

eRegistration User Manual

1b — Last update: 2019/07/12

Overview of eRegistration

e-Registration allows MN Oncology to digitally send registration forms to patients via text and/or email. Patients can digitally fill out and electronically sign required forms and attach a copy of their insurance card. Having forms completed prior to the appointment allows MN Oncology to ensure we have your most updated information and can validate insurance for financial clearance. Allowing us to prepare for appointments before patients arrive will expedite check-in at the front desk.

Patient Login Process

You will be sent a link to Pre-Register prior to your appointment:

Example:

<https://checkin.MinnesotaOncology.net/pci/df4413/login>

When selecting this link, you will be directed to a login screen:

The image shows two screenshots of a patient check-in interface for 'YOUR Medical Group'. The left screenshot is titled 'Welcome to Patient Check-in' and contains a form with the following fields: 'FIRST NAME' (Joshua), 'LAST NAME' (Cummings), and 'DATE OF BIRTH' (05-11-1995). Below the form is a 'Continue' button. The right screenshot is titled 'Appointment Details' and displays the following information: 'APPOINTMENT FOR: Cummings, Joshua', 'WHEN: 2019-10-28 14:30:00', and 'WHERE: Dr. Jones, Nashville, 800 Howard St, San Francisco, CA 94103'. Below this information is a 'Check In >' button. A red arrow points from the 'Continue' button on the left screen to the 'Check In >' button on the right screen.

You will enter your name and date of birth.

There is a two-factor authentication for added security:

A verification code is sent as a text to your cell phone or to your email address. The code may take a few minutes to receive via email depending on your email provider. Once received, enter the verification code to verify your identity. If you request multiple verification codes, please be sure to use the latest code you requested.



Identity Verification

Before proceeding, we need to verify your identity. How would you like to receive your verification code?

SMS +1 XXX-XXX-6349

Email jXXXXXXXXs@relatient.net

Don't have a device?

1
Why do I need a verification code?

Continue





Identity Verification

Please enter the verification code you received from the previous step.

VERIFICATION CODE

311294

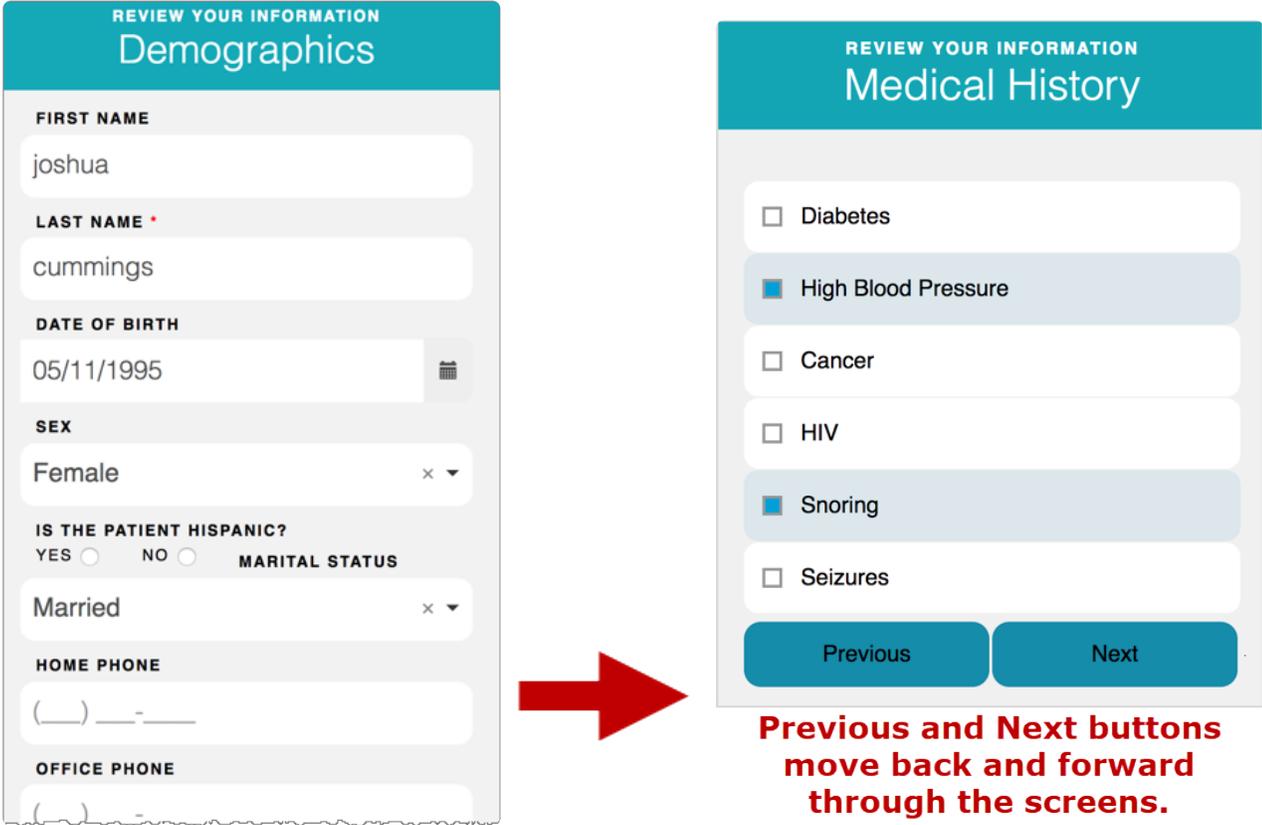
Didn't receive a code?
Allow a few moments for the code to arrive.
Still no code? Try sending another.

Send another code >

Verify

Patient Forms

On the screen, forms are formatted like a survey for you to complete. Please note, information you put in is not saved on the forms. If you are not able to complete or you navigate backwards, your information could be lost.



Questions can also be conditional, i.e. “Do you have a primary insurance?” If answer is “Yes,” detail fields such as name of insurance company, member ID, etc. are displayed for you to fill in. If answer is “No,” detail fields are skipped.

Insurance Cards and Drivers Licenses

Pictures of insurance cards (front and back) and driver’s license can be uploaded during the eRegistration process. If you are using a desktop device, a .jpg file of the pictures would need to be uploaded. If you are using a smartphone device, a picture can be taken on the phone during eRegistration when prompted.

The image shows two screenshots from an eRegistration process. On the left is the 'INSURANCE INFORMATION Primary Insurance' form. It contains fields for 'INSURANCE NAME' (Blue Cross Blue Shield), 'GROUP ID' (1234BY), and 'POLICY NUMBER' (ABC999812345). It also includes two images of insurance cards. On the right is the 'PERSONAL IDENTIFICATION Driver's License' form. It has a checkbox for 'I do not have a license or state-issued ID.' and a section for 'DRIVER'S LICENSE' with a photo of a New York State Driver's License. Below the photo are fields for 'FULL NAME' (Ginny Shipp), 'DRIVERS LICENSE NUMBER' (012345678), 'STATE' (New York), 'DATE ISSUED' (01-01-1990), and 'EXPIRATION DATE' (01-01-2020). A red arrow points from the insurance card images to the driver's license form.

OCR Scan – Depending on the quality of the picture, the detailed information contained on the insurance card(s) will be scanned and entered into the appropriate fields on the survey. You will click on “Process Card” to begin the scanning process.

Driver’s License information will have to be filled in manually.

Electronic Signature

Electronic signatures are used for patients to e-sign forms. Once the patient has filled out the survey forms and taken pictures of their insurance card and driver's license, they go to the signing portion of eRegistration.

All forms that require a signature are presented as a single PDF in this box. You may scroll through the PDF to read all of the applicable forms.

You sign by using their finger if on a mobile device, or dragging the cursor on a desktop computer.

After the e-signature is complete, click "Confirm," and then "Finish." The application uploads the completed PDFs.