Purpose: This job aid documents all processes relating to unsigned orders in the Physician Portal Web Application.

Sign or Dispute Order

1. Access the Physician Portal Web Application through this link: https://physician.davita.com

2. Login using your Active Directory User ID and Password.
3. Click the Login button.

4. Click Unsigned Orders on the top navigation bar.

All of the Physician’s unsigned orders display.

Note: You are only able to sign or dispute your own orders.

5. Engage the Sort and Filter function by clicking the Sort & Filter button in the upper right corner.

You may sort and/or filter by selecting from the options listed to view orders at specific centers, providers, status types or order types.

To view a certain Center or Ordering Provider:
6. Click the Clinics or Ordering Provider Filter link.
7. Select the option you want to see.
8. Click the Apply Button.
   **Note:** You are only able to sign or dispute your own orders.

9. To view and sign the individual order, click the link for the order in the “all orders column”.

The order displays. You can scroll through the order to view the details.

10. To Sign the order, click the Sign button.

11. Enter your password to attest you understand that you are signing the order electronically.
   **Note:**

   12. Click Submit. The order will fall off the list of Unsigned Orders.

   **Note:** Orders signed in Physician Portal will be updated to other systems (i.e. Falcon, DUCK, and ePrescribe) within 1 hour.
13. To dispute the order, click the **Dispute** button.
14. Select the reason for dispute.
15. Once disputed, the order and the reason for the dispute will be sent back to the center and the Snappy work queue.

**Note:** Selecting “Other Reason” opens a box where the physician can type the description manually if the choices do not apply.

**Note:** There may be multiple orders related to the patient. If so, you will receive this notice for specific dispute reasons (Order not given by me & Not my patient).

Answer Yes or No to dispute all of the orders associated with this patient as you choose.

### View and Sign Multiple Orders

1. Quickly view individual order details, including the medical justification, by hovering over the Patient Name.

2. To sign multiple orders, click the **Sign All** button at the bottom of the screen (this signs 20 at a time).

**Note:** If you haven’t used the Sort & Filter option, it will sort by the patient and...
group all orders for the patient together.

Where there is no code in the ICD column, there is “...” indicating there is justification text when you hover your mouse over the order.

**Note:** You can also use the buttons on the right hand side of the screen to Sign or Dispute individual orders with one click.

Select the green checkbox to sign the order, and click the red X to dispute it.

- If you chose to sign it, you will receive the attestation dialog box.
- If you chose to dispute it, you will receive the reason list.