

## Revised Patient Panel Verification Instructions

The patient panel application has been optimized for access via a PC and higher resolution screens. **Therefore, we recommend that you complete your panel verification using a PC rather than a mobile device (e.g., phone, tablet).**

### Accessing Your Panel

1. Using your preferred internet browser navigate to <https://www.MSleLink.ca>.
2. Log in using your Username and Password:

#### First Time Login Only

- a. Log in using your MSI Provider Number as your Username and the temporary password provided to you in the covering letter.

Welcome to **eLink**

Services Reports Sign out

The screenshot shows the 'Account Log in' form. It has two input fields: the first is labeled '123456' and 'Provider Number', and the second is labeled 'Temporary Password as supplied in your letter'. Below these fields is a blue 'Login' button.

- b. Re-enter your temporary password and create a new password. The requirements are:
  - New password cannot match the current password
  - Minimum password length is 14 and maximum length is 20 characters
  - Must contain at least 1 lowercase character, at least 1 uppercase character, at least 1 number, and at least 1 of the following special characters ! @ # \$ \* . , ? - = \_
  - Cannot start with a special character

The screenshot shows the 'Change Password' form for user '123456'. It includes a message: 'Your password has expired. You will be required to update your password before proceeding'. There are three input fields: 'Enter Temporary Password as supplied in your letter', 'Create a new password of your choice following the instructions provided', and 'Confirm your new password'. At the bottom are 'Change Password' and 'Clear All' buttons.

- c. Once you have logged in, select 'Services' from the menu.
- d. Select 'Patient Panel' from the menu.
- e. Select "view".
- f. Respond to the 2 survey questions presented.

#### Subsequent Login

- a. Log in using your MSI Provider Number as your Username and the new password that you created.
- b. Select 'Patient Panel' from the menu.
- c. Select "view".

## Signing Out of Your Panel

If you wish to end your session and continue at a later time, select 'Sign Out'. No additional steps are necessary to ensure your work is saved.

Welcome to eLink	Services	Reports	Sign out
------------------	----------	---------	----------

## Verifying Your Patients

Your initial patient panel has been created using claims submitted to MSI over a recent three year period. The number of services provided by you, to each patient during this time period, can be found in the 'Number of Services' column. The 'Last Date of Service' column provides the last date each patient was seen based upon the MSI claims data.

Please verify each patient on the panel by selecting one of the following in the 'Confirmed' column:

Currently providing comprehensive and continuous care to the patient*	Yes
Not currently providing comprehensive and continuous care to the patient*	No

\*See attached Q&A, Question 1 for definition of 'comprehensive and continuous care'.

**Please note that your selection will automatically be saved as soon as you select 'Yes' or 'No'.**

## Searching For A Specific Patient

Your patient panel is sorted in name order. If you are trying to find a specific patient, you can use the search functionality at the top of the screen to search by health card number, first name, last name, or date of birth.

Patient search				
NS Health Card	First Name	Last Name	Date of Birth	Search

Select 'reset to default' at the top right of your screen, if you want to return to your full patient panel.

Patient search				
NS Health Card	First Name	Last Name	Date of Birth	Search
Confirmed				Reset to default

## Searching For Patients Not Yet Confirmed

If you only want to display those patients that you have not verified yet, select 'Undefined' from the dropdown in the filter box at the top of the page in the 'Patient search' section and then click 'Search'.

Confirmed	Confirmed Yes No Undefined	Search
-----------	-------------------------------------	--------

## Searching For Confirmed Patients

If you only want to display those patients where you have confirmed 'Yes', select 'Yes' from the dropdown in the filter box at the top of the page in the 'Patient search' section and then click 'Search'. Similarly, you can filter on those patients where you have confirmed 'No'.

Confirmed	Confirmed Yes No Undefined	Search
-----------	-------------------------------------	--------

## Adding A Patient To Your Panel

You can use the 'Add new patient' selection found at the bottom of the screen to add a patient to your panel. Additions can only be added if you are responsible for the comprehensive and continuous care of that patient. For example, episodic care provided to walk-in patients is not to be included.

Showing 1 to 15 of 1609 entries

Previous 1 2 3 ... 108 Next

[Add new patient](#) [Finalize patient panel](#)

You will need to enter the patient's health card number, first name, last name, date of birth and select one of the three identified options providing background information/reasoning regarding this patient's attachment to your practice.

NS Health Card

First Name

Last Name

Date of Birth

Please indicate background information regarding this patient's attachment to your practice:

Patient added to my practice recently because their current family physician retired or will be retiring soon

Cancel

Patient added to my practice recently because their current family physician retired or will be retiring soon  
This patient has been part of my practice for more than a fiscal year  
Patient added to my practice recently for some other reason

## Correcting Errors Identified After Adding A Patient

If you identify a mistake that you made when entering the required patient information, please do the following:

1. Search for the patient.
2. Select 'No' in the Confirmed column of the new patient record that you added.

Health Card Number	First Name	Last Name	DOB	Number of Services	Last Date of Service	Confirmed
0123456789	Sam	Snowman	02-Jan-2018			<input type="radio"/> Yes <input checked="" type="radio"/> No

3. Re-add the patient.

## Finalizing Your Panel

Once you are certain that your patient panel is complete, and all patients have been added, removed and verified, you are ready to finalize your panel. Finalizing your panel will result in all patients for whom you have confirmed 'yes' being added to your patient panel. **Please do not take this final step unless your work on validating your patient panel is finished, and you are 100% confident with the results.**

Please do the following to finalize your panel:

1. Select the 'Finalize patient panel' button at the bottom of the screen. If you receive a message indicating you have unconfirmed patients, you will need to verify those patients before proceeding with finalization.
2. Confirm that you wish to finalize your panel by selecting 'Yes, please continue'.
3. A message will display containing the number of confirmed 'Yes' patients on your panel. Select the 'Yes' checkbox. You are confirming that you are providing comprehensive and continuous care to that number of patients.
4. Select 'Yes, please finalize'.

Once you have finalized you panel, you will see the following:

Practitioner ID	Status	Panel
123456	Finalized	<a href="#">View</a>

## Resetting a Forgotten Password

If you do not remember your password, please contact MSI Assessment during business hours. They can be reached via email ([MSI\\_Assessment@medavie.bluecross.ca](mailto:MSI_Assessment@medavie.bluecross.ca)) or phone (1-866-553-0585).

Please have an email address ready. Your new temporary password, which will allow you access to the MSlelink website, will be emailed to you. Once you receive your temporary password, follow the process described above to create a new password.