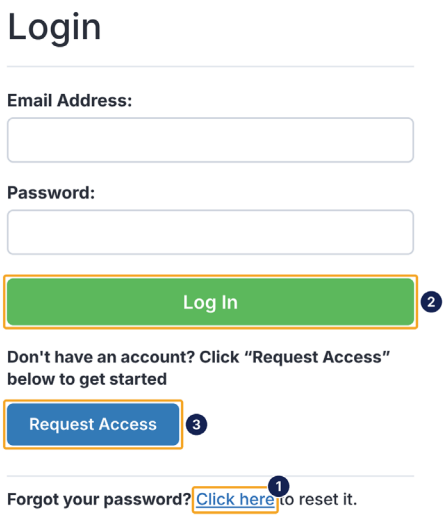
Quick Start Guide for Physicians and Staff

RoyalMD is the new portal for viewing your patients' results and images. This guide walks you through logging in, finding your patients, and working with results as you transition to the new portal.

Getting access

- Received an email with instructions for the new portal? You already have an account and do not need Request Access. The first time you log in, enter your email address and click **Forgot your password? Click here** to create your password. You only do this once.
- Didn't receive an email? You don't have an account in the new portal yet. Click **Request Access** and submit the form to request access.
- Questions or issues? Your **physician liaison** is here to help.

1 Logging In

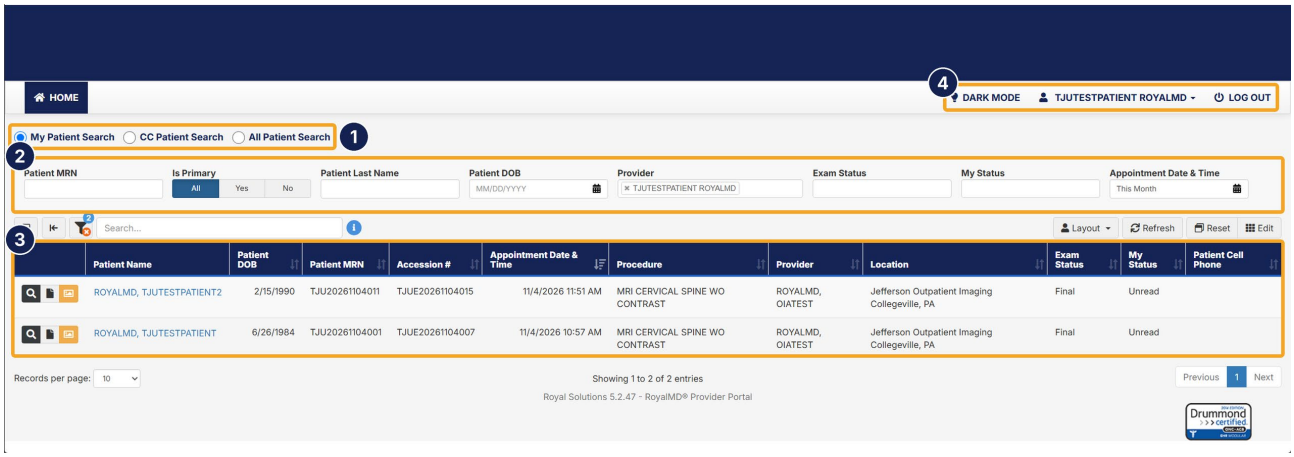


How you log in depends on whether you have an account:

1. **First login: create your password.** Received our email? You already have an account. Enter your email address, then click the "Click here" link under Forgot your password to create your password. You only need to do this once.
2. **Log In.** After that, enter your email address and password, then click Log In.
3. **Request Access.** Didn't receive an email? You don't have an account in the new portal yet. Click Request Access and submit the form to request access.

2 The Home Page

The Home page is the default page in RoyalMD. It is where all of your patient results and images can be found.



1. **Search options.** Choose how to search for patients. See section 3.
2. **Filters.** Narrow down which patients appear in your list. See section 4.
3. **Patient list.** Your patients, with quick actions for results and images. See section 5.
4. **Navigation bar.** Dark Mode, your profile, and Log Out. See section 8.

3 Searching for Patients

There are three ways to search for your patients in RoyalMD.

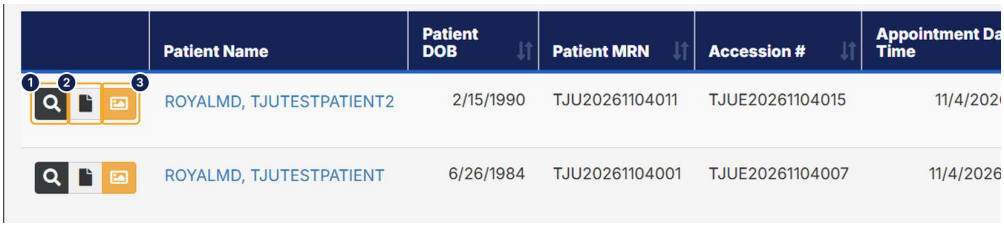
Search	What it shows
My Patient Search	Patients referred by you or your practice.
CC Patient Search	Patients where you are the CC physician on the appointment.
All Patient Search	An extended search for patients who were not referred by you or your practice. Also called a Break the Glass search.

4 Filtering Your List

Under My Patient Search you will see several filters, along with all of your patients seen this month. Change any filter, such as Appointment Date & Time, to adjust which patients appear in the table below.

5 Patient Actions

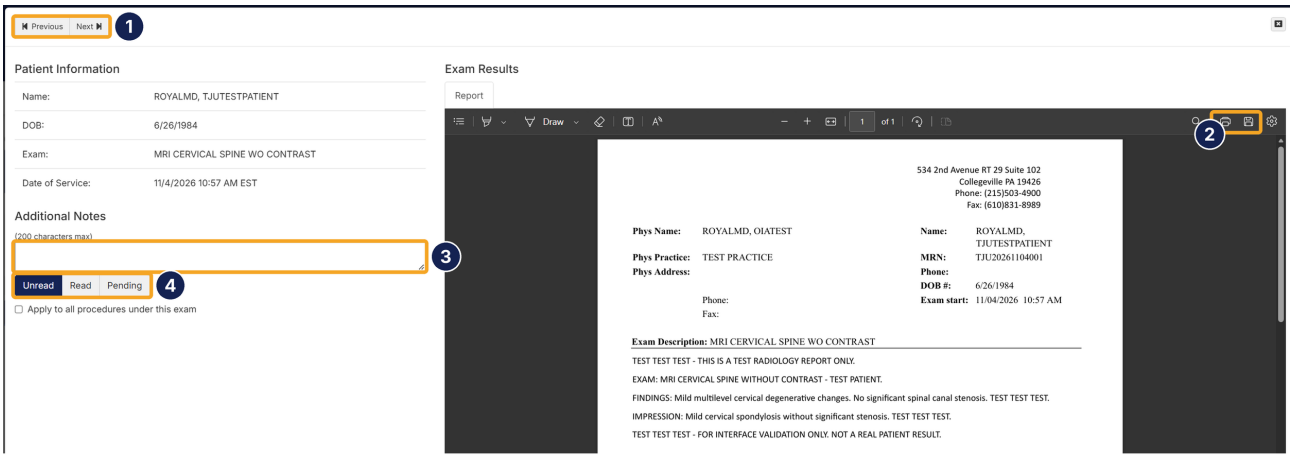
Beside every patient, in the first column of the table, there are three actions.



1. **Magnifying glass.** Searches for all results for that patient.
2. **Paper.** Opens the result (report) for that exam.
3. **Picture.** Opens the images for that exam.

6 Viewing Results

Clicking the paper action opens the result viewer for that visit.



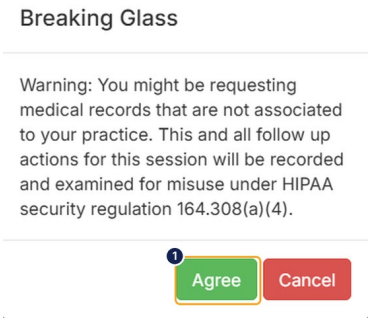
1. **Previous / Next.** When you are finished with a result, flip to the next or previous result in your list.
2. **Print or save.** Print or save a copy of the result.
3. **Additional Notes.** Add notes to the result for your records (200 characters max).
4. **Status.** Set the result to Unread, Read, or Pending so you know when it has been viewed and acted on.

7 Break the Glass Search

All Patient Search, also known as a Break the Glass search, lets you find a patient outside your own practice.



1. **All Patient Search.** Select All Patient Search.
2. **Patient details.** Enter the patient's last name, first name, and date of birth.
3. **Search.** Click Search.

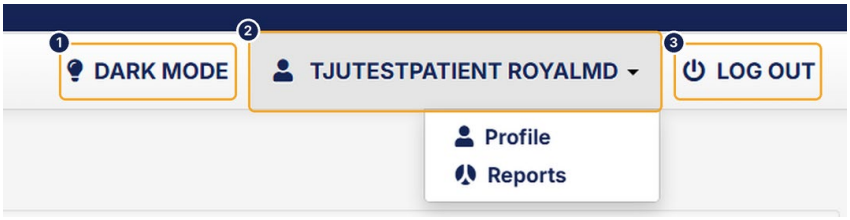


HIPAA disclaimer

A Break the Glass search always shows a HIPAA disclaimer first. Review it, then click Agree to continue. All follow up actions for the session are recorded.

8 Navigation Bar

On the right side of the navigation bar, opposite the Home button, there are three more options.



1. **Dark Mode.** Switches the portal between dark mode and light mode.
2. **Your name.** Hover over your name to update your profile, such as your email address, phone number, or password.
3. **Log Out.** Signs you out of the portal.

Need help?

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