

Health Gorilla

Clinical Connectivity Training Guide

No-Cost Diagnostic Interfaces with:

Scripps Health
Imaging Healthcare Specialists
LabCorp &
Quest



Scripps Affiliated
Medical Groups

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Why Use the “Scripps Affiliated Medical Groups” Health Gorilla – Clinical Connectivity Platform?

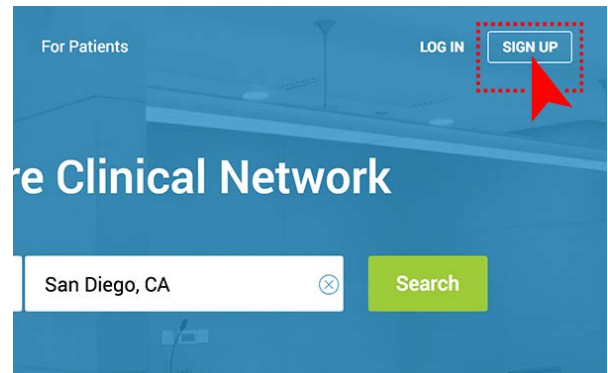
This easy-to-use no-cost clinical connectivity tool will continue to provide your practice the following benefits:

- Direct access to popular diagnostic lab & radiology vendor interfaces, including: LabCorp, Quest, Scripps Lab, & Imaging Healthcare Specialists.
- The ability to search and find diagnostic results over a patient network populated by several hundred physicians within our medical community. The functionality works like a “light” version of a Health Information Exchange (HIE).
- Future features may include:
 - Discharge summaries from Scripps Inpatient and Ambulatory settings.
 - Up to two years of retrospective data from LabCorp and Scripps Lab.
- HIPAA secure messaging between clinicians inside and outside of your medical practice.
- HIPAA secure patient referrals, eliminating the need for faxing paper documents.
- Your practice has the ability to grant permission-based access to add other staff members, such as Physicians, Nurse Practitioners, Medical Assistants, and Office Managers.

The Basics

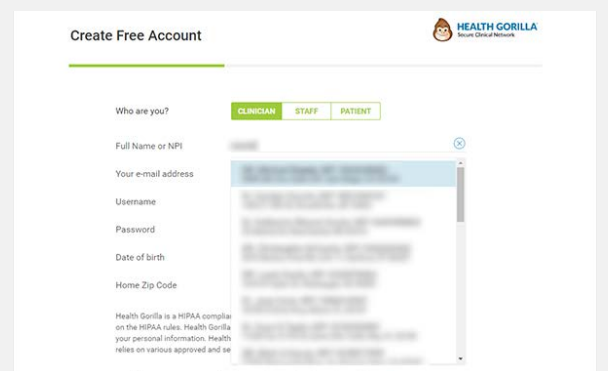
Sign-Up / Create a New Account

1. Visit www.healthgorilla.com
2. Click on "Sign Up" in the upper right hand corner.



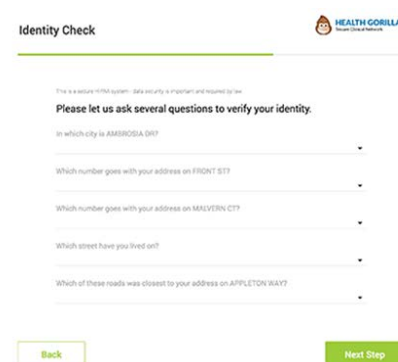
Create Free Account

3. Select whether you are a clinician, staff, or a patient
4. Complete the form by entering your full name or NPI, your email address, date of birth, and home zip code. Select a username / password.
5. Click on "Next Step" in the bottom right corner.



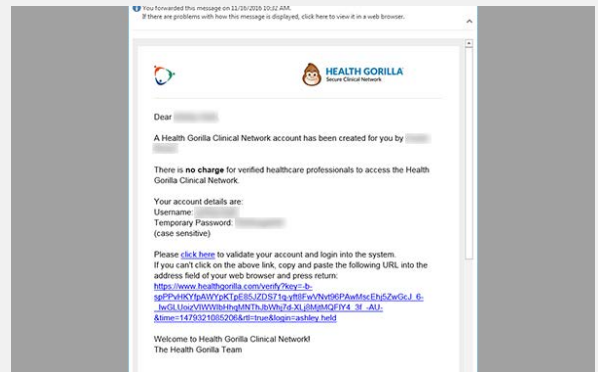
Identity Check

6. Answer the questions to verify your identity.
7. Click on "Next Step" in the bottom right corner.



Confirm Registration / Verify Email Address

8. Check your email. You should receive an email confirming the registration of your Health Gorilla account.
9. Click on the link provided to confirm your email address.



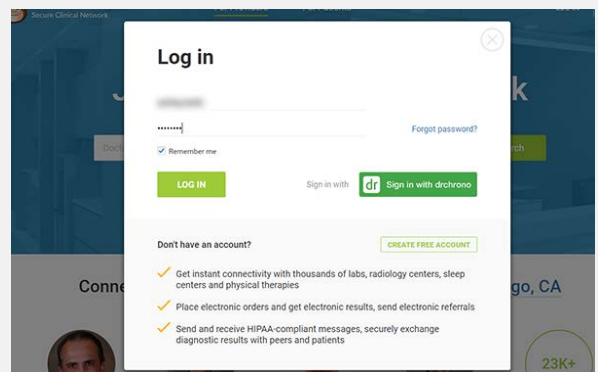
Logging into Your Account

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.



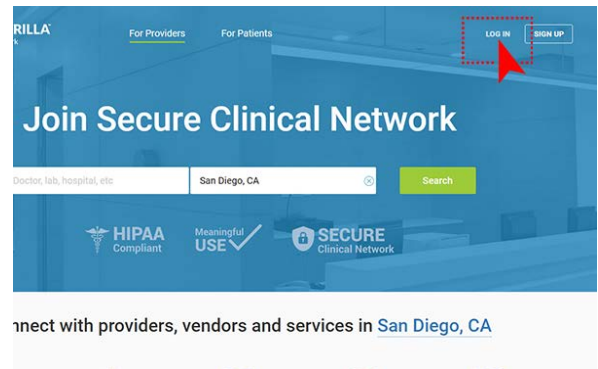
Log in

3. Enter your username and password.



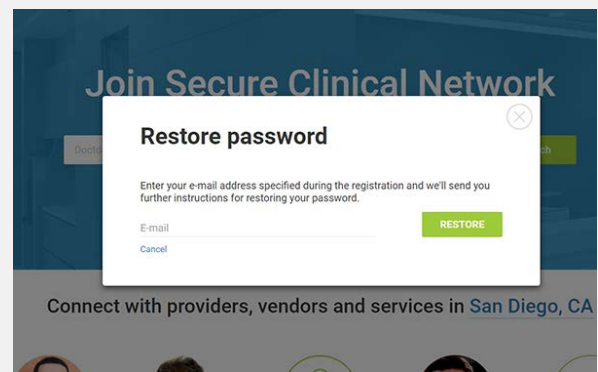
Forgot Your Password?

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.



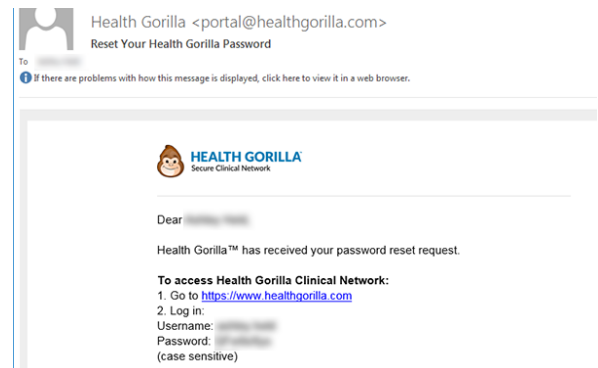
Request a temporary Password

3. Enter the email address associated with your Health Gorilla account.
4. Click on the green "Restore" button.



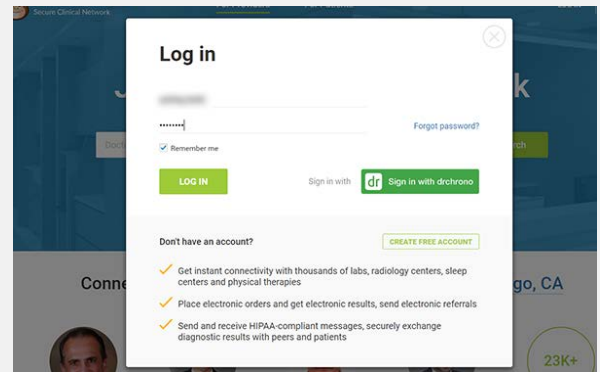
Confirm Registration / Verify Email Address

5. Check your email. You should receive an email indicating that your password reset request has been received.
6. Click on the link provided to confirm your email address.



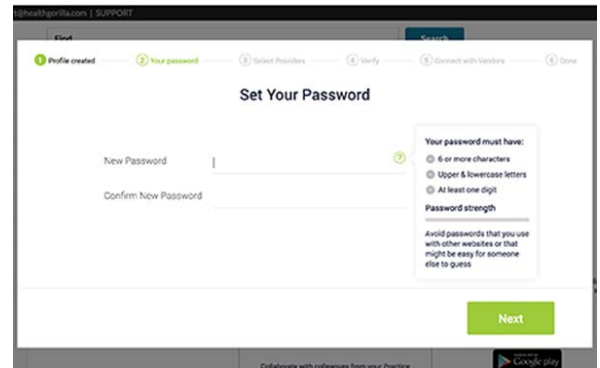
Log in Using Your Temporary Password

7. Return to www.healthgorilla.com
8. Click on "Log in" in the upper right hand corner.
9. Enter the username and password provided in the email.



Set Your New Password

10. Type in your new password.
11. Click on the green "Done" button.



Usage & Compliance

Business Associate Agreements

Health Gorilla & Scripps Affiliated Medical Groups

By signing our Business Associate Agreement (BAA) you gain the ability to share and access diagnostic patient data from a compendium of hundreds of Scripps Affiliated Medical Groups (Scripps AMG) physicians in San Diego County. By participating, you and your staff are able to access diagnostic patient data digitally, versus relying on facsimile and phone call to attain patient records.

It is our goal to increase physician and patient access to relevant data at the point of care, saving you and your medical staff valuable time and resources.

Health Gorilla – Clinical Connectivity is a HIPAA compliant, secure data storage and sharing platform.

Why Do I See the Scripps Affiliated Medical Groups logo?

The Scripps Affiliated Medical Groups (Scripps AMG) logo appears because your affiliated medical group (Mercy Physicians Medical Group and/or Scripps Mercy Physician Partners) is participating in technology and marketing services offered by Scripps AMG. The Health Gorilla – Clinical Connectivity services are offered exclusively through Scripps AMG and are not accessible by non-participating physicians within the Scripps Health medical community.

Personalize Your Account

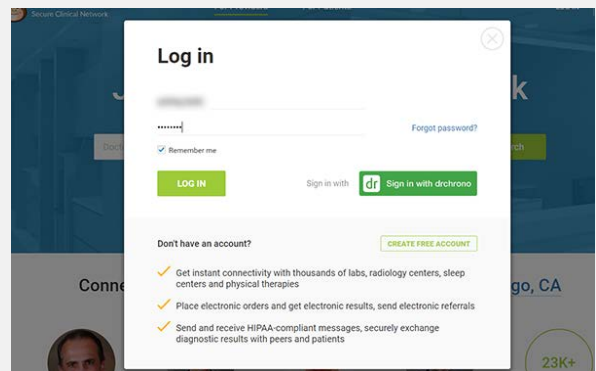
Update Your Name, Password or Email Address

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.

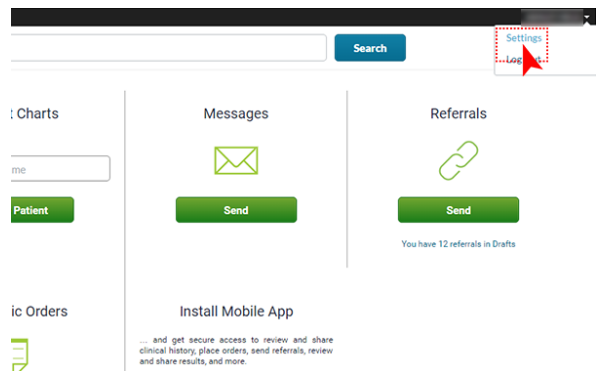


Log in

3. Enter your username and password.

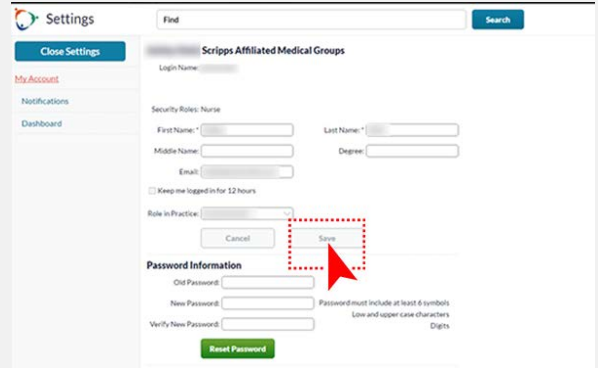


4. Click on your name in the upper right hand corner.
5. Click on "Settings" in the drop down.



Update User Information

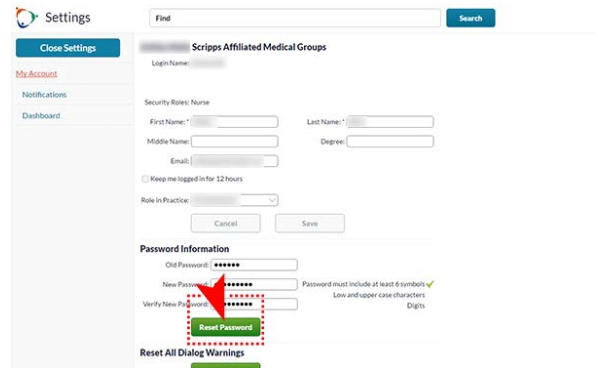
- To update your name, email address or role, edit the fields and click on the "Save" button.



The screenshot shows the 'Settings' page for a user. The user is identified as 'Scripts Affiliated Medical Groups'. The page includes a search bar at the top right. On the left, there are navigation tabs: 'Close Settings', 'My Account', 'Notifications', and 'Dashboard'. The main content area contains the following fields: 'Login Name', 'Security Roles: Nurse', 'First Name', 'Middle Name', 'Email', 'Last Name', and 'Degree'. There is a checkbox for 'Keep me logged in for 12 hours' and a 'Role in Practice' dropdown menu. Below these are 'Cancel' and 'Save' buttons. A red dashed box highlights the 'Save' button, with a red arrow pointing to it. At the bottom, there is a 'Password Information' section with fields for 'Old Password', 'New Password', and 'Verify New Password', along with a 'Reset Password' button.

Update Password

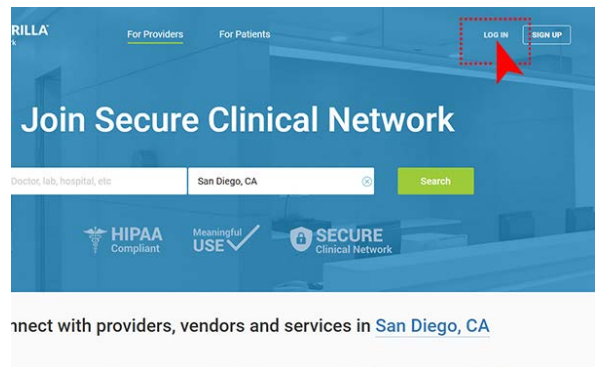
- To update your password, edit the fields and click on the green "Reset Password" button.



This screenshot is identical to the one above, but with a red dashed box highlighting the 'Reset Password' button in the 'Password Information' section. A red arrow points to this button. The 'New Password' and 'Verify New Password' fields contain asterisks, and a green checkmark is visible next to the password requirements text: 'Password must include at least 6 symbols Low and upper case characters Digits'.

Change Your Notification Settings (e.g. Emails, Push Notifications to Mobile App)

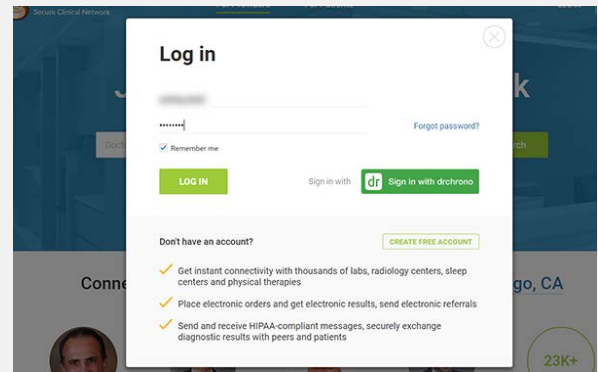
- Visit www.healthgorilla.com
- Click on "Log in" in the upper right hand corner.



The screenshot shows the homepage of the HealthGorilla website. At the top right, there are 'LOG IN' and 'SIGN UP' buttons. A red dashed box highlights the 'LOG IN' button, with a red arrow pointing to it. The main heading is 'Join Secure Clinical Network'. Below this is a search bar with the text 'Doctor, lab, hospital, etc' and 'San Diego, CA' entered, and a green 'Search' button. At the bottom, there are logos for 'HIPAA Compliant', 'Meaningful USE', and 'SECURE Clinical Network'. A link at the bottom reads 'Connect with providers, vendors and services in San Diego, CA'.

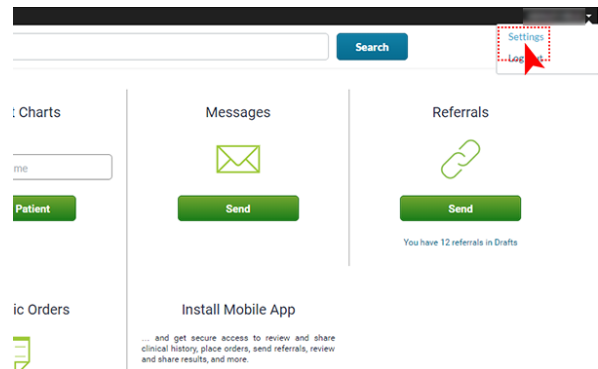
Log in

3. Enter your username and password.

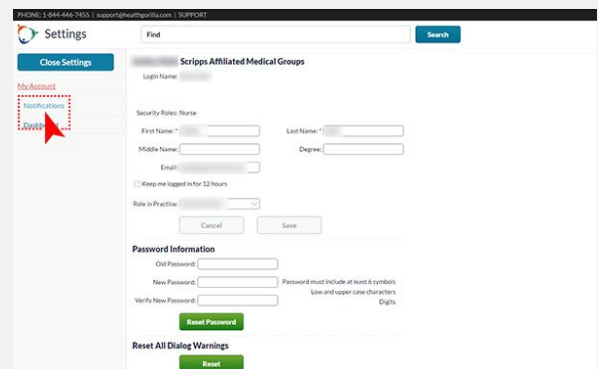


4. Click on your name in the upper right hand corner.

5. Click on "Settings" in the drop down.



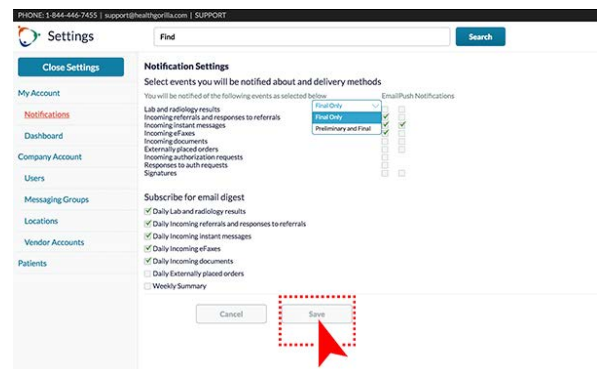
6. Click on "Notifications", located in the left menu under "My Account".



Update Your Email / Push Notification Settings

7. Update your notification preferences by selecting / deselecting from the list available.

8. Click on the "Save" button to save your changes.



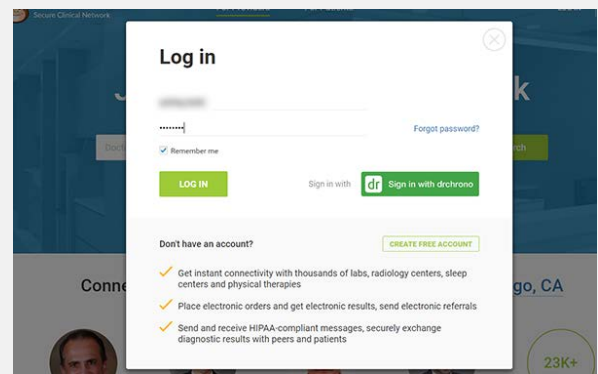
Customize Your Company / Practice

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.

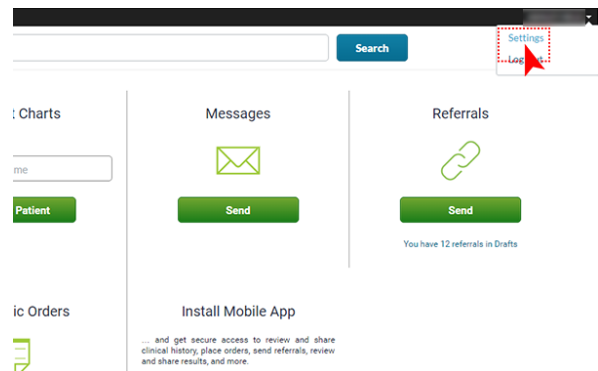


Log in

3. Enter your username and password.



4. Click on your name in the upper right hand corner.
5. Click on "Settings" in the drop down.



6. Click on "Company Account", located in the left menu.

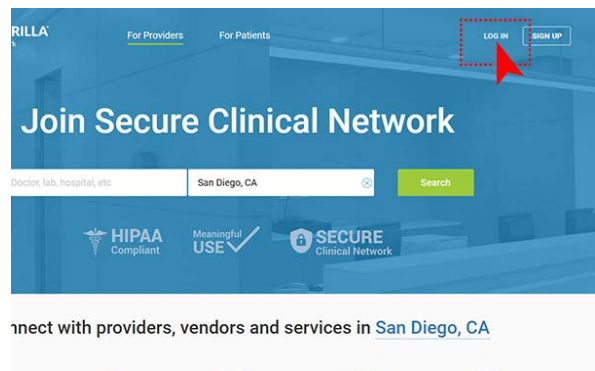
The screenshot shows the 'Settings' page for 'Scripts Affiliated Medical Groups'. The left sidebar contains a menu with 'Company Account' highlighted by a red dashed box and a red arrow pointing to it. The main content area includes fields for 'Login Name', 'First Name', 'Middle Name', 'Last Name', 'Email', and 'Degree'. There are also checkboxes for 'Keep me logged in for 12 hours' and a 'Role in Practice' dropdown. A 'Password Information' section contains fields for 'Old Password', 'New Password', and 'Verify New Password', along with a 'Reset Password' button. At the bottom, there is a 'Reset All Dialog Warnings' button.

7. If you would like all users within your practice to automatically have patient results marked as 'read', uncheck the "Mark records as read for everyone in the practice" box.

The screenshot shows the 'Settings' page for 'Company Account'. The left sidebar has 'Company Account' selected. The main content area includes fields for 'Company Name', 'Web Site', and 'Company NPI'. There are several checkboxes: 'Do Not Print Labels with Orders', 'Collect Specimen in the Office', 'Mark records as Read for everyone in the practice' (which is checked), and 'Mark records as Read via button'. Below these are fields for 'Send copy of all results to this fax' and 'Specialties'. There are also sections for 'Licenses' and 'Procedures', each with an 'Add new' button and a 'Save' button. At the bottom, there is a 'Box.com Settings' section.

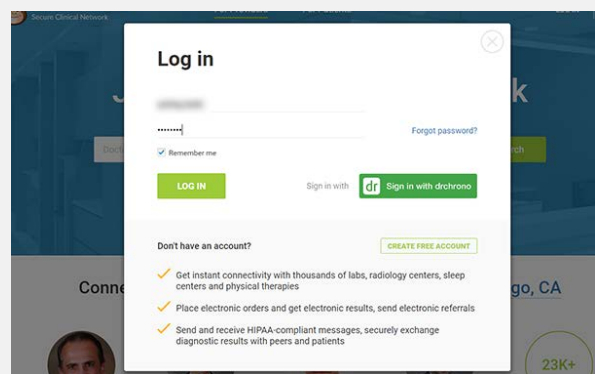
Add Staff / Team Members

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.

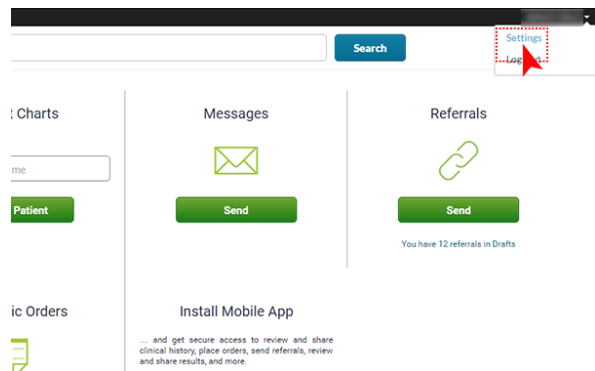


Log in

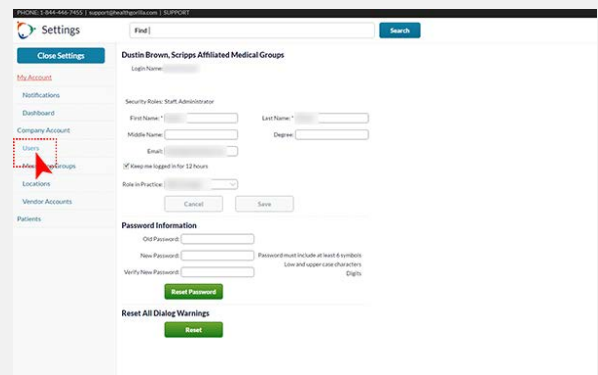
3. Enter your username and password.



4. Click on your name in the upper right hand corner.
5. Click on "Settings" in the drop down.

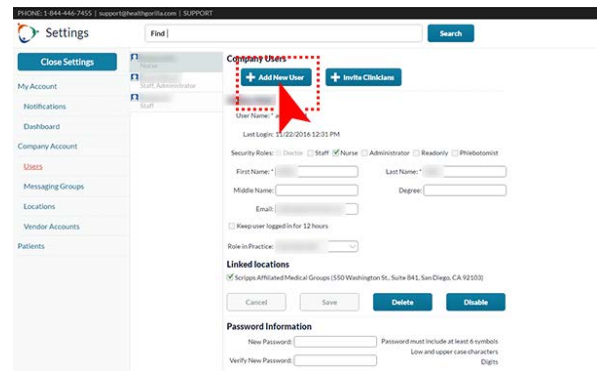


- Click on "Users", located in the left menu under "Company Account".



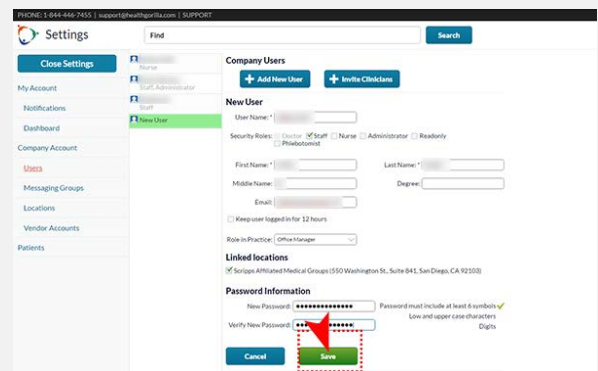
Add New User

- Click on the blue "+ Add New User" button.



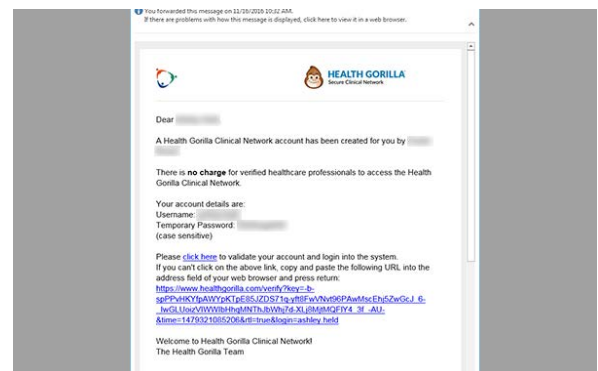
Fill in New User Information

- Create a user name and password, and complete the required fields.
- Please note – you may select "Keep me logged in for 12 hours" if desired. This saves time by only requiring a user to log in once during the work day.
- Click on the green "Save" button to save changes, and add the new user.



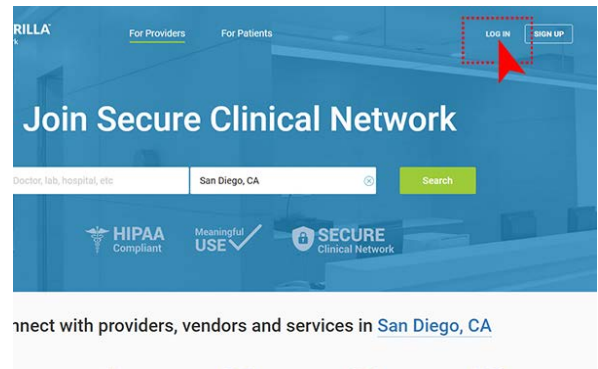
Confirm Registration / Verify Email Address

- The new user will receive an invitation to connect via email.
- Have the user click on the link provided to validate their account, and log into the system.



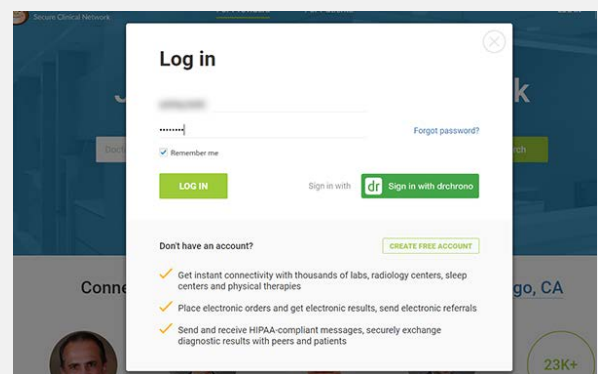
Delete / Disable an Existing User

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.

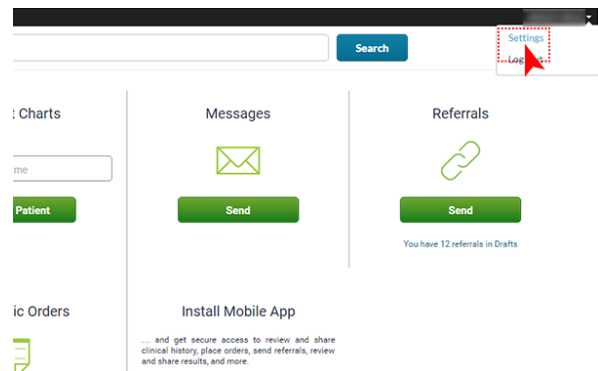


Log in

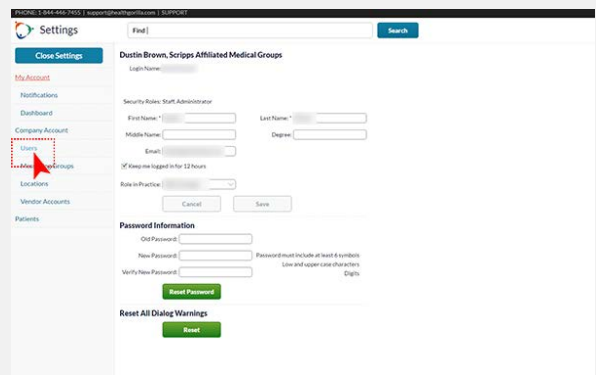
3. Enter your username and password.



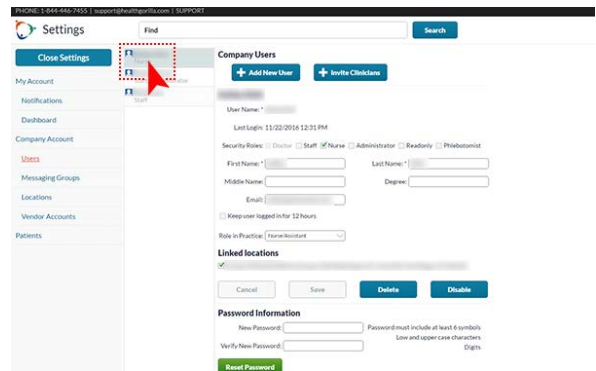
4. Click on your name in the upper right hand corner.
5. Click on "Settings" in the drop down.



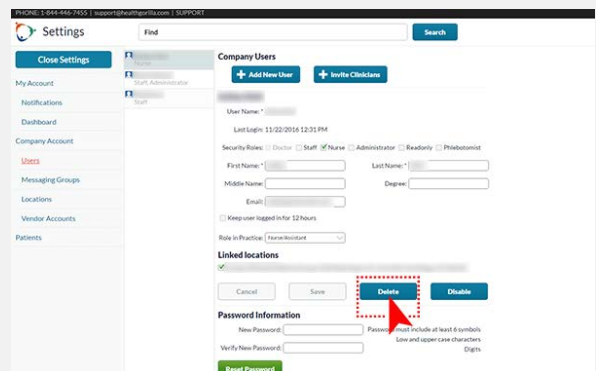
6. Click on "Users", located in the left menu under "Company Account".



7. Click on the user you would like to delete or disable.



8. Click on the blue "delete" button to permanently delete the user; or click on the blue "disable" button to temporarily disable the user.



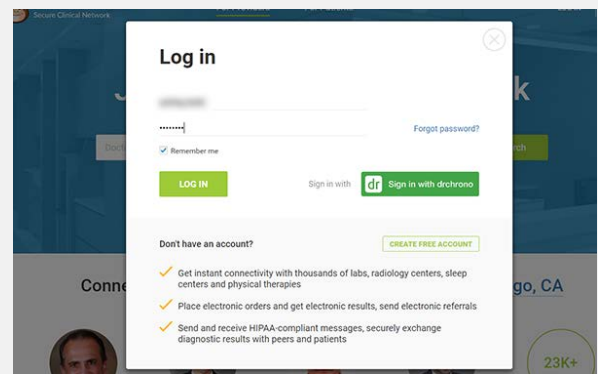
Customize Your Dashboard

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.

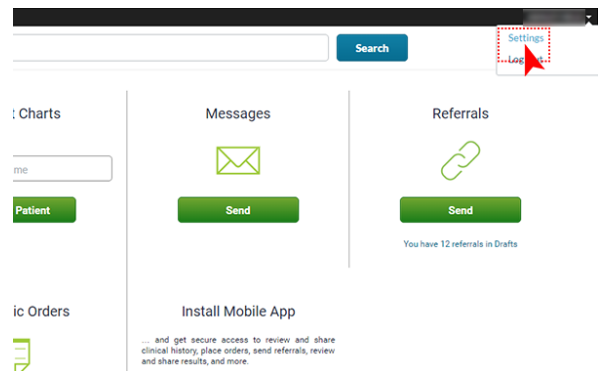


Log in

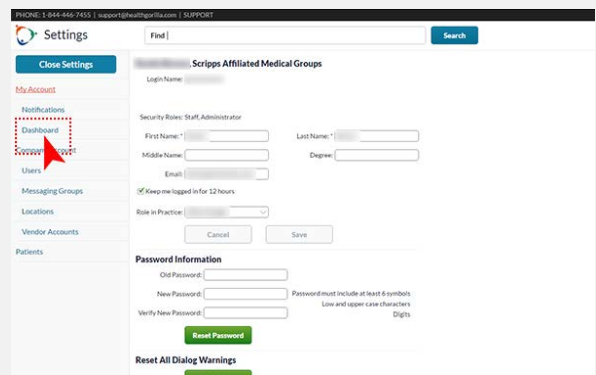
3. Enter your username and password.



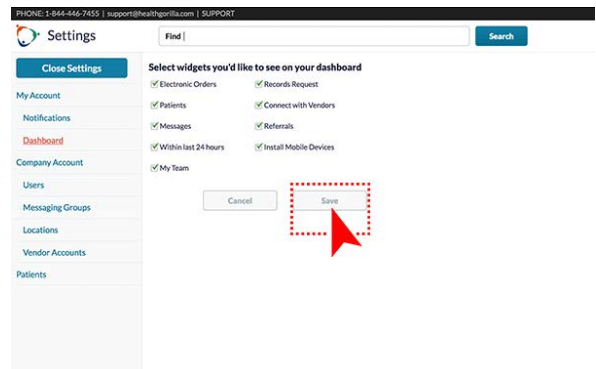
4. Click on your name in the upper right hand corner.
5. Click on "Settings" in the drop down.



6. Click on "Dashboard", located in the left menu under "My Account".



7. Update your dashboard preferences by selecting / deselecting from the list of widgets available.
8. Click on the "Save" button to save your changes.



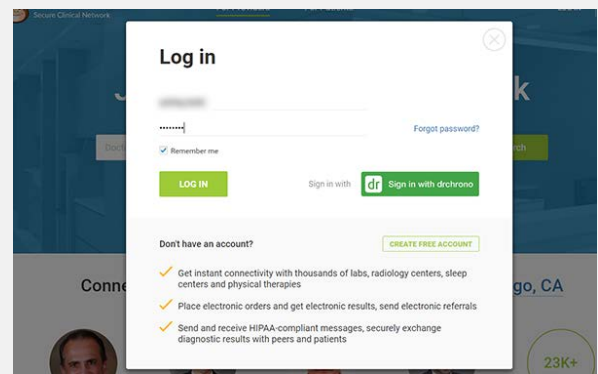
Create a New Messaging Group

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.

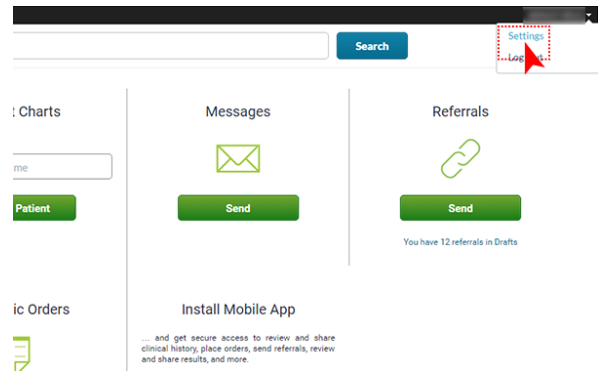


Log in

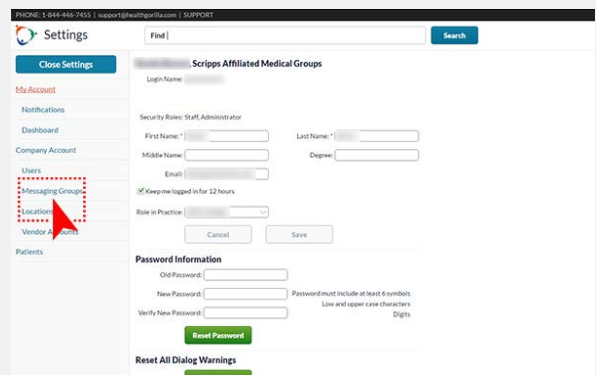
3. Enter your username and password.



4. Click on your name in the upper right hand corner.
5. Click on "Settings" in the drop down.

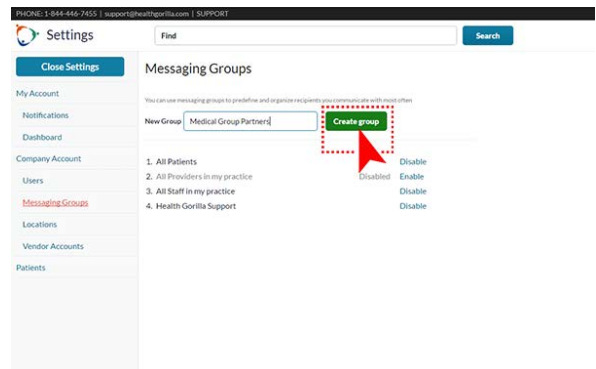


- Click on "Messaging Groups", located in the left menu under "Company Account".



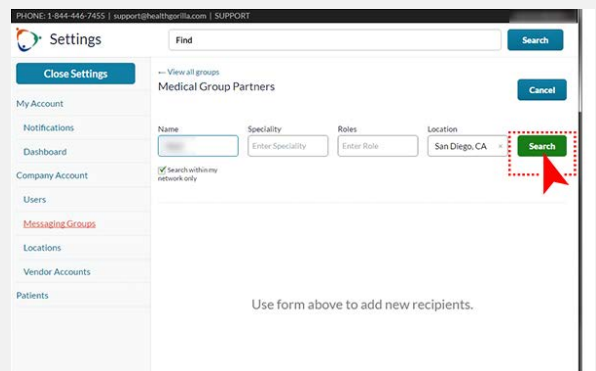
Create a New Messaging Group

- Create a name for the new group (i.e. "Medical Group Partners"), by entering it in the free-form box next to "New Group".
- Click on the green "Create Group" button to create the new Messaging Group.

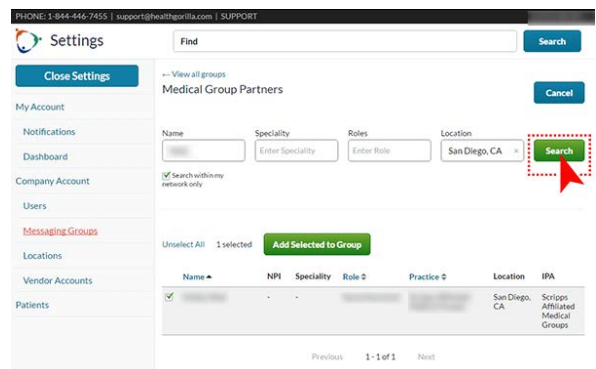


Add Users to the New Messaging Group

- Enter the last name, and specialty.
- Select "Search within my network only" if the user is part of your network. Leave the box blank if the user is not part of your network.
- Click on the green "Search" button to search for the user.

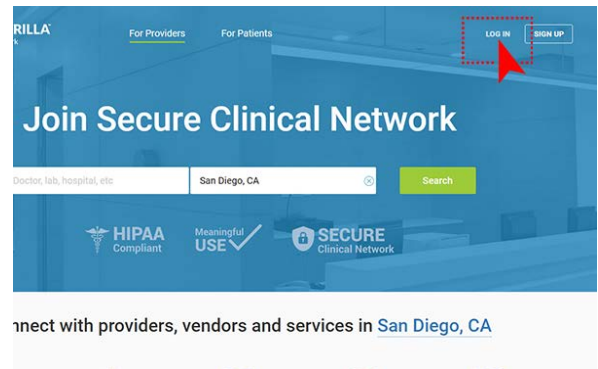


- Select the user you would like to add to the Messaging Group.
- Click on the green "Add Selected to Group" button.



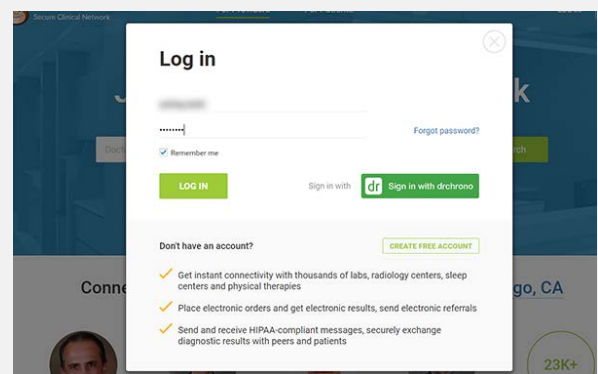
Enable / Disable Existing Messaging Groups

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.

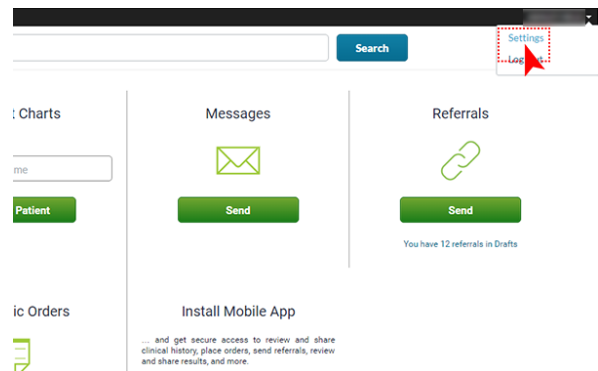


Log in

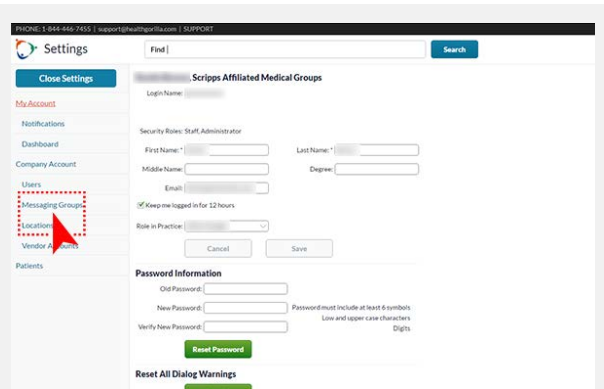
3. Enter your username and password.



4. Click on your name in the upper right hand corner.
5. Click on "Settings" in the drop down.

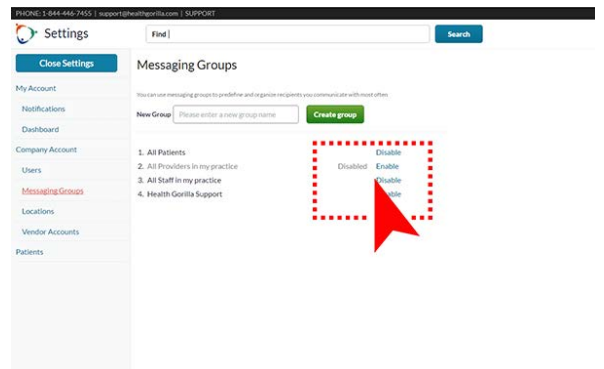


- 6. Click on "Messaging Groups", located in the left menu under "Company Account".



Disable or Enable an existing Messaging Group.

- 7. Click on "Disable" to disable the existing enabled messaging group.
- 8. Click on "Enable" to enable the existing disabled messaging group.



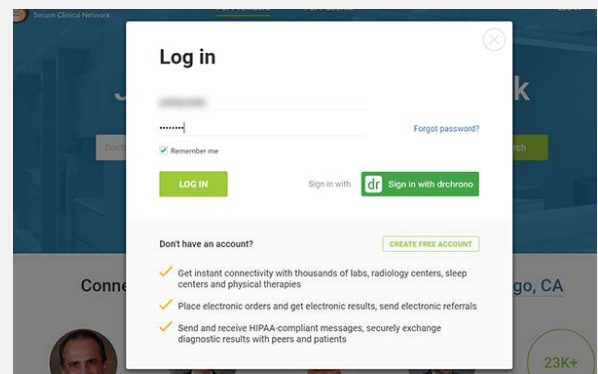
Remove a User from an Existing Messaging Group

1. Visit www.healthgorilla.com
2. Click on “Log in” in the upper right hand corner.

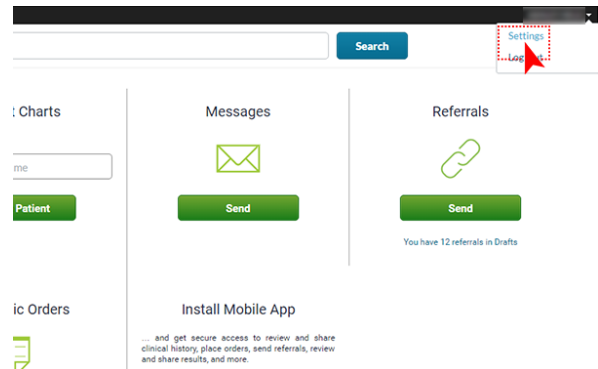


Log in

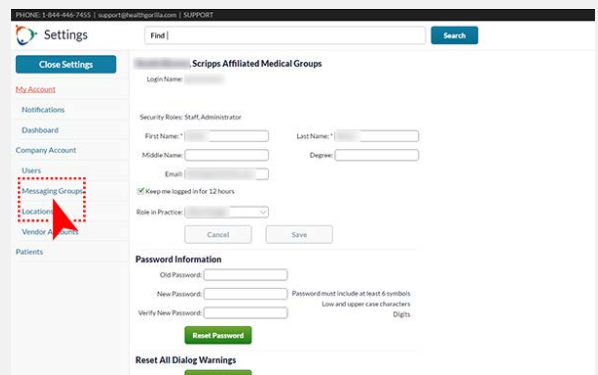
3. Enter your username and password.



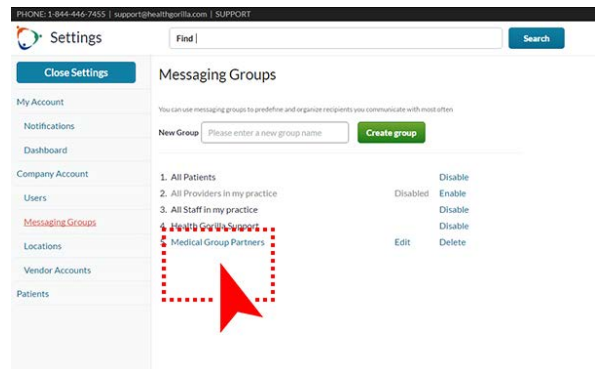
4. Click on your name in the upper right hand corner.
5. Click on “Settings” in the drop down.



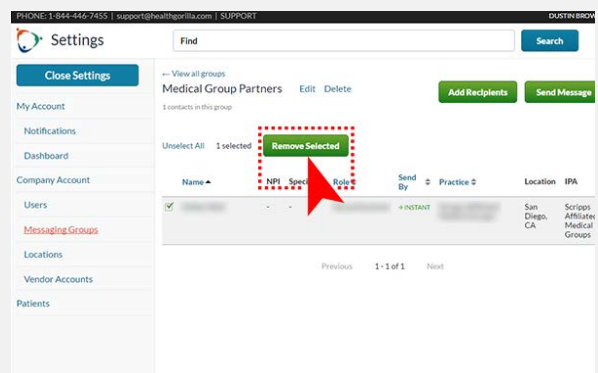
6. Click on "Messaging Groups", located in the left menu under "Company Account".



7. Click on the Messaging Group you would like to remove the user from.



- 8. Check the box next to the user you would like to remove.
- 9. Click on the green "Remove Selected" button to remove the user from the Messaging Group.



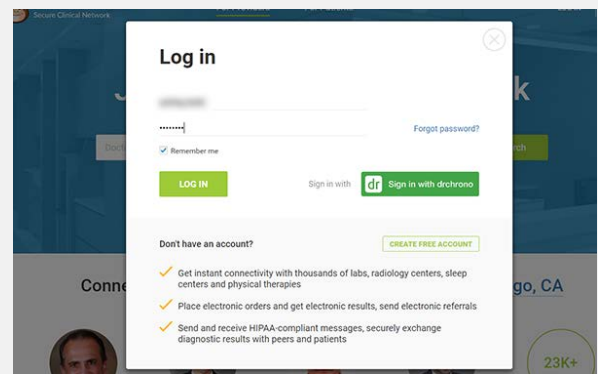
Update Location Information

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.

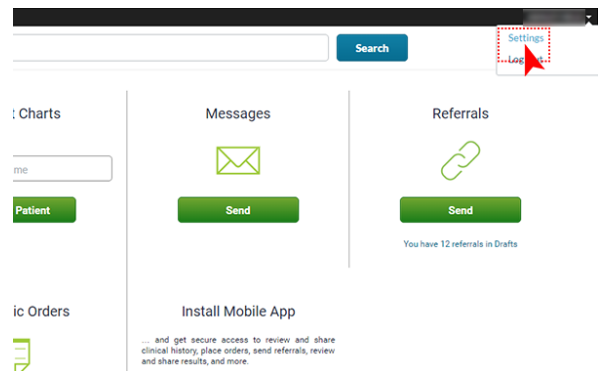


Log in

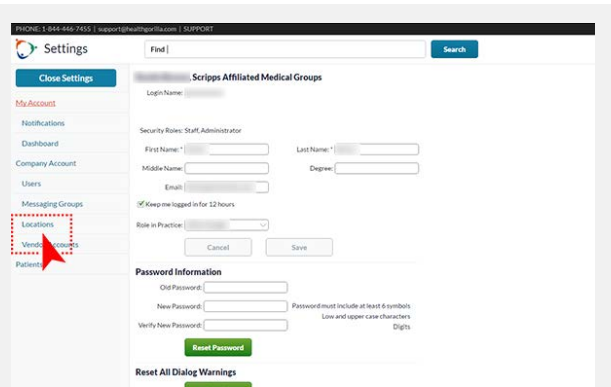
3. Enter your username and password.



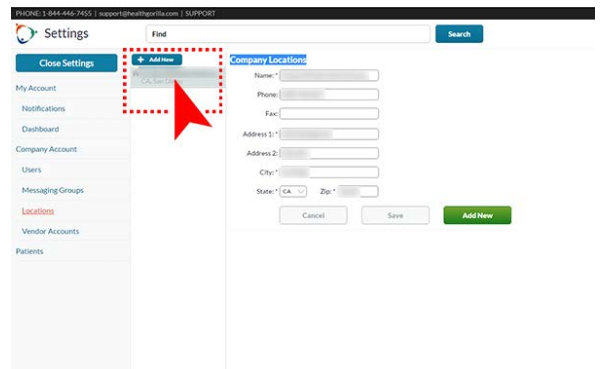
4. Click on your name in the upper right hand corner.
5. Click on "Settings" in the drop down.



6. Click on "Locations", located in the left menu under "Company Account".

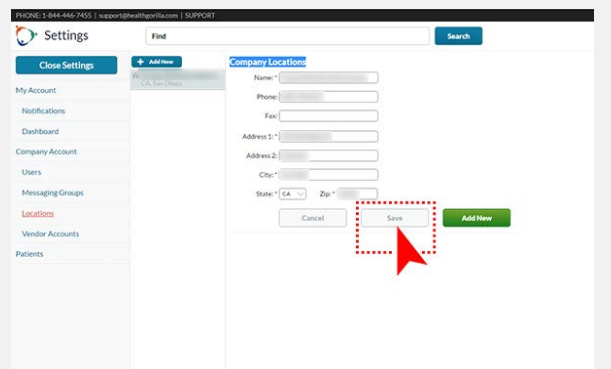


7. Review existing your existing location(s), listed just to the right of the left menu.



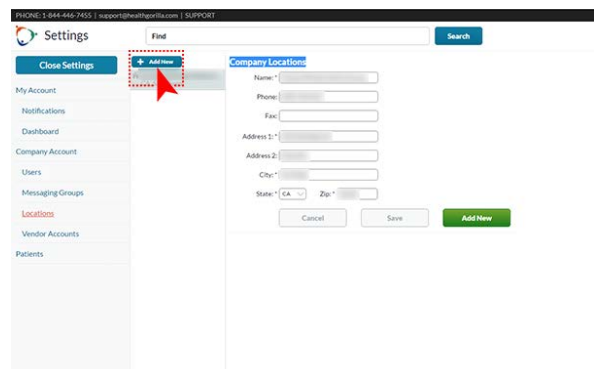
Edit an Existing Location

8. Make the necessary edits, and click on the grey "Save" button.

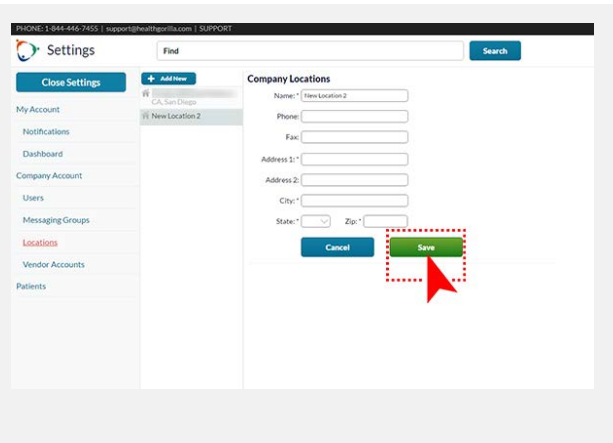


Add a New / Additional Location

9. Click on the blue "+ Add New" button, located just to the right of the left menu.



10. Add the new / additional location by completing the required fields.
11. Click on the green "Save" button to save your changes.



Using Health Gorilla

Upload Your Patient Demographics

Exporting

Please contact or reference your Practice Management System / Electronic Medical Record vendor's method to export your patient demographics into a .CSV file format. A .CSV file format is extremely common across various data exporting systems. A standard data export should include:

- First Name
- Last Name
- Gender
- Date of Birth
- Insurance Information
- Address

Importing

You can easily import your .CSV data file into the Health Gorilla – Clinical Connectivity platform, using three different methods.

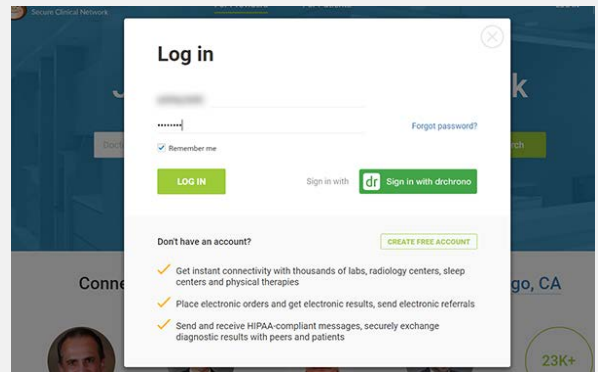
Option 1: Export a .CSV file from your EMR or PM system, and submit using Health Gorilla's File Import method.

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.



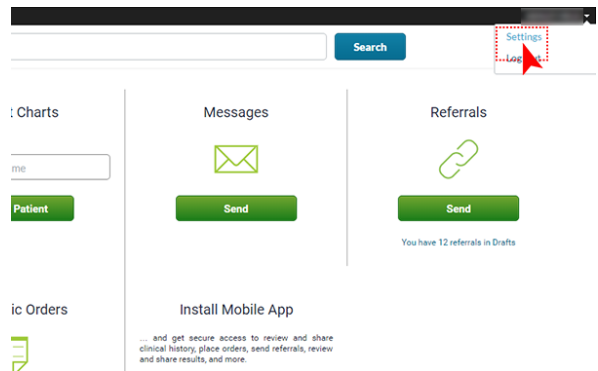
Log in

3. Enter your username and password.

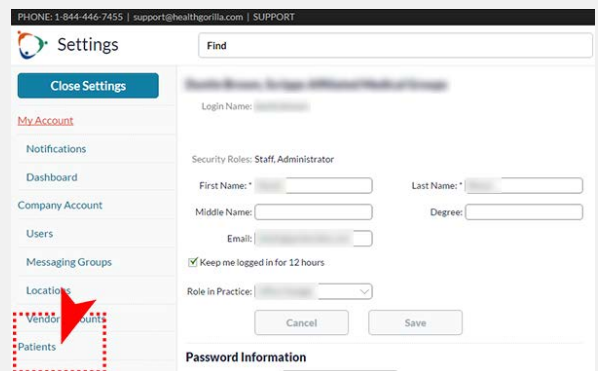


4. Click on your name in the upper right hand corner.

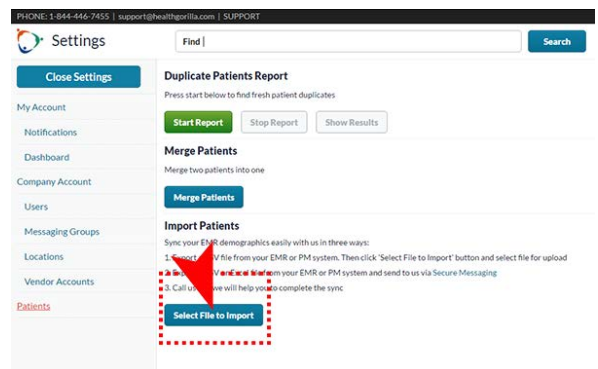
5. Click on "Settings" in the drop down.



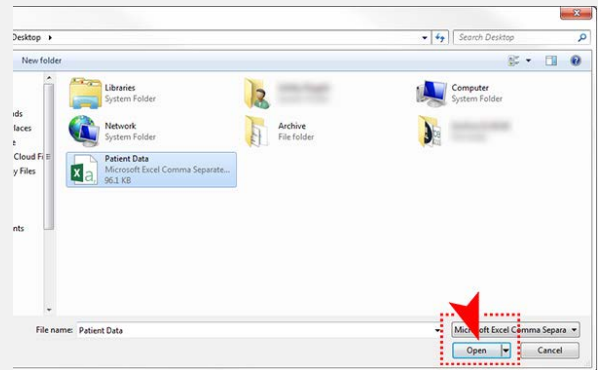
6. Click on "Patients" in the left menu.



7. Click on the blue "Select File to Import" button, located under "Import Patients".

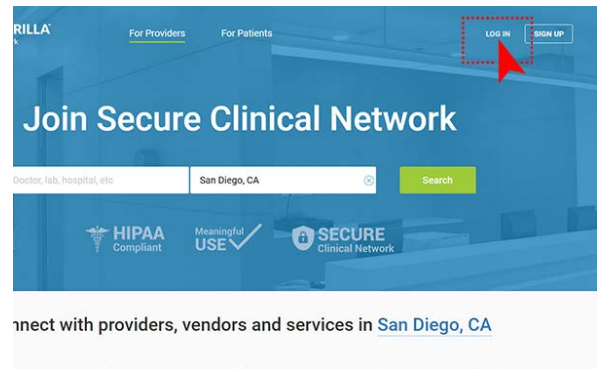


8. Select the file containing your updated patient demographics, and click on "Open".



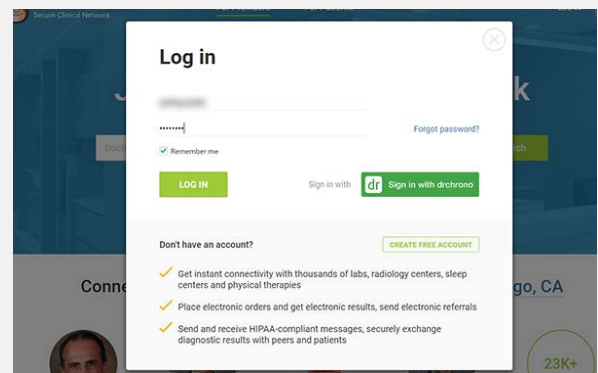
Option 2: Export a .CSV or Excel file from your EMR or PM system and send to Health Gorilla via Secure Messaging.

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.

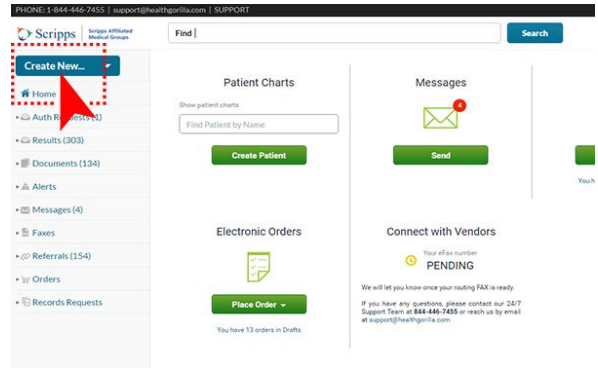


Log in

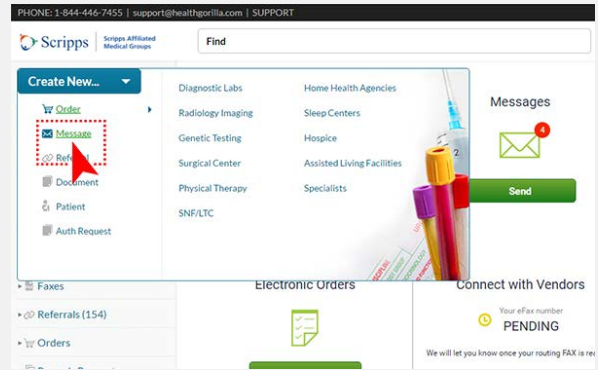
3. Enter your username and password.



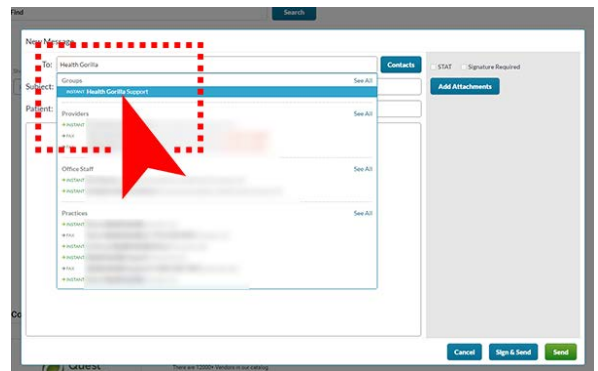
4. Click on the blue “Create New...” button in the top left corner.



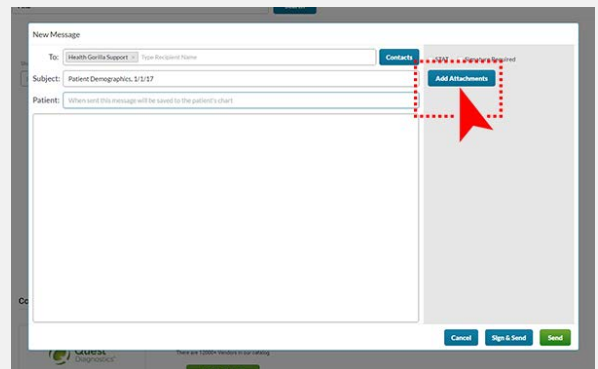
5. Select “Message” from the drop down options.



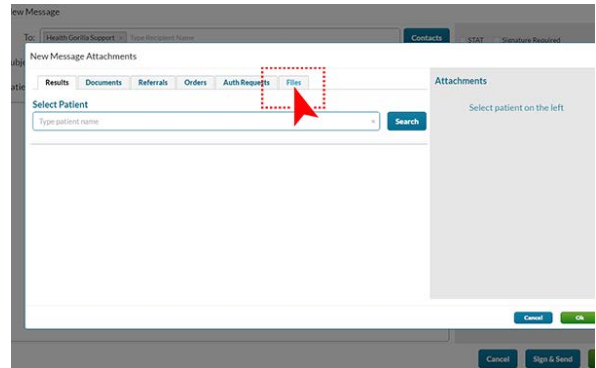
6. In the “To” line, type in “Health Gorilla Support”.
7. In the “Subject” line, type in “Patient Demographics, [date]” (i.e. “Patient Demographics, 1/1/17”).



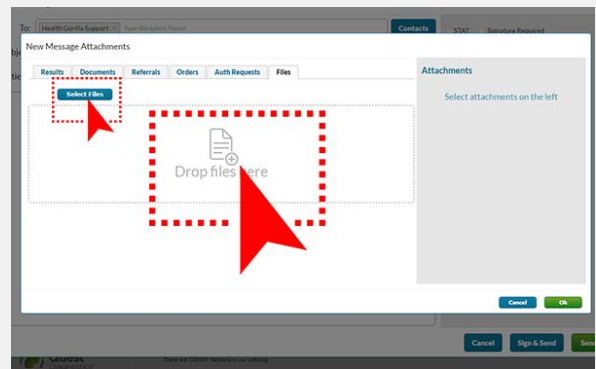
8. Click on the blue “Add Attachments” button.



9. Click on the "Files" tab.

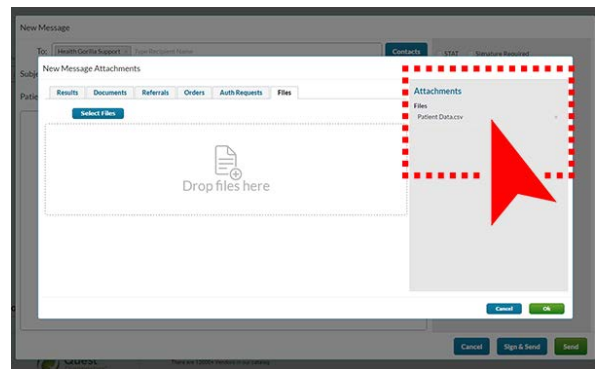


10. Upload your .CSV file by either clicking on the blue "Select Files" button, or drag and drop your file within the specified box.

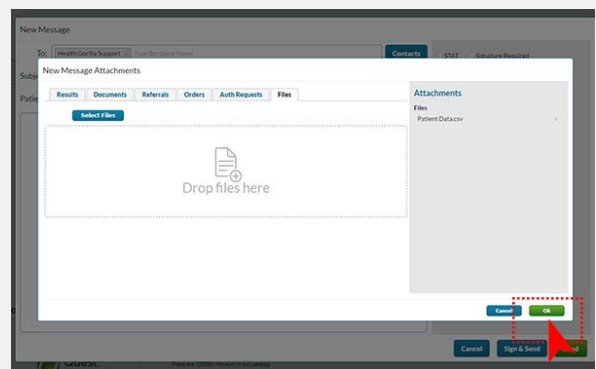


11. Check to make sure your file has properly uploaded. The file name will be listed in the gray "Attachments" box on the right.

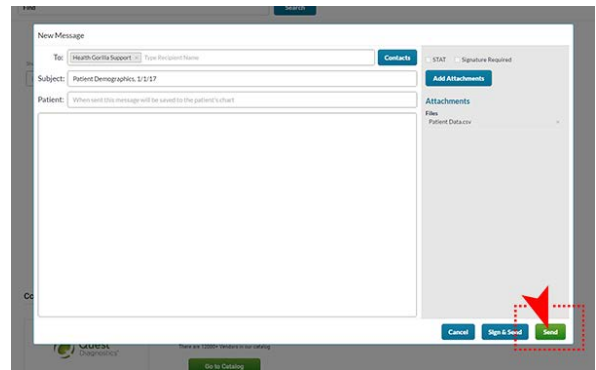
**Please note – you may remove attachments by clicking on the "x" next to the file name.



12. Click on the green "Ok" button to finalize adding the attachment.



13. Click on the green "Send" button.



Option 3: Call Health Gorilla at 1-844-446-7455 and our support team will help you complete the data sync!

Add a New Vendor Interface (LabCorp, Quest, Imaging Healthcare, Scripps Lab)

How Does our Practice Interface to New Vendors?

Interfaces with LabCorp, Quest, Imaging Healthcare Specialists, and Scripps Lab are available. The typical activation period varies by vendor and can take up to 45 days. In most cases, activations are completed in 15 – 30 calendar days.

Please click this (link) to complete our online registration form, or contact Physician Partners administration (619) 359-6600 / contact@partnersdocs.com

Why Is This Important?

This step is VERY important for a few different reasons.

1. Adding an interface for each vendor will enable you to discretely order and receive diagnostic results. By creating an interface, you eliminate the need for paper faxing to place orders and receive order results in your practice!

2. Your diagnostic patient data is shared among hundreds of Scripps Affiliated Independent Practices. This also means that you will have access to their patient diagnostic records. This can significantly reduce the time you and your staff spend trying to locate recent diagnostic reports.

3. PLEASE NOTE – Data is only accessible and sharable by practices that have signed a Business Associate Agreement with Scripps Affiliated Medical Groups & Health Gorilla. In addition, your patient demographics must also be uploaded into the Health Gorilla – Clinical Connectivity Platform.

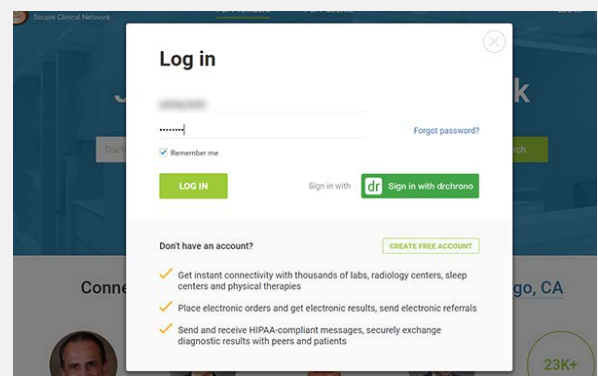
Place a New Order (Lab, Imaging, SNF, Hospice, etc.)

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.

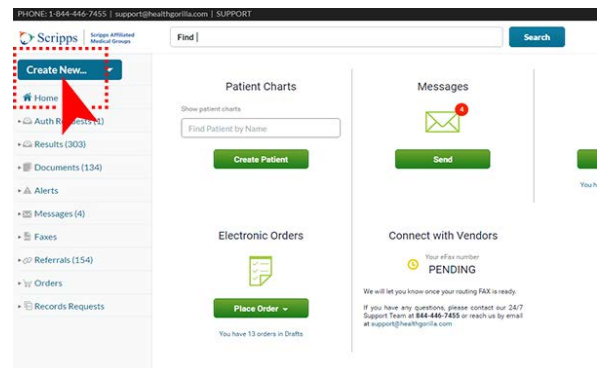


Log in

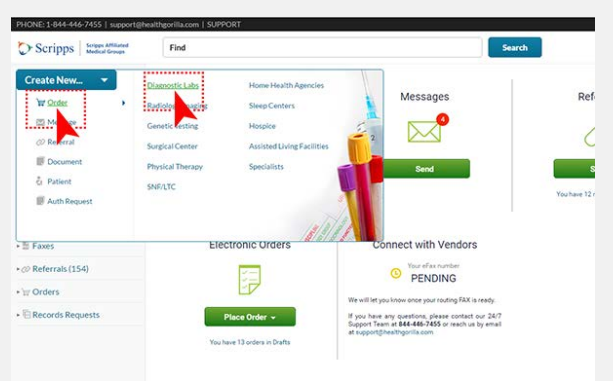
3. Enter your username and password.



4. Click on the blue "Create New..." button in the top left corner.

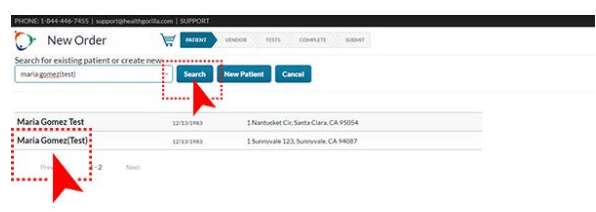


5. Select "Order" from the list of options.
6. Choose the type of order you would like to request.



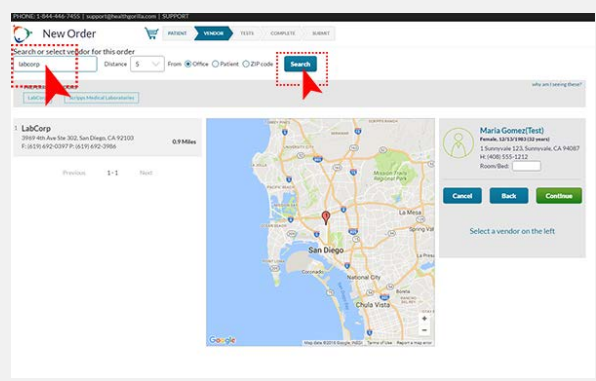
Search for an Existing Patient

7. Type in the patient's name. Click on the blue "Search" button next to the search bar.
8. If the patient exists in the database, the patient's name will appear.
9. Confirm the patient's date of birth and address, and select the correct patient by clicking on his/her name.

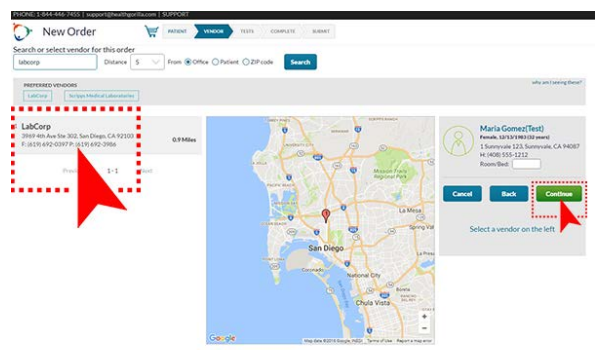


Search / Select a Vendor

10. Type the vendor name in the search box located in the upper left hand corner.
11. Click on the blue "Search" button.

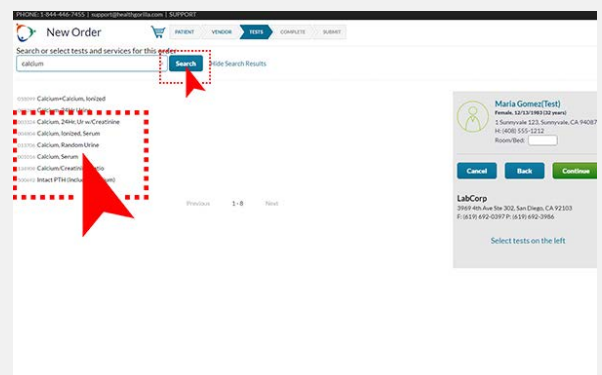


12. Select the preferred vendor in the left menu.
13. Click on the green "Continue" button.

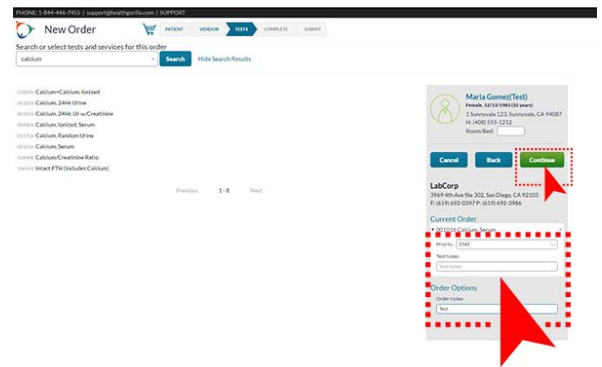


Search / Select Tests & Services for this Order

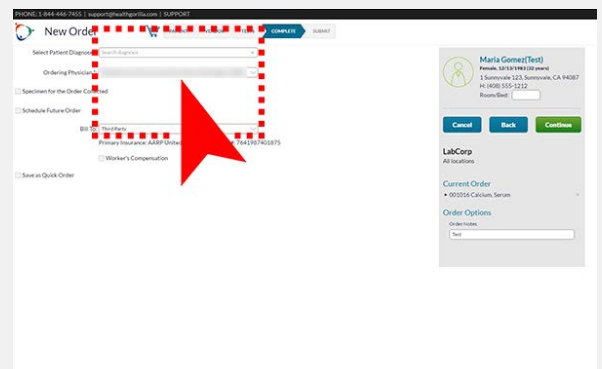
14. Type the test name in the search box located in the upper left hand corner.
15. Click on the blue "Search" button.
16. Select the test(s) you would like to order.
17. Click on the "x" in the search bar to clear your most recent search, to search for the next test.



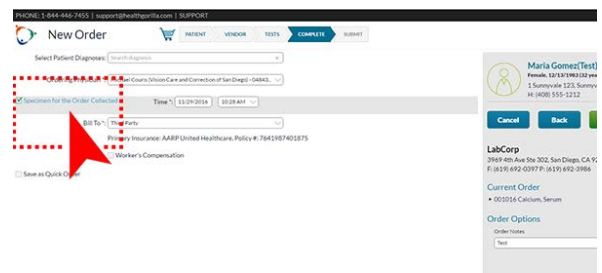
18. Review / edit the tests you have selected, listed in the grey order informational box.
19. Select either "STAT" or "Unscheduled" from the "Priority" drop down.
20. When finished, click on the green "Continue" button.



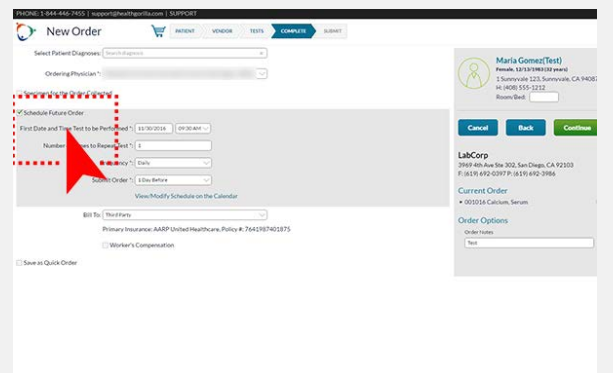
21. Select the patient diagnosis (if applicable).
22. Select the correct ordering physician.



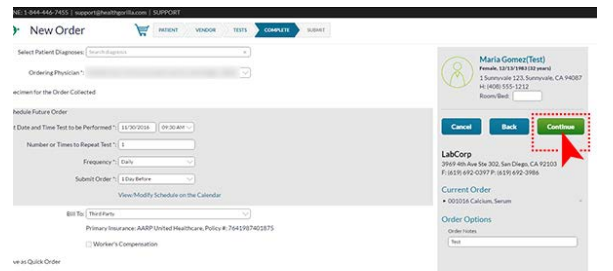
23. If a specimen for the order has been collected, check the box and complete the date and time.



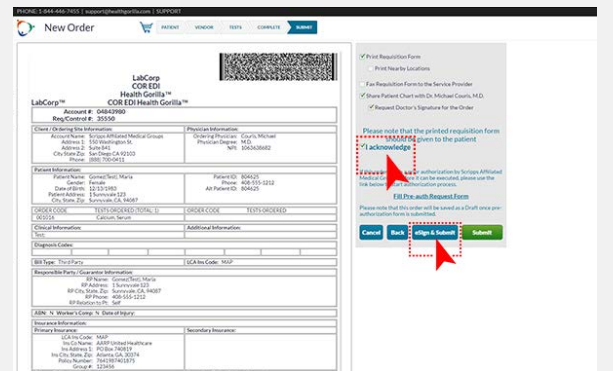
24. If you would like to schedule a future order(s), check the box and complete the required fields.



25. When finished, click on the green "Continue" button.

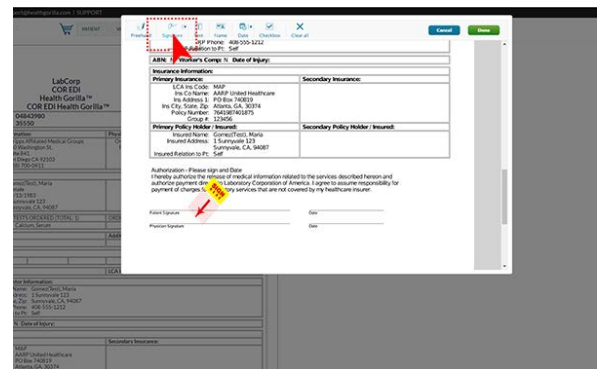


- 26. Review the order requisition form.
- 27. Check the "Print Requisition Form" to print a copy for the patient.
- 28. Check the "I acknowledge" box to acknowledge that the printed requisition form should be given to the patient.
- 29. Click on the blue "eSign & Submit" button.

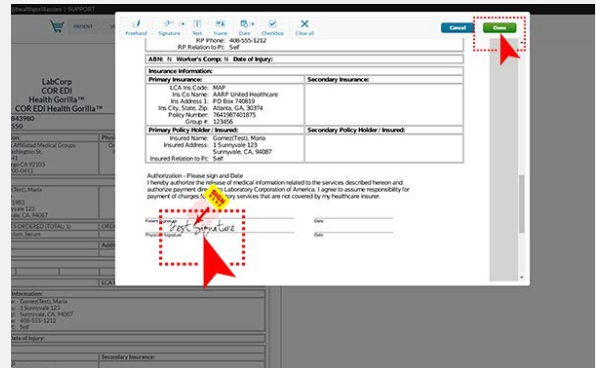


eSign & Submit

- 30. Scroll to the bottom of the form.
- 31. Click on the "Signature", located in the top menu.
- 32. If you do not already have a signature created, you will be prompted to create one.
- 33. Drag and drop your signature to fill the "Physician Signature" Line.



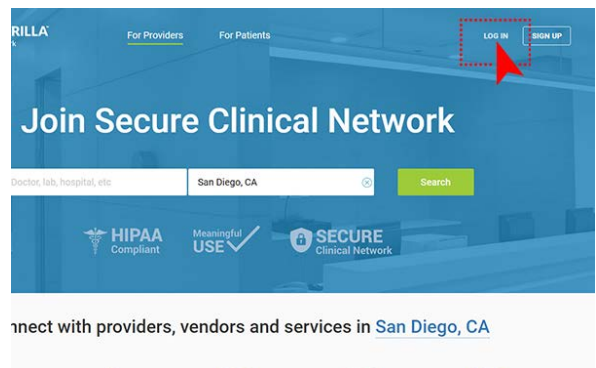
34. Click on the green "Done" button to submit the order.
35. You will be asked if you would like to download a PDF copy of the order. Click yes to save the PDF in your files.



View Your Results

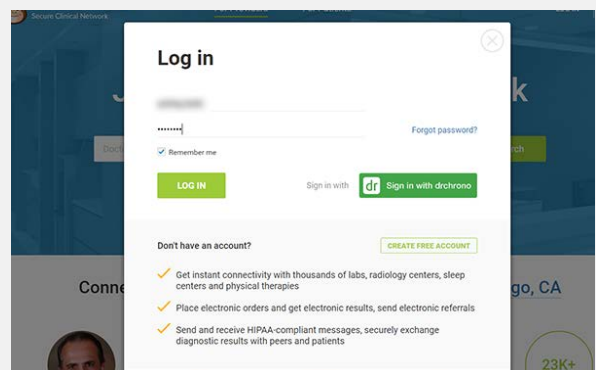
Results Inbox

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.



Log in

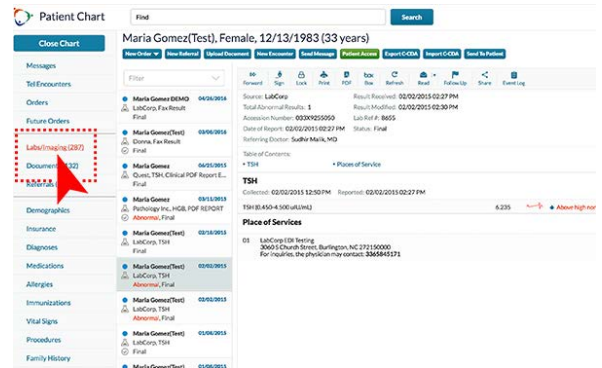
3. Enter your username and password.



View Results (Lab / Imaging)

4. Click on “Lab / Imaging”, located in the left menu. You will see your list of results listed in chronological order. You can view lab and imaging results here.

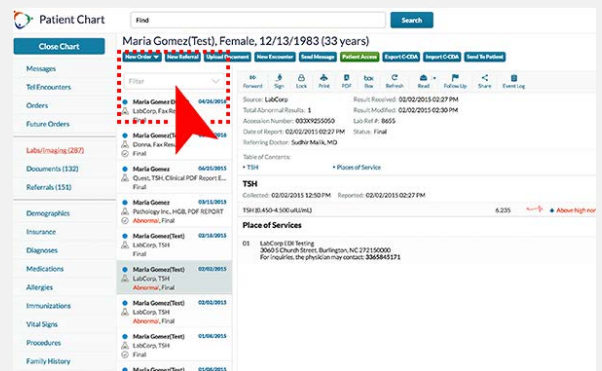
**Please note – you are not able to archive / delete results).



Filter Results

5. Click on “Filter” to filter results by:

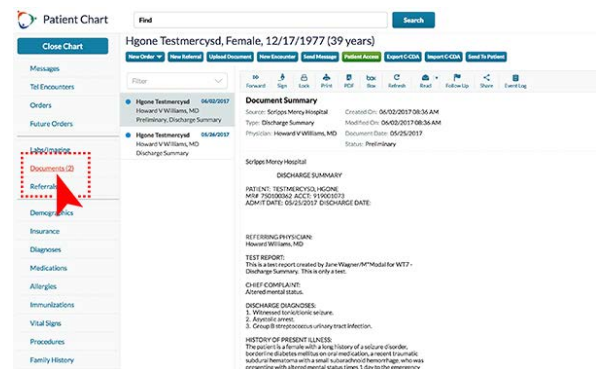
- STAT Only
- Unread Only
- (All Doctors)
- Diagnostic Laboratories
- Radiology Imaging
- Genetic Testing



View Results (Documents / Discharge Summaries)

6. Click on “Documents”, located in the left menu. You will see your list of results listed in chronological order.

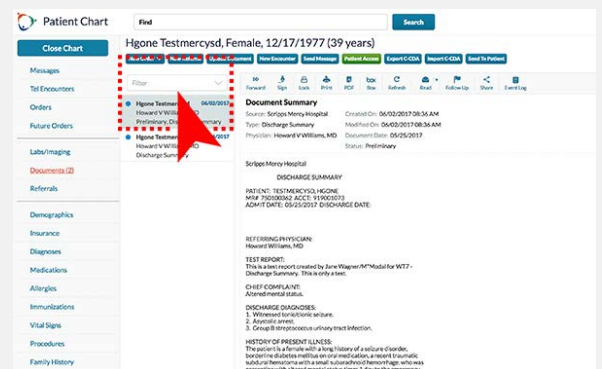
- **Please note – you are not able to archive / delete results).



Filter Results

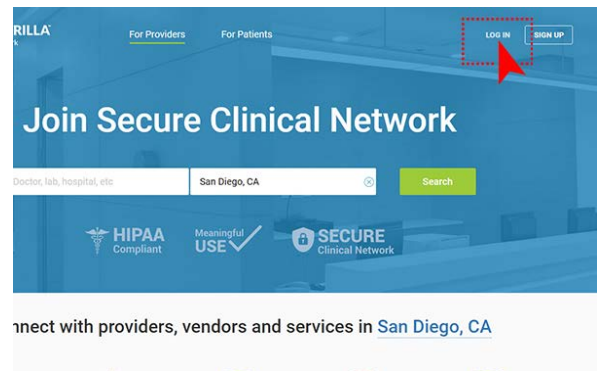
7. Click on “Filter” to filter results by:

- Admission Orders
- Patient Consent
- Consultations
- Discharge Summary
- Emergency Visit History
- ER Visit Reports
- Face-to-face Encounter



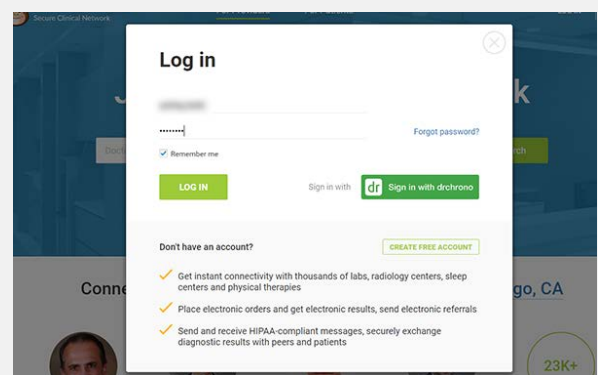
Search by Patient (within your practice)

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.



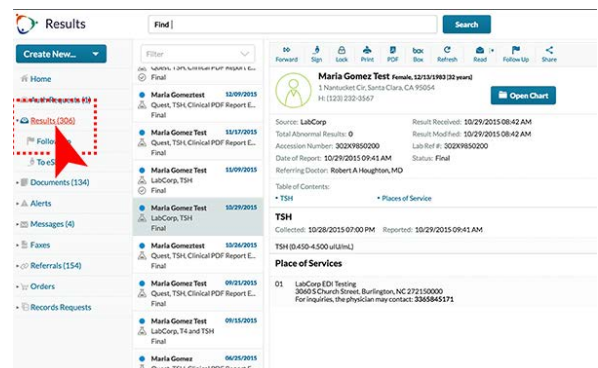
Log in

3. Enter your username and password.



Access Your Results Inbox

4. Click on "Results", located in the left menu.



Search by Patient (within your practice)

5. Type the patient's name in the "Find" bar.

The screenshot shows the EHR interface with a search bar at the top containing 'Find Maria Gomez'. A red box highlights the search bar. Below the search bar, a list of search results is displayed, with 'Maria Gomez (Test)' selected. A red arrow points to the selected result. The main content area shows the patient's information, including name, date of birth, and address, along with a list of test results.

6. If the patient exists in the database, the patient's name will appear.

7. Confirm the patient's date of birth and address, and select the correct patient by clicking on his/her name.

The screenshot shows the EHR interface with a search bar at the top containing 'Find Maria Gomez'. A red box highlights the search bar. Below the search bar, a list of search results is displayed, with 'Maria Gomez (Test)' selected. A red arrow points to the selected result. The main content area shows the patient's information, including name, date of birth, and address, along with a list of test results.

Access Your Patient's Results

8. Click on "Results" in the left menu.

The screenshot shows the EHR interface with a search bar at the top containing 'Find Maria Gomez'. A red box highlights the search bar. Below the search bar, a list of search results is displayed, with 'Maria Gomez (Test)' selected. A red arrow points to the selected result. The main content area shows the patient's information, including name, date of birth, and address, along with a list of test results.

9. Select the result(s) you would like to access.

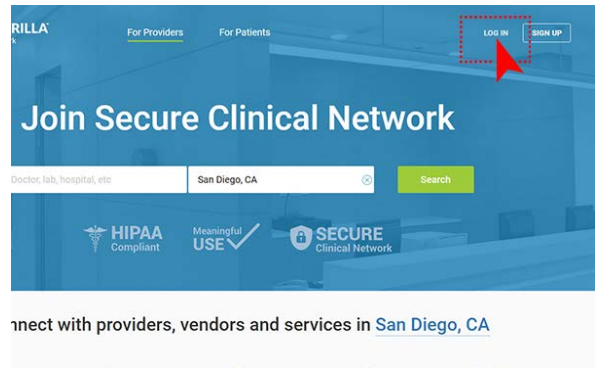
10. You may print, save as a PDF, or share the results by choosing from one of the options in the top menu.

The screenshot shows the EHR interface with a search bar at the top containing 'Find Maria Gomez'. A red box highlights the search bar. Below the search bar, a list of search results is displayed, with 'Maria Gomez (Test)' selected. A red arrow points to the selected result. The main content area shows the patient's information, including name, date of birth, and address, along with a list of test results.

Search the Network Patients Index (outside of your practice)

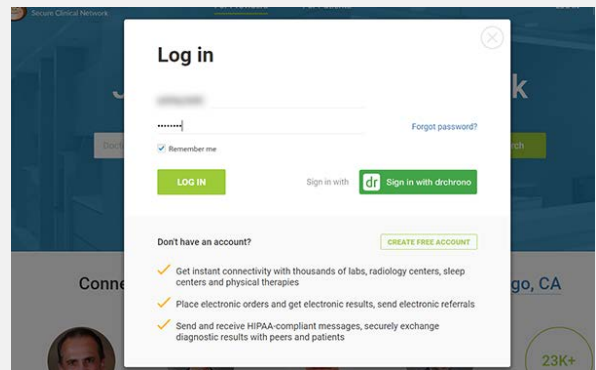
*Ambulatory Diagnostic Health Information Exchange

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.



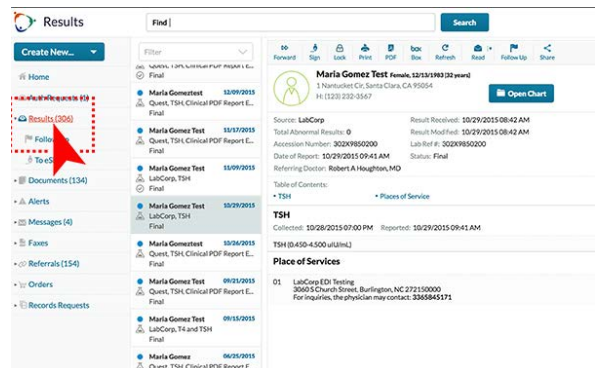
Log in

3. Enter your username and password.



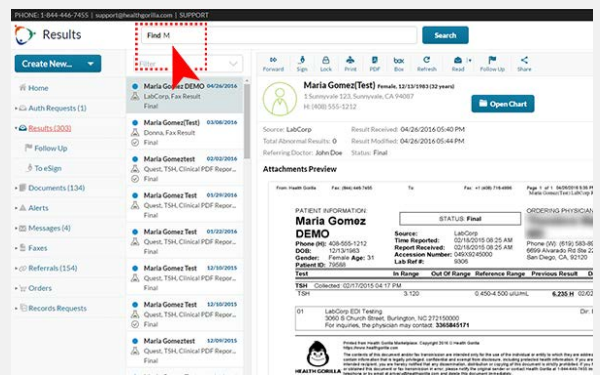
Access Your Results Inbox

4. Click on "Results", located in the left menu.



Search by Patient (within the network)

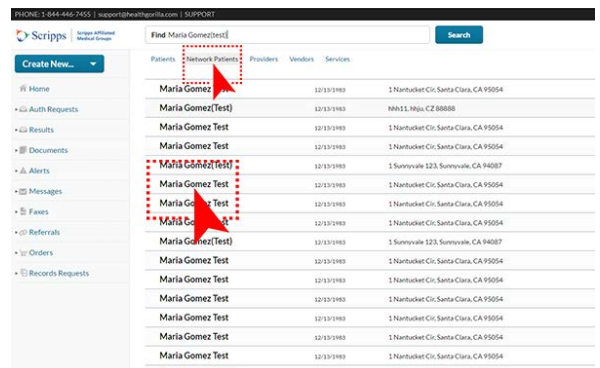
5. Type the patient's name in the "Find" bar.



6. Click on "Network Patients", located in the top menu.

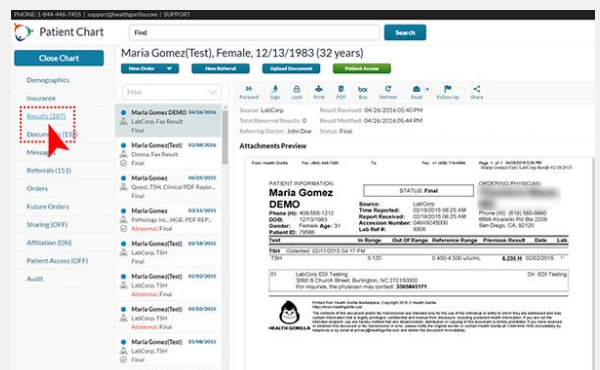
7. If the patient exists in the database, the patient's name will appear.

8. Confirm the patient's date of birth and address, and select the correct patient by clicking on his/her name.



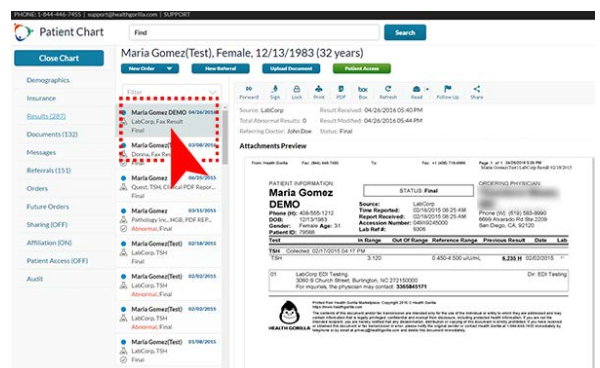
Access the Network Patient's Results

9. Click on "Results" in the left menu.



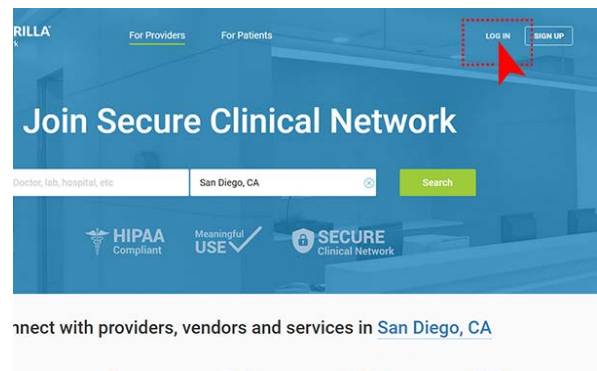
10. Select the result(s) you would like to access.

11. You may print, save as a PDF, or share the results by choosing from one of the options in the top menu.



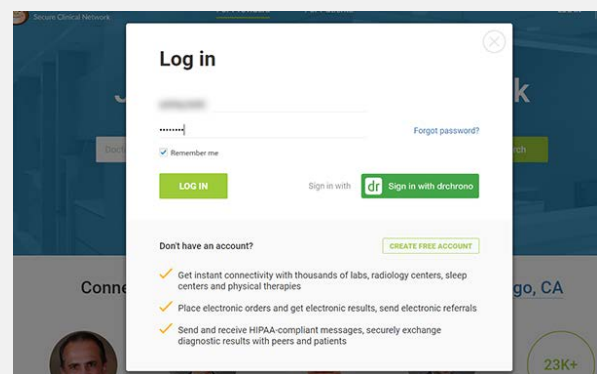
Send a Secure Referral to Another Clinician

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.



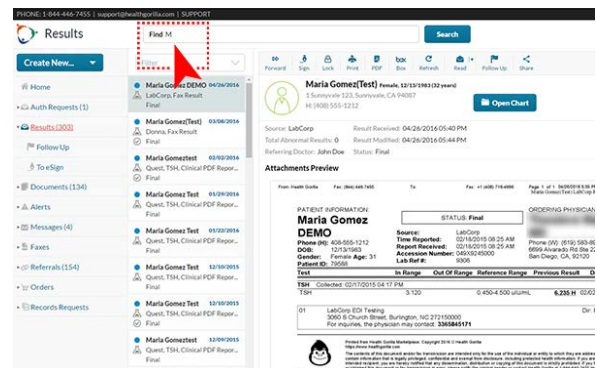
Log in

3. Enter your username and password.

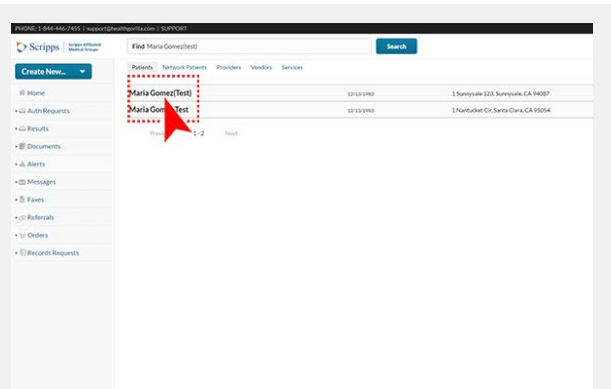


Search by Patient

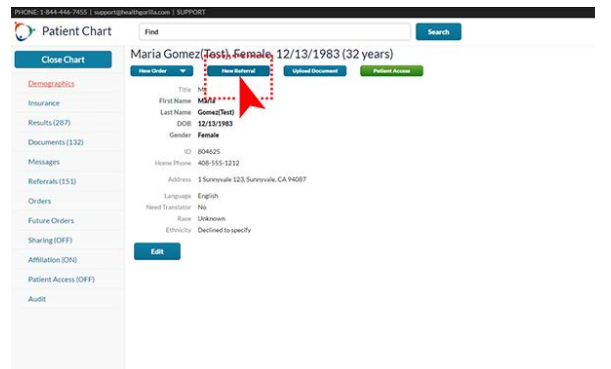
4. Type the patient's name in the "Find" bar.



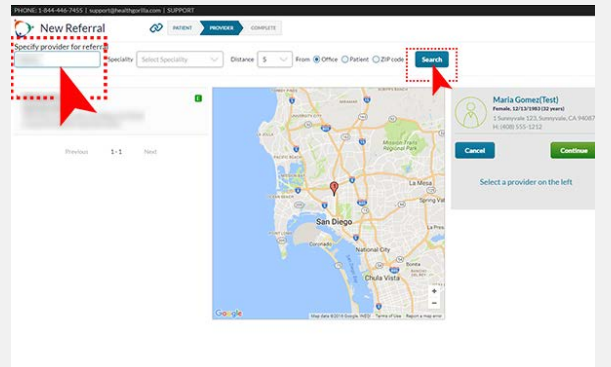
- If the patient exists in the database, the patient's name will appear.
- Confirm the patient's date of birth and address, and select the correct patient by clicking on his/her name.



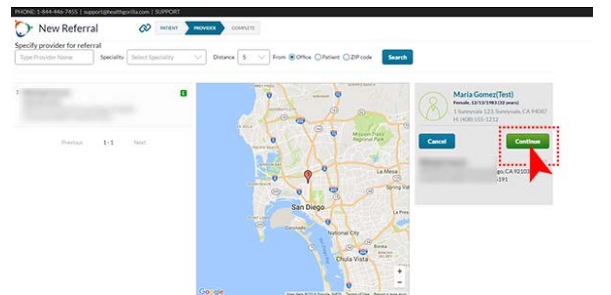
- Click on the blue "New Referral" button.



- Type the physician's name in the search bar.
- Click on the blue "Search" button.



- Select the physician you would like to refer the patient to.
- Click on the green "Continue" button.



12. Enter the patient diagnosis (if applicable).
13. Select the referring physician (required).
14. Click on the green "Submit" button to send the referral.

Send & View Secure Messages

1. Visit www.healthgorilla.com
2. Click on "Log in" in the upper right hand corner.

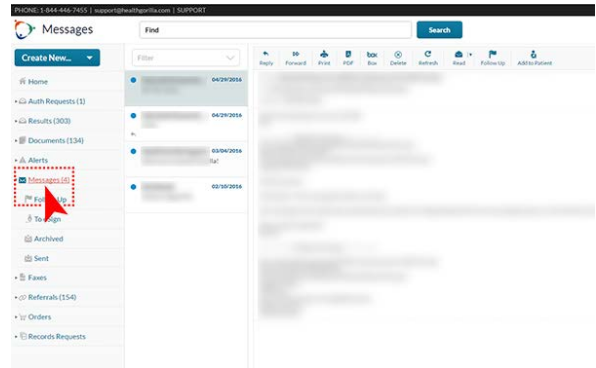


Log in

3. Enter your username and password.

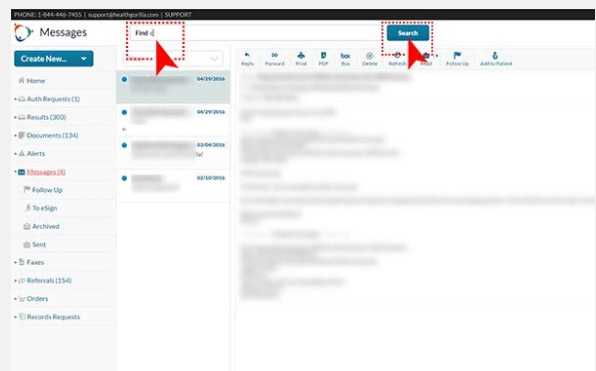
Access Your Messages Inbox

- Click on "Messages" in the left menu. You will see your list of results in chronological order.

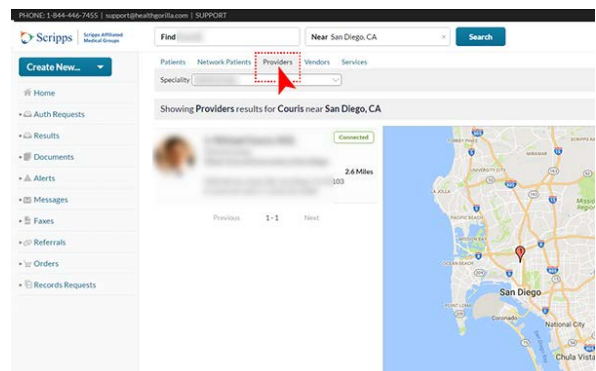


Send a New Message

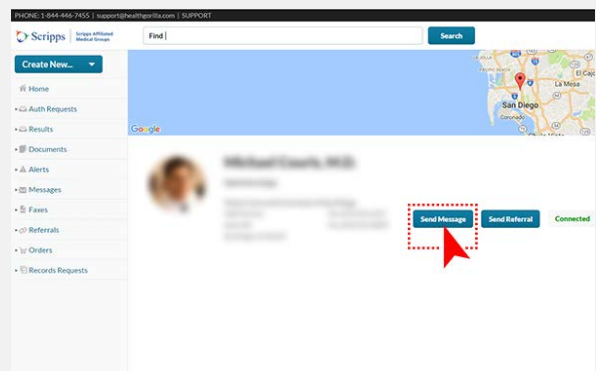
- Type the name of the person in the "Find" bar.
- Click on the blue "Search" button.



- Select whether this person is a patient, a network patient, or a provider.
- Select the person you would like to send the message to.



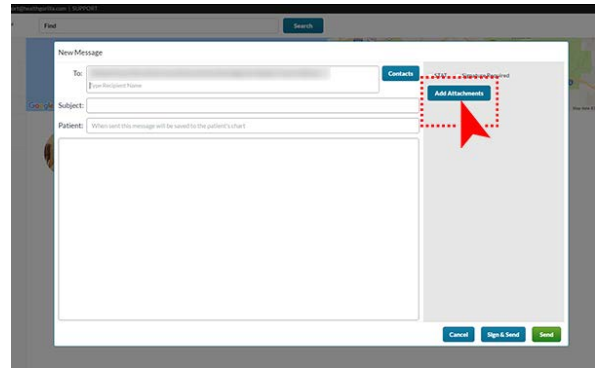
- Click on the blue "Send Message" button.



14. To add an attachment, click on the blue "Add Attachment" button.

15. You may search for existing results, or manually upload a new PDF.

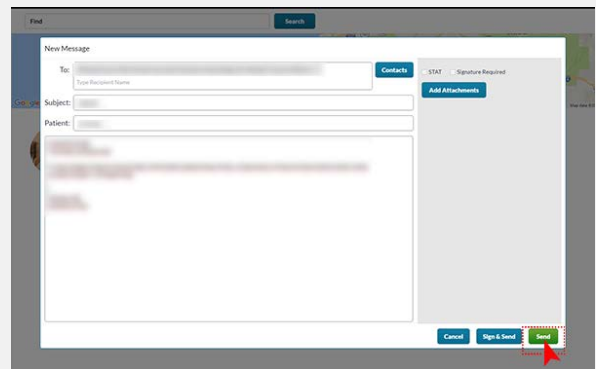
**Please note – you may also send secure referrals using this method.



16. Once you are finished composing your message, click on the green "Send" button.

OR

17. To add a signature, click on the blue "Sign and Send" button.



Support Contacts

If you currently have a Health Gorilla (Clinical Connectivity) account, and require support, please review the service options that are available to your practice.

1. Your practice would like to activate an interface with LabCorp, Quest, Imaging Healthcare Specialists, or Scripps Lab.

Please contact Physician Partners administration (619) 359-6600 / contact@partnersdocs.com

2. Your practice would like to deactivate an existing interface with LabCorp, Quest, Imaging Healthcare Specialists, or Scripps Lab.

Please contact Physician Partners administration (619) 359-6600 / contact@partnersdocs.com

3. Your practice is experiencing settings issues with Health Gorilla (i.e. – Too many emails, adding a staff member, etc.)

Please contact Health Gorilla customer support representative Heena Shah - (408) 614-6990 / hshah@healthgorilla.com

4. Your practice would like to request Health Gorilla training or support.

Please contact Health Gorilla customer support representative Heena Shah - (408) 614-6990 / hshah@healthgorilla.com