How to search/select the correct Provider

Registration/Scheduling Clerks

1. The Provider Dictionary was copied over from Meditech. However, many of the Providers have been removed from the list due to retirement/non-practicing.

2. In the provider field you can start searching by typing the last name of the provider, first name or by entering the first few letters as well. If that provider is the only one with that last name, the field should auto-fill. If not, you will see "multiple matches" in which case you will click on the search icon to give you a list. You can also start by clicking on the search icon to start and entering information in the Provider selection fields.

3. To see the providers information ie address, etc once you have clicked on the search icon highlight the provider you wish to see the information for and click on "preview", and this will show you the address.

4. To search by mnemonic if it does not appear beside the physicians name in the search results (more for external providers) you click on the search icon, in the "**alias**" field type the providers mnemonic, and in the "**alias type**" field **"external identifier"**. Make sure all other fields are blank and click "**Search**". ". Highlight the provider if it is correct and click "**OK**".

5. If it is one of our internal providers you can search by mnemonic using the **"username"** field. Make sure all other fields are blank and click "**Search**". Highlight the provider if it is correct and click "**OK**".

6. In the event that your search does not yield the correct provider, but you know they are there, please make sure that all the "filter" boxes are unchecked.

7. Note: All the external providers retained their Meditech mnemonic, but some of the internal changed to their sign on/username vs the Meditech mnemonic. For example the ZZHOSP's and ZZNUP's prefix for internal providers no longer exists. However, the midwives and physician assistants retained the ZZMID and ZZPA prefixed mnemonics.

8. You can distinguish and internal provider by a specified position and username in the search results. For example: below Chan, Terrance has a position of Physician-General Internal Medicine in the "**Positions"** column and his mnemonic is listed under the "**Username**" column. ALL external providers will have a position of "**External Office**".

9. In the event that the encounter does not have an Attending provider, please select "NO ATTENDING, No Attending Provider". Type "No" into the Attending Provider field and click on the search icon, it will be the first provider listed.

In the event that a provider is not in the database and needs to be added to the dictionary, please create a service desk ticket to have them added. To enter an adhoc provider for an encounter please follow the Physician Not in Database **tip sheet**