

Dignity Health HIE: Requesting Access for your Practice/Group



Requesting an Account in the HIE – Process overview

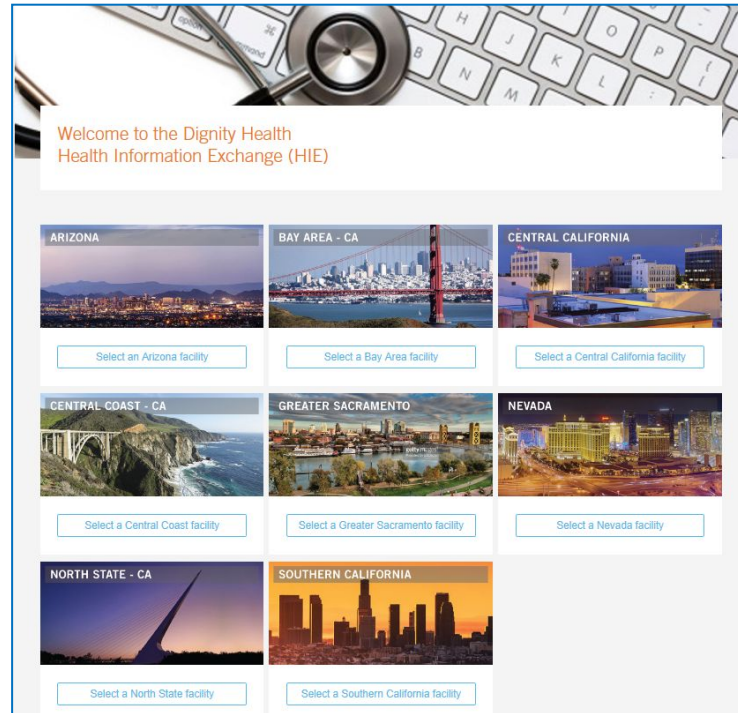
Thank you for your interest in the Dignity Health HIE.

Here are a few points to know before you get started:

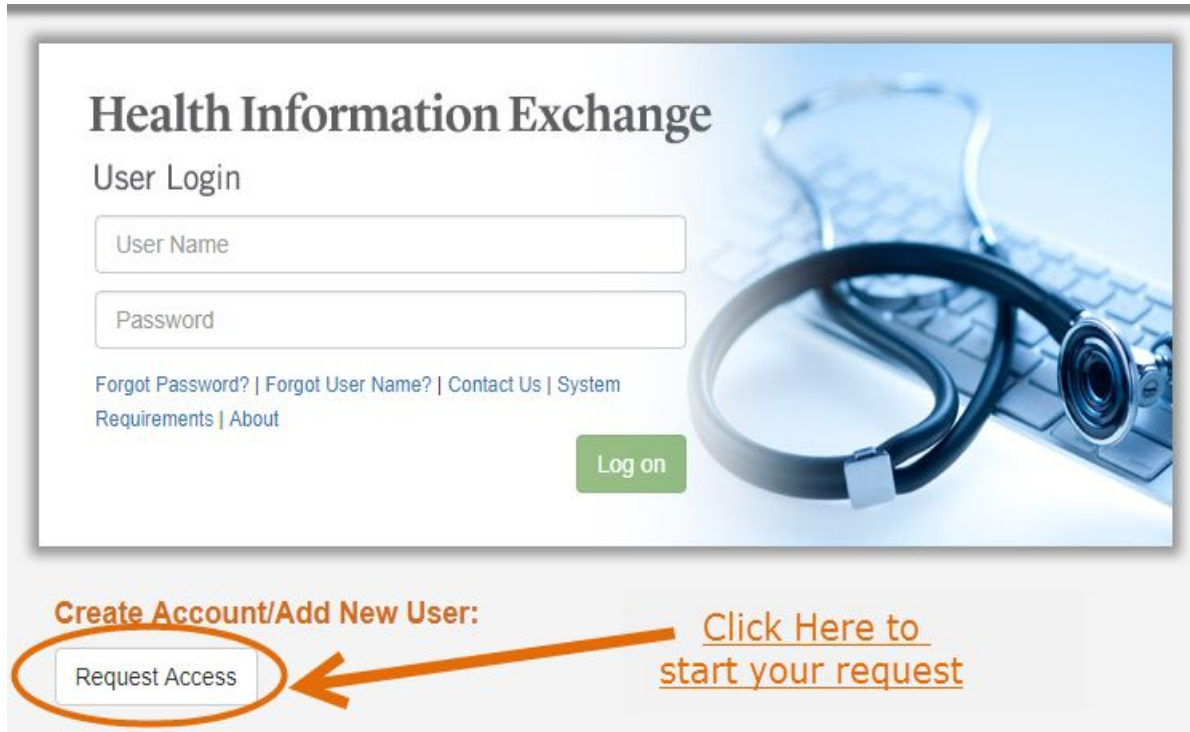
- All requests must be submitted by the designated Practice Administrator. This may not be the actual practice manager, but should be the single designated contact for the practice for matters related to the HIE.
- The process to request an account is simple, but please keep in mind it may take up to 2 weeks to gain access once your request is submitted.
- If this is your first time requesting access to the HIE for your practice, please be prepared to include information for a co-signing physician. This is a physician who will sign for staff members requesting access to the HIE.
- The Dignity Health HIE (Health Information Exchange) is an Oracle product called Provider Portal. The Oracle team works closely with the Dignity Health. You may receive HIE support from both Dignity Health and from Oracle (formerly Cerner).
- If you have questions about creating your account, please contact hie-providerportal@commonspirit.org

Select your Service Area

- 1) Go to: <http://hiehome.dignityhealthmember.org/>
- 2) Choose your service area
 - A list of associated hospitals displays below the market name
 - Click on “Select a Facility” to see a list of facilities, then select your primary facility. You will have access to all facilities within your regional HIE.



Request an Account



Health Information Exchange

User Login

User Name

Password

[Forgot Password?](#) | [Forgot User Name?](#) | [Contact Us](#) | [System Requirements](#) | [About](#)

Log on

Create Account/Add New User:

[Request Access](#)

[Click Here to start your request](#)

Initiate your Request



Provider Portal Access Requests

Thank you for your interest in the Dignity Health Provider Portal.

Please select the type of access you are requesting from the list below and you will be directed to the necessary information to complete your request.

If you have problems or questions completing this form, please email us at:
hie-providerportal@commonspirit.org

 jodey.thompson@commonspirit.org (not shared)
[Switch account](#)

 Draft saved

* Required

I would like to: *

- Request Dignity Health Provider Portal access for a Dignity Health Employee
- Create a new Practice Group in the Dignity Health Provider Portal
- Add or modify staff for an existing Dignity Health Provider Portal practice

To be completed by Practice Manager

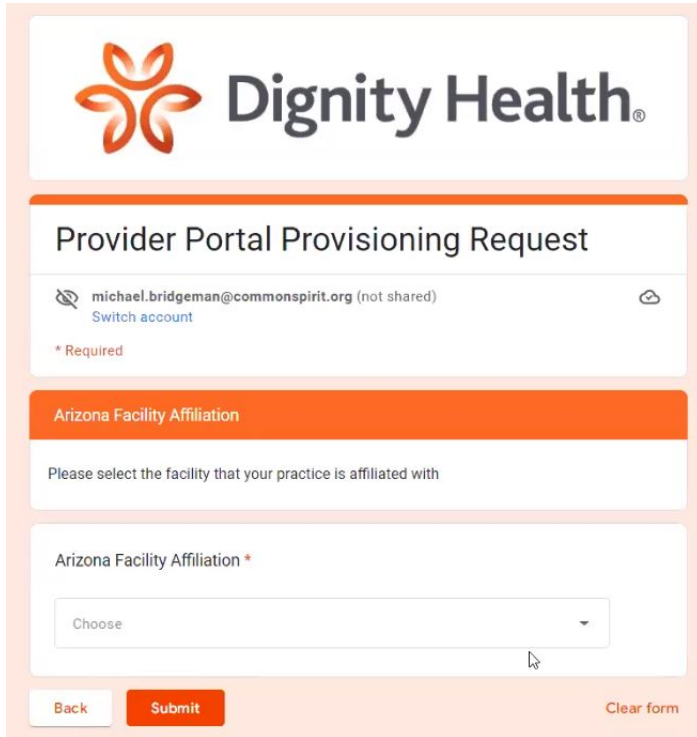
To ensure accuracy and consistency, this form must be completed by the Practice/Account Manager. This may be the actual practice manager, or a user will be the main point of contact for the HIE.

This request process is for NEW GROUPS only

If you are not sure whether or not your practice is already established with the Provider Portal, please call support at (877) 210-3491 to see if your practice already has an account.

If you want to add new staff and/or providers to an established group, please refer to the reference guide. You will need to be logged in to Provider Portal as a Practice Administrator to add new staff and providers to your group.

Practice Information.Select your Facility.



The screenshot shows a web form for a "Provider Portal Provisioning Request". At the top left is the Dignity Health logo. Below it, the title "Provider Portal Provisioning Request" is displayed. The user's email is shown as "michael.bridgeman@commonspirit.org (not shared)" with a "Switch account" link. A red asterisk indicates a required field. The main section is titled "Arizona Facility Affiliation" and contains the instruction "Please select the facility that your practice is affiliated with". Below this is a dropdown menu labeled "Arizona Facility Affiliation *" with the text "Choose" and a downward arrow. At the bottom of the form are three buttons: "Back", "Submit", and "Clear form".

Complete your Practice information

- Practice Name
- Practice Address
- Website
- Phone Number
- Do you have an existing EMR feed from Dignity Health?
- Quest or LabCorp account if applicable (for results routing)

Select your facility

Please select the Dignity Health facility that your group is most closely associated with. If your group is associated with more than one facility in the region, please select only one. Your request will be routed to your chosen facility for review and approval.

Please do not submit multiple requests.

- You will have access to results from the facilities within the region.
- You will be able to add accounts for multiple user/provider accounts

Practice Admin and Co-Signing Physician Information

Physician Information

In order to set up your practice, you are required to enter the information for one physician at your practice.

If your organization does not have a physician associated with it, please contact us at: hie-providerportal@commonspirit.org for assistance with getting access.

If the Practice Administrator and the Physician are the same person, you must re-enter the Physician data in this section.

After your practice is set up, you will have the ability to add additional physician and staff access within the Provider Portal Application.

Physician's First Name *

Your answer

Physician's Middle Initial

Your answer

Physician's Last Name *

Your answer

Physician's Credential *

Choose

Practice Administrator Information

This is you!! Please share information so we can create your account

Physician Information

We will need information for **ONE** physician at your practice

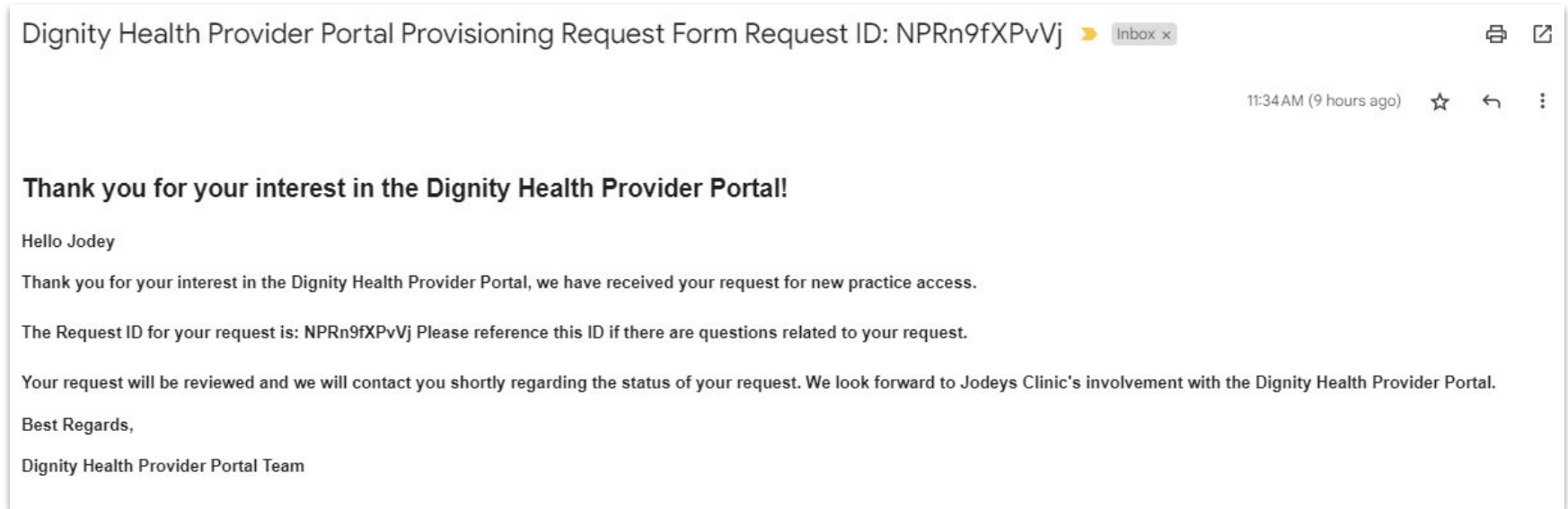
The license and NPI for this provider will be reviewed as part of the practice approval process.

Once the practice has been reviewed, approved, and created, you will be able to add additional providers to your group.

Staff Information

You will not add your staff users in this form. You will create those user accounts once your practice has been created.

Acknowledgement of Request



After you have received this email it may take up to one week for your request to be reviewed

What happens now?

Thank you for submitting your request!

- We hope the process was user-friendly. Now that your request is submitted, it will need to go through the approval and provisioning process.
- First your request is reviewed by Dignity Health within one week of request. Once your request is approved by Dignity Health, a request is submitted to the technical team to create your account(s).
- Once your accounts are created, an email will be sent to the practice manager outlining the next steps
- Once you have access as the Practice Administrator you will need to add all of your staff users and providers in the Provider Portal. You will receive information about how to do that once your account is created.
- If you have any questions about creating your account, please contact hie-providerportal@commonspirit.org

Thank You