



Provider Care Portal User Manual



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Provider Care Portal Summary

The primary purpose of this system is to allow the health care provider and pharmacy to review patient's prescriptions and prescription statuses and communicate about the prescriptions in real-time.

Users can utilize the Dashboard to filter patients by prescription, status, or demographics to quickly understand what is happening for a group of patients or individual patient. Users can then drill down into the patient profile to see more information about the patient.

Users can utilize Requests to communicate between health care provider and pharmacy. Communication includes real-time messaging and the ability to share PDF documents in the chat.

System Requirements

End-User

- > Chromium Browsers recommended:
 - Google Chrome
 - Microsoft Edge
- > High Speed Internet Connection
- > Authenticator App:
 - Recommended: Google Authenticator or Microsoft Authenticator
 - Other authenticator apps should work

Firewall

- > Whitelist the following domains:
 - *.cassiansolutions.com
 - *.amazonaws.com
 - *.myacariapro.com

User Types

Provider

- > Self-registers and access control is based on physician NPI matching the NPI on the patient prescription.

Pharmacist

- > Invited via admin dashboard. Once user completes registration on admin dashboard, user will use same credentials to access provider care portal.
- > Access control is based on care groups that are set in the admin dashboard.

Provider Delegate

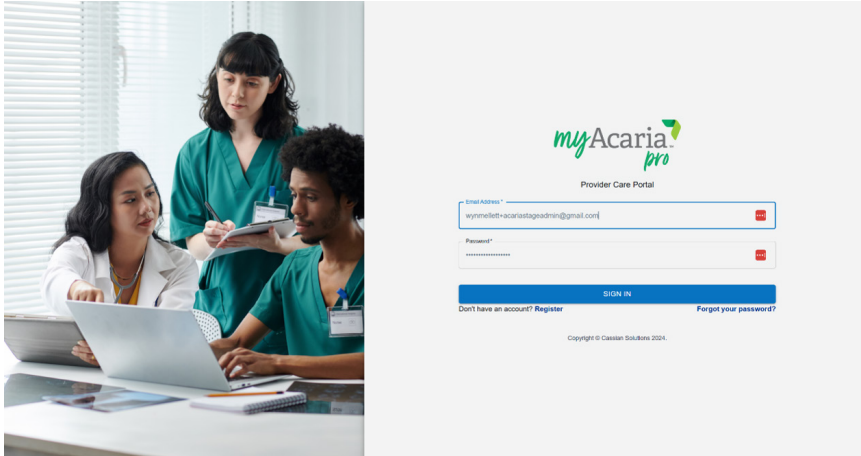
- > Invited via provider dashboard by provider. Access control is based on the list of one or more physician NPIs that have granted the delegate user access. This list of NPIs is matched against the NPI on the patient prescription.

Provider Registration

Go to provider.mycariapro.com

Registration & Verification

Provider registration starts on the sign-in page by clicking Register.



The provider then enters first name, last name, email, NPI, and state of license.

Registration

First name *

Last name *

Email *

Npi *

State Of License

NEXT STEP

Registration

First name *

Last name *

Email *

Npi *

State Of License

NEXT STEP

The provider will then be asked a few identity verification questions before being able to continue registering.

Verify Your Identity

Answer the following question to verify your identity:

Question 1/2: Which one of the following addresses is associated with your state license history?

A 1252 RAMONA DR - NEWBURY PARK, CA 91320

B 150 KINGSLEY LN - NORFOLK, VA 23505

C 4235 SW 103RD CT - BEAVERTON, OR 97005

D 134 24TH AVE - MONROE, WI 53566

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

Verify Your Identity

Answer the following question to verify your identity:

Question 2/2: How many active DEA registrations do you have in the provided state of license?

A 0

B 1 - 3

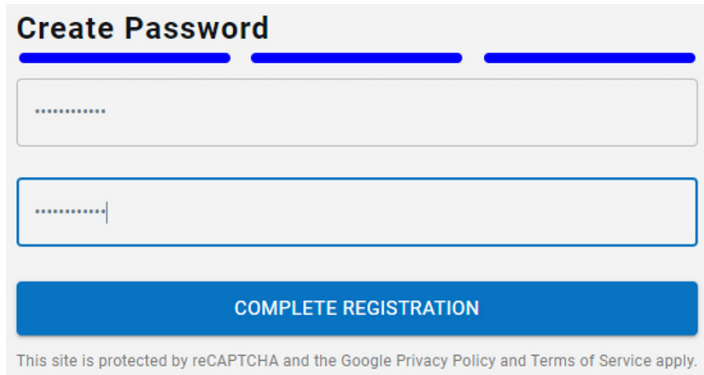
C 4 - 10

D MORE THAN 10

VERIFY

Click verify to complete the identity verification.

You will now be brought to the create password screen.






The 'Create Password' screen features a title at the top, followed by two password input fields. The first field is empty, and the second field contains a cursor. Below the input fields is a blue button labeled 'COMPLETE REGISTRATION'. At the bottom, a small text line states: 'This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.'

Click the Complete Registration button which on success will redirect to the login.

PLEASE NOTE: it can take up to 24 hours after registration for the providers patients' data to become available in the portal.

Potential registration errors:

- > If you see any of the following errors, please reach out to a system administrator via the email that will be at the bottom of the error message pop-up.

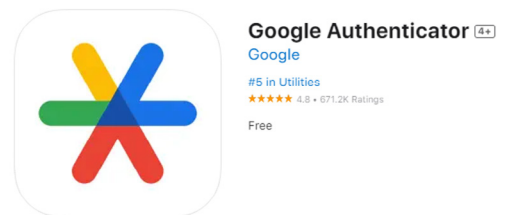
 <p>No match found for Physician NPI. Please check the information provided and try again. If you believe this is an error please contact a system administrator.</p>	 <p>Multiple unsuccessful verification attempts. If you believe this is an error please contact a system administrator.</p>	 <p>Physician NPI already exists in system. Please try logging in. If you believe this is an error please contact a system administrator.</p>
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First Time Login

First Time Login will include setting up Multi-Factor Authentication (MFA) Google Authenticator is recommended:

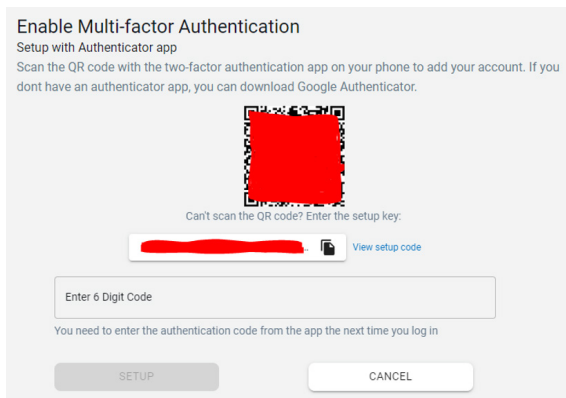
- > Any authenticator app on your mobile phone will work.
- > Other options include Microsoft Authenticator and LastPass.

If you do not have any of these authenticator apps, you can go to the Apple App Store or Google Play Store and download Google Authenticator.

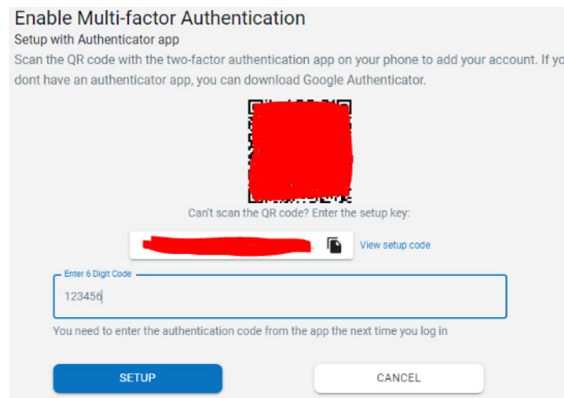


Once ready with your authenticator app, you can enter your email and password.

Follow the MFA setup instructions and click setup when finished.



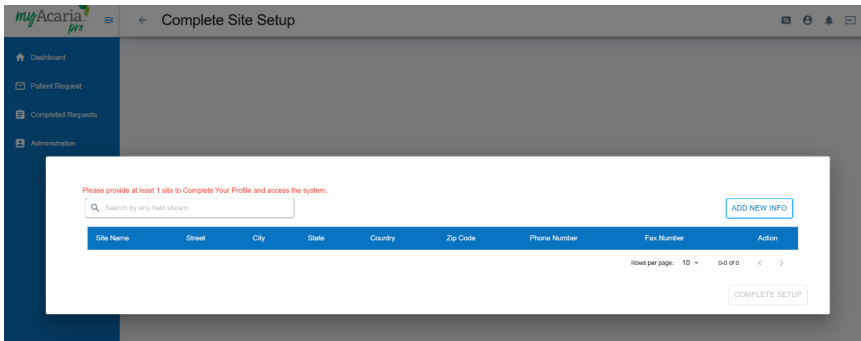
The left screenshot shows the 'Enable Multi-factor Authentication' screen. It includes a QR code, a 'View setup code' link, and an input field for a 6-digit code. The 'SETUP' button is greyed out.



The right screenshot shows the same MFA setup screen, but the 'SETUP' button is now active (blue). The 6-digit code '123456' has been entered into the input field.

Complete Site Setup

After first-time login, a provider will be directed to a page to provide site information to complete his/her profile.



The user clicks add new info and provides site name, phone, fax, address and clicks submit.

Add Site Info [X]

Site Name
Smith Home Office

Phone Number
+1 412 555 0101

Fax Number
+1 412 555 2222

Set as Primary Site

Address
Country
United States

Street Address
555 Sesame St

Street Address 2 (Optional)
Floor 2

City/Town/Locality
Pittsburgh

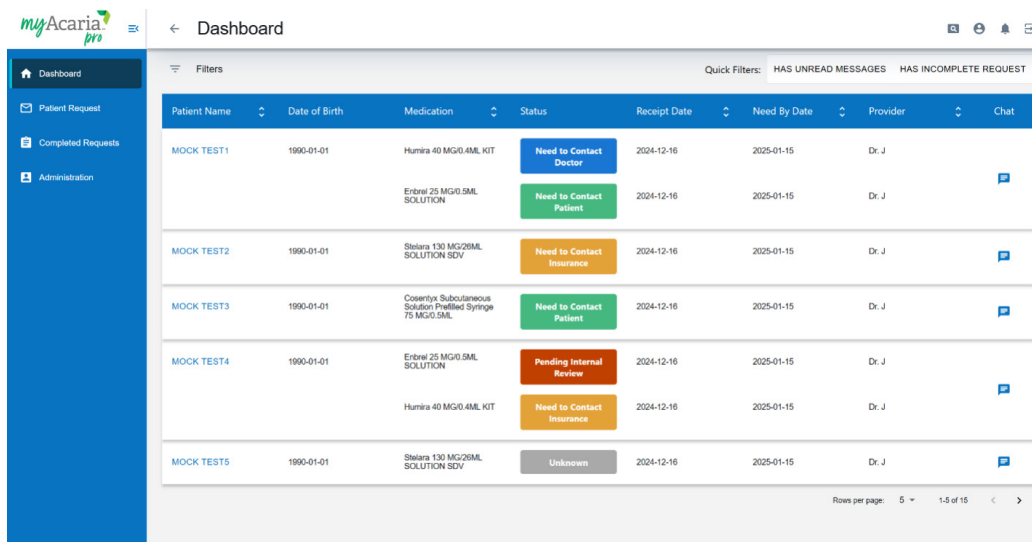
State
Pennsylvania

Postal/Zip Code
15213

SUBMIT

The user submits the site info, adds more sites if applicable then clicks complete setup.

On success, the user will be successfully redirected to the dashboard.

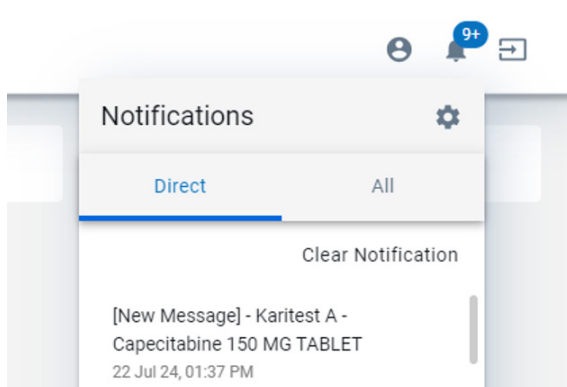


The screenshot shows the 'myAcaria pro' Dashboard. On the left is a navigation menu with 'Dashboard', 'Patient Request', 'Completed Requests', and 'Administration'. The main area displays a table of patient requests with columns for Patient Name, Date of Birth, Medication, Status, Receipt Date, Need By Date, Provider, and Chat. The table contains five rows of mock data with various status labels like 'Need to Contact Doctor', 'Need to Contact Patient', 'Need to Contact Insurance', 'Pending Internal Review', and 'Unknown'. A 'Quick Filters' bar at the top right shows 'HAS UNREAD MESSAGES' and 'HAS INCOMPLETE REQUEST'.

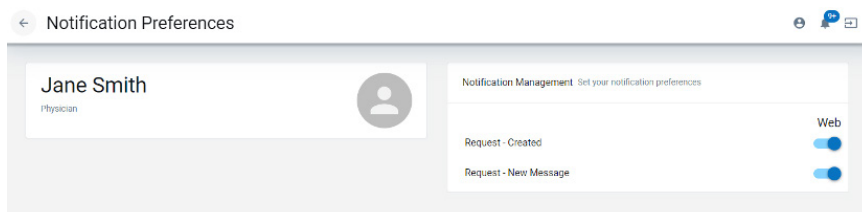
Patient Name	Date of Birth	Medication	Status	Receipt Date	Need By Date	Provider	Chat
MOCK TEST1	1990-01-01	Humira 40 MG/0.4ML KIT	Need to Contact Doctor	2024-12-16	2025-01-15	Dr. J	
		Enbrel 25 MG/0.5ML SOLUTION	Need to Contact Patient	2024-12-16	2025-01-15	Dr. J	
MOCK TEST2	1990-01-01	Stelara 130 MG/20ML SOLUTION SDV	Need to Contact Insurance	2024-12-16	2025-01-15	Dr. J	
MOCK TEST3	1990-01-01	Coverlys Subcutaneous Solution Prefilled Syringe 75 MG/0.5ML	Need to Contact Patient	2024-12-16	2025-01-15	Dr. J	
MOCK TEST4	1990-01-01	Enbrel 25 MG/0.5ML SOLUTION	Pending Internal Review	2024-12-16	2025-01-15	Dr. J	
		Humira 40 MG/0.4ML KIT	Need to Contact Insurance	2024-12-16	2025-01-15	Dr. J	
MOCK TEST5	1990-01-01	Stelara 130 MG/20ML SOLUTION SDV	Unknown	2024-12-16	2025-01-15	Dr. J	

Notification Settings

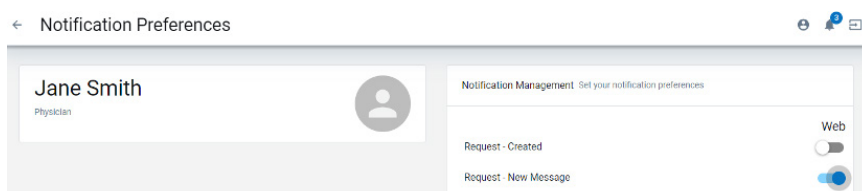
Notifications Settings can be updated in the top right by clicking on the bell icon then clicking on the gear/settings icon.



This will open the Notification Preferences.

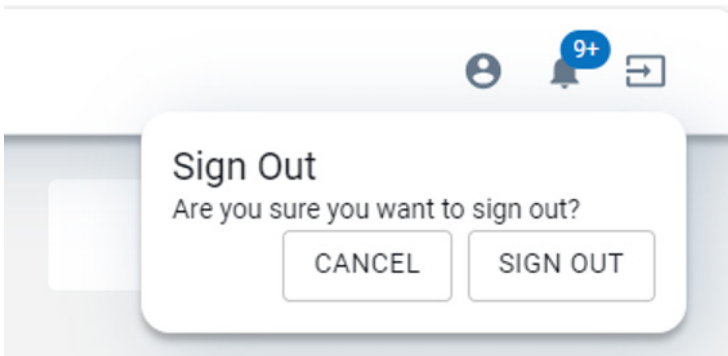


The user can then enable or disable the in-app notifications that will show up in the top right notifications feed. The above view shows when the notifications for different activities are enabled. Each can be disabled and will display as shown:

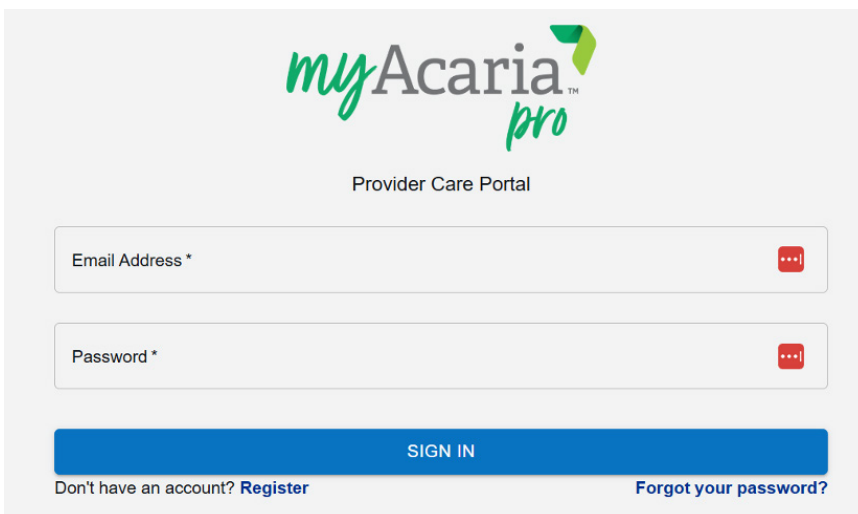


Sign-out

User can sign out at any time from the exit icon button in the top right.

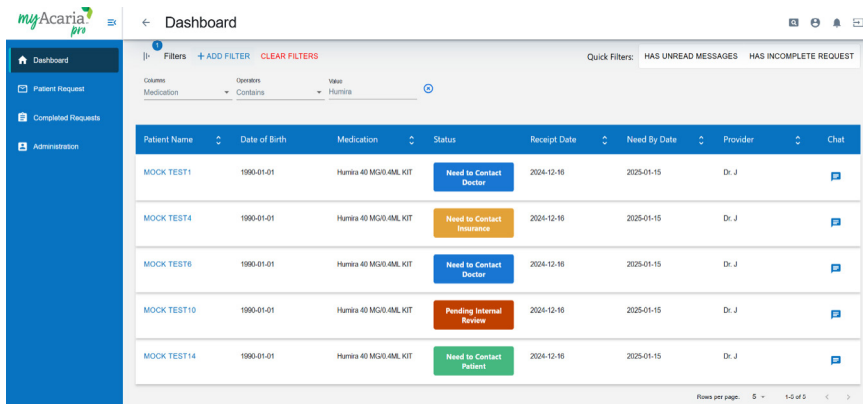


A confirmation displays and gives the user the chance to confirm or cancel the choice to sign out. The user is then redirected to the sign in page on successful sign out.



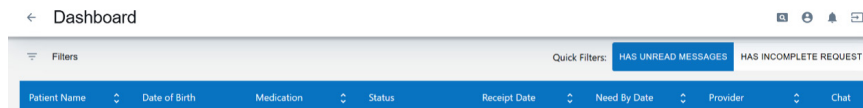
Provider Dashboard

The main dashboard page allows the user to filter on patients to see current statuses of prescriptions, create/view requests (chats), and navigate to individual patient profiles to see more information.

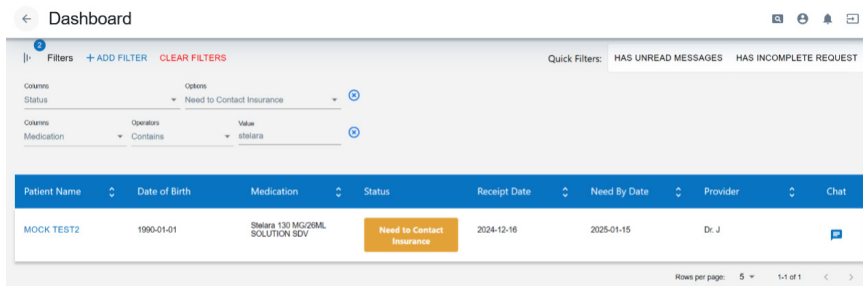


There are a few quick filters on the top of the dashboard that apply as soon as any of them are clicked. When quick filters are selected, they are highlighted blue.

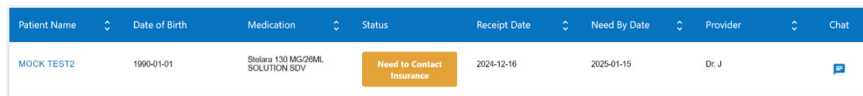
Columns with up and down arrow icons next to the column name are sortable. The arrows allow to sort ascending or descending.



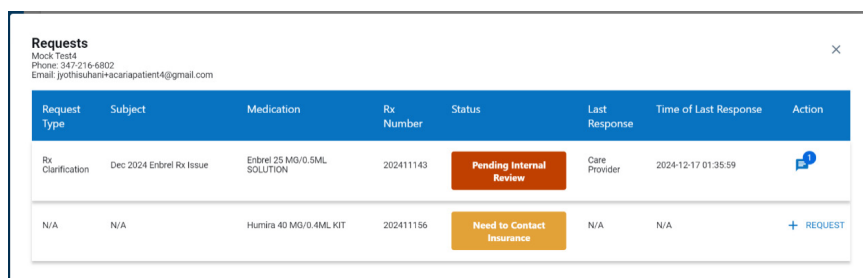
Each field can be selected as a filter, then multiple filters can be applied.



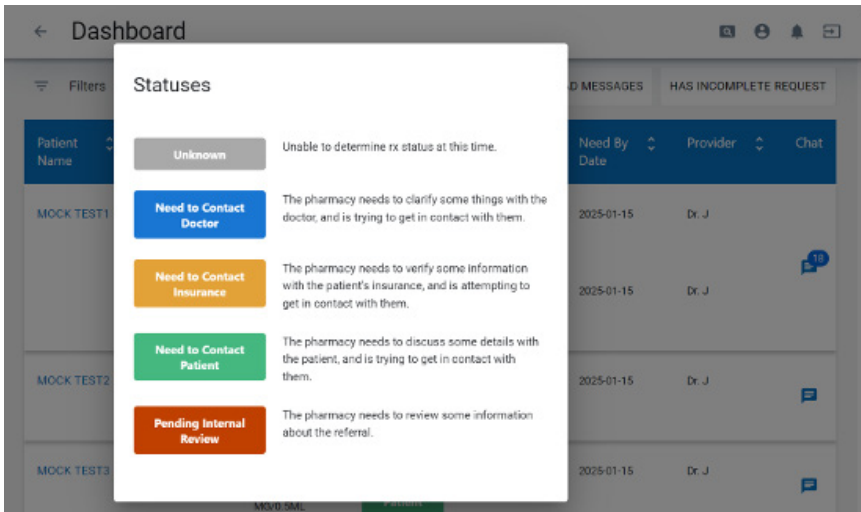
Clicking the patient's name on the dashboard will redirect the user to the patient profile.



The chat button on each patient entry on the dashboard will open a pop-up. This gives the user the ability to create a new chat request for a patient's prescription or to view an existing request. In this example, there is an existing request and 1 unread message.

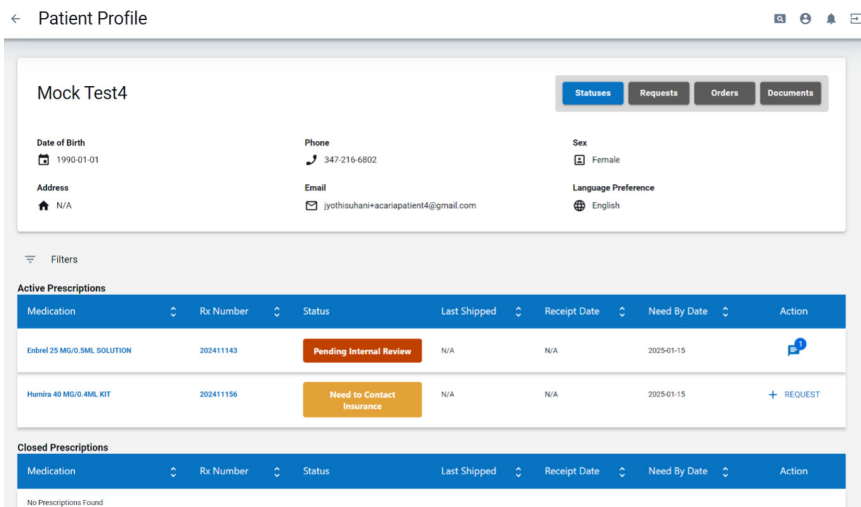


You can also click the search/magnifying glass button on the top bar at any time to see a description of what each Rx status means.



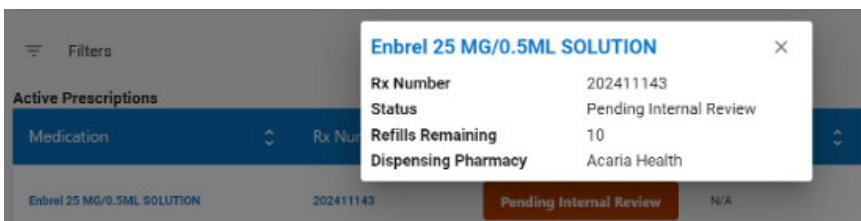
Patient Profile

The patient profile displays patient demographics and more details around prescriptions.

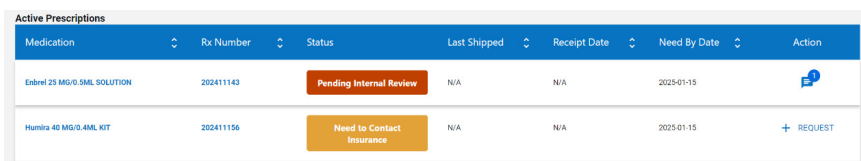


Clicking on the medication name or Rx Number opens a pop-up that will display additional information including the Dispensing Pharmacy.

The pop-up will also show the tracking number if the Rx status is shipped.



Clicking the chat button under messaging will redirect the user to an existing chat or to create a new chat (request).



Provider User – Create Request

A provider user selects the patient, then prescription from the dropdown list. Next, the user selects a request type from the dropdown and provides a subject. Then, the user enters a message.

The screenshot shows a web form titled "Patient Request" with a sub-header "Create Patient Request". The form includes several input fields and buttons:

- Patient:** A dropdown menu with "Mock Test4 (16 December 2024)" selected.
- Prescription:** A dropdown menu with "Enbrel 25 MG/0.5ML SOLUTION (Rx: 202411143) - Active" selected.
- Physician:** A text input field containing "Jacki Smith".
- Request Type:** A dropdown menu with "Rx Clarification" selected.
- Enter Subject:** A text input field containing "Dec 2024 Enbrel Rx Issue".
- Enter Message:** A large text area containing "Hello, I am reaching out to discuss this patient's Rx."
- Attach Documents:** Two buttons: "UPLOAD FILES" and "CHOOSE FROM LIBRARY".
- Bottom Buttons:** "SEND MESSAGE" and "CLEAR DATA".

A small note at the bottom states: "Note: This portal cannot be used to transmit/receive prescriptions".

Attaching a PDF document is optional.

The screenshot shows a web form titled "Upload Document" with a text input field and a large upload area:

- Text Input:** A field containing "Biosimilar List".
- Upload Area:** A large rectangular area with a cloud upload icon and the text "Click or Drag & Drop document to upload". Below this area, the text "Biosimilar List" is displayed.
- Buttons:** "CREATE NEW DOCUMENT" and "CLEAR DATA".

On create new document, the attachment shows up and the send message button can now be clicked.

Create Patient Request

Patient: Mock Test1 (16 December 2024) | Prescription: Humira 40 MG/0.4ML KIT (Rc: 202411140) - Active

Request Type: Rx Issue

Enter Subject: Biosimilar Question

Enter Message: Hello, I am reaching out to discuss this patient's Rx.

Attach Documents: [UPLOAD FILES](#) [CHOOSE FROM LIBRARY](#)

File successfully attached.

Biosimilar List.pdf

[SEND MESSAGE](#) [CLEAR DATA](#)

Note: This portal cannot be used to transmit/receive prescriptions

When send message is clicked, a pop-up will appear with the ability redirect to the request.

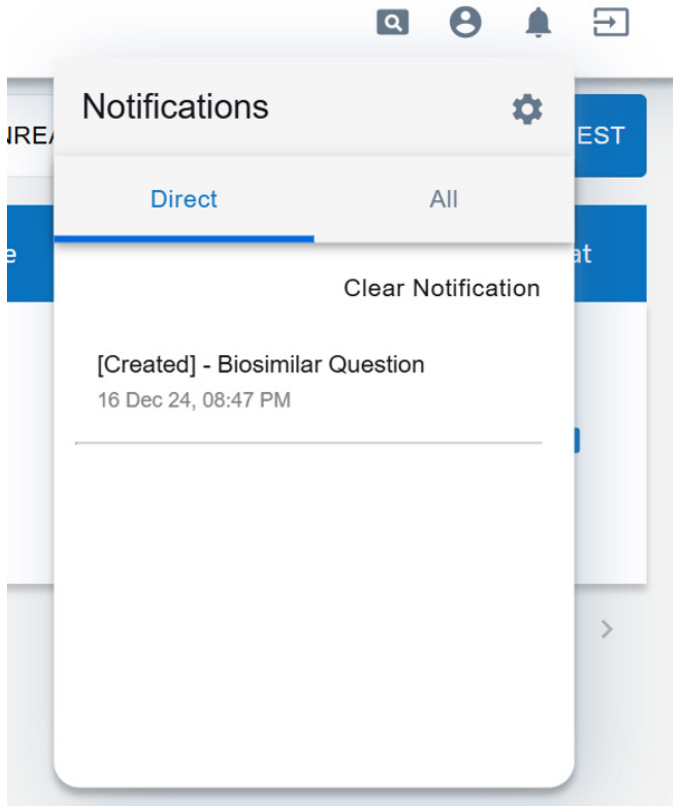
Your request has been successfully created.

[GO TO REQUEST DETAILS](#)

Request Details

A request can be accessed via:

- > The Notification List (if enabled).



- > The Dashboard (click the chat icon).

The screenshot displays a dashboard table with columns for Patient Name, Date of Birth, Medication, Status, Receipt Date, Need By Date, Provider, and Chat. Two rows of data are visible, each with a status indicator and a chat icon.

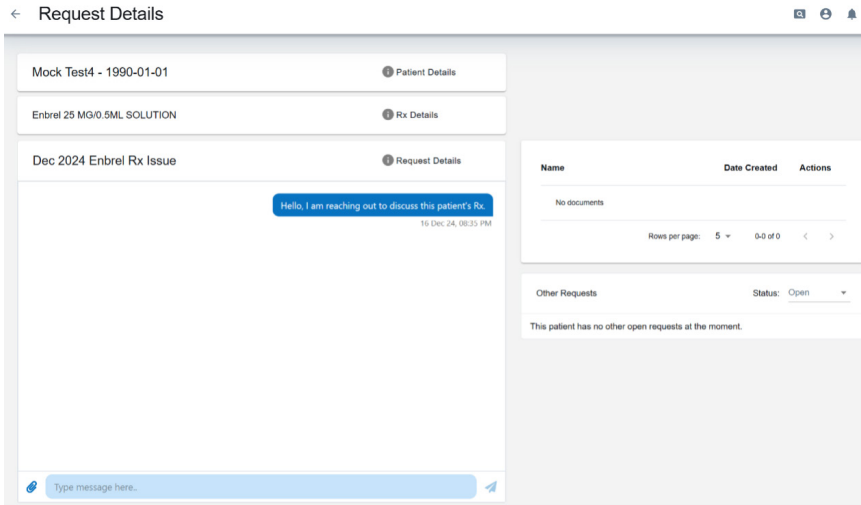
Patient Name	Date of Birth	Medication	Status	Receipt Date	Need By Date	Provider	Chat
MOCK TEST4	1990-01-01	Enbrel 25 MG/0.5ML SOLUTION	Pending Internal Review	2024-12-16	2025-01-15	Dr. J	
		Humira 40 MG/0.4ML KIT	Need to Contact Insurance	2024-12-16	2025-01-15	Dr. J	

- > The Patient Profile (click the chat icon).

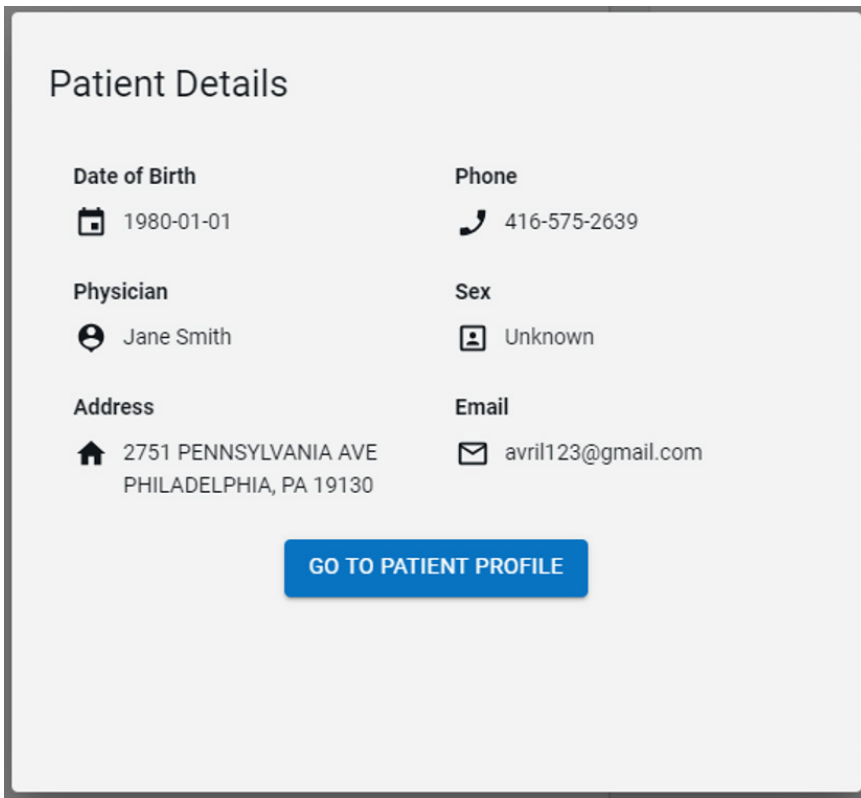
The screenshot shows a table titled 'Active Prescriptions' with columns for Medication, Rx Number, Status, Last Shipped, Receipt Date, Need By Date, and Action. One row of data is visible, showing a prescription for Enbrel 25 MG/0.5ML SOLUTION with a status of 'Pending Internal Review' and a chat icon.

Medication	Rx Number	Status	Last Shipped	Receipt Date	Need By Date	Action
Enbrel 25 MG/0.5ML SOLUTION	202411143	Pending Internal Review	N/A	N/A	2025-01-15	

The Request Details view includes Patient Details, a chat for messages and documents, a table of all documents that have been uploaded to the chat, and a link to other requests for this patient.





Clicking Patient Details will open a pop-up to show patient demographics and a button to redirect to the patient profile.



Clicking on a document in the chat or in the table to the right of the chat will open a pop-up to display the PDF information.



The Other Requests table will include a link to switch to another request details view (chat view) by clicking on the subject name.

Name	Date Created	Actions
Biosimilar List.pdf	16 Dec 24	 

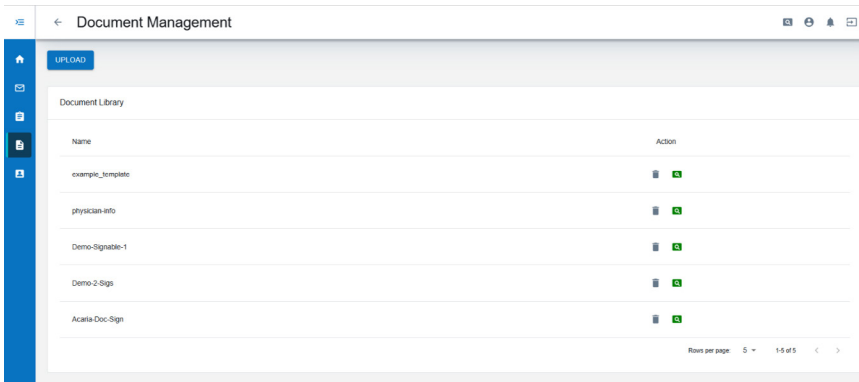
Rows per page: 5 ▾ 1-1 of 1 < >

Other Requests Status: Open ▾











Subject	Rx #	Creator	Responder
Insurance Form Needed	202411155	Pharmacist	Pharmacist

Document Library

The Document Library, also known as Document Management, allows users to upload PDFs that can then be attached to messages to share throughout requests.



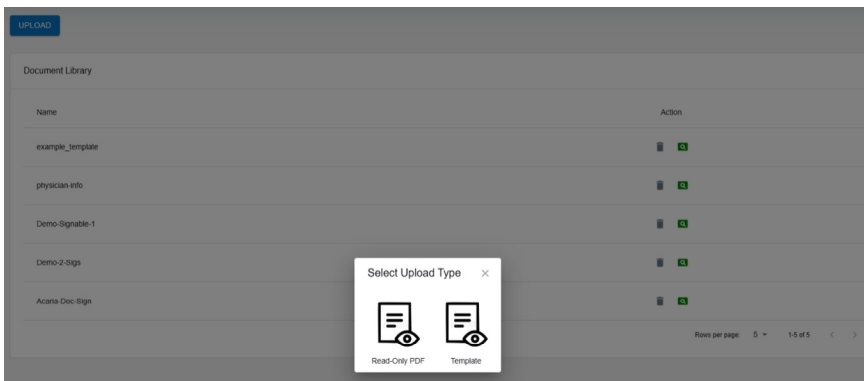
The screenshot shows a web application window titled "Document Management". On the left is a blue sidebar with navigation icons. The main content area has a header with "UPLOAD" and "Document Library". Below is a table with columns "Name" and "Action".

Name	Action
example_template	 
physician-info	 
Demo-Signable-1	 
Demo-2-Sigs	 
Acalis-Doc-Sign	 

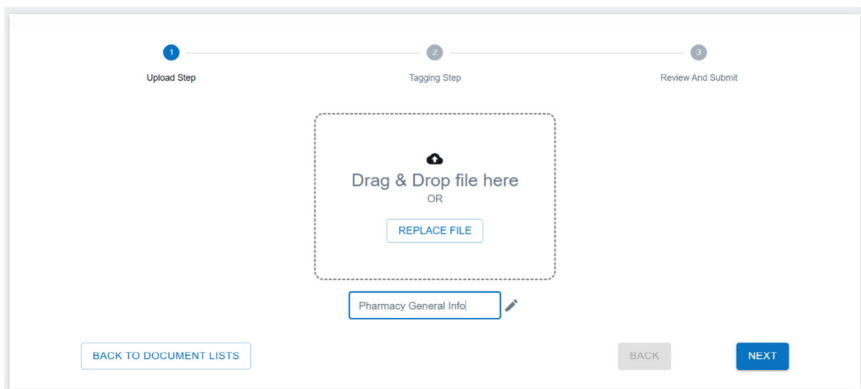
Rows per page: 5 ▾ 1-5 of 5 < >

Read Only PDF Uploads

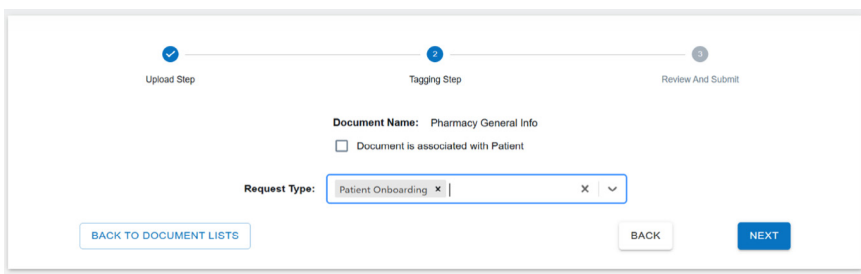
Click upload then click the “Read-Only PDF” option.



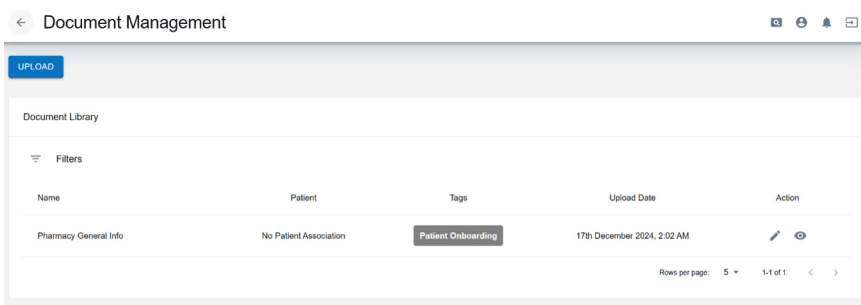
Click upload file or drag and drop the file into the droppable area. After upload, a user can click the pencil icon and rename the file.



Click next to add tags to the document. Tags can be added based on request type or a document can be tagged to specific patient.



Click Finish on the Review & Submit Step. The document now appears in the document library.



Template PDF Uploads

Click upload then click the “Template” option.
Follow the same steps as read-only for the upload step.

The screenshot shows a progress bar at the top with five steps: 1. Upload Step (active), 2. Tagging Step, 3. Recipient Step, 4. Build Step, and 5. Review And Submit. The main area contains a dashed box with the text "Drag & Drop file here" and "OR" below it. A "REPLACE FILE" button is centered within the dashed box. Below the dashed box is a text input field containing "Insurance Form" with a small edit icon to its right. At the bottom left is a "BACK TO DOCUMENT LISTS" button, and at the bottom right are "BACK" and "NEXT" buttons.

Add any tags to the document.

The screenshot shows a progress bar with five steps: 1. Upload Step (checked), 2. Tagging Step (active), 3. Recipient Step, 4. Build Step, and 5. Review And Submit. The main area displays "Document Name: Insurance Form" and "Request Type: Insurance X" with a dropdown arrow. At the bottom left is a "BACK TO DOCUMENT LISTS" button, and at the bottom right are "BACK" and "NEXT" buttons.

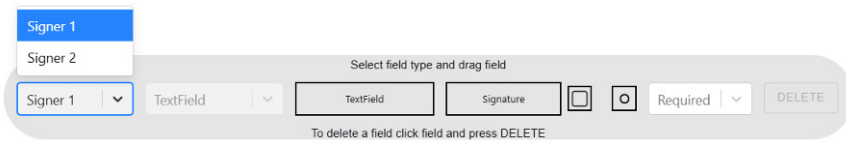
Update the number of signers to the desired number of signers for the template/fillable form.

The screenshot shows a progress bar with five steps: 1. Upload Step (checked), 2. Tagging Step (checked), 3. Recipient Step (active), 4. Build Step, and 5. Review And Submit. The main area displays "Document Name: Insurance Form" and "Recipients:" above a form. The form has a label "Number of signers:" and a "Count" field with the value "2" and a "SAVE" button. At the bottom left is a "BACK TO DOCUMENT LISTS" button, and at the bottom right are "BACK" and "NEXT" buttons.

The key to the build step is to utilize the bottom fields.

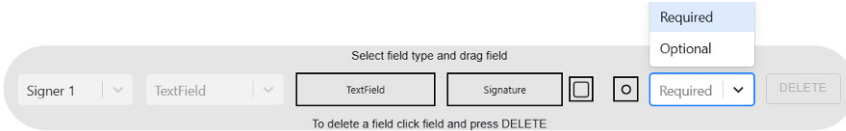
The screenshot shows a progress bar with five steps: 1. Upload Step (checked), 2. Tagging Step (checked), 3. Recipient Step (checked), 4. Build Step (active), and 5. Review And Submit. The main area displays "Placeholder Documentation" and "This document is a placeholder for the appropriate documentation." At the bottom is a toolbar with the text "Select field type and drag field". The toolbar contains a "Signer 1" dropdown, a "TextField" dropdown, a "TextField" input field, a "Signature" input field with a signature icon, a "Required" dropdown, and a "DELETE" button. Below the toolbar is the text "To delete a field click field and press DELETE".

Ensure the correct signer is selected from the first dropdown.



Begin dragging fields onto the document in the position you want them to be. The fields from left to right are: text field, signature, checkbox, radio buttons.

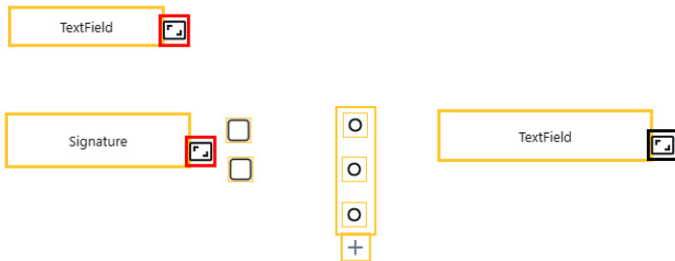
A user can also switch the fields between required and optional. Switch this type before dragging and dropping the field onto the document.



Red outlines in the right corner indicate required fields. Black icons indicate optional fields.

Placeholder Documentation

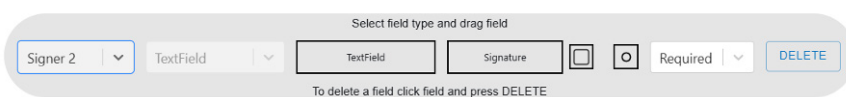
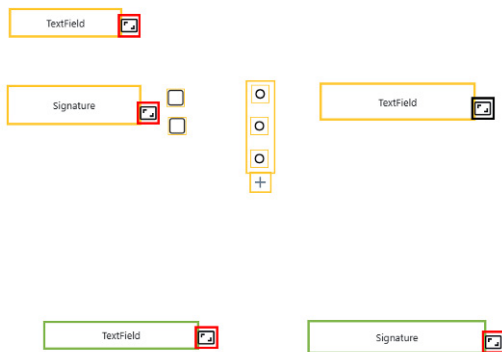
This document is a placeholder for the appropriate documentation.



Switching to a different signer and dragging fields onto the form indicates the other signer will complete these fields when this template is used to create a signature request. Signer 1 is yellow, and Signer 2 is green in this example.

Placeholder Documentation

This document is a placeholder for the appropriate documentation.



When done adding fields, click next to review the template.

The screenshot shows a document builder interface. At the top, two fields are visible: 'TextField' and 'Signature', each with a red 'X' icon. Below them is a control bar with the text 'Select field type and drag field'. The control bar contains a dropdown menu set to 'Signer 2', another dropdown set to 'TextField', a 'TextField' button, a 'Signature' button, a radio button, a 'Required' dropdown, and a 'DELETE' button. Below the control bar is the instruction 'To delete a field click field and press DELETE'. At the bottom of the interface are three buttons: 'BACK TO DOCUMENT LISTS', 'BACK', and 'NEXT'.

Click finish to save the template.

The screenshot shows a document review screen. At the top, a progress bar has five steps: 'Upload Step', 'Tagging Step', 'Recipient Step', 'Build Step', and 'Review And Submit', all with blue checkmarks. The main content area is titled 'Placeholder Documentation' and contains the text 'This document is a placeholder for the appropriate documentation.' Below this are two rows, each consisting of a light blue rectangular box followed by a grey button labeled 'Sign'. At the bottom of the screen are three buttons: 'BACK TO DOCUMENT LISTS', 'BACK', and 'FINISH'.

The document template is now available and shows in the document library.

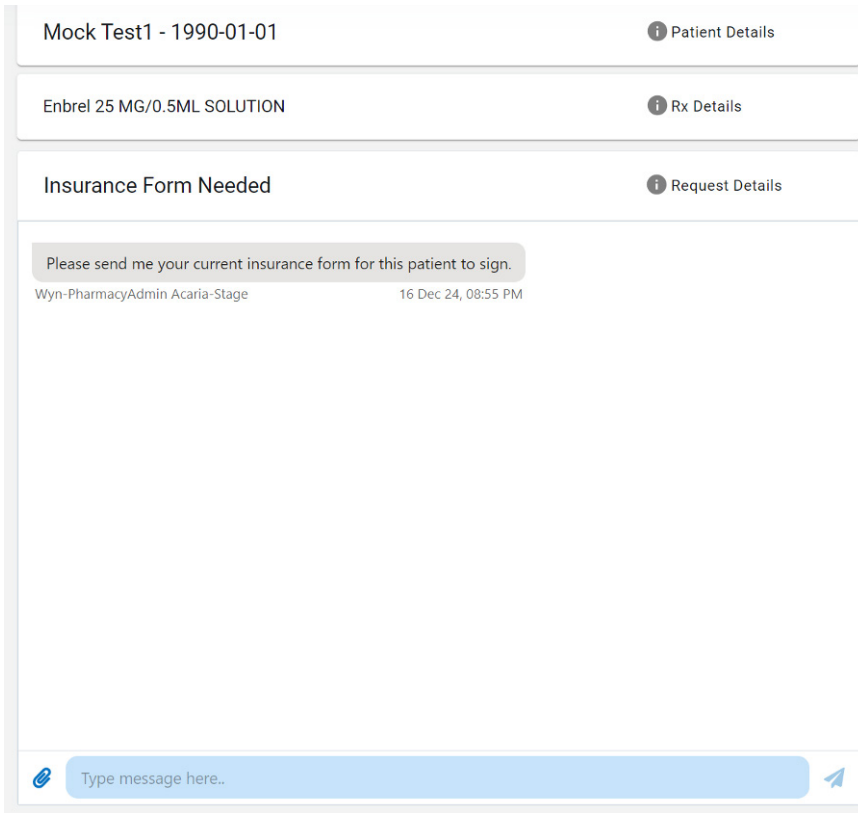
The screenshot shows the 'Document Management' interface. At the top left is a back arrow and the text 'Document Management'. At the top right are icons for search, refresh, notifications, and a menu. Below this is a blue 'UPLOAD' button. The main content area is titled 'Document Library' and contains a table with the following data:

Name	Patient	Tags	Upload Date	Action
Pharmacy General Info	No Patient Association	Patient Onboarding	17th December 2024, 2:02 AM	
Insurance Form	No Patient Association	Insurance	17th December 2024, 2:09 AM	

At the bottom right of the table, there is a footer: 'Rows per page: 5' and '1-2 of 2' with navigation arrows.

Requests with Document Signing

A user can choose to assign a signature request in a request by clicking the paperclip icon and selecting “Assign Template”.

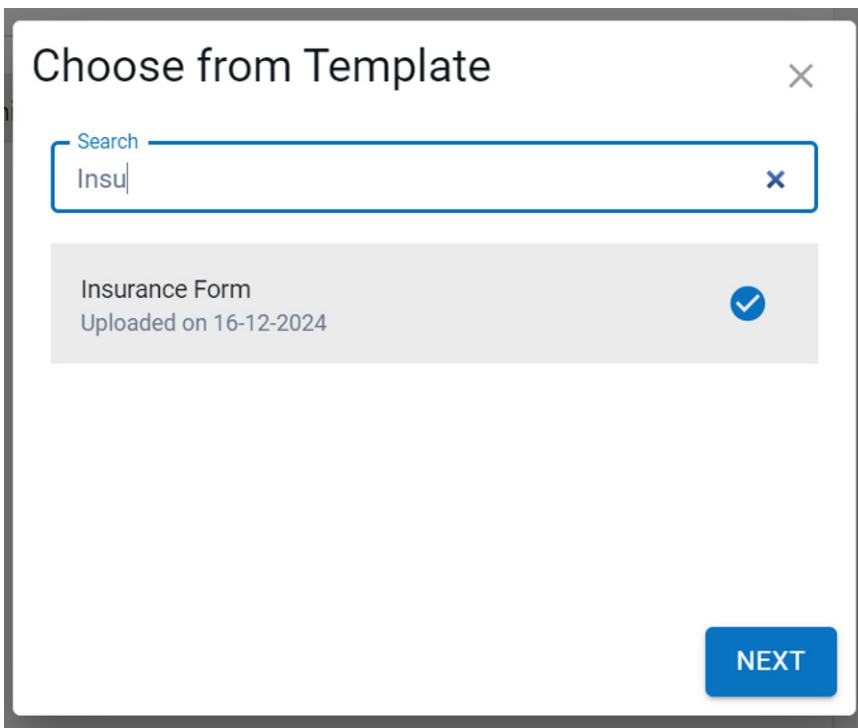


The screenshot shows a patient request interface with three main sections:

- Mock Test1 - 1990-01-01** with a **Patient Details** link.
- Enbrel 25 MG/0.5ML SOLUTION** with an **Rx Details** link.
- Insurance Form Needed** with a **Request Details** link.

A message box contains the text: "Please send me your current insurance form for this patient to sign." The sender is identified as "Wyn-PharmacyAdmin Acaria-Stage" and the time is "16 Dec 24, 08:55 PM". At the bottom, there is a text input field with the placeholder "Type message here.." and a paperclip icon on the left and a send arrow on the right.

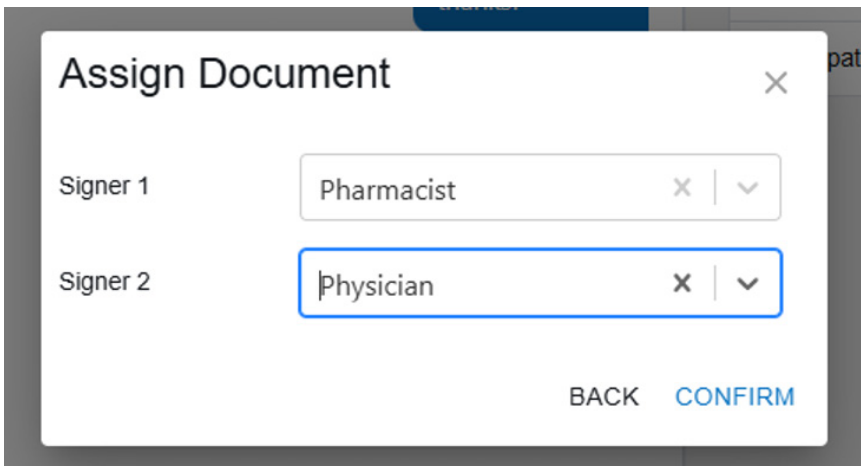
This opens a pop-up with a list of all documents in the library which can then be searched in the search field by document name.



The screenshot shows a "Choose from Template" pop-up window with the following elements:

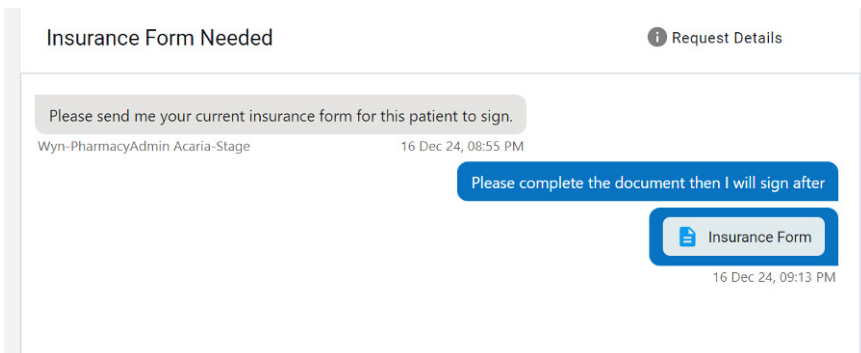
- Search field containing "Insu" with a clear (X) button.
- Search results list showing "Insurance Form" with a checkmark icon and "Uploaded on 16-12-2024".
- A blue **NEXT** button at the bottom right.

Select which user type should sign/fill first and which user should sign/fill second if there are two signers.



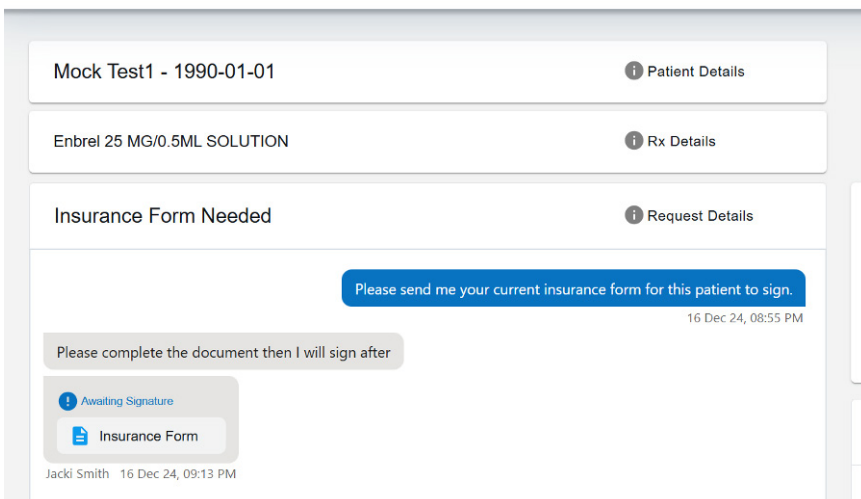
The 'Assign Document' dialog box features a title bar with a close button (X). It contains two rows for assigning signers. The first row is labeled 'Signer 1' and has a dropdown menu with 'Pharmacist' selected. The second row is labeled 'Signer 2' and has a dropdown menu with 'Physician' selected. At the bottom of the dialog, there are two buttons: 'BACK' and 'CONFIRM'.

Click confirm which will attach a signing request to the message. Type a message and send.



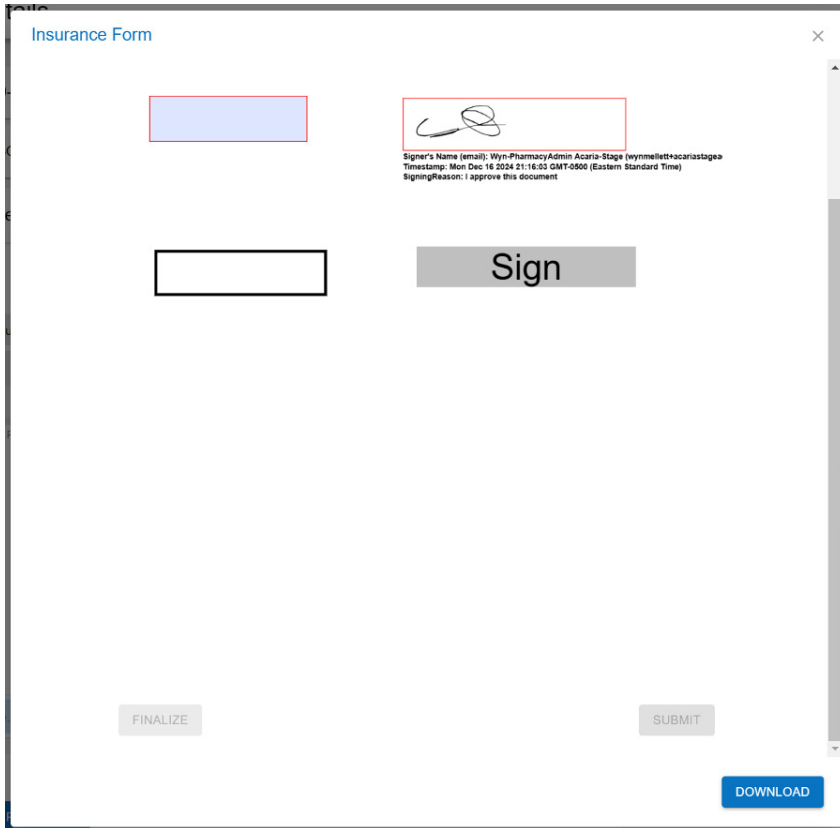
This screenshot shows a message titled 'Insurance Form Needed' with a 'Request Details' icon. The message content is: 'Please send me your current insurance form for this patient to sign.' It is from 'Wyn-PharmacyAdmin Acaria-Stage' and dated '16 Dec 24, 08:55 PM'. A reply bubble contains the text 'Please complete the document then I will sign after' and an attachment icon labeled 'Insurance Form' dated '16 Dec 24, 09:13 PM'.

← Request Details

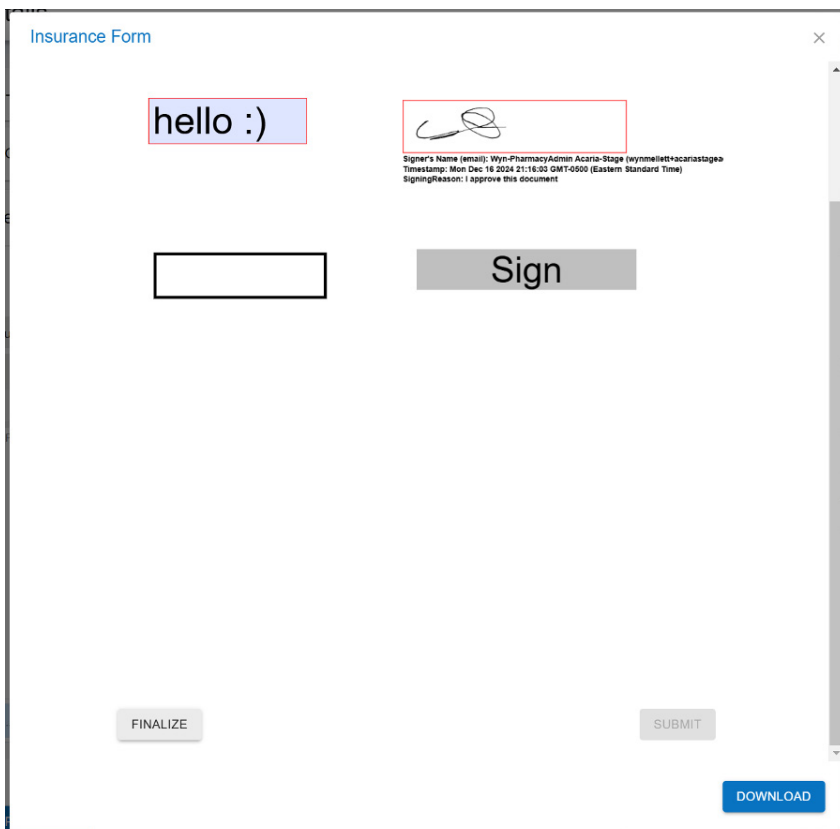


The 'Request Details' page shows a list of items. The first item is 'Mock Test1 - 1990-01-01' with a 'Patient Details' icon. The second item is 'Enbrel 25 MG/0.5ML SOLUTION' with an 'Rx Details' icon. The third item is 'Insurance Form Needed' with a 'Request Details' icon. Below this, there is a message from 'Jacki Smith' dated '16 Dec 24, 09:13 PM' with the text 'Please send me your current insurance form for this patient to sign.' and an 'Awaiting Signature' status. A reply bubble contains the text 'Please complete the document then I will sign after' and an attachment icon labeled 'Insurance Form'.

When it is a user's turn to sign the prompt in the message will say "Awaiting Signature."
Clicking on the document will open a pop-up to sign/fill the document.
Red outlines indicate required fields and fields for a different signer will not be editable.

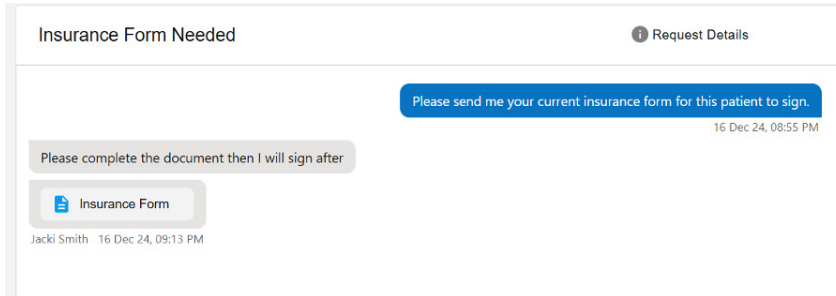


When all of the required fields are completed, the finalize button will be clickable.
Click finalize which will then enable the submit button.

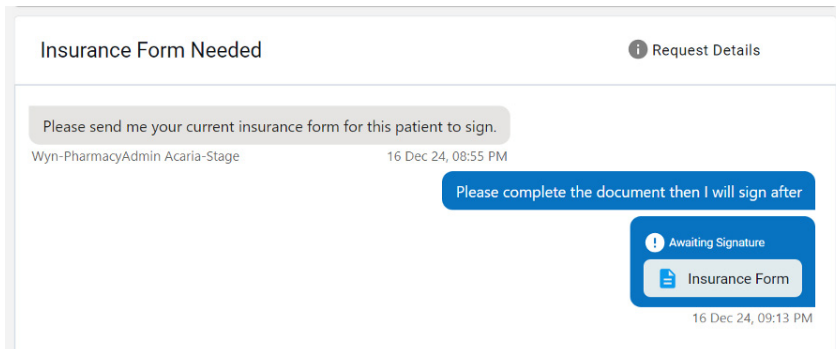


Submit the document to complete signing.

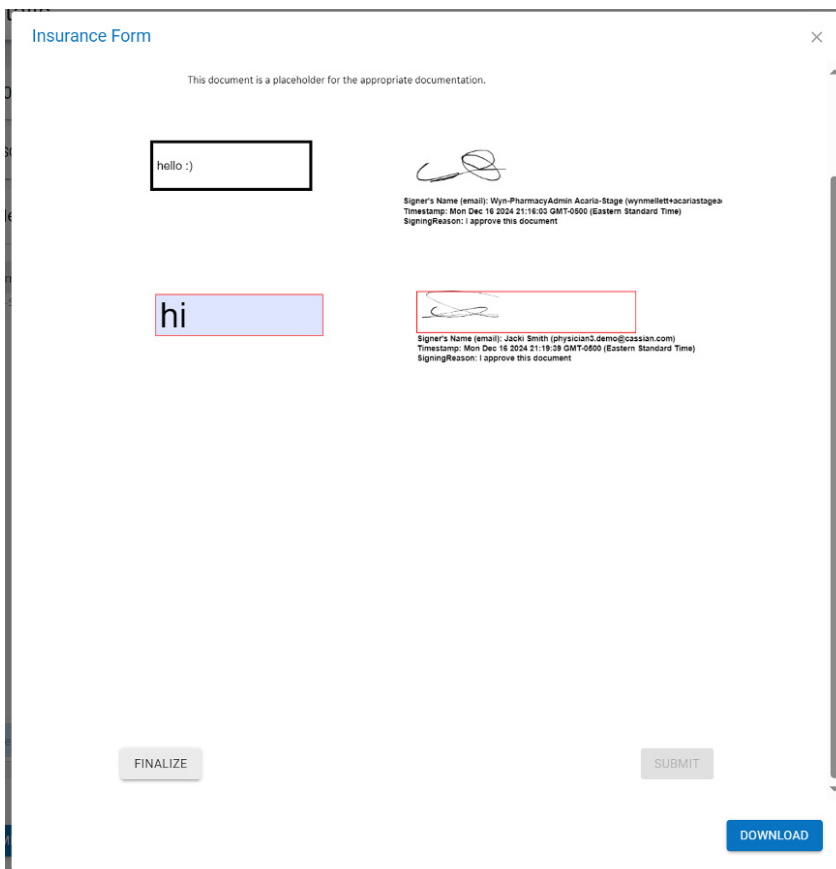
The document will no longer show awaiting signature to the current user. It is now waiting for the other role to complete signing.



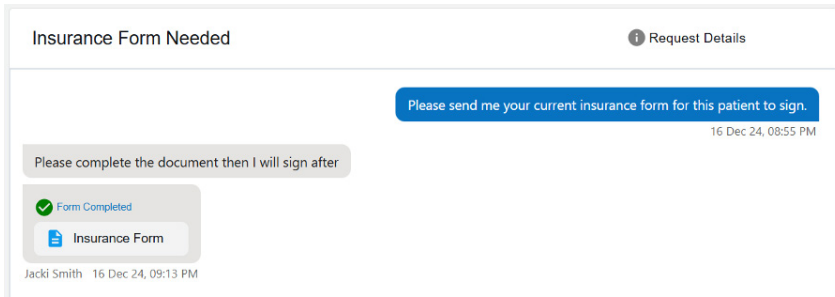
When a user views the request of the matching role type for signer 2, the second signer can now complete the document.



The first signer's fields and signature are complete and showing for the second signer. Complete all required fields and click finalize to enable the submit option.

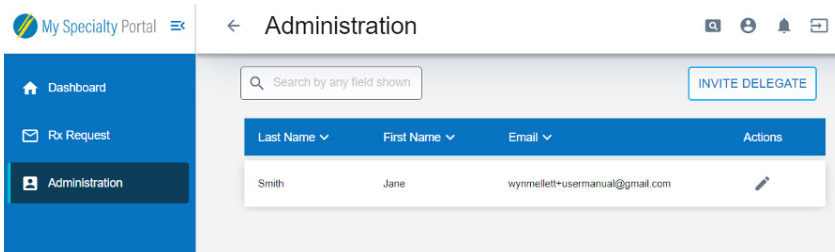


After successful submission from the final signer, the chat shows the document with a green check mark and “Form Completed”.

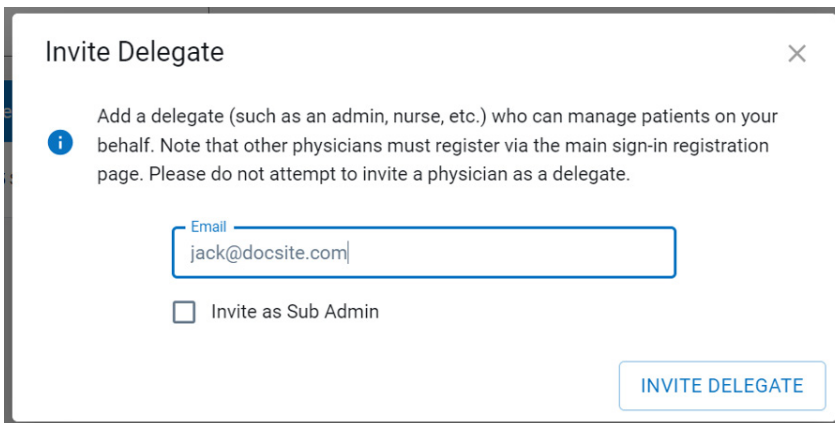


Provider - Invite Delegate

Navigate to the administration page.

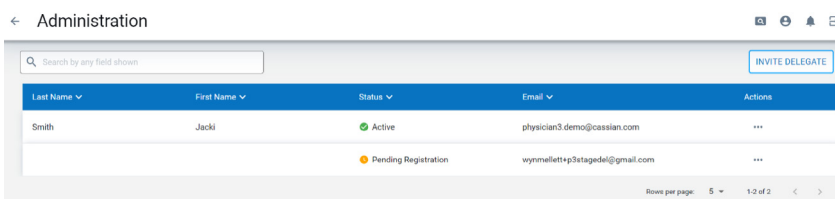


Click the invite delegate button.



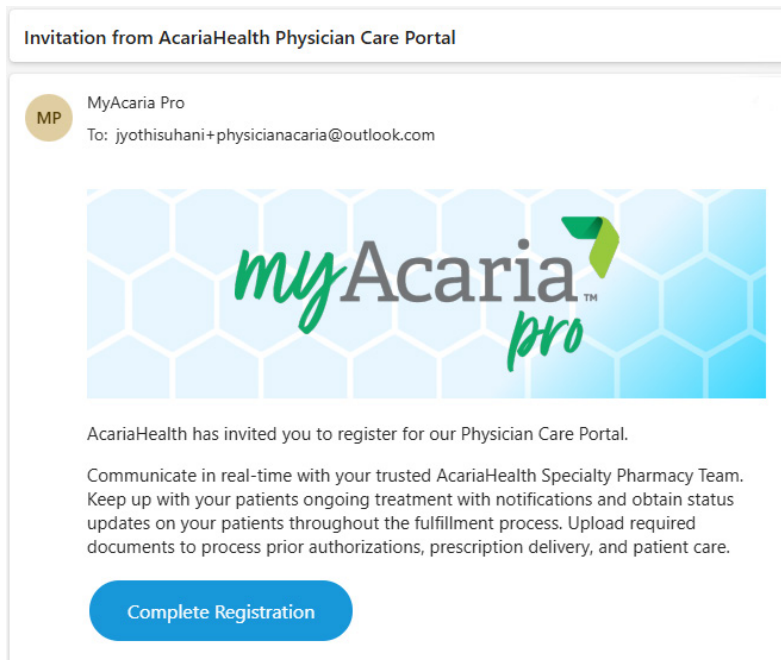
Enter the delegate user’s email you would like to invite and click invite delegate.

The pending user shows up and the name will be included once the delegate has successfully registered.



Provider Delegate - Registration

Delegate Receives a registration email.



Delegate clicks the registration link and is redirected to the web app to complete registration. Fill out the form and make sure the password complexity is met.

The form is titled "Complete your account" and includes the instruction "Email must match with the email where you received the invite." The fields are: First name (empty), Last name (empty), Email (filled with "wynmellett+stagedelegate@gmail.com"), Phone (country dropdown set to US, area code dropdown set to "+1", and phone number field empty), Password* (empty), Confirm Password* (empty). A red error message below the password field reads: "Password requirement: at least 10 characters - 1 each of lower case, upper case, number, symbol". A "SIGN UP NOW" button is at the bottom.

The form is titled "Complete your account" and includes the instruction "Email must match with the email where you received the invite." The fields are: First name (filled with "Delegate"), Last name (filled with "Example"), Email (filled with "wynmellett+stagedelegate@gmail.com"), Phone (country dropdown set to US, area code dropdown set to "+1 412 707", and phone number field filled with "9101"), Password* (filled with masked characters), Confirm Password* (filled with masked characters). A blue "SIGN UP NOW" button is at the bottom. Below the button is a link: "Have an account? [Sign In](#)".

Follow the same steps for initial login & MFA setup that can be found in the First Time Login section above.

Provider Delegate – Actions

A provider user is able to perform actions on behalf of a provider.

All of the provider sections in this guide can be followed the same for the Provider as the Provider Delegate User:

- > Exceptions are “provider registration” and “provider administration”.

Core Delegate Actions:

- > View patients & Rx statuses on dashboard.
- > View patient profile.

Create and respond to requests.

Example of Provider Delegate View.

Dashboard

Filters

Quick Filters: HAS UNREAD MESSAGES HAS INCOMPLETE REQUEST

Patient Name	Date of Birth	Medication	Status	Receipt Date	Need By Date	Provider	Chat
MOCK TEST1	1990-01-01	Humira 40 MG/0.4ML KIT	Unknown	2024-12-16	2025-01-15	Dr. J	Chat
MOCK TEST2	1990-01-01	Enbrel 25 MG/0.5ML SOLUTION	Unknown	2024-12-16	2025-01-15	Dr. J	Chat
MOCK TEST3	1990-01-01	Humira 40 MG/0.4ML KIT	Unknown	2024-12-16	2025-01-15	Dr. J	Chat
MOCK TEST4	1990-01-01	Enbrel 25 MG/0.5ML SOLUTION	Unknown	2024-12-16	2025-01-15	Dr. J	Chat
MOCK TEST5	1990-01-01	Humira 40 MG/0.4ML KIT	Unknown	2024-12-16	2025-01-15	Dr. J	Chat

Items per page: 5 1 of 15

Just like the provider, the user can view the Patient Profile.

Patient Profile

Mock Test1

Statuses Requests Orders Documents

Date of Birth: 1990-01-01
Phone: 347-216-6902
Sex: Female
Address: N/A
Email: jsmith@myacariaprovider1@gmail.com
Language Preference: English

Active Prescriptions

Medication	Rx Number	Status	Last Shipped	Receipt Date	Need By Date	Action
Enbrel 25 MG/0.5ML SOLUTION	20241155	Unknown	N/A	N/A	2025-01-15	Chat
Humira 40 MG/0.4ML KIT	20241142	Unknown	N/A	N/A	2025-01-15	Chat

Closed Prescriptions

And the request details.

Request Details

Mock Test1 - 1990-01-01

Enbrel 25 MG/0.5ML SOLUTION

Insurance Form Needed

Please send me your current insurance form for this patient to sign.
Wyn Pharmacy@myAcaria Pro 16 Dec 24, 05:55 PM

Please complete the document then I will sign after.

Form Completed Insurance Form

Thanks. This item is complete.
Wyn Pharmacy@myAcaria Pro 16 Dec 24, 09:21 PM

Type message here.

Actions

RE-OPEN PATIENT REQUEST

Name	Date Created	Actions
Insurance Form	16 Dec 24	Chat

Other Requests

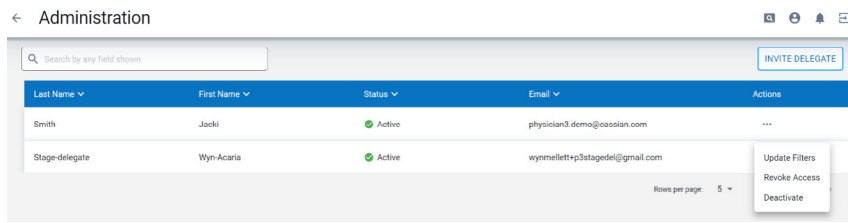
Status: Open

Subject	Rx #	Creator	Responder
Insurance Form	20241155	Physician	Physician

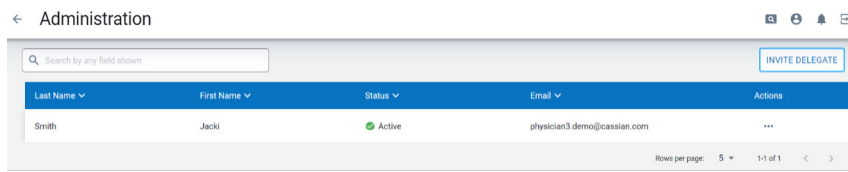
Provider – Revoke Delegate Access

A provider can revoke access for a delegate user by going to the Administration page.

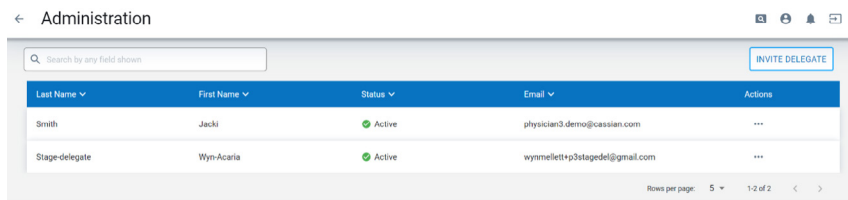
Click on the “...” icon in the Actions column and click Revoke access then when the confirmation pop-up appears click “Yes.”



The user will no longer show up in the list. Example Delegate user is now gone.



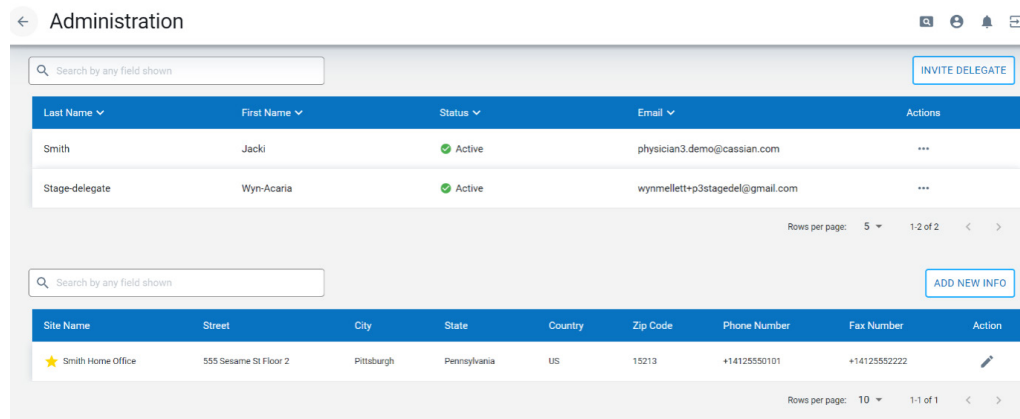
The delegate user can be re-invited and since the user already has an account they will immediately show back up as active.



Provider – Update Site Info

A provider can add or update site info by going to the administration page.

To add a new site, provider clicks add new info and provides site name and address.




Click the pencil icon to edit an existing site info.


Add Site Info

Site Name

Phone Number

 +1

Fax Number

 +1

Set as Primary Site

Address

Country

Street Address

Street Address 2 (Optional)

City/Town/Locality

State

Postal/Zip Code


SUBMIT

Edit Site Info


Site Name

Smith Home Office

Phone Number

 +1 412 555 0101

Fax Number

 +1 412 555 2222

Set as Primary Site

Address

Country

United States

Street Address

555 Sesame St

Street Address 2 (Optional)

City/Town/Locality

Pittsburgh

State

Pennsylvania

Postal/Zip Code


15213

UPDATE

Click update to save the change.

A provider can use the filter to search if there are multiple sites in the table.


Q smith ADD NEW INFO

Site Name	Street	City	State	Country	Zip Code	Phone Number	Fax Number	Action
★ Smith Home Office	555 Sesame St Floor 2	Pittsburgh	Pennsylvania	US	15213	+14125550101	+14125552222	

Rows per page: 10 1-1 of 1

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