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FAQ's

Access

How do I request Access to PRISM?

PRISM Home Page: Provider should submit initial request for PRISM access on behalf of clinic. From the PRISM homepage select Sign Up Now, and select user type(Provider). Once access for Provider is approved, access for delegates (Clinical Staff and Office Staff) can be requested from Manage My Clinic (See Below).

If you have more questions regarding PRISM Enrollment, please contact the Stanford Referring Provider Services Hotline at 1-866-742-4811.

Manage My Clinic: Existing PRISM users (Physicians/Site Administrators) can request access for delegate (Clinical Staff and Office Staff) users from Manage My Clinic. Manage My Clinic can only be accessed by Provider/Site Administrator and is available after Login from the Utilities Page.

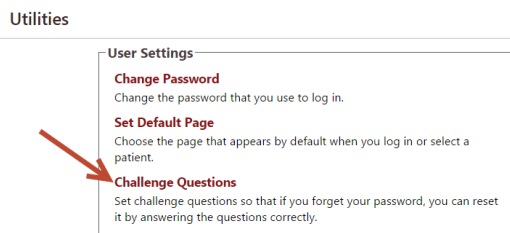
I forgot my password, how do retrieve my password?

From the PRISM homepage, select the forgot password link. You will be prompted to answer security challenge questions(set by user). Once security questions are correctly answered , user can change password.

Note: If you don't remember answers to your security questions, you must call the SHC Service Desk at (650)-723-3333 to reset password.

How do I change my Security/Challenge questions?

Login to your PRISM account, from the homepage toolbar select Utilities. From the Utilities page select Challenge Questions.

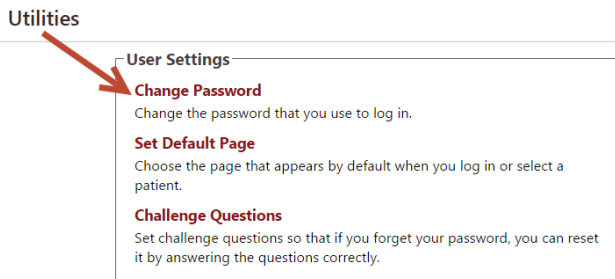




FAQ's

How do I change my password?

Login to your PRISM account, from the homepage toolbar select Utilities. From the Utilities page select Change Password.



My temporary password is not working, how do I reset my password?

After your PRISM account is approved for access, you will receive a Welcome Email with username and temporary password. If you try to copy and paste Username and/or password from email to Login and Password field on the homepage, sometimes the username/password is not accepted. Please input the username and password directly(do not copy and paste from email) into the Login and Password field. If temporary password still does not work, please call the SHC Service Desk at (650) 723-3333.

I am moving to new clinic, how can I update my PRISM access to the patients at my new location?

Please call the SHC Service Desk at (650) 723-3333. We will need your information and new clinics details to further process any updates to your PRISM account. Please note that not all clinics have access to PRISM and/or eligible for PRISM access. If your new clinic does not currently have PRISM access and/or Providers do not refer to any Stanford Health Care/UHA Clinics then access could be denied by SHC Referring Provider Services.



FAQ's

General Questions

What information is available to referring provider via PRISM?

PRISM gives referring physicians online, access to the same electronic medical record that Stanford faculty and medical staff use. Everything from care notes and lab results to radiology images and reports are available to referring physicians as soon as they are uploaded or signed, usually within hours of care. Messages can also be sent to Stanford Health Care Providers to facilitate communication of mutual patients using InBasket messaging.

How do I send messages to other PRISM Users/Stanford Providers?

1. Login to PRISM
2. From the toolbar select InBasket
3. Select New Message
4. Enter Recipients name(last name,first name)
5. Compose Message and select Send Message

Why am I receiving Event Notifications in my InBasket?

Event Monitor allows users to monitor events that occur for their patients. Events are triggered by actions in SHC instance of Epic, such as Inpatient admissions, ED Admission, or Outpatient notifications for closed encounters. Each event triggers an InBasket message from SHC Epic Hyperspace to PRISM.

Can I send Referrals to SHC using PRISM?

Yes, you can send referrals electronically using PRISM. See section below for general questions regarding referral entry process.



FAQ's

Referrals

I am unsure of which Department / Department Specialty to select, how can I submit my referral?

Select "Provider Relations" as the Department and Department Specialty and your referral will be routed to our Provider Relations team of clinical navigators to route your referral appropriately. Be sure attach all relevant medical records and any other supplementary materials. Use the Notes section to describe the services you are seeking for your patient.

I do not see the location and/or specialty I am looking for as an available option in the referral despite finding the clinic on Stanford's website, how can I submit my referral?

There is a select group of clinics that is not yet ready to receive referrals via the PRISM portal. Please submit this referral via fax. For Radiology orders – Fax #: (650) 723-6036. For all other Stanford clinics – Fax #: (650) 320-9443.

How do I refer directly to a specific provider?

Simply include the name of the provider in the Notes section of the referral, and our New Patient Coordinators will ensure your patient is scheduled accordingly.

I would like a consult for my patient with a Stanford provider, but I do not want my patient to be tested or treated at this time. I noticed the referral automatically selects "Consult, Test, and Treat," how to I submit my referral?

Please document this preference in the Notes section of the referral, and our New Patient Coordinators will ensure your patient is scheduled accordingly.

prism

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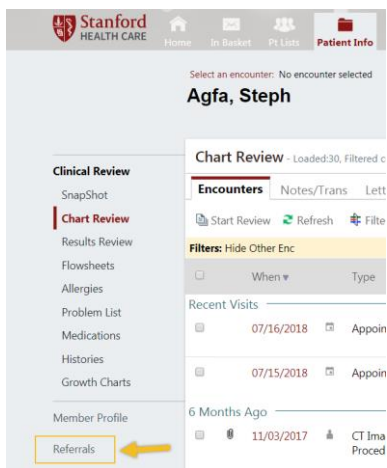
I created a referral in error, what do I do?

Add a Note to your referral with the words “Created in Error” in subject line, and our New Patient Coordinators will cancel the referral on your behalf.

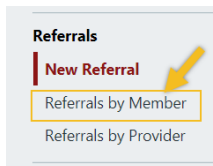
How do I append a referral with additional notes and/or attachments?

While you cannot edit a referral via the portal, you can always add new notes and attachments even after submitting the referral. To do so:

- 1) Navigate to the patient in question via your Patient List.
- 2) Click “Referrals” in the left-hand menu pane.



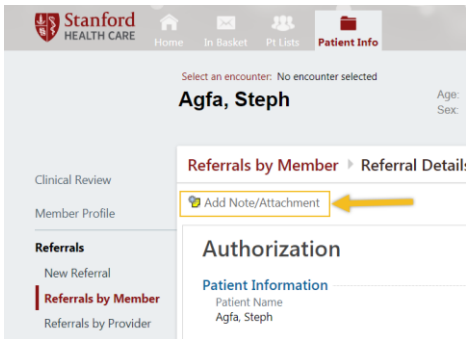
- 3) Click “Referrals by Member” in the left-hand menu pane.



- 4) Locate the Referral you would like to append and click the Referral Id #.
- 5) Click “Add Note/Attachment” at the top of the referral preview.

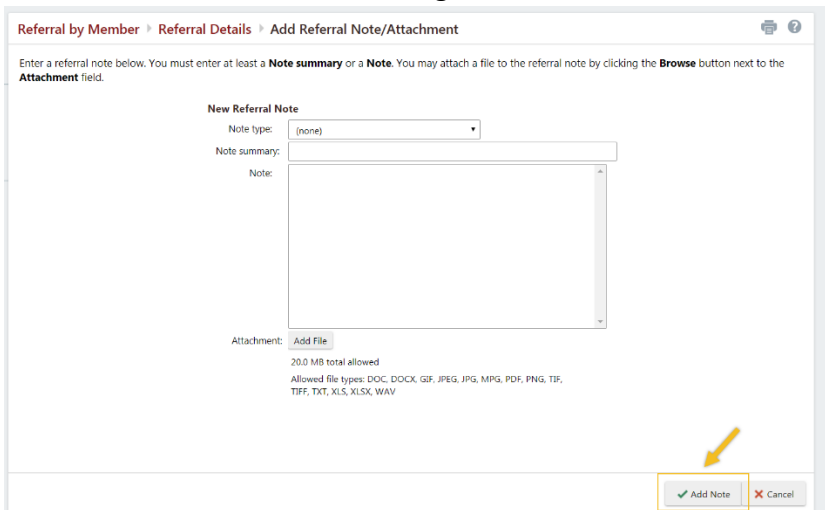


FAQ's



6) Select the “Provider Comments” Note Type, enter a Note Summary, Note, and Attachment (as needed).

7) Click “Add Note” in the bottom right



Site Administration

What is the role of the Clinic Site Administrator?

Site Admins have the following two responsibilities:

Site Verification: Every 6 months, Providers/Site Administrators will be promoted to verify all users. If any users have left the clinic or no longer need access to PRISM they should be selected as no longer active. Sites must be verified by admins every 6 months.



FAQ's

Manage My Clinic: Providers/Site Administrators will have access to a list of all PRISM Users from their Clinic. They can deactivate users at any time from Manage My Clinic, and request new user accounts for delegates.

I accidentally deactivated a user, how do I reactivate the users PRISM account?

Please call the SHC Service Desk at (650) 723-3333.