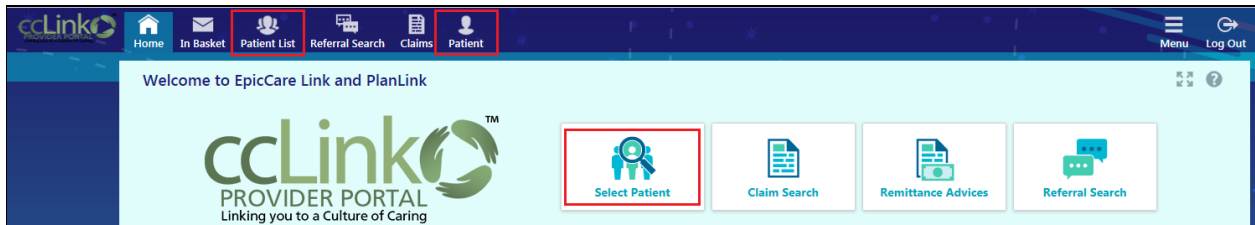
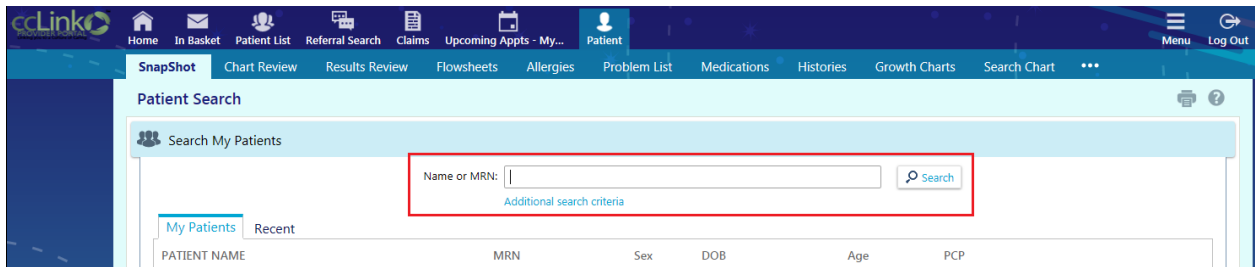


You can open a Patient record on your Patient list three ways:

- Patient List
- Patient icon
- Select Patient



In the **Search My Patient** activity, you can search for your patients in the **Name or MRN** field. ie. Last name, First name. Click Search button.

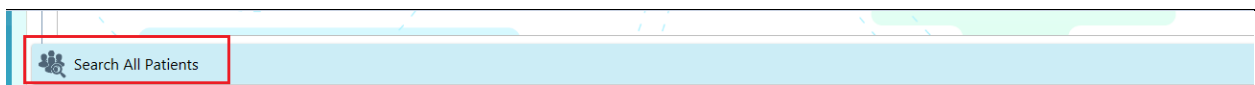


Patients are added to your patient list automatically:

- If the providers in your organization are PCPs (Primary Care Providers) and the patient/member are assigned to the provider in ccLink.
- If a referral was made from CCRMC to one of your providers.

If the patient is not on your patient list, you can open their record and add them manually by using the **Search all Patients** option This is located at the bottom of the **Patient List** screen.

***Please note**, this functionality is not available for BH users.



1. Fill in ALL red required fields and ONE yellow recommended field in the **Search All Patients** window.
2. Click Search.
3. If a patient is found, double click on the patient's record to open it.
4. Select a reason for accessing the member's record.

Note: This will put the member on your **Patient List** for 90 days.

FYI: The Patient Header / Storyline

When you open a patient's record, the patient's header or Storyline appears on the left side of the screen. Their photo (if available), demographics, coverage information, and PCP name will be displayed.

- If the patient has a preferred name, it will appear above their legal.
- ACCESS ENDS refers to how long the patient will remain on your Patient List.

Note to CCHP/CPN users: If there is an end date and you are trying to access the patient after that date, their record can still be opened using **Search All Patients**. This will put the patient back on your patient list for 90 days.