



Tips For Finding Patients in the Clinical Portal

Clinical Portal Home Page

Start searching for a patient in the **Find Patients** field by typing in any of the following search criteria:

- Last name
- First and last name
- First name, last name, birthdate (mm/dd/yyyy)
- ProviderOne client number (P1)
- Social Security Number (SSN)

Tip 1: Use Wildcard (*) to Search for Long or Complex Names



Use the wildcard asterisk (*) when a patient has a long or complex name, or you are unsure about the spelling of the patient's name such as **“Johnny B Danger.”**

Name	Date of Birth	Address	Action
...	★ Add
...	★ Add
Johnny B Danger	07/04/1976	455 Rocket Lane, Touchet, Washington 99360	★ Edit

Tip 2: Use Wildcard (*) to Search for Names with Special Characters



Names with special characters such as **“Mi’ka-ann Christie-Garda”** are difficult to search. Choose the first name or the last name and do a wildcard search to find the patient.



The screenshot shows the OneHealthPort Clinical Portal search interface. At the top left is the logo "OneHealthPort Clinical Portal". To the right is a search bar with a plus sign icon on the left, the text "Christie*" in the center, and a magnifying glass icon on the right. Below the search bar is a table with two columns: "Name" and "Date of Birth". The table contains one row with the name "MI'KA-ANN CHRISTIE-GARDA" and a blurred date of birth.


Name	Date of Birth
MI'KA-ANN CHRISTIE-GARDA	[REDACTED]

Tip 3: Use Quotes (“ ”) to Search for Names with Spaces

If you search for the last name **Mc Neily** (without quotation marks), you will not find any results because of the space in the last name.



A screenshot of a web application's search interface. The search bar contains the text "Mc Neily" and a magnifying glass icon. The search results area is empty. A notification box on the right contains an information icon and the text: "The search for Mc Neily returned 0 patients. Use quotation marks, if you want to search for a term that contains whitespaces or commas, e.g. Smith 'New York'".

 However, if you enter the last name in quotes **"Mc Neily"** and then search you will find the patient record.



A screenshot of a web application's search interface. The search bar contains the text "Mc Neily" with quotation marks and a magnifying glass icon. The search results area displays a table with one row of data. A notification box on the right contains an information icon and the text: "The search for 'Mc Neily' returned 1 patient".

Name ↕	Date of Birth ↕	Address
ADAM D Mc NEILY	05/30/1973	3005 University Street, Seattle, 98155

Tip 4: Add Additional Search Criteria For Common Names

If you search for **J smith**, you will not find the patient as there are too many records for the system to return that match that criteria.



A screenshot of a search interface. The search bar contains the text "J smith" and a search icon. A message box on the right says: "There are too many matches. Enter additional criteria to narrow down your search results." The search bar is highlighted with an orange border.

 Searching for **J Smith 10/5/1950** refines the search to find the patient record.

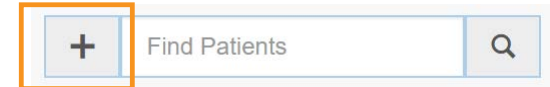


A screenshot of a search interface. The search bar contains the text "J Smith 10/5/1950" and a search icon. A message box on the right says: "The search for J Smith 10/5/1950 returned 1 patient". Below the search bar is a table with the following data:

Name ↕	Date of Birth ↕	Address
J SMITH	10/05/1950	1261 University Street, Seattle, 98155

Advanced Search

Click on the  to open the advanced search option.



A search bar with the text "Find Patients" and a magnifying glass icon. A small square button with a plus sign is highlighted with an orange border.



The OneHealthPort Clinical Portal search interface. It features a search bar at the top with a minus sign, "Find Patients", and a magnifying glass icon. Below the search bar are several input fields: "Last Name*" (required), "First Name", "Gender" (a dropdown menu with "Select" and a downward arrow), "Postal Code", "City", "Street", and "Date of Birth" (with sub-fields for MM, DD, and YYYY). At the bottom right, there are "Search" and "Clear" buttons.



NOTE:

- Fields denoted by * are required.
- You need to include at least two search parameters in the advanced search option to perform a search.

Last, But Not Least...

- If you have tried all the above tips and still cannot find your patient, it may be that the patient is not a **managed Medicaid patient.**
 - Note, Medicaid fee-for-service (FFS) patient information is not currently available in the Clinical Portal.