



PRESCRIBER PORTAL USER MANUAL



2024 EDITION

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.

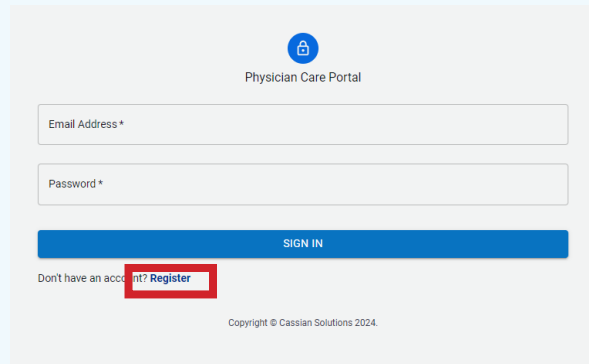
Pharmacist Users

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.

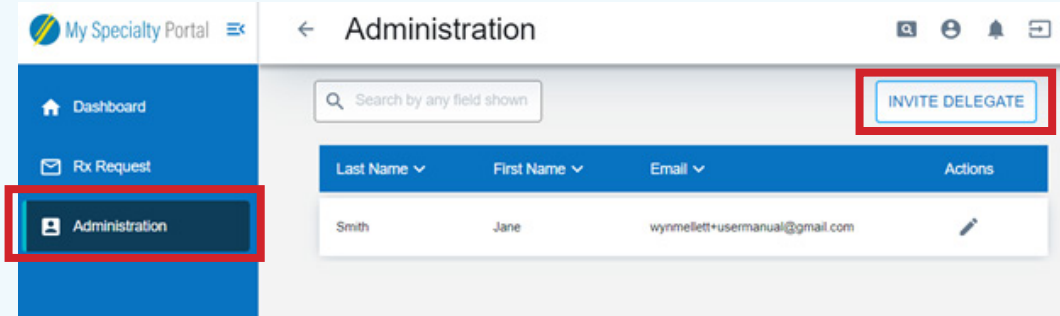
Follow the MFA setup instructions and click setup when finished.

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

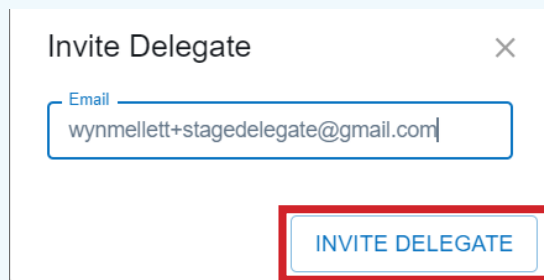
Patient Name	Date of Birth	Medication	Status	Last Shipped	Priority	Chat
MIKEY BRONKH	1983-11-08	INHALE 200 MCG TABLET	Order Shipped	01/19/2025	Jan 2025	
MIKEY BRONKH	1983-11-08	INHALE 200 MCG TABLET	Order Shipped	01/19/2025	Jan 2025	
MIKEY BRONKH	1983-11-08	INHALE 200 MCG TABLET	Order Shipped	01/19/2025	Jan 2025	
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MIKEY BRONKH	1983-11-08	INHALE 200 MCG TABLET	Order Shipped	01/19/2025	Jan 2025	
MIKEY BRONKH	1983-11-08	INHALE 200 MCG TABLET	Order Shipped	01/19/2025	Jan 2025	

PRESCRIBER INVITE DELEGATE

- 1 Navigate to the Administration page and click "Invite Delegate"

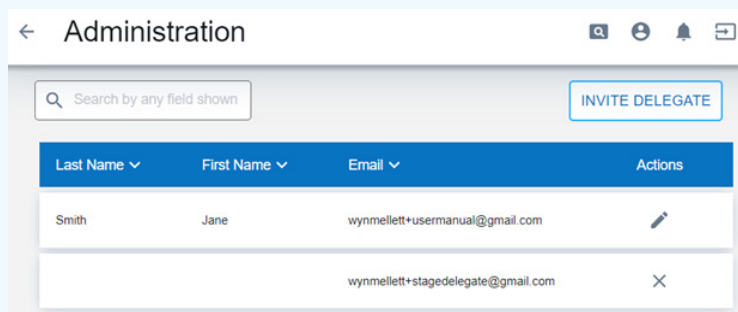


- 2 Enter the Prescriber Delegate User's email you would like to invite and click "Invite Delegate"



- 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.

Complete your account
Email must match with the email where you received the invite.

First name

Last name

Email

Phone

Password*

Password requirement: at least 10 characters - 1 each of lower case, upper case, number, symbol

Confirm Password*

Have an account? [Sign In](#)

Complete your account
Email must match with the email where you received the invite.

First name

Last name

Email

Phone

Password*

Confirm Password*

Have an account? [Sign In](#)

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

PRESCRIBER DELEGATE ACTIONS

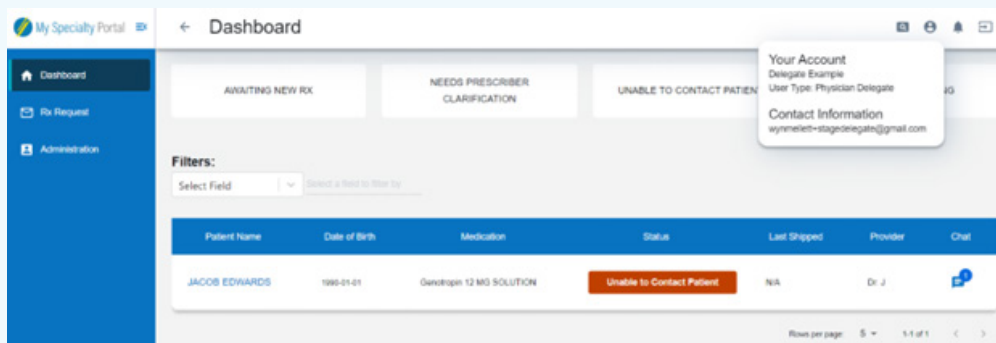
A Prescriber Delegate User is able to perform actions on behalf of a physician.

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.

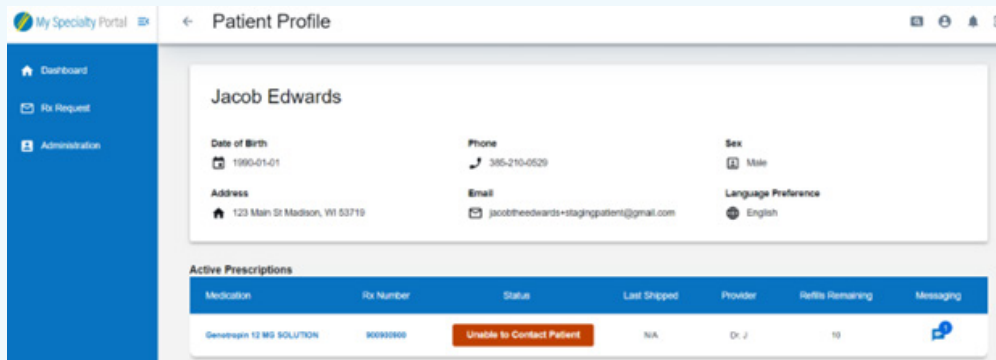
Core Prescriber Delegate actions:

1. View patients & Rx statuses on dashboard
2. View patient profile
3. Create and respond to requests

Example of Prescriber Delegate User view:

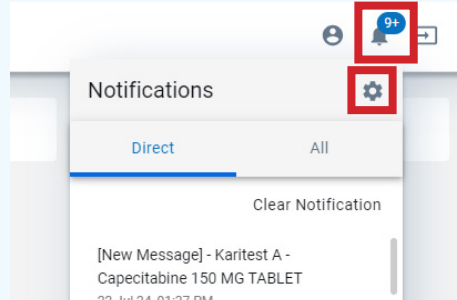


Just like the Prescriber User, the Prescriber Delegate User can view the Patient Profile and the request details

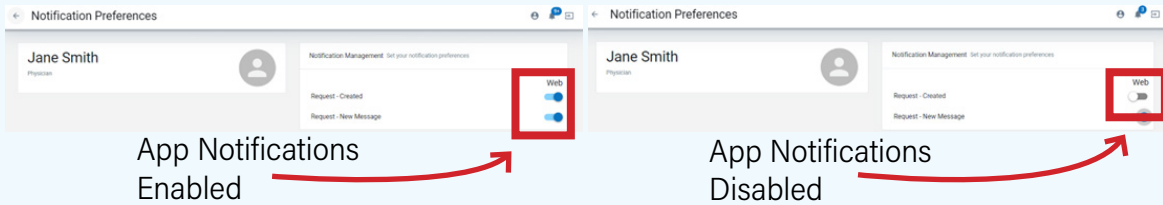


NOTIFICATION SETTINGS

- 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

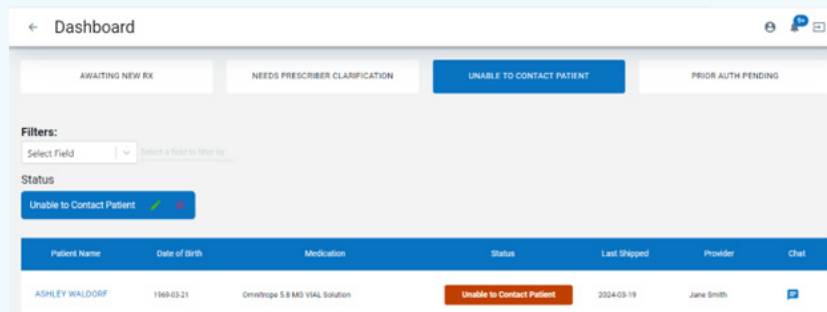


- 2 This will open the Notification Preferences. The Prescriber User can then enable or disable the in-app notifications that will show up in the top right notifications feed. The views shows when the notifications for different activities are enabled. Each activity can be disabled and will look like this:

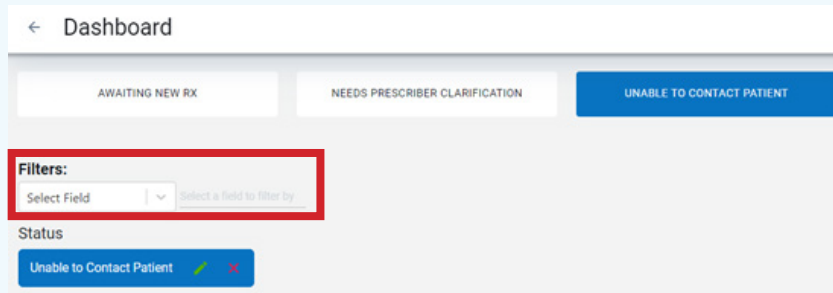


PRESCRIBER DASHBOARD

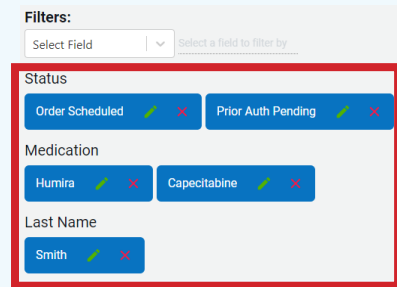
The main dashboard page allows the Prescriber User to filter by patients to see current statuses of prescriptions, create/view requests (chats) and navigate to individual patient profiles to see more information.



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.



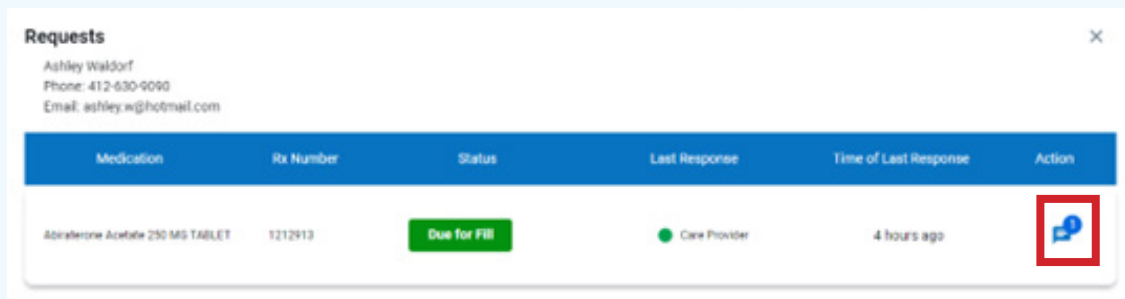
Each field can be selected as a filter, then multiple filters can be applied.



Clicking the patient's name on the dashboard will redirect the user to the patient profile.

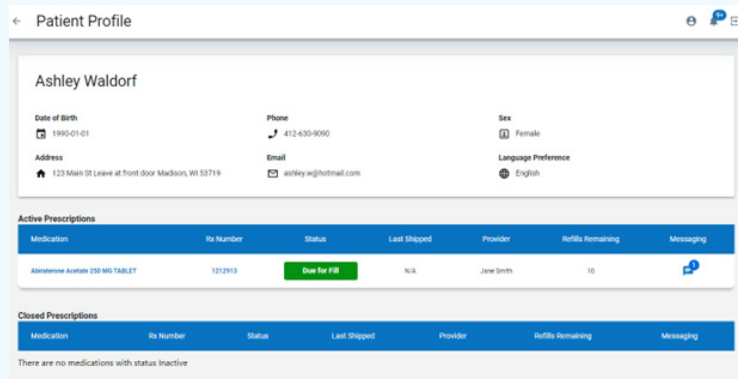
Patient Name	Date of Birth	Medication	Status	Last Shipped	Provider	Chat
ASHLEY WALDORF	1990-01-01	Abraterone Acetate 250 MG TABLET	Due for Fill	N/A	Jane Smith	Chat

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.

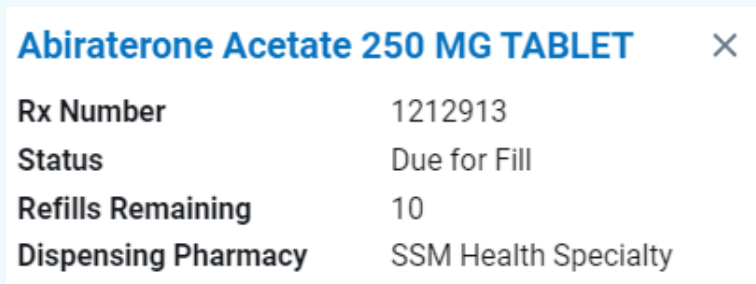


PATIENT PROFILE

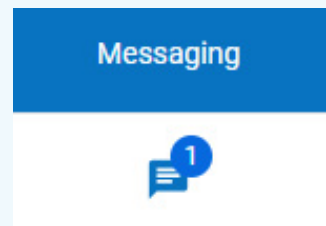
The Patient Profile displays patient demographics and other details about Prescriptions.



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.

The screenshot shows the 'Rx Request' form with the following fields: Patient (Avril Lavigne (01 January 1980)), Prescription (Humira Pen 40 MG/0.4ML KIT (Rx: 2147483647) - Active), and Enter Message (I am reaching out to see if you have any updates on my patient's prescription). The 'Attach Documents' section is highlighted with a red box and an arrow, containing an 'UPLOAD FILES' button. Below it are 'SEND MESSAGE' and 'CLEAR DATA' buttons.

Attaching a PDF document is optional.

The 'Upload Document' pop-up window shows a text input field with 'Avril - Rx Upload', a large area with a cloud icon and the text 'Click or Drag & Drop document to upload', and a file name 'Avril - Rx Upload.pdf' below it. At the bottom are 'CREATE NEW DOCUMENT' and 'CLEAR DATA' buttons.

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.

The success message pop-up contains the text 'Your request has been successfully created.' and a blue button labeled 'GO TO REQUEST DETAILS'.

The screenshot shows the 'Rx Request' form after the 'Send Message' button is clicked. The 'Attach Documents' section now shows the 'UPLOAD FILES' button, a green message 'File successfully attached.', and the document 'Avril - Rx Upload.pdf' with a close button. Below it are 'SEND MESSAGE' and 'CLEAR DATA' buttons. A note at the bottom states: 'Note: This portal cannot be used to transmit/receive prescriptions'.

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).

The screenshot shows a mobile application interface for creating a patient prescription request. The title is "Rx Request". Below the title is a form titled "Create Patient Prescription Request". The form has two main sections: "Patient" and "Prescription". The "Patient" section includes a dropdown menu for "Patient" with "Avril Lavigne (01 January 1980)" selected, and a text input field for "Physician" with "Samantha Brown" entered. The "Prescription" section includes a dropdown menu for "Prescription" with "Humira Pen-40 MG/0.4ML KIT (Rxc 2147483647) - Active" selected. Below these sections is a text input field for "Enter Message" with the placeholder text "I have a few questions about this patient's Rx". At the bottom of the form are three buttons: "UPLOAD FILES", "SEND MESSAGE", and "CLEAR DATA". A note at the very bottom states: "Note: This portal cannot be used to transmit/receive prescriptions".

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.

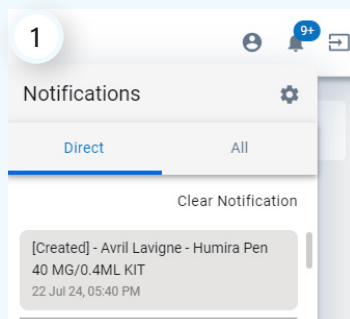
A request already exists for this Rx.

[GO TO REQUEST DETAILS](#)

REQUEST DETAILS

A Request can be accessed via

1. The Notification List (if enabled)
2. The Dashboard
3. The Patient Profile

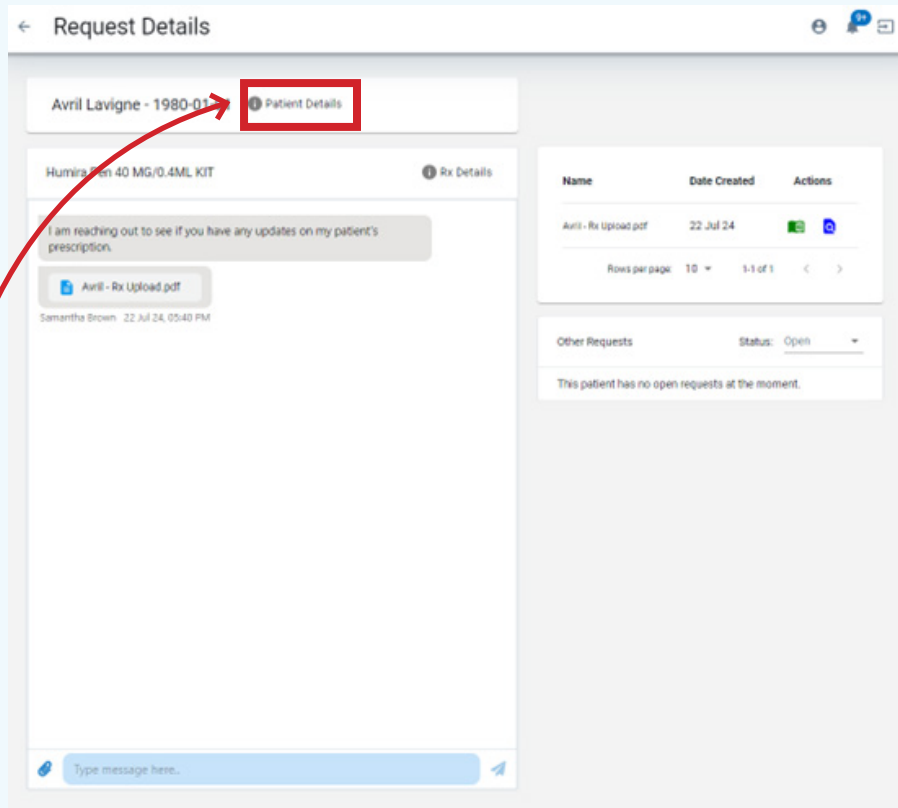


The screenshot shows a mobile application interface for the Patient Details view. The title is "Patient Details". There is a "Filters" section with a dropdown menu for "Select Field" and a "Select a field to filter by" button. Below the filters is a "First Name" input field with "avril" entered. Below the input field is a table of active prescriptions. The table has columns: "Patient Name", "Date of Birth", "Medication", "Status", "Last Shipped", "Provider", and "Chat". The table contains one row: "AVRIL LAVIGNE", "1980-01-01", "Humira Pen-40 MG/0.4ML KIT", "Order Scheduled", "N/A", "Dr. John Doe", and a chat icon. A circled "2" is placed over the "Filters" section.

The screenshot shows a mobile application interface for the Active Prescriptions view. The title is "Active Prescriptions". There is a table of active prescriptions. The table has columns: "Medication", "Rx Number", "Status", "Last Shipped", "Provider", "Refills Remaining", and "Messaging". The table contains one row: "Humira Pen 40 MG/0.4ML KIT", "2147483647", "Order Scheduled", "N/A", "N/A", "10", and a messaging icon. A circled "3" is placed over the "Active Prescriptions" title.

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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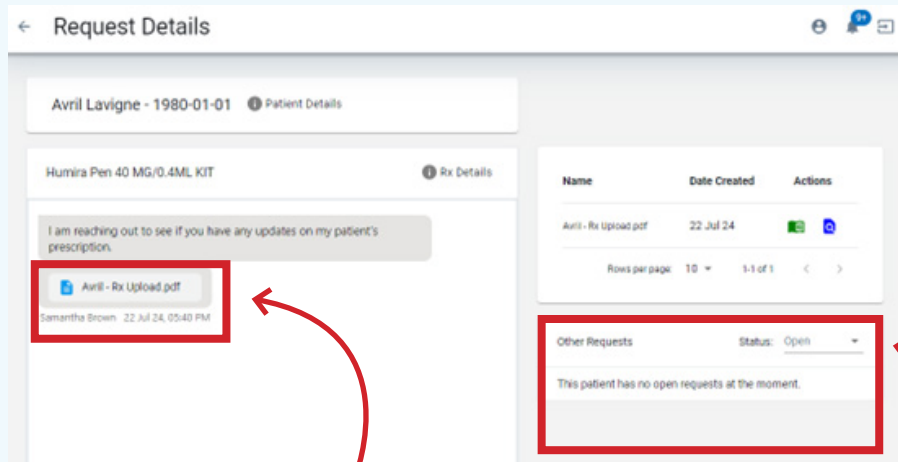


Clicking "Patient Details" will open a pop-up to show patient demographics and a button to redirect to the Patient Profile.

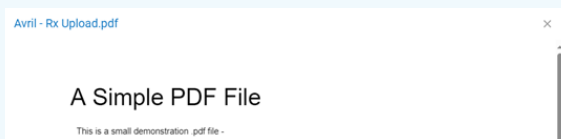
Patient Details

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

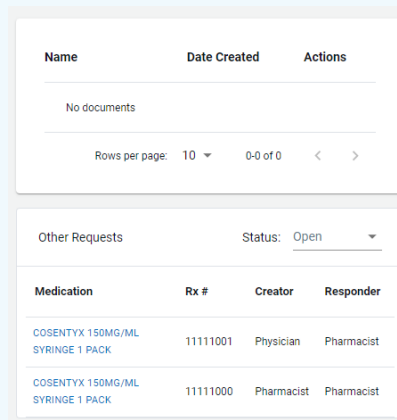
[GO TO PATIENT PROFILE](#)



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.

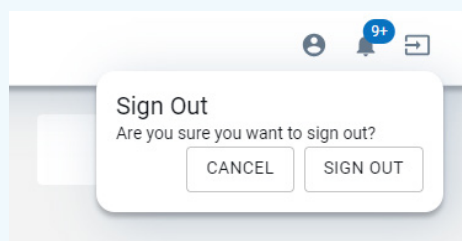


The Other Requests table will include a link to switch to another Request Details view (chat view) by clicking on the medication name.



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.