



Medero Medical continues its focus on providing excellence in Occupational Healthcare solutions with all areas of patient treatment and care. One of our primary objectives is the effective use of information technology to improve communication. To this end we have empowered our employers and insurance carriers to gain access to patient information they need on their own. Through our secure electronic data systems via the internet we are now capable of providing pre-approved employers and insurance carrier's view-only access to patient notes. By developing a website portal our employers and insurance carriers are able to gain access to current and historical patient notes as they become available. At Medero Medical we believe good customer relations begin with effective communication.

Access to patient notes on our website has been available since January 1, 2008. Employer/carrier requests for patient notes should be directed to the Medero Medical Administration website at <http://www.mederomedical.com/admin>. The information provided will be patient notes only, and will **not** include DWC-25 or Work Duty Status documents. The DWC-25 and Work Duty Status will be sent by fax, mail or encrypted email in accordance with our current operating procedures for each employer or carrier. To provide ones staff with what is required for an employer or insurance carrier to access the information contained on the website please review the following

At the top of our web page there is an employer/carrier user login with red circled **Go** button. This button will also take users to the Administration section of our site. If users are new to the site, they will need to click the link [Register New User](#) before gaining access to the site; from the drop down select **User Type**. The information on the following page must be completed in full and submitted. There will be a one to two day delay in access to the information while the user information is verified. This process may take longer depending on validation of the contact information provided, and approval by management. Once the user account has been approved, please note that no notification will be sent, the responsibility to confirm approval status of the user account via our website rests with the user applicant. There will only be one account per business entity, if there are divisions, branches or independent affiliations additional accounts will be allowed. It will be the responsibility of the supervisor to distribute the **user account** and **password** to other user members of the entity.

In the event that a user account password has been forgotten, on the Administration Log-in section of the Site there is a link for [Forgot your Password](#). This link will open the Reset Password Request Form, fully complete the information and click the send password button. The password will be emailed to the user id/email address that the account was originally created with.

Patient notes will be posted on our site as they become available; please allow three to five days under normal operating conditions. If after your initial search and the user is unable to find or obtain access to a patient note due to the note being incomplete or under review, there is a location below the patient search where a specific patient request can be made. The requested information is put in a tracking directory for our staff to process. Please note there will be no notification to advise whether action has been taken pertaining to the request and patient notes will be placed on our site as soon as they become available.

If a user would like to contact us, click on the top right link of our website to the right of the red go button or use the following address <http://www.mederomedical.com/contact.cfm>. Please note there will be no notification that the contact email has been received but a follow-up response to your request will be sent as soon as possible.