



**PARKVIEW**  
OCCUPATIONAL HEALTH

# Employer Portal

## User Guide

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## What is the Employer Portal?

The Employer Portal is a secure and easy-to-use tool that streamlines communication between your leaders and our clinical team.

## Highlights

- Get 24/7 access to drug and alcohol testing results
- Access past and current employee work status reports
- View past visits for employees and review the services provided at each visit
- View OSHA and other safety information related to employee incidents
- Get compliance, safety, and case management reports, on demand
- View all results and reports in a downloadable and printer-friendly format

## How to Access

Visit [Parkview.com/EmployerSolutions](https://Parkview.com/EmployerSolutions) and select the Agility Employer Portal link on our home page.

It is recommended to use the Google Chrome browser when accessing the Agility Employer Portal.

## Portal Administrator

You will be responsible for designating one person as your company's Portal Administrator. Portal Administrator's receive emails\* at midnight with a list of results that were posted the previous day. The Portal Administrator will have access to and be responsible for adding new users, removing old users, unlocking accounts, and resetting passwords. After choosing a Portal Administrator, please have them sign and return our Portal Agreement Form to your Business Development Consultant or [ParkviewOccupationalHealth@parkview.com](mailto:ParkviewOccupationalHealth@parkview.com).

\*If you do not receive these emails within 24-48 hours after submitting your Portal Administrator sign-up form, check your spam/junk folder. You may need your IT team to add emails from @parkview.com to your whitelist (safe email senders list). If you still do not receive these emails, contact [ParkviewOccupationalHealth@parkview.com](mailto:ParkviewOccupationalHealth@parkview.com).

## Administrator Enrollment Process

Once the signed Portal Agreement Form has been submitted, the Administrator will receive two emails from [POHCportals@parkview.com](mailto:POHCportals@parkview.com).

**To complete registration, follow the below steps:**

1. Follow the link found in email #1.
2. Select **"If you do not have an account please click here."**
3. Use the authentication code found in email #2 to complete this page.
4. You are now enrolled in the Employer Portal.

**Please note:** This process will also need followed when the Administrator needs their account unlocked.

**If you are a portal user who gets upgraded to a Portal Administrator**, you will not receive new enrollment emails. Your access should be upgraded within 24-48 hours and your same log-in credentials should work. If you do not have Administrator access after 48 hours, contact [ParkviewOccupationalHealth@parkview.com](mailto:ParkviewOccupationalHealth@parkview.com).

## System Administrator Menu

The System Administration Menu is the center for adding/deleting users, managing user access, and resetting passwords. This menu is only accessible by the designated Portal Administrator. This menu can be reached by clicking on your username in the upper right-hand corner to show the drop down menu. Select **"System Administration"** from this menu.

## Managing Portal Users

Managing user accounts will be the responsibility of the Portal Administrator. This includes adding new users, removing old users, unlocking accounts, and resetting passwords.

### Adding a New User

1. Open the System Administration Menu.
2. Select the blue “**Create New User**” button.
3. Input the users information (username, full name, and email).
4. Assign the access needed by user.
5. Click “**Save.**”

From here, the new user will receive the 2 enrollment emails.

**Please note:** The new user **will not** show in the System Administration Menu until they have completed their registration.

### Removing a User

6. Open the System Administration Menu.
7. Identify the correct account to remove.
8. Click “**Delete**” next to the user you wish to remove.
9. The individual is now unable to access their account.

**Please note:** It is your responsibility to remove users that should no longer have access to patient information.

## Unlocking a User

1. Open the System Administration Menu.
2. Identify the correct account to unlock.
3. Click “**Edit**” next to the user you wish to remove.
4. Uncheck the “**Account Suspended**” box.
5. Click “**Save**” at the bottom of the page.
6. The user is now unlocked.

**Please note:** If the administrator is locked out, contact Parkview Occupational Health at [ParkviewOccupationalHealth@parkview.com](mailto:ParkviewOccupationalHealth@parkview.com).

## Resetting a Password

1. Open the System Administration Menu.
2. Identify the correct account to unlock.
3. Click “**Edit**” next to the user you wish to remove.
4. Click the blue “**Reset Password**” box.
5. Click “**Save**” at the bottom of the page.
6. The password is now reset.

**Please note:** The user will receive an email with a temporary password. Have them log in with their normal username and this temporary password. This will push them into the reset screen, allowing them to reset their password.

## Company Information

The information Parkview Occupational Health has on file for your company is viewable on the Employer Portal. Please report any changes to your Business Development Consultant, contact (260) 373-9017 or [ParkviewOccupationalHealth@parkview.com](mailto:ParkviewOccupationalHealth@parkview.com).

To access your Company Information, follow the below steps:

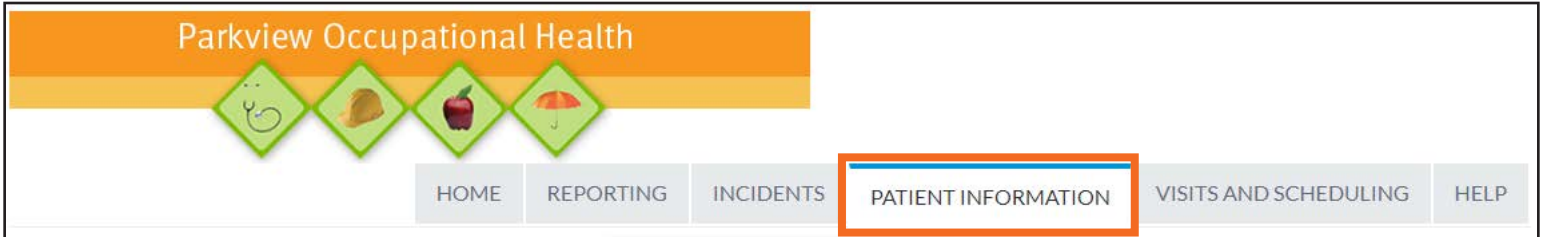
1. Open the System Administration Menu.
2. Click “**Company Information.**”

## Accessing Results

### Preliminary Rapid Drug Screen Results

**Please note:** This feature is only applicable for rapid drug screens.

1. On the toolbar, select “**Patient Information.**”



2. Click on the patient’s last name. If necessary, use the search bar and search for the patient’s last name.



3. In the toolbar, select “**Results.**”



4. Scroll to the “**Drug Screen**” section.

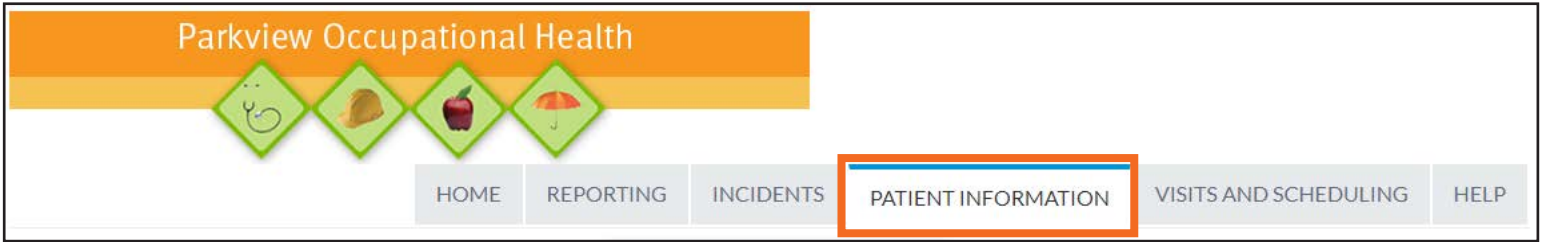
The screenshot shows the 'Drug Screens' section. It features a table with the following columns: Date, Type, Description, and Result. The 'Result' column is highlighted with an orange box. The first row of data is redacted with black boxes.

Date	Type	Description	Result
[REDACTED]	Pre-Placement	DS - 10 Panel Rapid	- Negative

**Please note:** This result may say “**Negative**” or “**Pending**”. If “**Pending**”, this means the drug screen was non-negative and was sent to the lab for further testing. Please contact [POHC.DrugScreen@parkview.com](mailto:POHC.DrugScreen@parkview.com) for further information.

# MRO-Reviewed Drug Screen Results

1. On the toolbar, select “Patient Information.”



2. Click on the patient’s last name. If necessary, use the search bar and search for the patient’s last name.



3. In the toolbar, select “Forms and Images.”



4. Click “View” next to the drug screen results letter.

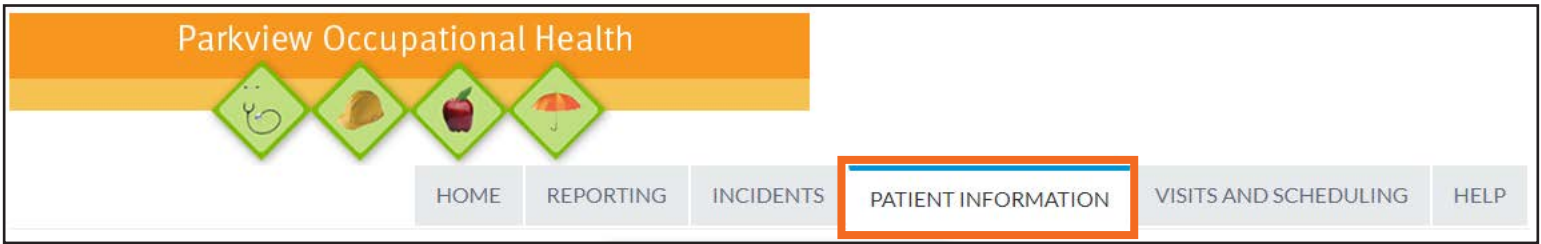
## Images

View	Date Submitted	Image Type	Image Description
<a href="#">View</a>	[REDACTED]	Drug Screen Results Letter	Drug Screen Results Letter



# Physicals, Audiograms, and TB Testing

1. On the toolbar, select “**Patient Information.**”



2. Click on the patient’s last name. If necessary, use the search bar and search for the patient’s last name.



3. In the toolbar, select “**Forms and Images.**”



4. Click “**View**” next to the form you’d like to view.

## Printing Results Through Forms and Images

The steps below provide information on how to print documents through Forms and Images while using the Google Chrome browser. Google Chrome is the recommended browser to use with the Agility Employer Portal.

1. Once you have located the patient's name as seen in steps 1 and 2 on pages 7, 8, and 9 of this user guide, select "**Forms and Images.**"

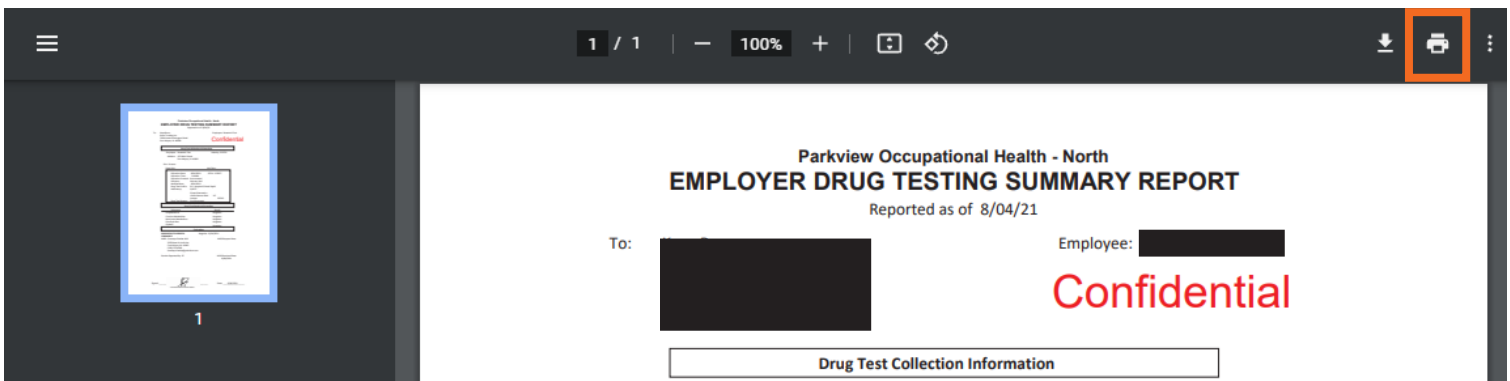


2. Select "**View**" next to the form you'd like to print. A new window will open with the document.

### Images

View	Date Submitted	Image Type	Image Description
<b>View</b>	[REDACTED]	Drug Screen Results Letter	Drug Screen Results Letter

3. Select the print icon in the upper right hand corner. You will then be prompted to select your printer options and print the document.



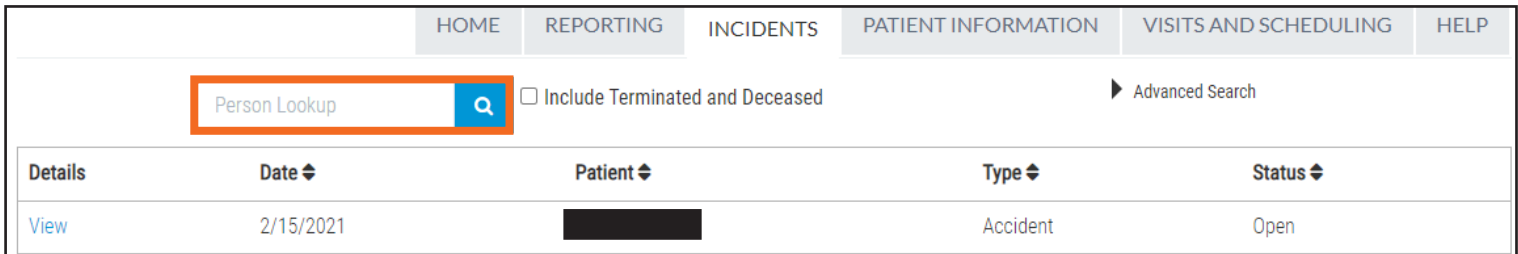
**Hint:** If you do not see the print icon in the upper right hand corner of your browser window, you can select Ctrl+P OR right click on the page and select "**Print**" to populate the print dialog box.

# Workers Comp Info

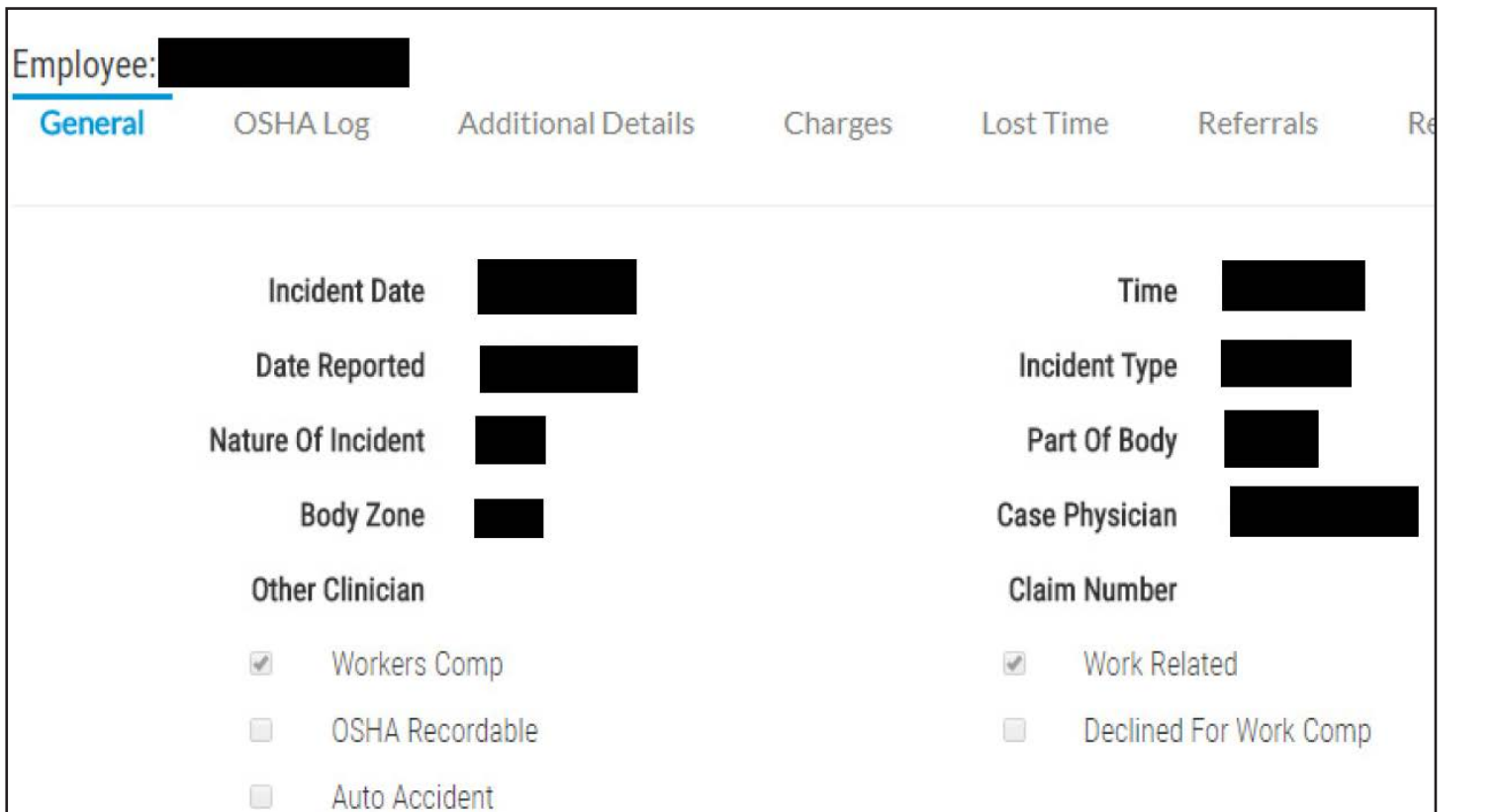
1. On the toolbar, select “Incidents.”



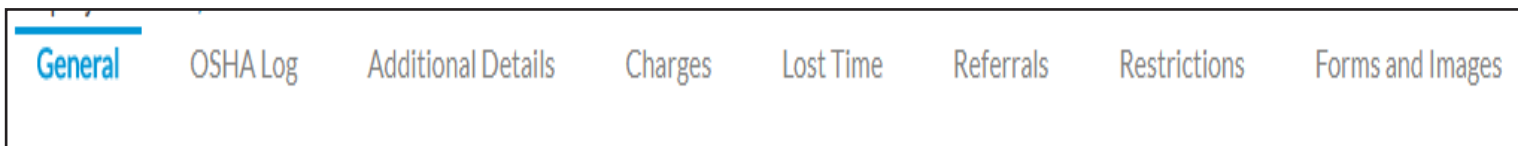
2. Click on the patient’s last name. If necessary, use the search bar and search for the patient’s last name.



3. General tab will show general info from injury.

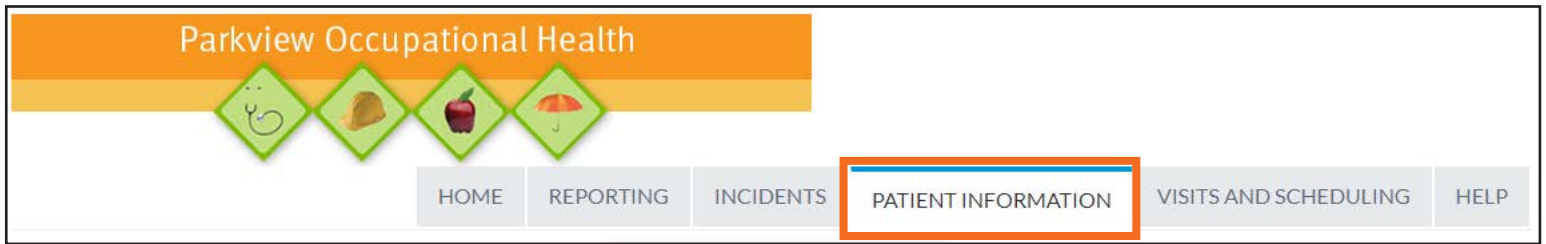


4. Navigate through other tabs for more info.



## Vaccines and Lab Results

1. On the toolbar, select “**Patient Information.**”



2. Click on the patient’s last name. If necessary, use the search bar and search for the patient’s last name.



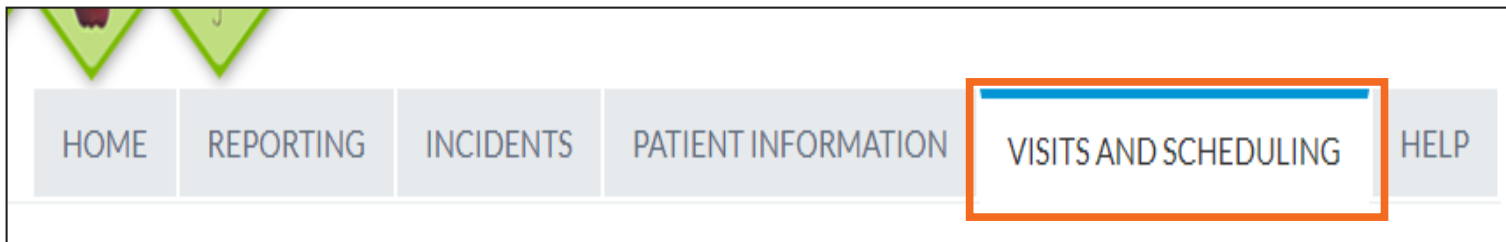
3. In the toolbar, select “**Results.**”



4. Scroll the section you wish to view.

## Visit Details

1. To view details such as arrival time, discharge time, and reason for visit, select the “**Visits and Scheduling**” tab from the toolbar.



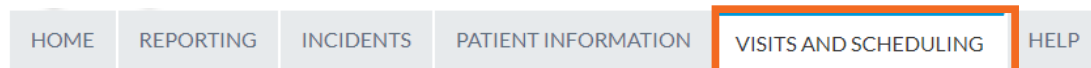
2. Click “**View**” next to the visit you wish to review.

Details	Name	Date and Time	Purpose	Status
<a href="#">View</a>	[REDACTED]	9/21/2021 12:42 PM	Drug And Alcohol Testing	Completed
<a href="#">View</a>	[REDACTED]	8/16/2021 9:33 AM	Immunizations	Pending
<a href="#">View</a>	[REDACTED]	8/16/2021 9:27 AM	PREPLACE - Preplacement	Completed
<a href="#">View</a>	[REDACTED]	8/16/2021 9:14 AM	PER - Periodic	Completed
<a href="#">View</a>	[REDACTED]	8/13/2021 12:34 PM	PREPLACE - Preplacement	Pending

[View Full Visit History](#)

## Upcoming Visits

1. To view upcoming visits, select the “**Visits and Scheduling**” tab from the toolbar. Upcoming visits will be listed directly below the toolbar in the “**Upcoming Appointments**” section.

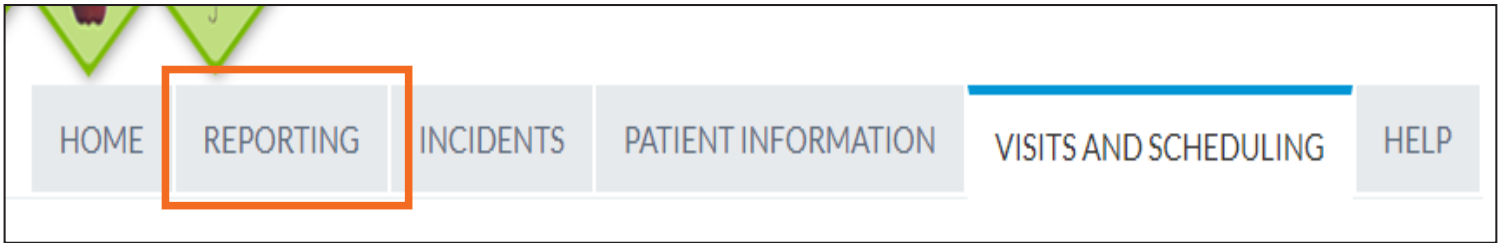


### Upcoming Appointments

Details	Name	Date and Time	Purpose	Status
No Information at this Time				

# Reporting

1. To view and run available reports, select the “Reporting” tab from the toolbar.



2. Select the report you wish to review.

### Surveillance and Compliance Reports

- [Visits Analysis](#)
- [Surveillance Compliance](#)
- [DOT Quarterly Report](#)
- [Drug Testing Summary](#)
- [DOT Examinations](#)
- [No Shows/Cancellations](#)
- [Hearing Conservation](#)
- [Pulmonary Function](#)

### Case Management Reports

- [Lost Time Analysis](#)
- [Lost Time Comparisons](#)
- [Case Cost Analysis](#)
- [Case Cost Comparisons](#)
- [Lost Time Per Injury](#)
- [Work Comp Activity](#)
- [Did Not Return](#)

### Incident and Safety Reports

- [Incident Activity for Period](#)
- [Injury and Illness Analysis](#)
- [Injury Time Comparison](#)
- [Injury and Illness Rates](#)
- [Incident Details Listing](#)
- [OSHA Log](#)
- [Modified Duty Report](#)

### Other Reports

- [Visit Time Comparison Report](#)
- [Employer Activity Report](#)
- [Patient Master List](#)
- [Activity Summary](#)
- [Average Visit Wait Times](#)

3. Fill in the date fields and select “Run Report”

From   Thru   Period

Report Title	<input type="text" value="Employer Drug Testing Summary"/>	Report Sub-Title	<input type="text"/>
Type of Report	<input type="dropdown" value="Employer Summary"/>	Group Totals By	<input type="dropdown" value="Clinic"/>
Laboratory	<input type="dropdown" value="All"/>	Drug Test Panel	<input type="dropdown" value="All"/>
Collector	<input type="dropdown" value="All"/>	Collection Protocol	<input type="dropdown" value="All Protocols"/>

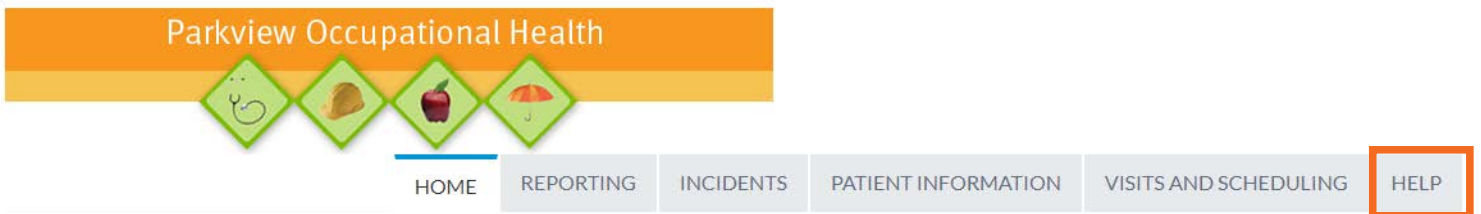
Include a list of tests that have no results?

BACK TO LIST

RUN REPORT

## Questions?

Find a complete Agility Employer Portal help guide by selecting the “Help” tab on your dashboard.



Watch an Agility Employer Portal demonstration video at [https://youtu.be/yQ5\\_OXf3H9s](https://youtu.be/yQ5_OXf3H9s)

Contact [ParkviewOccupationalHealth@parkview.com](mailto:ParkviewOccupationalHealth@parkview.com) or 260-373-9017.