My Specialty Portal

PRESCRIBER PORTAL
USER MANUAL

Prescriber Portal Summary

The primary purpose of this portal system is to enable health care providers and their specialty pharmacy to review patient's prescriptions and prescription statuses and communicate about the prescriptions in real-time.

Portal 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 an individual patient. Users can then drill down into the patient profile to see more information about the patient.

The Requests section can be used to communicate between the health care provider and the specialty pharmacy team. 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 application
  — Recommended: Google Authenticator or Microsoft Authenticator
  — Other authenticator apps should work

Firewall

- Whitelist the following domains
  — *.cassiansolutions.com
  — *.lumicera.com
  — *.amazonaws.com

User Types

Prescriber Users

Prescribers will self-register. Access control is based on physician NPI matching the NPI on the patient prescription.

Prescriber Delegate Users

A Prescriber Delegate User assists the prescriber by handling information and performing actions on their behalf. They can view patients and prescription statuses on the Dashboard, access patient profiles, and create or respond to requests.
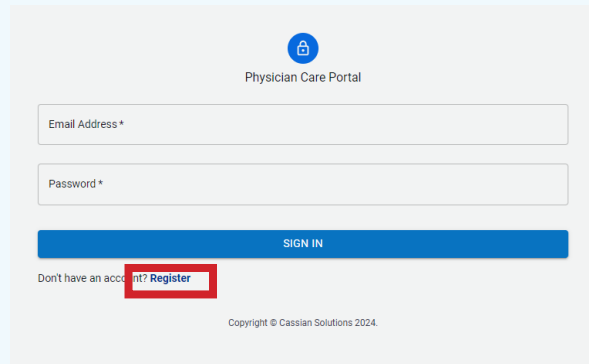
Pharmacist Users

Pharmacists are invited by Prescriber Users via the Admin Dashboard. Once the Prescriber User completes registration on the Admin Dashboard, the Prescriber User will use same credentials to access the Prescriber Portal. Access control is based on care groups that are set up in the Admin Dashboard.

PRESCRIBER REGISTRATION

1   Navigate to https://physician.lumicera.com/sign-in

2   Click "Register"

3

4   You will then be asked a few identity verification questions before being able to continue registering. Once you have successfully answered the questions, click "Verify" to complete the action.

5   Once you have created your Password, click "Complete Registration"

✱ *Potential registration errors*

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

FIRST TIME LOGIN

Your First Time Login process will include setting up Multi-Factor Authentication (MFA). Google Authenticator is recommended, but any authenticator app on your mobile phone will work. Other authenticator 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.

Upon successful authentication, you will be logged in and brought to the dashboard.

PRESCRIBER INVITE DELEGATE

**1**   Navigate to the Administration page and click "Invite Delegate"
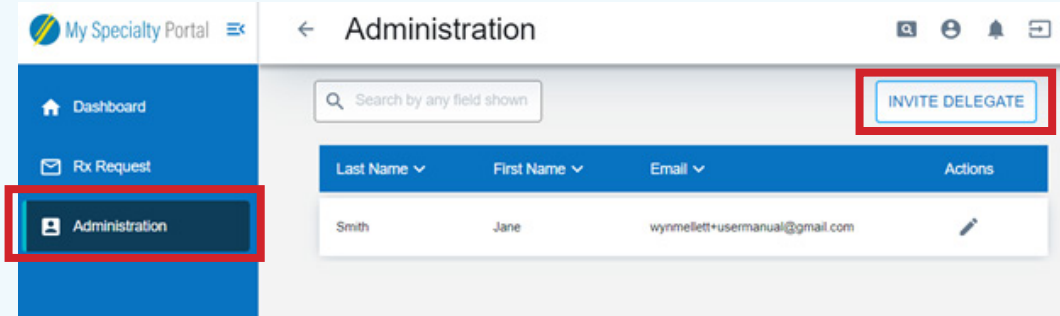
2   Enter the Prescriber Delegate User's email you would like to invite and click "Invite Delegate"
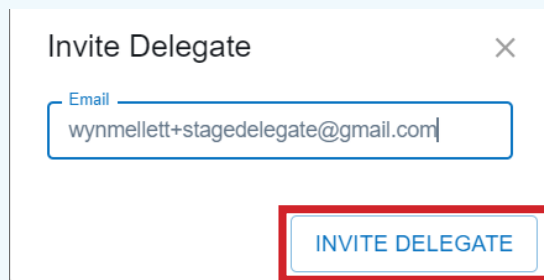
3   The pending Prescriber Delegate User's email will show up on your Administration page. The delegate will automatically receive an email inviting them to register.

Once registered, the delegate's name will be added.
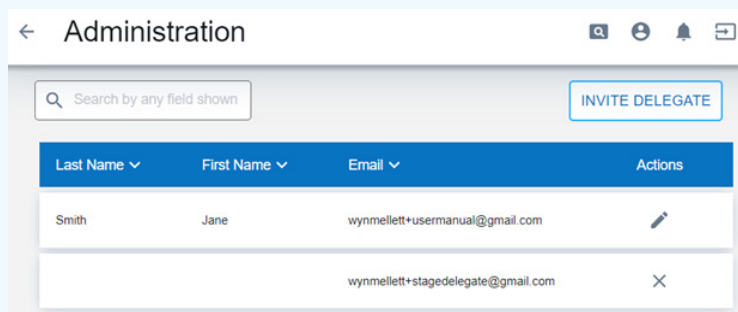
PRESCRIBER DELEGATE REGISTRATION

Prescriber Delegate User clicks the "Complete Registration" link they receive via email and is redirected to complete their registration.

Fill out the form and ensure the password complexity is met.

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

PRESCRIBER DELEGATE ACTIONS

A Prescriber Delegate User is able to perform actions on behalf of a physician.

All of the physician sections in this guide can be followed for the Prescriber User or the Prescriber Delegate User. Exceptions are Prescriber Registration and Prescriber Administration.

Core Prescriber Delegate actions:

1. View patients & Rx statuses on dashboard

2. View patient profile

3. Create and respond to requests

Example of Prescriber Delegate User view:
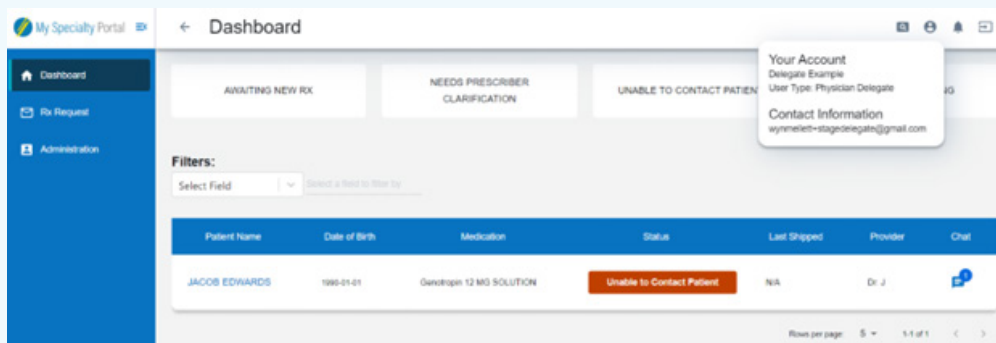
Just like the Prescriber User, the Prescriber Delegate User can view the Patient Profile and the request details
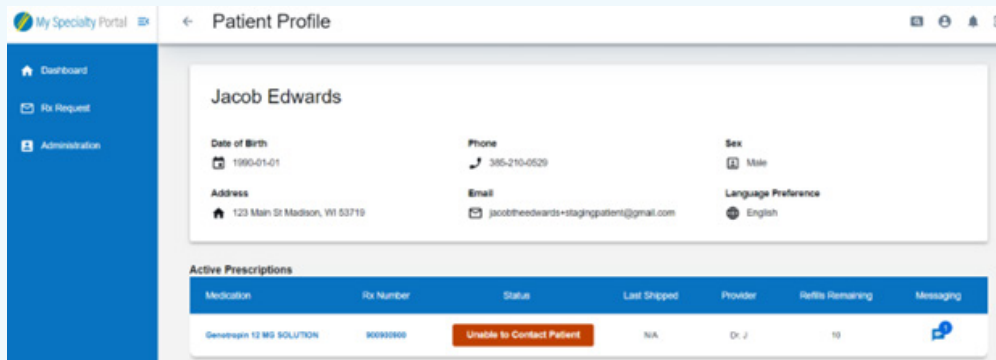
NOTIFICATION SETTINGS

1 Notification Settings can be updated by clicking on the bell icon at the top right of the page, then clicking on the gear/settings icon in the dropdown menu
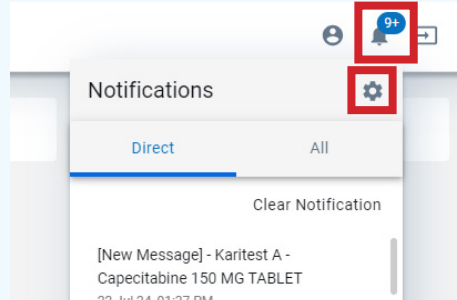
2 This will open the Notification Preferences. The Prescriber User can then enable or disable the in-app notifications that will show up in the top right notifications feed. The views shows when the notifications for different activities are enabled. Each activity can be disabled and will look like this:


App Notifications Enabled

App Notifications Disabled
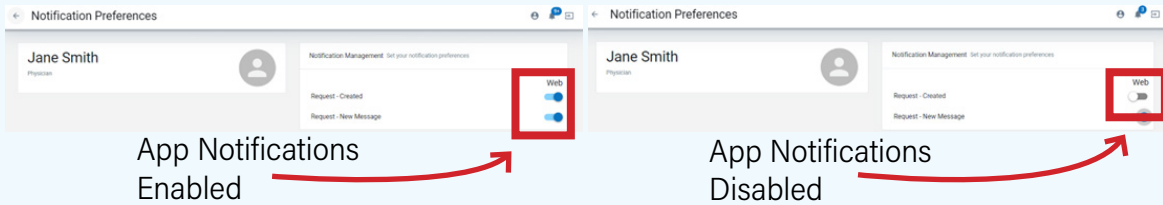
PRESCRIBER DASHBOARD

The main dashboard page allows the Prescriber User to filter by patients to see current statuses of prescriptions, create/view requests (chats) and navigate to individual patient profiles to see more information.
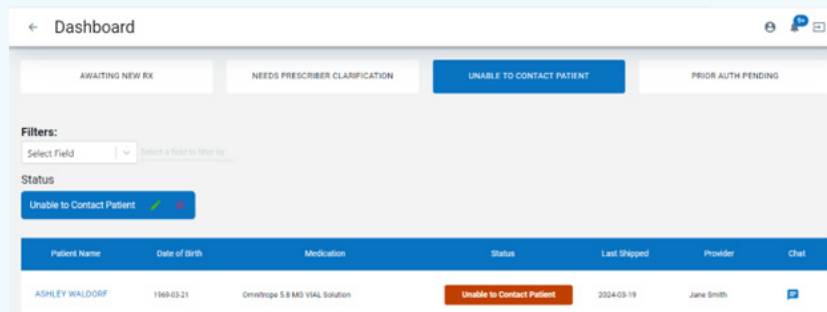
There are a few quick filters on the top of the dashboard that apply as soon as any of them are clicked. When quick filters are selected, they appear as blue and are also listed in the Filters area.
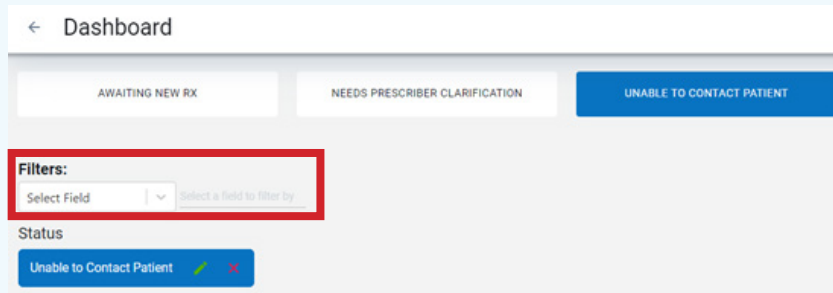
Each field can be selected as a filter, then multiple filters can be applied.
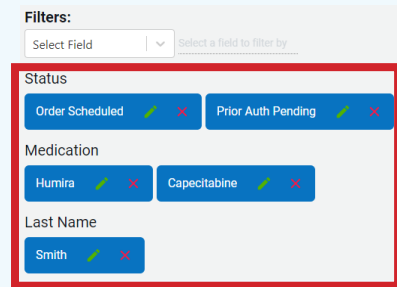
Clicking the patient's name on the dashboard will redirect the user to the patient profile.


The chat button on each patient entry on the dashboard will open a pop-up. This gives the Prescriber 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 one unread message.
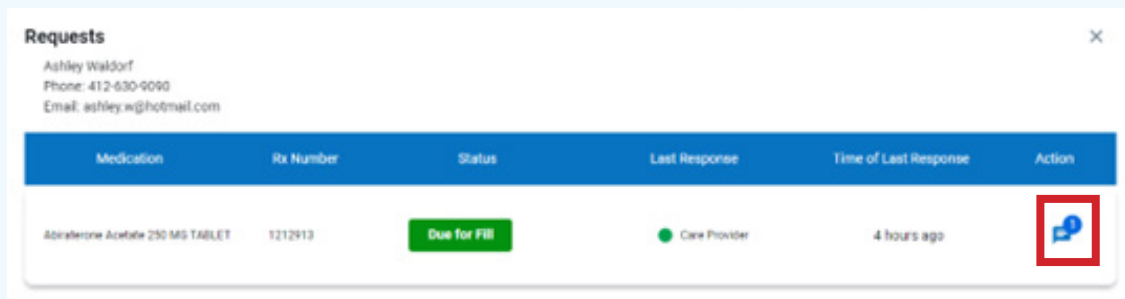
PATIENT PROFILE

The Patient Profile displays patient demographics and other details about Prescriptions.
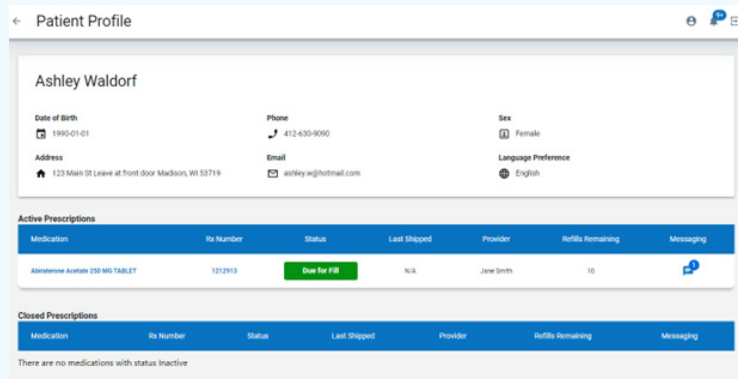
Clicking on the medication name or Rx Number opens a pop-up that will display additional information including the Dispensing Pharmacy.
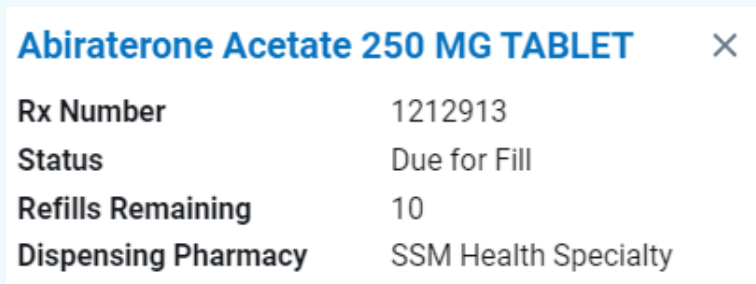
Clicking the Chat button under messaging will redirect the User to an existing chat or to create a new chat (request).
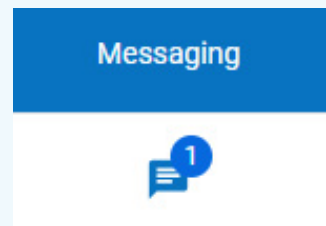
PRESCRIBER USER CREATE PATIENT PRESCRIPTION REQUEST

A Prescriber User selects the patient, then prescription from the dropdown list. Next the Prescriber User enters a message; Patient, Prescription and Enter Message are the three required fields.

Attaching a PDF document is optional.

On Create Patient Prescription Request, the attachment shows up and the "Send Message" button can now be clicked.

When "Send Message" is clicked, a pop-up will appear with the ability redirect to the request.

PHARMACY USER CREATE PATIENT PRESCRIPTION REQUEST

The steps for a Pharmacy User to create a Patient Prescription Request are the same as the steps outlined for Prescriber User above.

The view also includes a Prescriber field so the Pharmacy User can see which physician is tied to this patient and prescription before submitting the request (chat).

When clicking "Send Message", if a request already exists, a pop-up will appear telling the Pharmacy User the request exists with a button to redirect the Pharmacy User to the request.
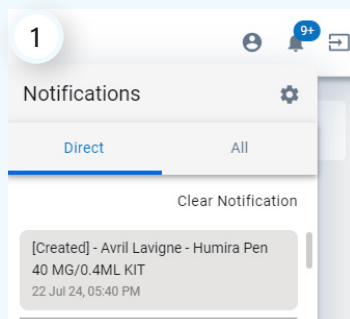

REQUEST DETAILS

A Request can be accessed via

1. The Notification List (if enabled)

2. The Dashboard

3. The Patient Profile

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.

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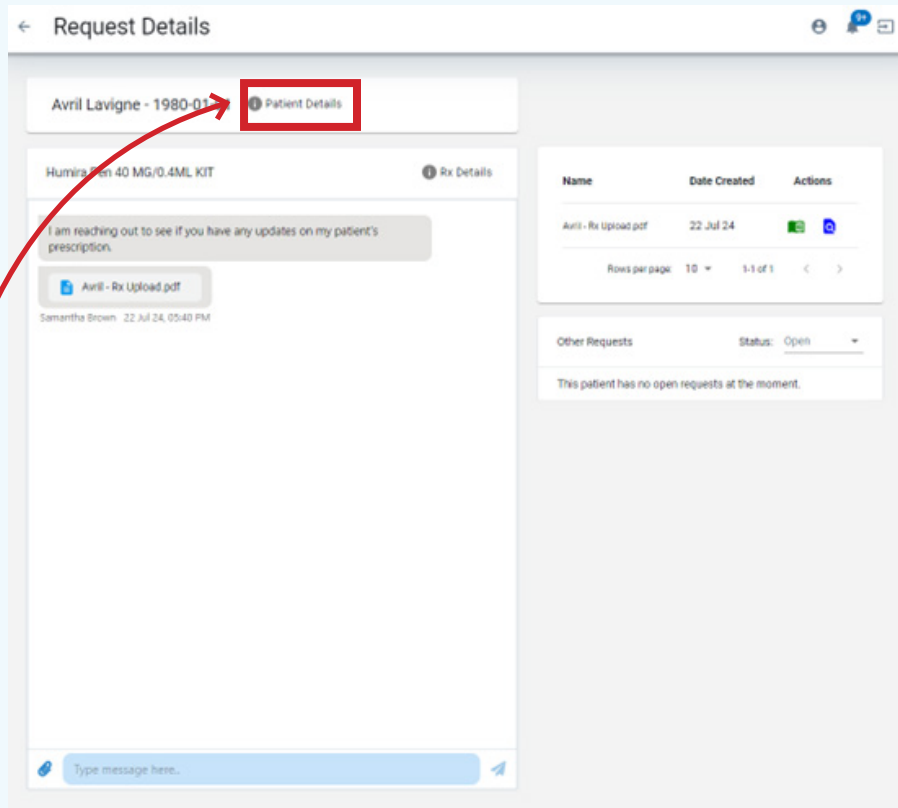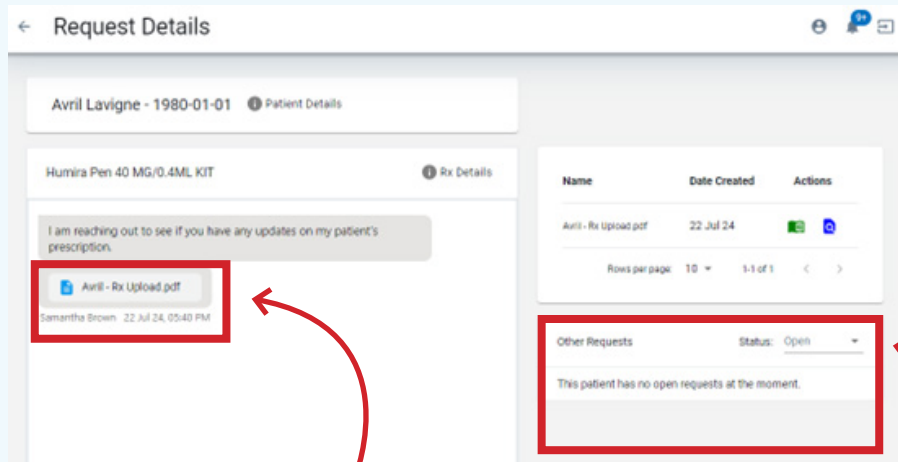

Clicking "Patient Details" will open a pop-up to show patient demographics and a button to redirect to the Patient Profile.
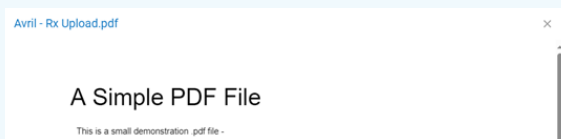
Patient Details

Date of Birth
📅 1980-01-01

Phone
📞 416-575-2639

Physician
👤 Jane Smith

Sex
🖼 Unknown

Address
🏠 2751 PENNSYLVANIA AVE
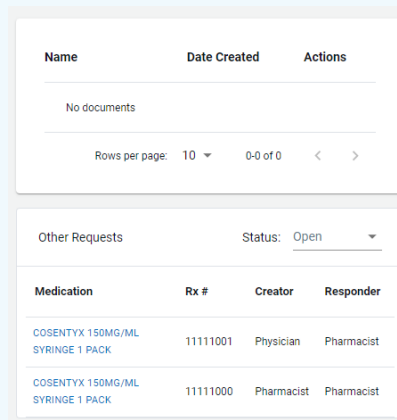PHILADELPHIA, PA 19130

Email
✉ avril123@gmail.com

GO TO 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.
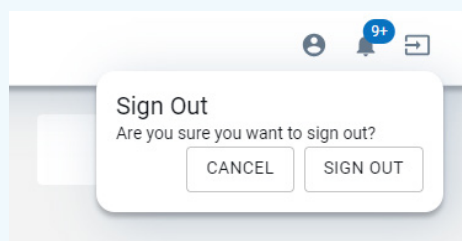

The Other Requests table will include a link to switch to another Request Details view (chat view) by clicking on the medication name.

SIGN OUT

Prescriber and Pharmacy Users can sign out at any time using 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.

Upon successful sign out, the User is redirected to the Sign In Page.