

Please note – your facility Provider Solutions Specialist needs to confirm the appropriate settings have been activated on your PatientKeeper profile before application can be configured for use.

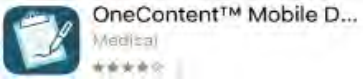
Please have questions routed through our 24/7 service desk at 281-325-5490

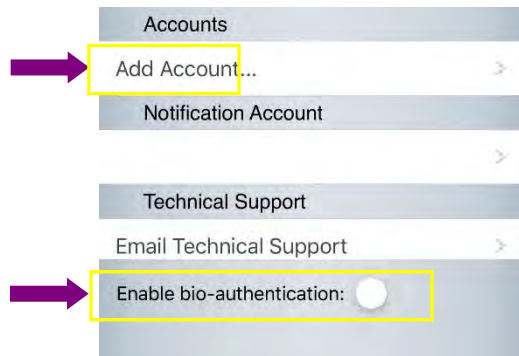
You will need the following information during the configuration process:

HOST: `mdc-fwdc-hou.app.medicity.net`

Certificate Validation String: `dykHF2FLJfEpZOvbOLX4PKrcD2w2sHd/iA/G3uHTOcw=`

## Step 1 - Download OneContent Mobile Deficiency app

1. Go to the Apple App Store and search for OneContent (no spaces). 
2. Launch the OneContent Mobile Deficiency app from its icon on the device screen
  - a. Click the Gear Icon on the top right
  - b. In the 'Accounts' screen:
    - Select Enable bio-authentication (if present)
    - click 'Add Account'



This will make the PIN entry box appear on next screen.  
 If it's not selected the PIN entry box will not appear

- c. Create the account as follows:

- Must be in CAPS
- Delete any extra characters
- Provider 3-4 ID
- Provider AD Password
- Do not change
- Do not change
- Lowercase
- Provider 3-4 ID
- Remove extra spaces

**PIN box displays here when Bio-Authentication is selected.**  
 Account setup can be completed and then go back to select Bio option.

## Step 2 - Configuring PIN in PK APP

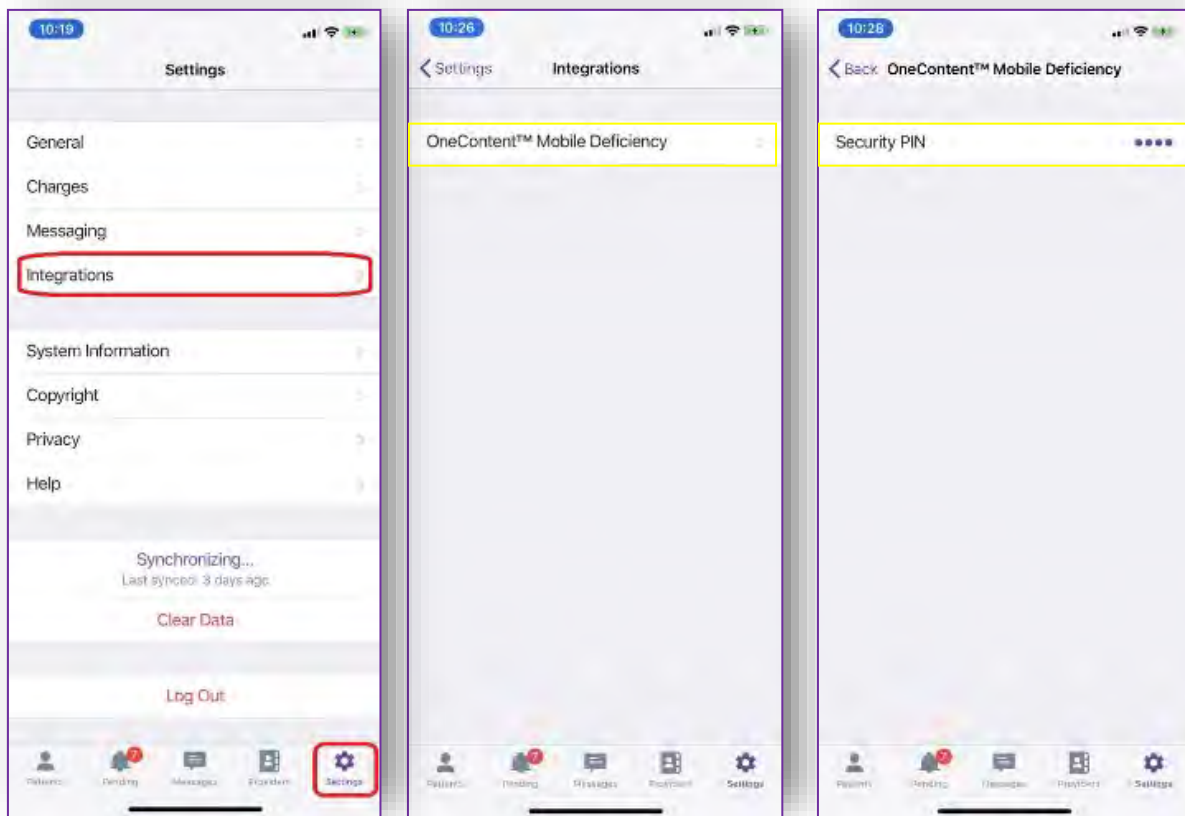
1. A PIN must be entered in the PatientKeeper mobile app which will be passed to the OneContent Mobile Deficiency application. This PIN must match the PIN the provider currently uses for HPF.
2. Have the provider log into the PatientKeeper mobile application with their 3-4 id and active directory password. At this time you will need to have the provider enter their HPF PIN.  
**The PIN cannot be sequential (ie 1234).**

### 3. To enter the PIN:

a. Go to Settings >> Integrations

b. Then OneContent Mobile Deficiency

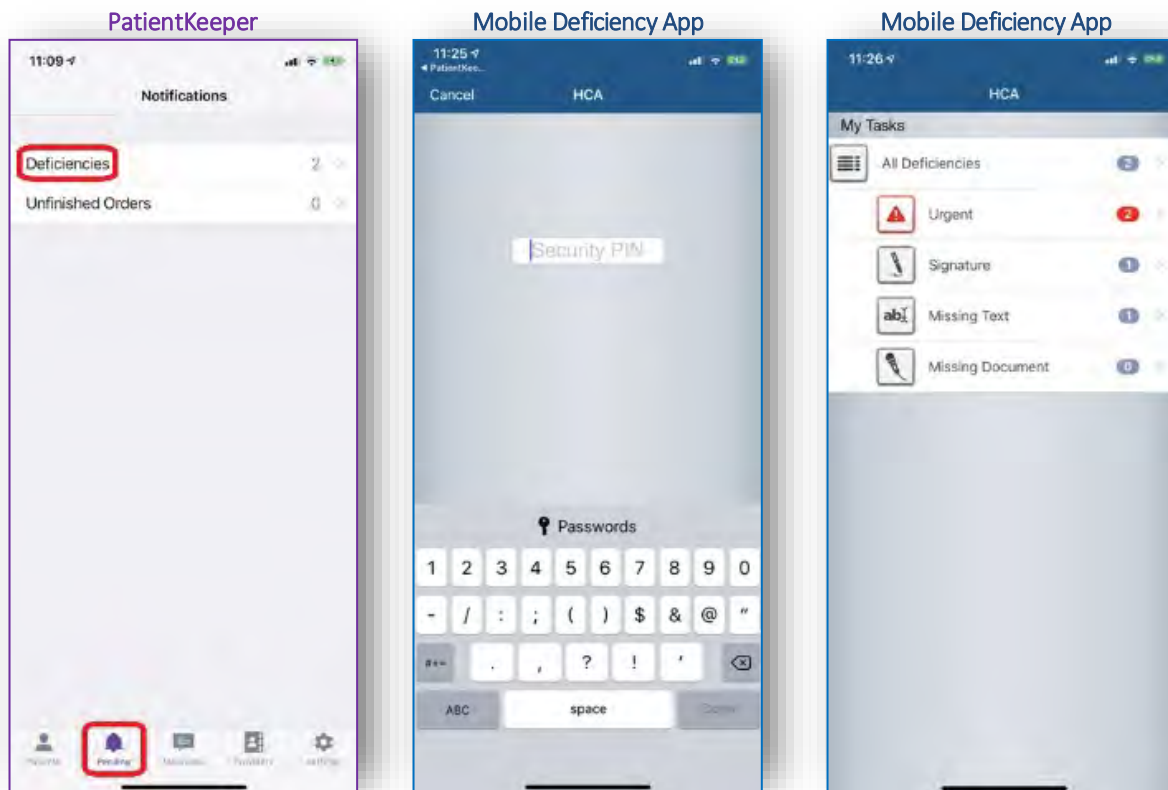
c. Then enter the HPF PIN



4. Press the **Pending icon** and then choose the **Deficiencies** option. This launches the mobile deficiencies app.

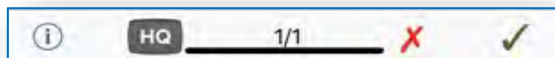
If a PIN is setup in PatientKeeper, and it matches the PIN setup in HPF, then the PIN is automatically passed to the mobile deficiency app.

**Manual PIN entry is not necessary. Wait ~2-5 seconds for the PIN to be passed through.**

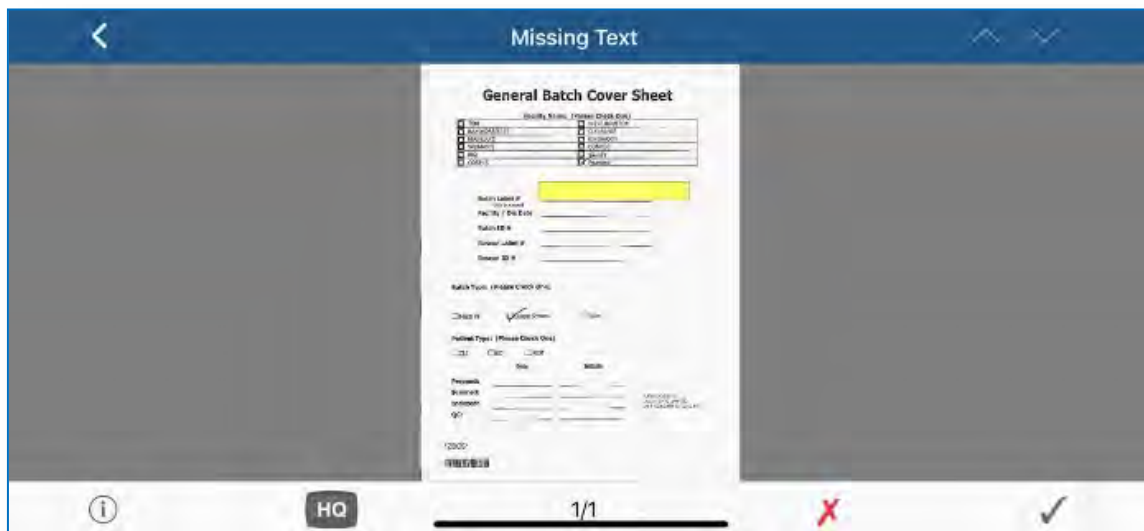


## Deficiency types

**Signature Deficiencies** that require signature only, no editing. Click the green checkbox to sign.



**Missing Deficiencies** that have one or more missing text fields, click in the text box to Text begin to edit and then click the green checkbox to sign.



Missing Deficiencies with a document missing such as a dictation number. Documents Enter the dictation number and then click the green checkbox to sign.

### Notes:

5. Physician Queries and Coded Queries are not included in the OneContent MDC application.
6. While Providers will be able to edit missing text fields (yellow box shown in above example), they will not be able to edit any other text in the document using the MDC app.
7. Any deficiency which is completed in the MDC app will also be completed in the HPF tab located in the PK Portal.

## Return to the PatientKeeper mobile app

At any time you may return to the PatientKeeper application from the OneContent application by clicking the PatientKeeper back button at the top left hand corner of the mobile device.



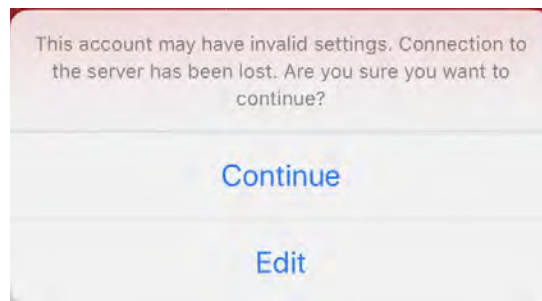
## Frequently Asked Questions and Issues

Q. My provider has received a new HPF pin, their PIN is currently 1234, they have forgotten their HPF pin, or they have locked their account due to too many incorrect attempts.

- A. If the provider's Pin is currently 1234 or they have been given a temporary PIN of 1234, please have the provider login to the portal to update PIN. If they cannot remember their PIN then you will need to reset the pin in eSAF and then have the provider update on the portal.

*\*If PIN has changed then it will need to be updated in the PatientKeeper app and the MDC app*

Q. When setting up the MDC app, the following error is encountered when trying to save settings:

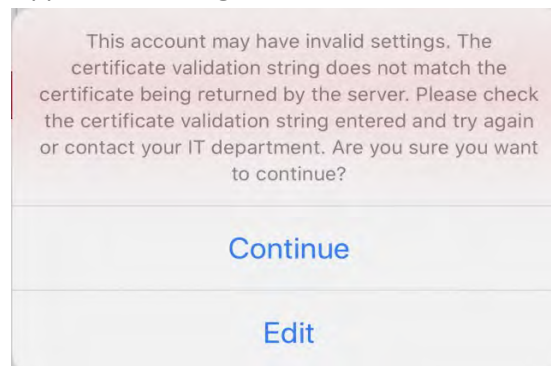


- A. This error is typically seen when the division's MDC URL, the provider's 3/4 ID, or the provider's password is incorrectly entered. Verify the URL, the provider's 3/4, the provider's password, and try again.

NOTE: Some special characters are not allowed in the MDC application for security reasons. If your provider has any of the following characters currently in their network password (password used to log in to their PC, etc.), they will need to change their network password to exclude the below character(s) before they can use the MDC app:

. " < > # % { } | \ ^ ~ [ ] ` \$ & + , / : ; = ? @

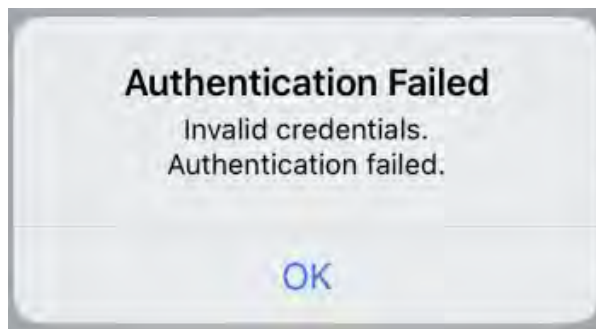
Q. When setting up the MDC app, the following error is encountered when trying to save settings:



- A. This error will be displayed when the 44 character security string has been input incorrectly. Double check the accuracy of the validation string and ensure it matches the string in this guide, which is case-sensitive. Additionally, make sure there are no extra blank spaces at the end of the string which can be confirmed by tapping at the end of the string and backspacing until you reach the last character.

## Frequently Asked Questions and Issues

Q. When launching the MDC app by tapping the Deficiencies tab in PK, this error message is displayed:



- A. This error could be caused by one of the following scenarios:
- i. The 4 digit pin which is entered in the "Security PIN" field found in the PatientKeeper App (Page 4, Section 2-C) does not match the provider's current HPF/MPF PIN. Please verify the provider's PIN and re-enter.
  - ii. The provider's account may have been locked due to too many login attempts. Please contact the Service Desk or submit an eSAF request to have the provider's pin reset/unlocked.
  - iii. The provider's network password contains a special character that is not allowed in the MDC application (found on Page 9 of this guide). Please reset the provider's network password to exclude these characters and try again.

Q. When attempting to sign and complete a deficiency, the provider is given a "timed-out error" or the app freezes/hangs and does not complete.

A. This error/scenario is typically indicative of poor cell reception or WiFi connectivity. Have the provider move to another location with improved signal and try again.