

Student Guide to Submitting Medical Records

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OVERVIEW

The purpose of this guide is to instruct students on the use of the **Health Service's Patient Portal** and to answer frequently asked questions. The **Health Service's Patient Portal** is used by students for entering their immunization requirements and uploading supporting documentation. It is also used for communications.

ACCESSING Patient PORTAL

Follow this url: <https://strose.medicatconnect.com>. Use your College of Saint Rose username and password to get connected. If you have trouble getting connected contact the campus Help Desk at 518-454-2190 or submit a ticket at <http://helpdesk.strose.edu/osticket/>.

Next, you will see **Patient Portal Home Screen** where you will find specific instructions. Follow the instructions to **download and print** any required documentation.

Once logged in you will have access to online services such as:

- Secure communication with Immunization Compliance Staff
- Enter Immunization Dates
- Upload all necessary proof of immunizations
- Obtain immunization records
- Complete required forms

We are committed to protecting your personal information. Data that you provide cannot be viewed by anyone else on the Web and is securely maintained by industry standard SSL (secure socket layer) encryption and decryption technology when needed. We do not share your information with anyone else.

ENTERING IMMUNIZATION DATES

After gathering your immunization information, vaccine dates, and other required information, you will enter those directly into the Patient Portal. Follow the steps below to enter your immunization dates and other requirements.

- **Log in** to the Patient Portal.
- Select the **Immunization** button.
- Choose **Enter Dates**.

Home Immunization Forms Messages Upload

Welcome View History Please complete the following Health Requirements

Step 1: Download and print any form(s) from the [Forms](#) button on the navigation bar.

Step 2: Select the [Immunization](#) button on the navigation bar above and select the requirement(s) needed for each requirement and click Submit. *Please remember to enter today's date.

- **Select each applicable vaccination/requirement and enter your vaccine/requirement date.**
 - Enter a **Result** if applicable. E.g., titers, PPD.

A. CPR Certification & Student Health Assessment

CPR Certification (Only AHA BLS Certification accepted)
front & back of card
 FRONT AND BACK OF CARD

mm/dd/yyyy


Result

- You may enter dates for more than one vaccine/requirement on the screen. After entering your dates, click **Submit**.


Please proceed to enter the dates for your immunization requirements. Please remember to enter the date each vaccine was administered. Please do not enter today's date.

A. CPR Certification & Student Health Assessment

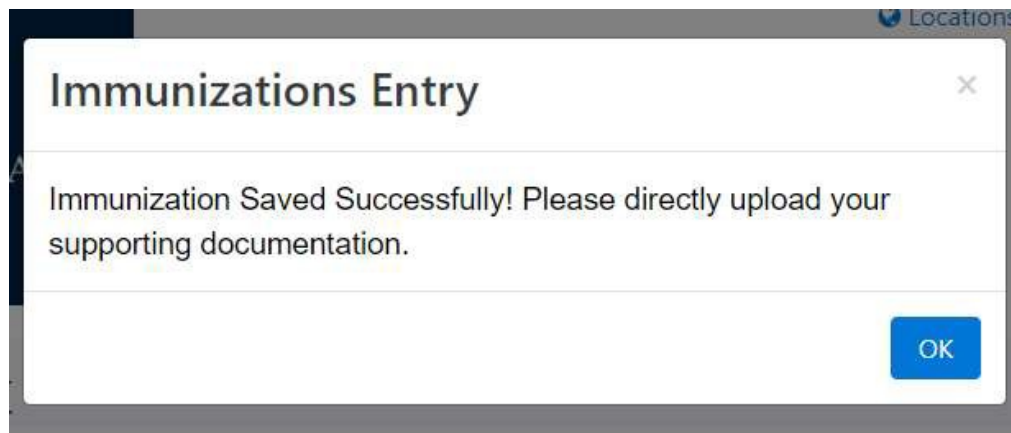
CPR Certification (Only AHA BLS Certification accepted)
front & back of card
FRONT AND BACK OF CARD



Enter one or all immunizations and then click the Submit button once.



- You will be presented with a **confirmation message** when the information has been submitted successfully.



You aren't done yet! After entering date, you need to Upload copies of your Supporting Documentation. See below for more information on Uploading Documentation.

UPLOADING SUPPORTING DOCUMENTATION

After entering your immunization dates, the next step is to **upload Supporting Documentation** to verify your record. **You will not be considered Compliant until Medicat Compliance Services staff has verified your immunization information with Supporting Documentation.**

Please note that Medicat Compliance staff is not able to accept emailed documentation. All documentation must be uploaded via the Patient Portal.

Follow the steps below to upload your Supporting Documentation:

- Once logged into the Patient Portal, select **Upload**.
- Choose the document you are uploading** from the drop-down menu.

- Choose **Select File**.

Documents available to be uploaded:

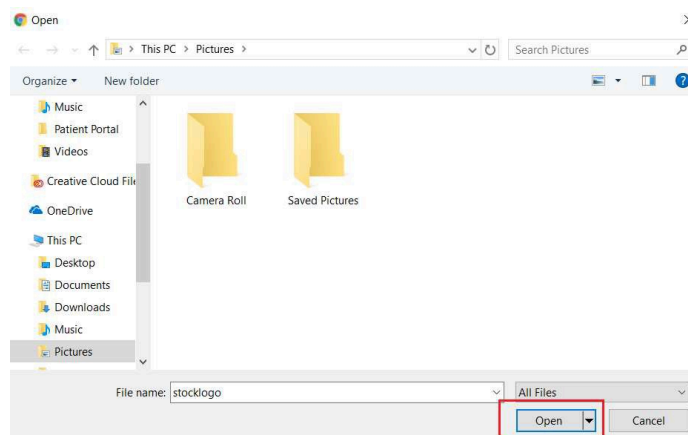
- Annual Flu Form
- Annual Mask Fit Test Form
- Annual TB Screening Form
- Chest X-ray Report
- CPR Documentation
- FH Criteria
- Fingerprint Waiver Agreement Form
- HIV-AIDS Documentation
- Insurance Card
- Mask Fit Documentation
- PPD Results
- Student Health Assessment Form
- Titer Lab Report
- Vaccine Record
- Verification Of Insurance Form

Choose document you are uploading:

Annual Flu Form ▼

Select File

- Browse to and select your document.
- Click Open.



- Click **Upload**.

Choose document you are uploading:

Annual Flu Form ▼

Change Annual Flu.jpg ✕

Upload

- When uploaded successfully, the document will appear in the **Documents already on file** section of the page.

Documents already on file	
Mask Fit Documentation received on 6/23/2016	View File
Mask Fit Documentation received on 6/7/2017	View File
Annual Flu Form received on 11/7/2017	View File

Tips for Uploading Documentation

Review the tips below to ensure a successful upload of your Supporting Documentation.

- Make sure that your name and Date of Birth is on each page of your Supporting Documentation.
- The following file types are accepted when uploading:
 - Images: .gif, .tiff, .tif, .jpg, .jpeg
 - Documents: .txt, .pdf
- **Only alpha and numeric characters** are acceptable in your file name. **No special characters are allowed in file names.** If your file name contains special character, such as * or %, rename the file and try uploading again.
- No spaces allowed in the file name.
- **File must be smaller than 4 MB.** Scan in black and white, or at a setting of 150 DPI to achieve a smaller file.
- Documents scanned using your PC and a scanner are preferred. Pictures of documents using a smartphone or tablet are more difficult to review.

Documents already on file	
Mask Fit Documentation received on 6/23/2016	View File

VIEWING YOUR IMMUNIZATION HISTORY & COMPLIANCY STATUS

You can view your immunization history and Compliance status on the ImmuniTrax Portal. Follow the steps below to view this information.

- **Log into** your Patient Portal.
- Select the **Immunization** button.
- Choose **View History**.
- Your **Overall Status** will appear on the top middle of the screen.

Immunizations will be reviewed once we receive a copy of the immunization record that you upload. Allow processing time for verification to take place. It typically takes 1-5 business days for your records to process. Please directly upload your supporting documentation.

 **Overall Status: Not Compliant**

Missing Requirements

CPR Certification- American Heart Association for Healthcare Providers Only


- Immunizations that have not been Verified based your Supporting Documentation will show **Not Verified**.

History

ADU Insurance Verification Form received on 04/01/2017	Verified
CPR Certification (Only AHA BLS Certification accepted) front & back of card received on 05/02/2016	Verified
CPR Certification (Only AHA BLS Certification accepted) front & back of card received on 06/19/1981	Not Verified

- Click Print to print a copy of your Immunization Record.

Immunizations will be reviewed once we receive a copy of the immunization record that you upload. Allow processing time for verification to take place. It typically takes 1-5 business days for your records to process. Please directly upload your supporting documentation.

 **Overall Status: Not Compliant**

Missing Requirements

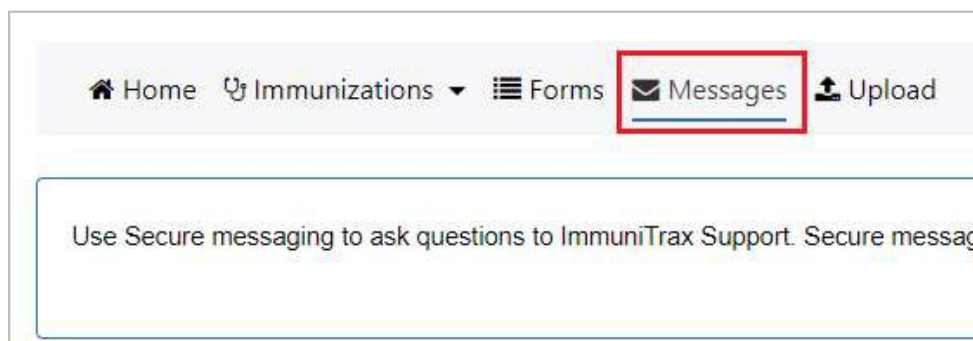
COMMUNICATING WITH Mediat Compliance Services STAFF

Mediat Compliance Services staff will communicate with you regarding your immunization status. Secure Messaging through the Patient Portal is the preferred method of communication. Email communication is also available.

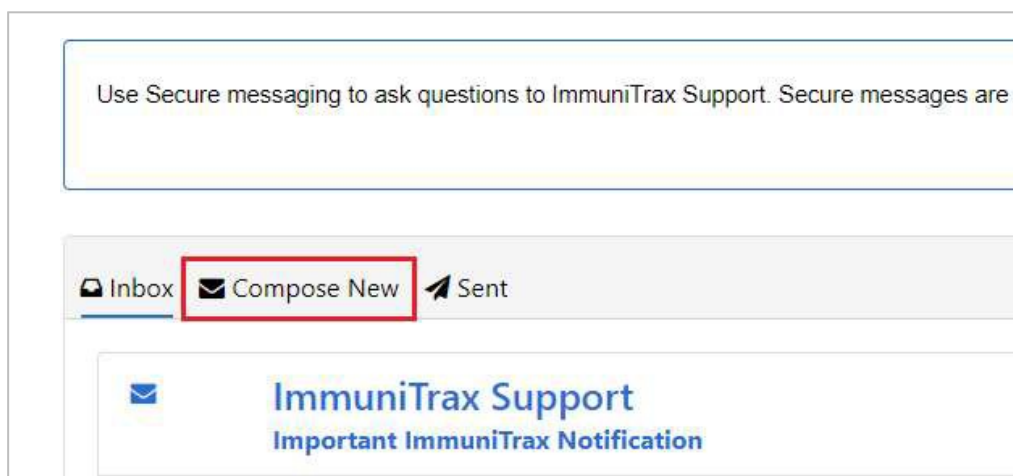
Secure Messaging

The preferred method of communication with ImmuniTrax staff is **Secure Message via the Patient Portal**. You may send a Secure Message using the **Messages** button within the Patient Portal. Follow the steps below to send a Message:

- **Log into** the Patient Portal
- Click the **Messages** button.



- Your Message history will appear on the screen. Click any message to open and review the message.
- To compose a new message, select **Compose New**.



- Enter a **Subject**.
- Enter your question in the **Message** box.
- Select **Submit**.

NOTE: Mediat Compliance Services Staff will respond to your message within 24 business hours. Please do not also send an email in addition to a Secure Message as this may delay a response to your message.

Email

You may also email us at complianceservices@medicat.com. Be sure to include the following information on every email so that we may locate your account.

- Full Name
- Name of Institution
- Date of Birth

Failure to include the above information will prevent us from locating your account and will delay response to your inquiry.

We are not able to accept Supporting Documentation via email. Any emails received with attached Supporting Document will be permanently deleted to protect your health information.

FREQUENTLY ASKED QUESTIONS

Q: How long does it take to process my records once all documentation has been submitted and dates have been entered online?

A: Please allow up to 5 business days for your records to be processed once all documentation has been submitted and entered online.

Q: How will I know my status is updated?

A: You will be notified by Secure Message once your records have been reviewed. You may also check your Patient Portal to view your Status. Click [HERE](#) for more information on how to view your status online.

Q: How can I view details regarding the status of my records?

A: You may review complete details regarding the status of your records by review your Immunization History. Click [HERE](#) for more information on how to view your Immunization History and Status.

Q: I have emailed Medicaat Compliance Services Support, but I have not received a response. What do I do?

A: Please make sure that you included your Name, Institution Name, and Date of Birth on each email to Medicaat Compliance Services Support. This information is vital to locating your account. **It takes up to 5 business days for your records to be received and posted to your account.** Please allow adequate time to process your records before contacting us regarding your status. Click [HERE](#) for more information on reviewing your status online in the ImmuniTrax Portal.

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