

ACC MRI Provider Portal User Guide

Nov 2024



ACC Radiology Referral Application User Guide

This user guide is intended for the radiology providers who use the portal to receive and acknowledge referrals and to view their SLA performance statistics

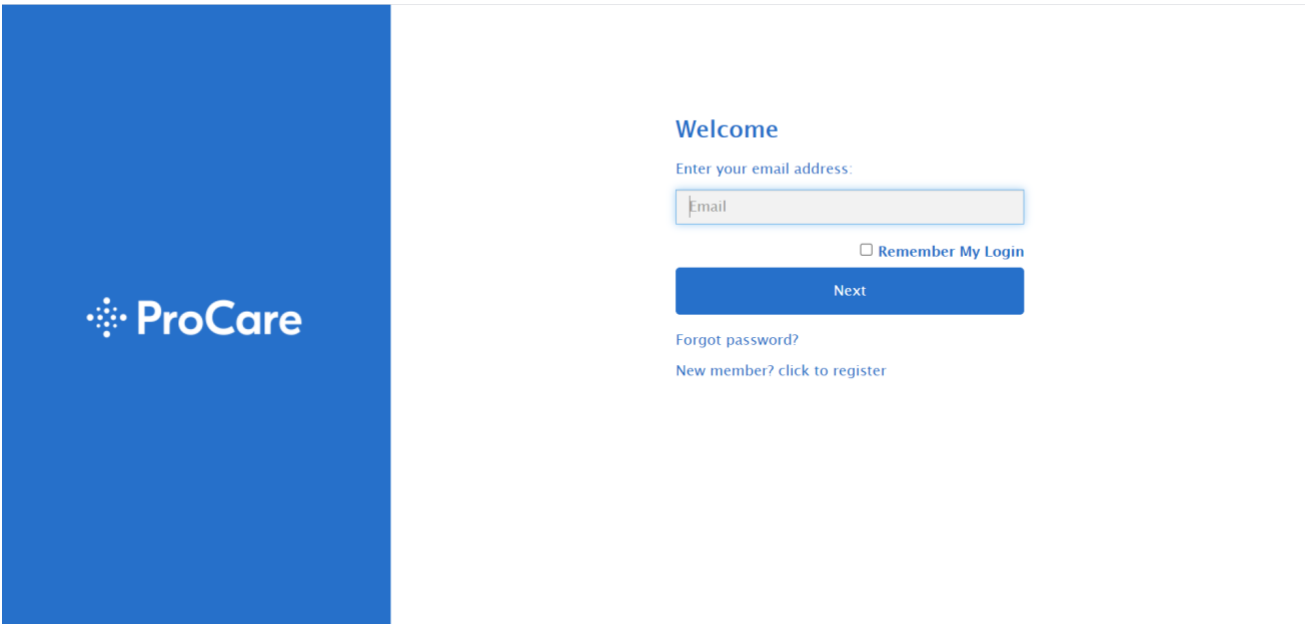
STEP ONE

The radiology provider navigates to the web portal URL `providers.procare.co.nz`

Enter username and password in log-in page.

System authenticates user and roles.

User is successfully logged in.

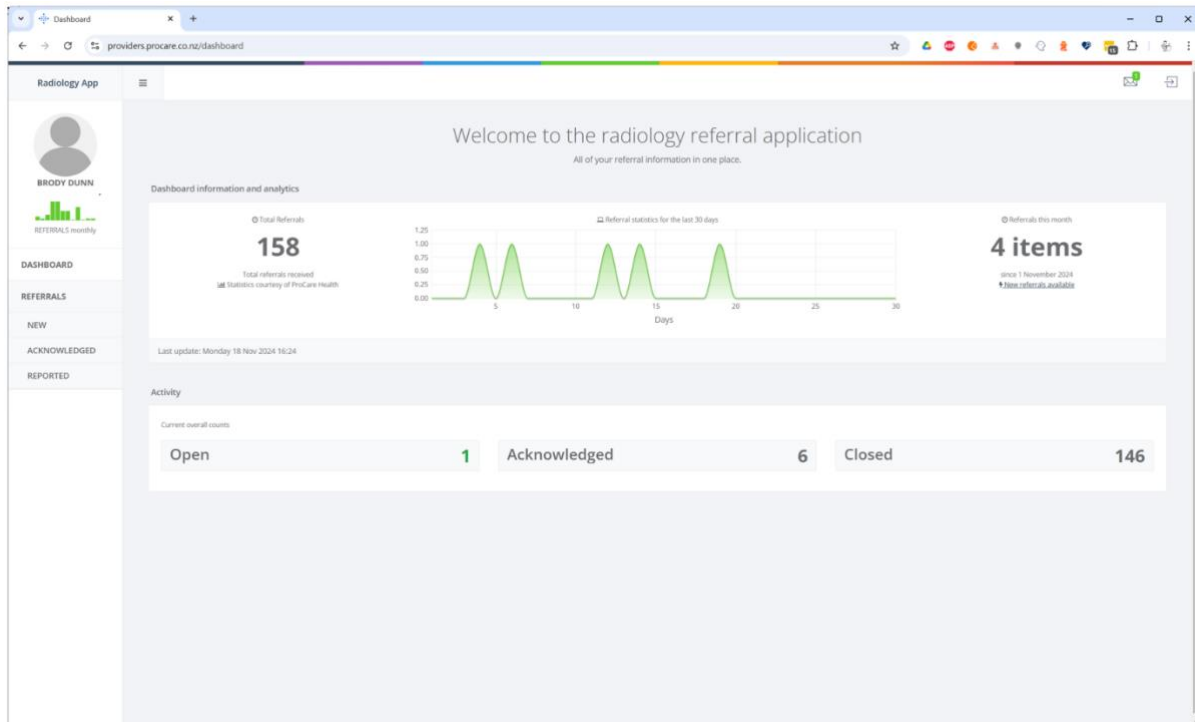


STEP TWO

Based on roles and permissions the user can see the following pages:

- Call Centre: Can see Providers and Referrals pages.
- Assurance: Can see Providers, Referrals, Assurance and Tableau.
- Radiology Service Manager: Can see Providers, Referrals and Tableau.
- ProCare Service Manager: Can see Providers, Referrals, Assurance, Tableau and Service Management.

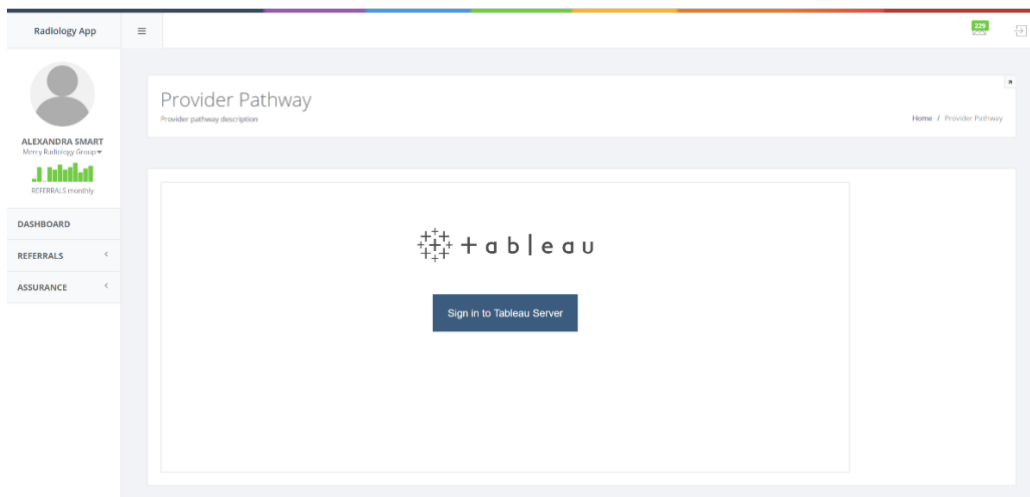
If you have the Radiology Service Manager level permission then you will have access to the dashboard



The radiology provider clicks on “Service Reporting” link – this provides the user to see the following information:

- Total referral volumes by body site.
- Referral volumes previous 13 months by body type
- Referral completion pathway days – ref to MRI & ref to report – by year and quarter.
- Time seen and reported volumes by previous 13 months.

If you click on one of the reports you will see the Tableau login screen



Click on the sign in to Tableau and you will have access to the report (note for this session you will only need to do this step once)



STEP THREE

The “New” Referrals section of the portal displays all new referrals waiting for confirmation. These are sorted by oldest to newest order.

The radiology provider selects which referral they would like to acknowledge and click “Acknowledged” button these referrals will be removed from the “New” referrals list. Notification displayed “Referral acknowledged successfully”

Note: The radiology provider is also able to click on the “Referral ID” which pops up with Referral Details which can be acknowledged through here as well.

Radiology App

CHRISTABELLE ZHONG
Merry Radiology Group

REFERRALS monthly

DASHBOARD

REFERRALS

New

Acknowledged

Reported

ASSURANCE

New

Referrals awaiting confirmation

Show 10 entries

Referral ID	Practice	Patient	Type	NHI	Injury Site	Age	Referral Date	Contact	
HTI4309221	ETHC Manurewa	BURTON Randy	MRI	ARM9054	L-SPINE	67	16 Jan 2017	N/A	Acknowledge
HTI2725861	Orakei Health Services	MALONE Kelley	MRI	HUM5702	L-SPINE	61	23 Jan 2017	N/A	Acknowledge
HTI80318	Shareholder Holding Account - admin use only	TODD Susana	MRI	GOB9822	C-SPINE	17	09 Feb 2017	N/A	Acknowledge
HTI7796246	Remuera Village Medical Centre	AGUILAR Meredith	MRI	TGD8021	C-SPINE	11	12 Feb 2017	N/A	Acknowledge
HTI6363731	ETHC Airport Oaks	SELLERS Dora	MRI	GYM4777	SHOULDER	50	21 Feb 2017	N/A	Acknowledge
HTI322366	ETHC Manurewa	LAWSON Stefanie	MRI	UBL0740	L-SPINE	26	04 Mar 2017	N/A	Acknowledge
HTI680373	Green Bay Medical Centre	DAVIS Cherie	MRI	PSL1646	L-SPINE	41	04 Mar 2017	N/A	Acknowledge
HTI510817	Tamaki Family Health Centre	N/A Gena	MRI	KRB4235	KNEE	14	10 Mar 2017	N/A	Acknowledge
HTI5961790	Milford Family Medical Centre	BENTLEY Olga	MRI	URV8133	C-SPINE	65	17 Mar 2017	N/A	Acknowledge
HTI2750914	ETHC Airport Oaks	HO Ross	MRI	FL0405	L-SPINE	57	24 Mar 2017	N/A	Acknowledge

Showing 1 to 10 of 99 entries

Create CSV Create PDF

Radiology App

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Merry Radiology Group

REFERRALS monthly

DASHBOARD

REFERRALS

New

Acknowledged

Reported

ASSURANCE

New

Referrals awaiting confirmation

Show 10 entries

Referral details - HTI2627492

Information correct at the time of publishing. Does anything need to be fixed?

Ethnicity: Other
BMI:
Address: 37 College Road, Otane
Phone: N/A
Email: vfgp@bwharcnrfu.ptype.com
Referrer: Ashoka Dias
Practice: Ngati Whataua O Orakei Health Services
Request date: 26 Jan 2017
Request ID: HTI2627492
ACC number: 27679485
X-ray/Ultrasound provider: 54974
Body site: L-SPINE
MRI provider:
Associated features:
Radicular pain > 6 weeks
MRI Criteria:
Absent reflex (compare sides)

Cancel Acknowledge

Referral ID	Practice	Patient	Type	NHI	Injury Site	Age	Referral Date	Contact	
HTI2627492	Ngati Whataua O Orakei Health Services	LEON Regino	MRI	SC21306	KNEE	31	27 Apr 2017	N/A	Acknowledge
HTI816754	CityMed Doctors	BRADY Joanna	MRI	ZDF4859	C-SPINE	74	27 Apr 2017	N/A	Acknowledge
HTI7386946	Valley Medical Centre	PATEL Kasha	MRI	LQ8042	KNEE	60	10 May 2017	N/A	Acknowledge

Showing 1 to 10 of 100 entries

Create CSV Create PDF

STEP FOUR

The “Acknowledged” referrals tab shows all referrals that have been “Acknowledged”.

The radiology provider has the ability to select which referral they would like to download “Create as CSV”

Radiology App

CHRISTABELLE ZHONG
Merry Radiology Group

REFERRALS monthly

DASHBOARD

REFERRALS

New

Acknowledged

Reported

ASSURANCE

Acknowledged

Acknowledged referrals

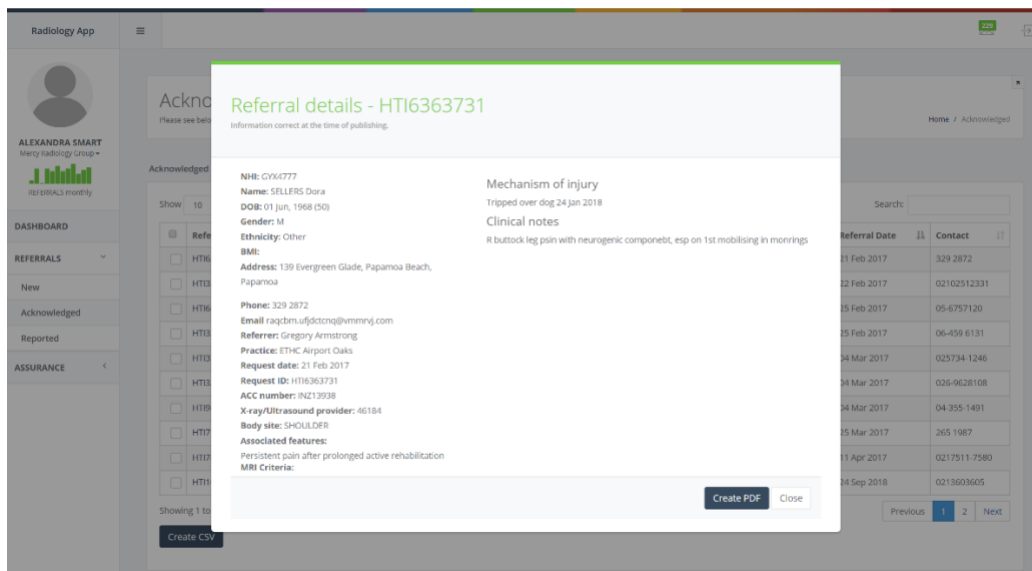
Show 10 entries

Referral ID	Practice	Patient	Type	NHI	Injury Site	Age	Referral Date	Contact	
HTI3222118	ETHC Dawson Road	WHITAKER Tommy	MRI	FJR7127	KNEE	37	03 Jan 2017	N/A	
HTI5732738	Lincoln Rd Medical Centre	SARRETT Perry	MRI	K03782	L-SPINE	46	16 Jan 2017	N/A	
HTI9843682	Seddon Street Medical Centre	MCCLEAN Jeremiah	MRI	PP9249	L-SPINE	55	12 May 2017	N/A	
HTI7562583	ETHC Bands Road Accident & Medical Centre	REILLY Miranda	MRI	WW00964	KNEE	60	28 May 2017	N/A	
HTI2547934	Roselands Doctors	BROWN Annie	MRI	ZY0723	C-SPINE	83	13 Jul 2017	N/A	

Showing 1 to 5 of 5 entries

Create CSV Create PDF

Note: The radiology provider is also able to click on the “Referral ID” and download a PDF of the referral in this view by clicking “Create as PDF”

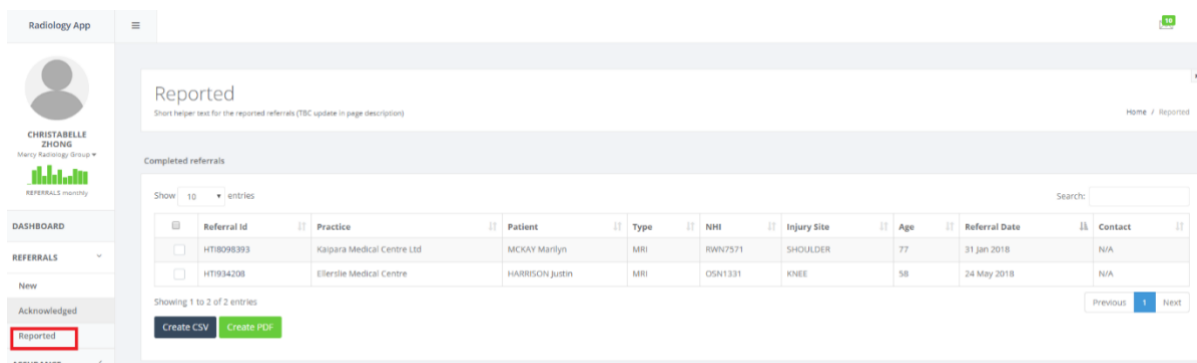


STEP FIVE

The radiology provider clicks on “Reported” tab which shows all completed referrals.

The referrals are sorted by oldest to newest order.

The radiology provider has the ability to download as “Create as CSV”.



Note: The radiology provider is also able to click on the “Referral ID” and download a PDF of the referral in this view by clicking “Create as PDF”

Radiology App

ALEXANDRA SMART

Mercy Radiology Group

REFERRALS monthly

DASHBOARD

REFERRALS

New

Acknowledged

Reported

ASSURANCE

Report

Please see below

Completed referrals

Show 1 to 10

Re

HT

HT

HT

HT

Showing 1 to 5 of 5

Create CS

Referral details - HTI1038

Information correct at the time of publishing.

NHI: G164738

Name: SAXELBY Silk

DOB: 12 Jun, 1958 (60)

Gender: F

Ethnicity: European NZ

BMI:

Address: 12 Hill Valley, Stoke, Nelson, null

Phone: 567.0987

Email

Referrer: Dr Gary MacLachlan

Practice: ProCare Test Practice PNA

Request date: 25 Sep 2018

Request ID: HTI1038

ACC number: not yet available

X-ray/Ultrasound provider: Mercy Radiology Group

Body site: L-Spine

Associated features:

Radiculopathy > 6 weeks

Mr. Jones recommended an MRI for this patient

MRI Criteria:

Altered sensation(hard signs not just light touch) +/- motor changes representing the same nerve root level

Located at L5

Radiicular leg pain with positive nerve root irritation signs (reproduces pain)

Mechanism of injury

Did something

Clinical notes

Something happened

Radiology Notes

Findings: There are oblique tears in the posterior horn which extend into the body and anterior horn of the medial meniscus and meniscal flap tear protruding from the undersurface of the body of the medial meniscus into the meniscotibial recess over a height of 4 mm. There is bony remodelling of the adjacent medial plateau and subchondral bone plate oedema subchondral cystic change and minor osteophytosis. 5 mm medial extrusion of the body of the medial meniscus is identified which causes slight outward bulging of an otherwise normal appearing medial collateral ligament. Meniscocapsular oedema and traces of fluid are seen in the meniscofemoral and meniscotibial recesses deep to the medial collateral ligament and adjacent to the posterior horn. The anterior and posterior roots of the medial meniscus are intact. There is a large bucket handle tear of the posterior horn of the lateral meniscus with displaced meniscal tissue present in the central aspect of the lateral compartment posteriorly. In addition there is an oblique tear in the undisplaced portion of the posterior horn body and anterior horn of the lateral meniscus. The anterior and posterior roots of the lateral meniscus are intact. There is meniscocapsular oedema deep to the lateral ligamentous complex. The anterior and posterior cruciate ligaments are normal. A large knee joint effusion is identified. The quadriceps and patella tendons are normal. Traces of fluid are identified in the subcutaneous tissues anterior and anteromedial to the knee joint. The iliotibial band lateral collateral ligament popliteus tendon and biceps femoris are normal. All compartments are maintained. There is an old osteochondral lesion involving the weight-bearing portion of the lateral femoral condyle measuring 4 x 4 mm with no loose osteochondral fragment identified. Full and partial thickness chondral loss of the posterior aspect of the lateral tibial plateau is identified. No further chondral abnormality in the lateral compartment. No chondral abnormality in the medial compartment. There is subtle chondral fissuring of the medial patellar facet and extensive full-

Home / Reported

Search:

Referral Date	Contact
Jun 2017	04-656 4986
Nov 2017	04-242 5822
Sep 2018	567.0987
Oct 2018	09-1234567

Previous 1 Next