



## PROVIDER PORTAL QUICK GUIDE

# RAYUS SYNAPSE

Our new provider portal, RAYUS Synapse provides referring physicians with access to images, reports, and critical results. The following are required prior to using the system:

- Obtain login information from your RAYUS account executive (i.e., username, password, URL for the portal web page)

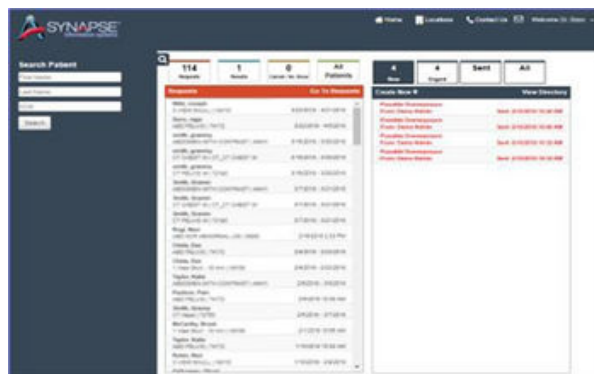
### Supported Web Browsers

Google Chrome recommended, but can also be used in Microsoft Edge.

### Log In

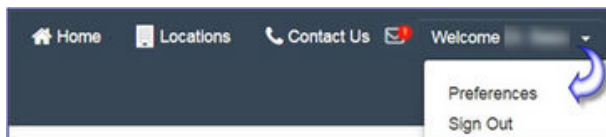
1. Open the web browser
2. Go to [ProviderPortal.RAYUSradiology.com](https://ProviderPortal.RAYUSradiology.com)
3. Log in with the username and password obtained from your RAYUS account executive

After logging in, the Provider Portal Home page will display.



## FROM THE HOME PAGE, THE FOLLOWING SECTIONS DISPLAY

### Navigation





- Home
- Locations
- Contact Us (future versions)
- Message indicator
- Preferences
- Sign Out

### Patient Search



Allows for search on partial entry. After finding a patient:

- View Exam History – select 
- Initiate Scheduling/Requesting an exam for the patient – select 

For patients that have had imaging or injections ordered by another provider, but are now under your care, there is an option to gain immediate access via a prompt that will require you to submit a reason to proceed. An audit report logs all patients accessed via this 'Break the Glass' feature.

### Orders/Reports



- **Requests:** Orders placed via the portal, not yet processed by RAYUS Radiology
- **Results:** Signed and Added reports, not yet viewed
- **Cancel/No Show:** Patient appointments where the patient cancelled/no show
- **All Patients:** All patients for logged in provider
- Access orders, reports, and images by clicking a row from the list.



### Contact Your Market Success Account Executive

#### Tiffany Webb

tiffany.webb@rayusradiology.com  
615.580.4630

#### Stephen Hummer

stephen.hummer@rayusradiology.com  
615.580.9098

For questions regarding extended features and issues with the new portal, please contact Customer Support at 888.201.5920 (6:00 am - 7:00 pm CST).

# FROM THE HOME PAGE, THE FOLLOWING SECTIONS DISPLAY (CONT)

## View Reports and Images

- Reports and Images may be accessed from the Dashboard Results or All Patients sections.

**Note:** Results only display Signed and Added reports that have not been viewed. Added reports are displayed as 'Final'.

- Selecting the 'All Patients' section routes you to the full list of studies that have been referred directly by the physician logged in or who have been referred by other physicians associated to the same Referrer Group.

Referrals (3)		Requests (56)				
from 3/17/2020	to 4/30/2020					
Reviewed status	Exam	Mod	PI ID	Patient Name	Status	Study Date Time
All						
CT	CT WABD(LT) w/o contrast (7300)_RL	CT	30000	CARDINE, CHRISTINE	Pending	4/17/2020 1:00 PM
CT	CT WABD(LT) w/o contrast (7300)_RL	CT	30000	CARDINE, CHRISTINE	Pending	4/17/2020 1:20 PM
CT	CT ABAD(LT) w/o contrast (7300)	CT	30000	CARDINE, CHRISTINE	Pending	4/17/2020 2:00 PM

- The list defaults to display studies from the previous four weeks through the next two weeks; however, a new date range can be entered.
- The top row of the grid allows you to filter the studies by patient name, exam status, referrer, study date/time, and more.
- Access orders and reports by clicking a row from the list.
- If images are available for the study, the icon will be visible; launch images by clicking the icon.

**Note:** If images do not launch as expected, contact RAYUS at (888) 201-5920.

## Request/Schedule Studies/Submit Orders

1. Access the 'Search' panel from the left side of any page.
2. Enter patient details (first name, last name, date of birth). All fields allow partial search.

3. If a patient match is found: Initiate Scheduling/Requesting an exam for the patient by selecting the **calendar icon** next to the patient's name.
4. If a patient match is not found: Select the Schedule New Patient option.
5. Complete the information for each step in the scheduling/requesting process.
6. Once the exam has been scheduled/requested, the exam confirmation page displays. Documents can be uploaded to the order by selecting the 'Open' action link.
7. The scheduled/requested order and all uploaded documents are available for RAYUS staff to review and contact the patient as needed..

## Setting Preferences

The 'Preferences' option under your logged in username allows you to manage the following:

- **Account Settings:** Allows for two-factor authentication for improved security.
  1. Set the security contact method
  2. Answer security questions
  3. Change Password
- **Communications:** Review current contact information on file with the radiology provider.
- Review 1st, 2nd and 3rd contact information. Contact RAYUS if changes are needed.
- Set New Message and Urgent message notification method
- **My Staff:** Review staff members associated with your account. Contact RAYUS's office or message if changes are needed.