

Accessing Patient Level Detail Online

Register for Access to Q Corp's Secure Online Portal

Each data reporting round, medical group managers and providers receive hard-copy reports from Q Corp that contain information at the medical group and provider levels. Additional patient-level data and clinic results are available only through Q Corp's secure online portal to protect patient and provider privacy. Online reports are available to view, print, or download.

The medical group must designate a single person to manage group access to the secure online portal. This designated administrator will complete a registration process and be authorized by Q Corp to act on behalf of providers in the medical group. The administrator will control usernames and passwords, and be responsible for the security of portal information. Note that the administrator will have access to data for all clinics, primary care providers and patients in the medical group.

Maintaining privacy/security of patient data and HIPAA compliance are of the utmost importance in Q Corp's reporting initiative. Registering for access to Q Corp's secure portal involves the completion of two legal documents, a "Reciprocal Business Associate and Data Use Agreement" and a "Participating Provider Organization Portal Agreement". The terms of these agreements will have to be agreed to by the medical group administrator when setting up a new account. The agreements authorize the exchange of secure data, including protected health information, between the medical group and Q Corp. Acceptance of these agreements is required in order to access the secure online portal.

Log In to Q Corp's Secure Online Portal

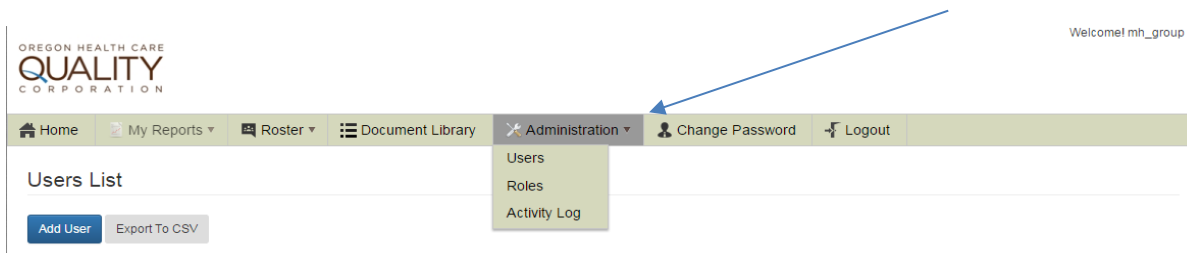
Once the group administrator receives a username and password, access to Q Corp's secure online portal is available at <http://q-corp.org/reports/provider-reports>. Click the button to the right that reads, "VISIT THE PORTAL" and log in. Reports can be accessed for each clinic site and primary care provider through "My Reports." Information about the patients included in each measure is available by viewing clinic reports at the provider level. All reports can be downloaded into a spreadsheet or other formats.

Manage Additional User Logins

Q Corp creates one user login per medical group; all other user logins must be managed by the group administrator. Manage accounts in the secure portal through the "Administration" tab. The group administrator can manage user access at three different levels: medical group, clinic, and provider.

- Group Level Account – User can view all clinics, providers, and associated patients in the medical group.
- Clinic Manager Account – User can view only the clinic they are assigned to, providers within that clinic, and associated patients.
- Provider Account – User can view only the provider assigned to the user ID and associated patients.

When personnel change, the group administrator must add or delete users as appropriate. Group administrators can also change a user level, delete the user completely and add a new user at the different level.



To change the group administrator, please contact Q Corp immediately.

For help logging in to the secure site, or to retrieve a forgotten username or password, or other technical questions, please call 503-241-3571 x116 or email info@q-corp.org

Review and Correct Data

Q Corp is one of the few multi-plan, claims-based measurement systems in the country that provide patient-level data to providers. The goal of this initiative is to improve patient care, which requires making the data accurate, timely, and useful. To this end, we offer providers an opportunity to correct and improve the data. Detailed instructions on how to provide feedback on portal reports and patient-level detail is available in a document, “Data Review and Feedback Process” located at <http://q-corp.org/reports/provider-reports>. Q Corp policies for groups that wish to have their data reconsidered or believe they should be excluded from public reporting are also available.

To protect patient privacy, all communication about individual patients and their care must be submitted through the secure website. **Please do not deliver patient information directly to Q Corp staff.**

Important note: Q Corp invites medical groups to review their results, and provide feedback and corrections through the secure portal. Groups interested in having their scores reviewed or re-calculated must submit feedback through the secure portal as well as submit their request to Q Corp by the last day of the review period*.

*For exact dates, check Q Corp’s provider landing page, <http://q-corp.org/reports/provider-reports>.

How to Get Help

Q Corp staff is available to assist you with logins, accessing the secure portal, and interpreting online and paper reports. Please use the contact information below. Additional assistance is available through Q Corp’s recorded webinar, *Using Quality Reports to Improve Care*, available online at <http://q-corp.org/resources/webinars/using-quality-reports-improve-health-care>

Contact Us

Q Corp is very interested in receiving feedback from medical groups, clinics, providers and their staff to continue refining the process for future reports.

Email: info@q-corp.org

Phone: (503) 241-3571 x116

Fax: (503) 972-0866

Mail: Oregon Health Care Quality Corporation

Attn: Meghan Haggard

520 SW 6th Ave, Suite 830

Portland, OR 97204