



# Provider Results Viewer User Guide

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# Document History

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5/19/2025	v1	All	Initial Draft	M. Allen
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# 1. Introduction

## 1.1 Provider Results Viewer Description

The Provider Results Viewer provides an exceptional tool for MIGateway users to keep track of patient diagnostic documents and results and provide tools to search and filter those results in several ways. It serves as a consolidated user interface that makes navigating and working with these types of documents and results easy to incorporate into existing workflows whether they be MIGateway-based or otherwise.

## 1.2 Purpose of this Guide

The purpose of the Provider Results Viewer User Guide is to provide a comprehensive overview of the user interface, functionality, and regular tasks that are employed within the Provider Results Viewer. It is intended for any entity that will have access and be making regular use of the results viewer and those that wish to incorporate it into the rest of their suite of MIGateway tools and modules.

While this guide may make references to other MIGateway information, it is not a source of comprehensive information regarding other modules or processes and those using this guide are encouraged to reference to other training and reference materials regarding MIGateway Modules and the application. Links to this information will be made available where appropriate.

If additional information or assistance is needed, you can contact MiHIN at [www.mihin.org/requesthelp](http://www.mihin.org/requesthelp) for more information. Additionally, users may also contact the MiHIN Service Desk Portal, found here:

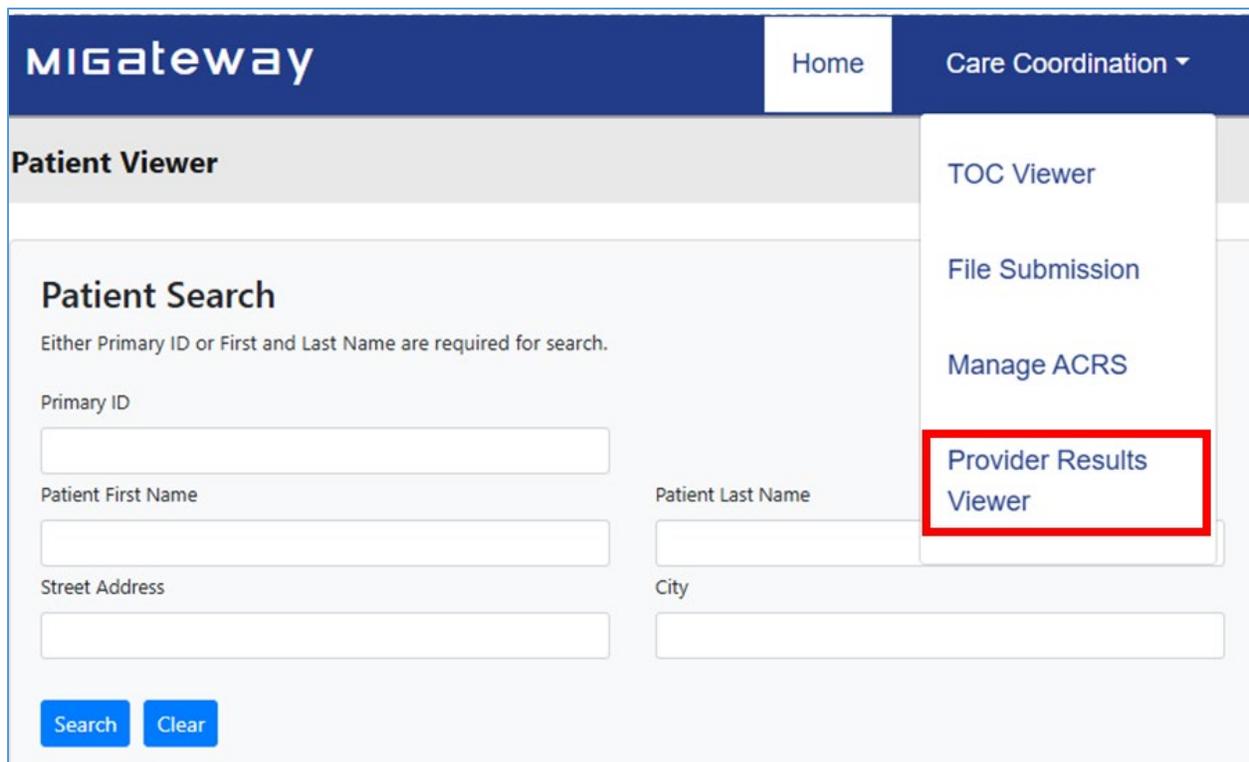
<https://mihin.atlassian.net/servicedesk/customer/portals>

## 2. Provider Results Viewer Navigation

### 2.1 Accessing the Provider Results Viewer

Users that have had the Provider Results Viewer configured during their MIGateway setup can find the link from the MIGateway landing page after signing in. For more information on MIGateway login and navigation, please refer to the MIGateway User Guide (**need link**).

Once on the main Patient Viewer landing page, the user can access the Provider Results Viewer by hovering over the **Care Coordination** tab and clicking on the **Provider Results Viewer** option on the resulting drop-down menu as shown in **Figures 1**.



**Figure 1 Provider Results Viewer Navigation**

From here, the user should find themselves on the Inbox tab on the resulting screen, as shown in **Figure 2**.

Filters	First Name	Last Name	Patient DOB	Message Type	Source Org	Date Received ↓	Ordering Prov.	Display PDF
<input type="checkbox"/>	JOE	ZZZTEST	1988-04-25	trans-mdm	INTEGRATION SERVICES 2	2025-05-09 13:45:36		
<input type="checkbox"/>	JELINE	KNIGHT	1975-10-23	trans-mdm	Behave Health	2025-05-09 13:45:34		
<input type="checkbox"/>	JELINE	TEST	1975-10-23	trans-mdm	Behave Health	2025-05-09 13:45:34		
<input type="checkbox"/>	Barbara	Fisher	1981-07-15	trans-oru	Behave Health	2025-05-05 13:45:34		
<input type="checkbox"/>	Barbara	Fisher	1981-07-15	trans-oru	Behave Health	2025-05-05 13:45:33		
<input type="checkbox"/>	Barbara	Fisher	1981-07-15	trans-oru	Behave Health	2025-05-05 13:45:33		
<input type="checkbox"/>	Barbara	Fisher	1981-07-15	trans-oru	Behave Health	2025-05-05 13:45:32		

**Figure 2 Provider Results Viewer Inbox Page**

## 2.3 Provider Results Viewer User Interface

The Provider Results Viewer interface is broken up into two main components:

- Filters menu – A series of tools and fields that can be used to search and filter through patients and their associated documents based on the information entered
- Resulting Messages – the columns that lists information regarding all messages that currently meet the current search criteria.

The following sections will cover each section in further detail.

### 2.3.1 Provider Results Viewer Filter Menu

The Filter Interface includes all elements on the left side of the page of the Provider Results Viewer Screen. It includes fields to filter based on identifying information, Date Range of results, message, and document type and NPI info. A view of all available elements and their descriptions can be found in **Figures 3a, 3b and 4**.

The screenshot shows a 'Filters' section with three main areas:

- Area 1 (Red border):** Contains three buttons: 'Save Filters', 'Clear Filters', and 'Show All Hidden Messages'.
- Area 2 (Yellow border):** A search section with a 'Search' label and five input fields: 'Patient First Name', 'Patient Last Name', 'DOB', 'Provider First Name', and 'Provider Last Name'.
- Area 3 (Yellow border):** A 'Date Range' dropdown menu with options: 'Yesterday', 'Last 7 Days', and 'Last 30 Days'.

**Figure 3a Filters User Interface**

The screenshot shows two additional filter sections:

- Area 4 (Green border):** A 'Message Type' dropdown menu with options: 'ADT', 'LAB', 'RAD', and 'TRANS'. The 'RAD' option is currently selected.
- Area 5 (Blue border):** A 'Provider NPI Search' section with an input field containing the placeholder text 'Enter value for NPI 1', a red 'X' button to clear the field, and a blue 'Add Field' button below.

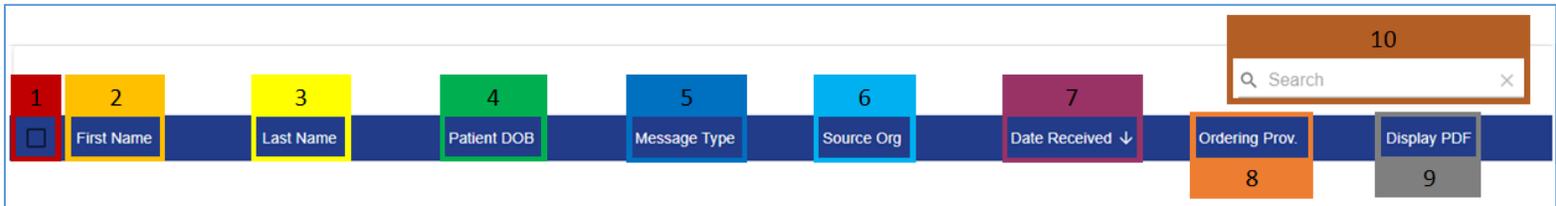
**Figure 3b Filters User Interface**

<b>1</b>	<p><b>Filter Option Buttons</b> – Displays buttons that can be used to update the filter search as a whole including:</p> <ul style="list-style-type: none"> <li>■ Save Filters – Saves the current filter setting for future use</li> <li>■ Clear Filters – Clears all currently entered and chosen information from all filter fields and resets the view in the Resulting Patients Field</li> <li>■ Show All Hidden Messages – Will display any messages that are currently being hidden from the Resulting Patients Field results and automatically displays them along with the rest</li> </ul>
<b>2</b>	<p><b>Search Criteria</b> -Lists fields that can be updated with information to filter the list of displayed patients and their corresponding messages and documents to reflect the information entered. Includes:</p> <ul style="list-style-type: none"> <li>■ Patient First Name – Filters list to include only entries with the listed first name of the patient</li> <li>■ Patient Last Name – Filters list to include only entries with the listed last name of the patient</li> <li>■ Date of Birth (DOB) – Filters list to include only entries with listed date of birth of the patient</li> <li>■ Provider First Name – Filters list to include only entries with the listed first name of providers associated with the message</li> <li>■ Provider Last Name Filters list to include only entries with the listed last name of providers associated with the message</li> </ul>
<b>3</b>	<p><b>Date Range</b> – Updates displayed entries to only include those that fall within a specified period from the following:</p> <ul style="list-style-type: none"> <li>■ Yesterday</li> <li>■ Last 7 days</li> <li>■ Last 30 days</li> </ul>
<b>4</b>	<p><b>Message Type – Filters</b> displayed entries to only include those that include a specified message type from the following:</p> <ul style="list-style-type: none"> <li>■ ADT</li> <li>■ Lab</li> <li>■ Rad</li> <li>■ Trans</li> </ul>
<b>5</b>	<p><b>Provider NPI Search</b> – Filters displayed entries to only show those that contain the entered NPI number. Allows for the additional of additional NPI entries by clicking on the  button</p>

**Figure 4 Filters User Interface Descriptions**

### 2.3.2 Provider Results Viewer Resulting Patients Field

The Resulting Patients Field displays a series of columns that show information about the patient and information about the types of messages and documents associated with them. Additionally, it also provides a way of viewing the documents themselves as well. A view of each of the column UI elements and their descriptions can be found in **Figures 5 and 6**.



**Figure 5 Resulting Patients User Interface**

1	<b>Select All Box</b> – Allows for the selection and, by extension, download of PDFs for all listed entries. Clicking this box will check the corresponding box in this column for every entry.
2	<b>First Name</b> – Lists the first Name of the patient for any entry.
3	<b>Last Name</b> – Lists the last name of the patient for any entry
4	<b>Patient Date of Birth (DOB)</b> – Lists the date of birth of the patient for any entry in the following format: <b>YYYY-MM-DD</b>
5	<b>Message Type</b> – Shows the type of message associated with the patient for any entry from the following: <ul style="list-style-type: none"> <li>■ trans-mdm</li> <li>■ trans-oru</li> <li>■ rad-oru</li> <li>■ lab-oru</li> <li>■ ADT</li> </ul>
6	<b>Source Organization</b> – Lists the organization or facility that the listed message/document for the patient originated from
7	<b>Date Received</b> – Lists the date and time that the message/document was received by the receiving provider in the format: <b>YYYY:MM:DD:HH:MM:SS</b>
8	<b>Ordering Provider</b> – Lists the name of the provider that ordered the lab/document listed in the entry in the format: Last Name, First Name
9	<b>Display PDF</b> – Includes a link to the document/message in question.  Clicking the  icon will open the associated message/document in a new page.

**10** **Search** – Field that allows users to search the listed entries for any keyword

*Figure 6 Resulting patients User Interface Descriptions*

## 3 Using the Provider Results Viewer

### 3.1 Searching for Provider Results

The Filter user interface allows Provider Results Viewer users to define any number of key terms and search criteria to filter their results to only include that combination of search parameters. The list of results is updated as criteria is entered into any of the fields as shown in **Figures 7 and 8**.

The screenshot shows a web interface for viewing provider results. On the left, there is a search filter panel with the following fields: Patient First Name (JELINE), Patient Last Name, DOB, Provider First Name, and Provider Last Name. Below these are date range options (Yesterday, Last 7 Days, Last 30 Days) and a message type dropdown menu (ADT, LAB, RAD, TRANS). The main area displays a table of results. A red box highlights the search filter panel, and a blue box highlights the message type dropdown menu. A red arrow points from the search filter panel to the table, and a blue arrow points from the message type dropdown menu to the table. The table has columns for checkboxes, patient name, provider name, date, message type, provider name, and date. The message type column is highlighted with a blue box.

	Patient Name	Provider Name	Date	Message Type	Provider Name	Date
<input type="checkbox"/>	JELINE	KNIGHT	1975-10-23	trans-mdm	Behave Health	2025-05-09 13:45:34
<input type="checkbox"/>	JELINE	TEST	1975-10-23	trans-mdm	Behave Health	2025-05-09 13:45:34
<input type="checkbox"/>	JELINE	TEST	1975-10-23	trans-mdm		2025-04-19 12:28:25
<input type="checkbox"/>	JELINE	TEST	1975-10-23	trans-mdm		2025-04-19 12:28:25
<input type="checkbox"/>	JELINE	TEST	1975-10-23	trans-mdm		2025-04-19 12:28:25
<input type="checkbox"/>	JELINE	TEST	1975-10-23	trans-mdm		2025-04-19 12:28:24
<input type="checkbox"/>	JELINE	TEST	1975-10-23	trans-mdm		2025-04-19 12:28:24
<input type="checkbox"/>	JELINE	TEST	1975-10-23	trans-mdm		2025-04-19 12:28:23
<input type="checkbox"/>	JELINE	TEST	1975-10-23	trans-mdm		2025-04-19 12:28:23

*Figure 8 Provider Results when Criteria has Been Entered for First Name and Message Type*

### 3.2 Viewing Provider Results

The Provider Results Viewer also offers the ability to open and view a full report of the listed message and patient. This is accomplished by navigating to the desired

entry and clicking the  icon in the last column.

Once clicked, a new page opens displaying the desired information in PDF format like that displayed in **Figure 9**.

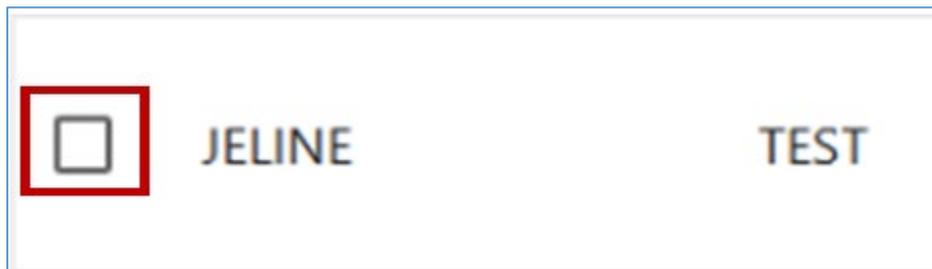
trans-mdm Notification - Behave Health			
Patient Name:	TEST, JELINE	DOB:	1975-10-23
SSN:		Age:	
Primary Care:		Gender:	F
Phone:			
Facility:	Behave Health	MRN:	9205801
Report ID:	1a7c3bd6-fcfa-4dc4-a08a-3b2be7c2b1fa	Ordered by:	
Requested:			
<b>Visit Information</b>		<b>Provider Information</b>	
Admit Date/Time:		Attending:	Dan83751428 Norris
Admission Type:		Doctor Consulting:	
Admit Reason:		Admitting:	
Admit Source:		Referring:	
Location Type:		Copy To:	
Patient Type:	I	Primary Care:	
Hospital/Med Service:			

**Figure 9 PDF Display of a trans-mdm Notification**

Please Note: Not every field in the report, shown here, may contain information. Depending on the message, the data included will depend on the type of message it is and what data is included in the message by the sender.

### 3.3. Downloading Provider Results

The Provider Results Viewer also allows users to download the displayed record to their local system. This is accomplished by clicking the Check Box next to any of the



**Figure 10 Selection Check Box for a Provider Result Entry**

displayed entries to select the messages the user wants to download, as shown in **Figure 10**. Consequently, the user may also click the check box in the main header to select all entries as described in the UI description in [Section 2.3.2](#).

Once selected, a pink dialogue box will display at the top of the screen asking if the user would like to download the selected messages or cancel as shown in **Figure**

11. Clicking the download button  will download all selected messages to the specified location on the user's local device.

1 row(s) selected  			
	First Name	Last Name	Patient DOB
<input checked="" type="checkbox"/>	JOE	ZZZTEST	1988-04-25

**Figure 11 Download Confirmation Prompt**

## 4. Production Support

	Severity Levels			
	1	2	3	4
<b>Description</b>	<b>Critical Impact/ System Down:</b> Business critical software is down or critical interface has failed. The issue is impacting all production systems, causing all participating organizations' or other organizations' ability to function to be unusable.	<b>Significant Business Impact:</b> Software component severely restricted. Entire organization is unable to continue business functions, causing all communications and transfer of messages to be halted.	<b>Partial Failure or Downtime:</b> Program is useable and less significant features unavailable. The service is online, though may not working as intended or may not currently working as intended or may not currently be accessible, though other systems are currently available.	<b>Minimal Business:</b> A non-critical software component is malfunctioning, causing minimal impact, or a test system is down.
<b>Example</b>	All messages to and from MiHIN are unable to be sent and received, let alone tracked	MiHIN cannot communication (send or receive) messages between single or multiple participating organizations, but can still successfully communicate with other organizations.	Messages are lost in transit; messages can be received but not sent.	Additional feature requested.
<b>Primary Initiation Method</b>	<b>Phone:</b> (517) 336-1430	<b>Phone:</b> (517) 336-1430	Web form at <a href="http://mihin.org/requesthelp">http://mihin.org/requesthelp</a>	Web form at <a href="http://mihin.org/requesthelp">http://mihin.org/requesthelp</a>
<b>Secondary Initiation Method</b>	Web form at <a href="http://mihin.org/requesthelp">http://mihin.org/requesthelp</a>	Web form at <a href="http://mihin.org/requesthelp">http://mihin.org/requesthelp</a>	Email to <a href="mailto:help@mihin.org">help@mihin.org</a>	Email to <a href="mailto:help@mihin.org">help@mihin.org</a>
<b>Tertiary Initiation Method</b>	Email to <a href="mailto:help@mihin.org">help@mihin.org</a>	Email to <a href="mailto:help@mihin.org">help@mihin.org</a>	N/A	N/A
<b>Initial Response</b>	Within 2 hours	Within 2 hours	1 business day	1 business day
<b>Resolution Goal</b>	24 hours	24 hours	3 business days	7 business days

If you have questions, please contact the MiHIN Help Desk:

- [www.mihin.org/requesthelp](http://www.mihin.org/requesthelp)
- Phone: (884) 454-2443
- Monday – Friday 8:00 AM – 5:00 PM (Eastern)

## 5. Acronyms and Abbreviations

<b>ACRS®</b>	Active Care Relationship Service	<b>PATH</b>	Pathology Result
<b>EHR</b>	Electronic Health Record	<b>RAD</b>	Radiology Study
<b>FHIR</b>	Fast Healthcare Interoperability Resources	<b>TRANS</b>	Transcribed Document
<b>HIE</b>	Health Information Exchange		
<b>HIN</b>	Health Information Network		
<b>HL7</b>	Health Level Seven		
<b>MDHHS</b>	Michigan Department of Health and Human Services		
<b>MIGateway®</b>	Medical Information Direct Gateway		
<b>MiHIN</b>	Michigan Health Information Network		
<b>NPI</b>	National Provider Identifier		

## 6. Definitions

**Active Care Relationship (ACR).** An ACR may be any of the following:

- A. For health providers: a patient who has been seen by a provider within the past 24 months or is considered part of the health provider's active patient population they are responsible for managing, unless notice of termination of that treatment relationship has been provided to MiHIN
- B. For payers: an eligible member of a health plan
- C. An active relationship between a patient and a health provider for the purpose of treatment, payment, and/or healthcare operations consistent with the requirements set forth in HIPAA.
- D. A relationship with a health provider asserted by a consumer and approved by the health provider.
- E. (e) Any person or Trusted Data Sharing Organization (TDSO) authorized to receive message content under an exhibit which specifies that an ACR may be generated by sending or receiving message content under that exhibit

ACR records are stored by MiHIN in the Active Care Relationship Service® (ACRS®).

**Active Care Relationship Service® (ACRS®).** ACRS® is MiHIN's care mapping service supporting the ability to exchange real-time notifications and updates on a patient to all of those in the health ecosystem legally caring for that person. ACRS® creates an electronic roadmap between care team members so any changes to a patient's status can be sent to the relevant providers, even if they are part of different organizations or medical groups and work on different systems.

**Admission, Discharge, Transfer (ADT).** An event that occurs when a patient is admitted to, discharged from, or transferred from one care setting to another care setting or to the patient's home. For example, an ADT event occurs when a patient is discharged from a hospital. An ADT event also occurs when a patient arrives in a care setting such as a health clinic or hospital.

**Health Level 7 (HL7).** An interface standard and specifications for clinical and administrative healthcare data developed by the Health Level Seven organization and approved by the American National Standards Institute (ANSI). HL7 provides a method for disparate systems to communicate clinical and administrative information in a normalized format with acknowledgement of receipt.

**Health Information.** Any information, including genetic information, whether oral or recorded in any form or medium, that (a) is created or received by a health provider, public health authority, employer, life insurer, school or university, or healthcare clearinghouse; and (b) relates to the past, present, or future physical or mental health or condition of an individual; the provision of health care to an individual; or the past, present, or future payment for the provision of health care to an individual.

**Health Information Network (HIN).** An organization or group of organizations responsible for coordinating the exchange of protected health information (PHI) in a region, state, or nationally.

**Health Plan.** An individual or group plan that provides or pays the cost of medical care (as “group health plan” and “medical care” are defined in section 2791(a)(2) of the Public Health Service Act, 42 U.S.C. 300gg-91(a)(2)). Health plans further include those entities defined as a health plan under HIPAA, 45 C.F.R 160.103.

**Health Professional.**(a) any individual licensed, registered, or certified under applicable federal or state laws or regulations to provide healthcare services; (b) any person holding a nonclinical position within or associated with an organization that provides or coordinates healthcare or healthcare-related services; and (c) people who contribute to the gathering, recording, processing, analysis, or communication of health information. Examples include, but are not limited to, physicians, physician assistants, nurse practitioners, nurses, medical assistants, home health professionals, administrative assistants, care managers, care coordinators, receptionists, and clerks.

**Health Provider.** Facilities/hospitals, health professionals, health plans, caregivers, pharmacists/other qualified professionals, or any other person or organization involved in providing healthcare.

**Information Source.** Any organization that provides information that is added to a MiHIN infrastructure service.

**Michigan Health Information Network.** The health information network (HIN) for the State of Michigan.

**National Provider Identifier.** A unique 10-digit number used to identify health care providers, both individuals and organizations, in the United States. It is required for all healthcare providers who are HIPAA-covered entities.