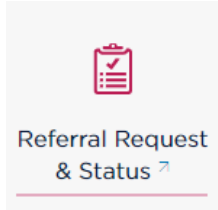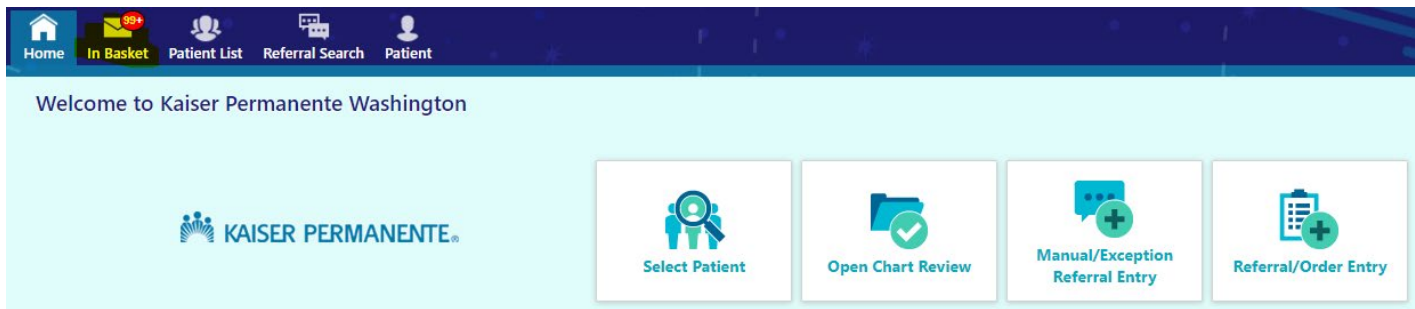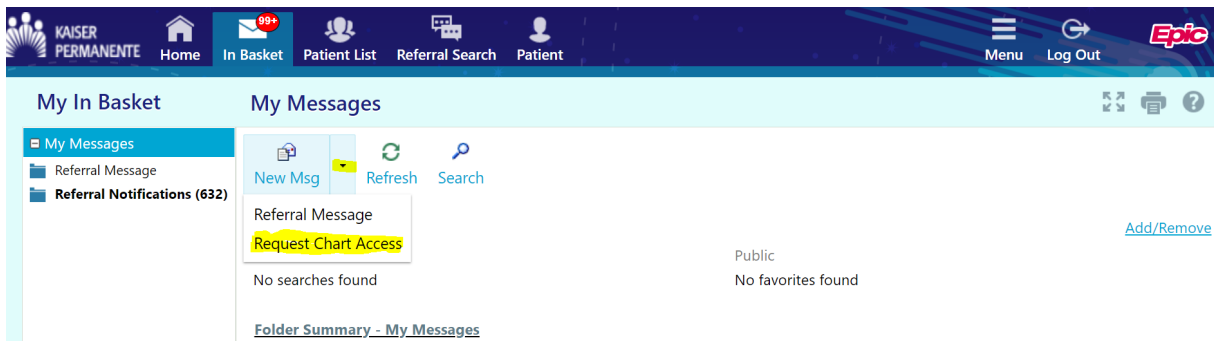# JOB AID: STEPS FOR REQUESTING ELEVATED CHART ACCESS

1. Log in to the Secure Provider Portal using your OneHealthPort subscriber ID and password

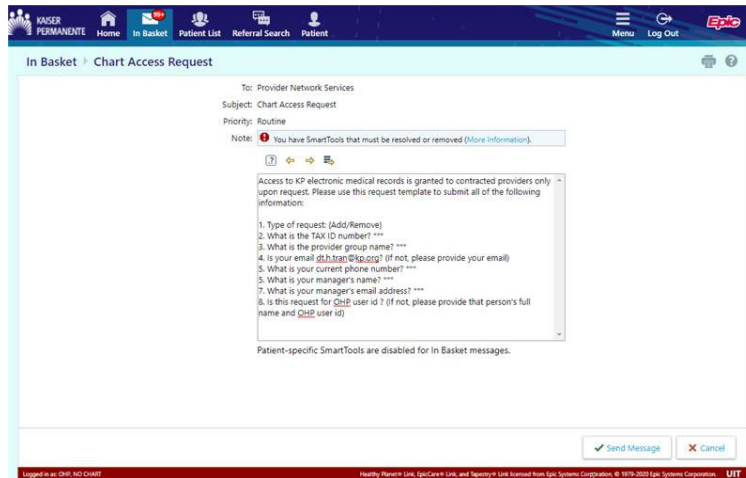2. Click **Request Referral & Status** and you will be taken to the home screen
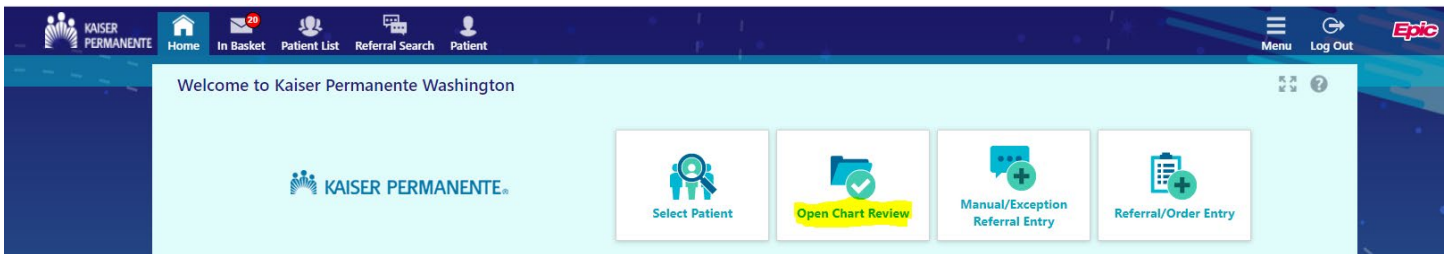

3. Click on **In Basket**

4. Click on the arrow next to **New Message** and select **Request Chart Access**

5. Complete the Smart Text fields:
   a. Add
   b. Tax ID
   c. Provider Group Name
   d. Email address (if it doesn't auto-populate, provide the email address)
   e. Phone number
   f. Manager's name
   g. Manager's email address
   h. OHP User ID (if it doesn't auto-populate, provide the OHP User ID)

Once access has been elevated, you will see the additional tile "Open Chart Review" on your next log in.

Information viewable in the chart once a provider has been granted access includes:

- Office visit notes for encounters at Kaiser Permanente
- Labs done at Kaiser Permanente
- Radiology reports (only those done at Kaiser Permanente)
- Medication lists of prescriptions filled at Kaiser Permanente pharmacies (unless the patient advises of prescriptions filled outside of Kaiser Permanente and if the providers office enters that information into the patient's chart)
- **Note:** you will not be able to view images including EKG strips