

JOB AID: Provider Profile Report a Correction Form

DEFINITIONS

Affiliated: Practice groups and providers that are not employed by Ascension but have a business affiliation with Ascension and are displayed in the Find a Doctor directory.

AMG: Ascension Medical Group - practice group consisting of providers employed by Ascension.

FAD: Find a Doctor Healthcare.Ascension.org search functionality.

Provider Profile: The information stored within the RDC platform for a particular provider. This information is displayed on the Ascension website and fed to Google and other internet search services.

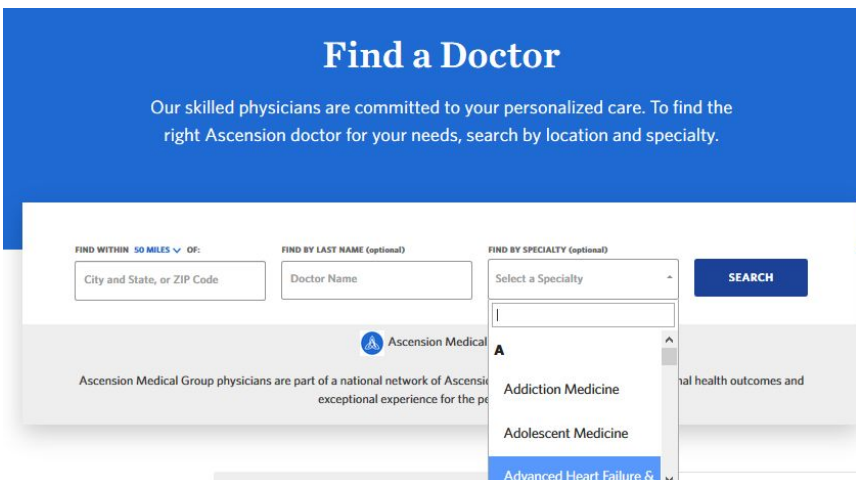
RDC: Reputation.com

Reputation.com: Vendor that supports the flow of data to Healthcare.Ascension.org and Google Business listings for Ascension employed providers (AMG).

POLICY: Reporting Provider Profile Corrections

Corrections to information that appears in Find a Doc (FAD) provider profile pages should be reported via the **Report a correction about this profile link** at the bottom of the provider profile page. Correction of information that appears in an internet search for an Ascension Medical Group provider should also be reported via this method. This job aid will help you complete the **Report a Correction** form.

PROCESS: Submitting the Report a Correction Form

<p>1. Search for the provider on Healthcare.Ascension.org.</p>	
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2. View the provider profile by clicking on the **View Profile** box within the search results.



3. Click the **Report a correction about this profile** link at the bottom of the provider profile page.

- You will be directed to the Report a Correction form for that provider.




Saint Thomas Heart West
4230 Harding Pike #330 Nashville, TN 37205
PHONE: (615) 269-4545
FAX: (615) 565-6748

BOOK APPOINTMENT
(615) 269-4545

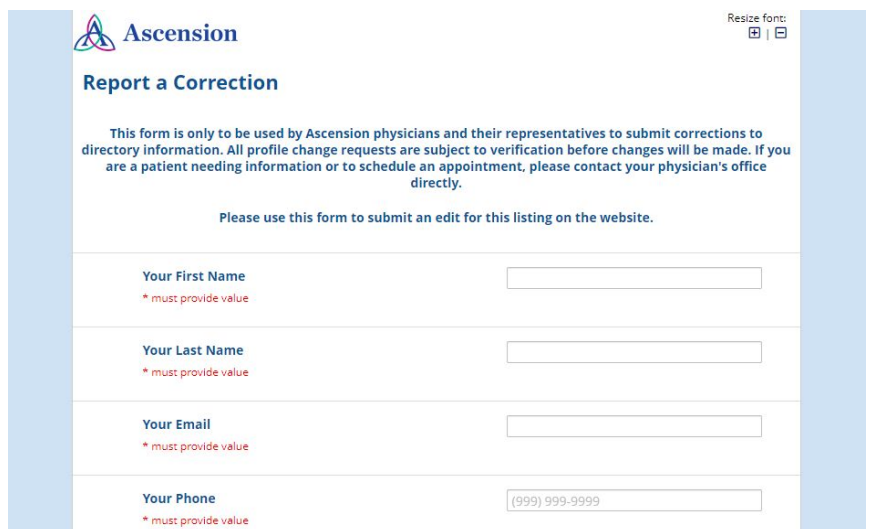
Why Ascension

Ascension doctors are committed to getting to know you. They take time for real back-and-forth conversations with you so they can understand all aspects of you and your life. Because great care starts with seeing your whole picture.

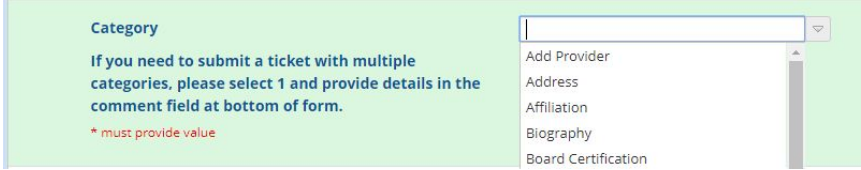
Report a correction about this profile. ←

4. Complete the **Report a Correction** form for the provider.

- Information for each field is included below. Please note that all items with a red * must be completed in order to submit the form.



<p>a. Your First Name</p>	<p>Your First Name * must provide value</p> <input type="text"/>
<p>b. Your Last Name</p>	<p>Your Last Name * must provide value</p> <input type="text"/>
<p>c. Your Email</p> <p>Entering a valid email address assures that you will get an email both when the ticket is opened and closed.</p>	<p>Your Email * must provide value</p> <input type="text"/>
<p>d. Your Phone</p>	<p>Your Phone * must provide value</p> <input type="text" value="(999) 999-9999"/>
<p>e. Your Relationship to Ascension</p> <p>Relationship is one of the following:</p> <ul style="list-style-type: none"> - Patient/Customer - Doctor/Nurse/Clinician - Associate - Other 	<p>Your Relationship to Ascension * must provide value</p> <div style="border: 1px solid black; padding: 2px;"> <input type="text" value="Patient/Customer"/> <ul style="list-style-type: none"> Patient/Customer Doctor/Nurse/Clinician </div>
<p>f. Requested completion date</p> <p>This field is not required, but can be added if there is a specific date by which the update needs to be made. Please note that it normally takes 1-7 business days to complete a profile update.</p>	<p>Requested completion date: <input type="text"/> Today M-D-Y</p> <p>Ticket process time expectation: This process can take 1-7 business days depending on workload.</p>
<p>g. City/State</p> <p>Choose the state and city closest to the provider's primary office.</p>	<p>City / State * must provide value</p> <div style="border: 1px solid black; padding: 2px;"> <input type="text"/> <ul style="list-style-type: none"> AL - Birmingham AL - Mobile </div>

<p>h. Category</p> <p>There are many categories to choose from. The help text for each category will change depending on the category chosen. If multiple changes are needed for the provider, choose the category that represents the largest change and then note additional changes in the comment field at the bottom of the form.</p>	
<ul style="list-style-type: none"> ● Add Provider 	<p>Add Provider = Add a new provider profile to Healthcare.Ascension.org Find a Doctor site.</p>
<ul style="list-style-type: none"> ● Address 	<p>Address = Add, change, or delete a practice address.</p>
<ul style="list-style-type: none"> ● Affiliation 	<p>Affiliation = Add, change, or delete hospital affiliations for a provider. Affiliations are the hospital facilities where a provider has been granted privileges.</p>
<ul style="list-style-type: none"> ● Biography 	<p>Biography = Add or modify a provider's Biography. The Biography appears in the 'About' section of the provider's profile.</p>
<ul style="list-style-type: none"> ● Board Certification 	<p>Board Certification = Add, change, or delete a provider's Board or Professional Certifications. Certifications appear in the 'Qualifications' section of the provider's profile.</p>
<ul style="list-style-type: none"> ● Change Employment: AMG/Affiliated 	<p>Change Employment: AMG/Affiliated = Provider is switching from AMG to Affiliated or vice versa.</p>
<ul style="list-style-type: none"> ● Credentials 	<p>Credentials = Add, change, or delete a provider's Credentials (MD, APNP, PA, FACOG, etc.)</p>
<ul style="list-style-type: none"> ● Delete Provider 	<p>Delete Provider = Completely remove a provider profile from Find a Doc.</p>
<ul style="list-style-type: none"> ● Education 	<p>Education = Add, change, or delete a provider's Education (Medical or Professional School).</p>
<ul style="list-style-type: none"> ● Fellowship 	<p>Fellowship = Add, change, or delete Fellowship information.</p>
<ul style="list-style-type: none"> ● Internship 	<p>Internship = Add, change, or delete Internship information.</p>
<ul style="list-style-type: none"> ● Name Change 	<p>Name Change = Change or correct a provider name on an existing profile.</p>

<ul style="list-style-type: none"> Other When choosing Other, you will be asked to enter a category value. 	<p>Other = Submit a request that does not fall into the other categories.</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Category <input type="text" value="Other"/></p> <p>If you need to submit a ticket with multiple categories, please select 1 and provide details in the comment field at bottom of form. * must provide value</p> </div> <p>Category Other <input type="text"/></p> <p>* must provide value</p>
<ul style="list-style-type: none"> Phone/Fax 	<p>Phone/Fax = Add, change, or delete a provider's phone or fax number.</p>
<ul style="list-style-type: none"> Photo When choosing Photo, you will be able to upload a copy of the provider photo. Please note that the photo should meet the requirements outlined on the form (4x5 inches, 72-150 dip, 2MB or less). 	<p>Photo = Add, change, or delete a provider's photo.</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Category <input type="text" value="Photo"/></p> <p>If you need to submit a ticket with multiple categories, please select 1 and provide details in the comment field at bottom of form. * must provide value</p> </div> <p style="text-align: right;">Photo = Add, change, or delete a provider's photo.</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Upload picture Upload file This is to submit WEB SIZED photos of Ascension providers. WEB SIZE: 4x5 inches, 72-150dpi, 2MB or less</p> </div>
<ul style="list-style-type: none"> Residency 	<p>Residency = Add, change, or delete Residency information.</p>
<ul style="list-style-type: none"> Scheduling Appointments 	<p>Scheduling Appointments = Report an issue with online appointment scheduling.</p>
<ul style="list-style-type: none"> Search Problem 	<p>Search Problem = Report an issue with search results for a provider.</p>
<ul style="list-style-type: none"> Specialty 	<p>Specialty = Add, Change or Delete a provider's specialty.</p>
<ul style="list-style-type: none"> URL Link 	<p>URL Link = Report an issue with the links displayed within a provider profile.</p>
<ul style="list-style-type: none"> Video 	<p>Video = Report an issue with the video displayed for a provider.</p>

<p>i. Full Comment - Ticket Description</p> <ul style="list-style-type: none"> • Please include detailed information about the change you are requesting. Additional changes for the same provider can be requested here. Please do not request changes for multiple providers within a single form. A separate form should be submitted for each provider. • If there are large bulk changes that need to be done, please contact the data stewardship group at eimrdc@ascension.org to discuss possible alternatives. 	<div style="background-color: #e0f2f1; padding: 10px;"> <p>Full Comment - Ticket Description</p> <p>Please include the existing information and changes to be made.</p> <p>If this is a delete request, please notate that below.</p> <p>If multiple requests for this provider, please include detail here.</p> <p><small>* must provide value</small></p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Expand</p> </div>
<p>5. Submit the Form</p> <ul style="list-style-type: none"> • Clicking the submit button will send the ticket to the Data Stewardship group. It will also send an email to you confirming that the ticket was submitted. 	<div style="border: 1px solid #ccc; padding: 10px; text-align: center;"> <div style="background-color: #a9a9a9; color: white; padding: 5px 15px; display: inline-block; border-radius: 3px;">Submit</div> </div>