Northwest Kidney Centers
MD-App Provider User Guide

MD-App is a secure online portal that is part of our MD-Staff credentialing system

➢ Providers can login, modify, and submit applications online from anywhere using the web browser on their computer/laptop, iPhone, iPad, or Android phone/tablet

➢ MD-App includes built-in lookup tables minimizing the time needed to fill out the application, while expediting the application process and reducing errors

➢ Documents can be uploaded and signed electronically using DocuSign

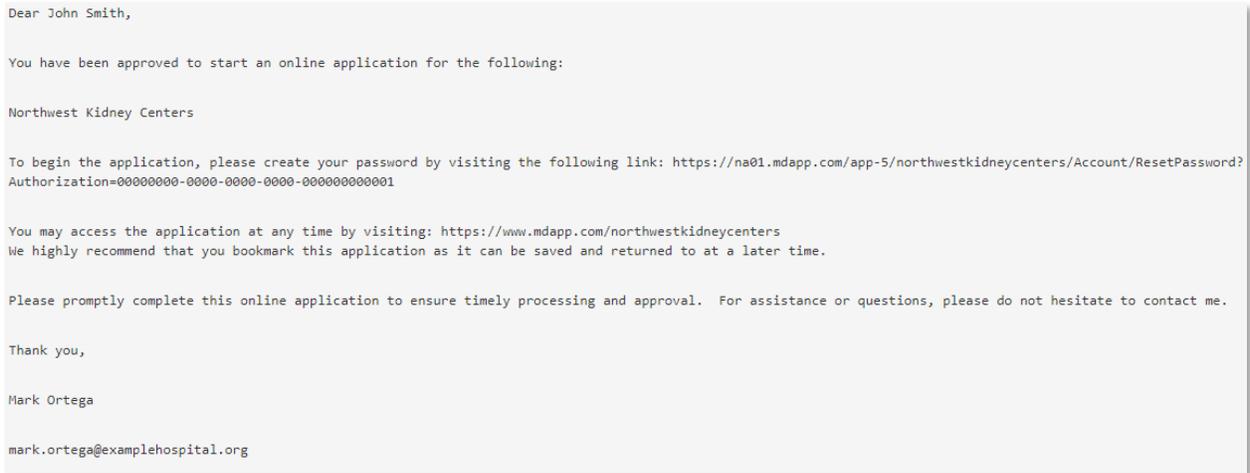*Use CTRL + Left-Click on your mouse to navigate through the Table of Contents*

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Accessing MD-App

The MD-App Homepage URL is https://www.mdapp.com/northwestkidneycenters

Once your application has been authorized by the Medical Staff Office, you will receive an application email from service@mdapp.com. If you have never logged into MD-App, you will be prompted to set your password.


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Dear John Smith,

You have been approved to start an online application for the following:

Northwest Kidney Centers

To begin the application, please create your password by visiting the following link: https://na01.mdapp.com/app-5/northwestkidneycenters/Account/ResetPassword?
Authorization=00000000-0000-0000-0000-000000000001

You may access the application at any time by visiting: https://www.mdapp.com/northwestkidneycenters
We highly recommend that you bookmark this application as it can be saved and returned to at a later time.

Please promptly complete this online application to ensure timely processing and approval.  For assistance or questions, please do not hesitate to contact me.

Thank you,

Mark Ortega

mark.ortega@examplehospital.org
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If you cannot find the email, please check your SPAM and Junk folder. You can also set your account password at any time on our application homepage using the "Forgot Password" in the bottom right corner.

Saving and completing your application later

The application saves in real time and is available anywhere you have an internet connection. You can also download the MD-App mobile app.

Why is the link in my email I received for my application invalid?

There are **TWO** possible explanations for this:

1. The link in your email to reset or create your password will be invalid after **24 hours**. When you receive the email initially, at the bottom it will say when the link will expire.

2. Once you click the create password link or reset password link, you are not allowed to click the link to access anything again. If you are trying to get to your application, use the link to the MD-App which should be in the same email: https://www.mdapp.com/northwestkidneycenters

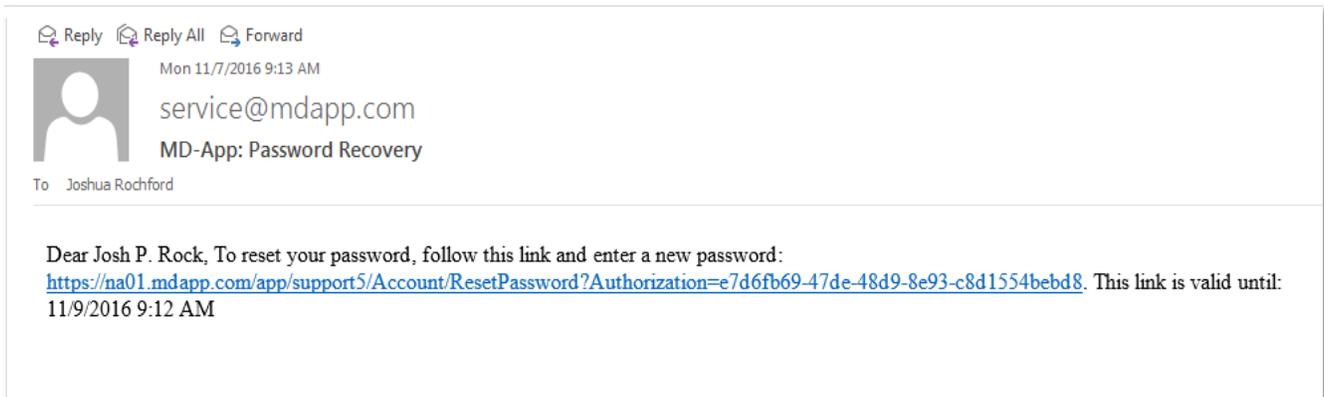# I can't remember my password or my password is no longer working?

If you cannot remember your password, you will need to go to the MD-App page. It should be in your initial email to start your application. It may look like this: https://www.mdapp.com/northwestkidneycenters

If you are already on the page trying to login, please click the "Forgot Password" button (Below in **RED**). *Hint: Do not click the "Request Account" button. If you got an email to start an application, you already have an account. Your username is your email you received the notification from and your password can be reset by clicking Forgot Password.

Once you click here, you can enter your email to reset your password. Then click "Send Email"
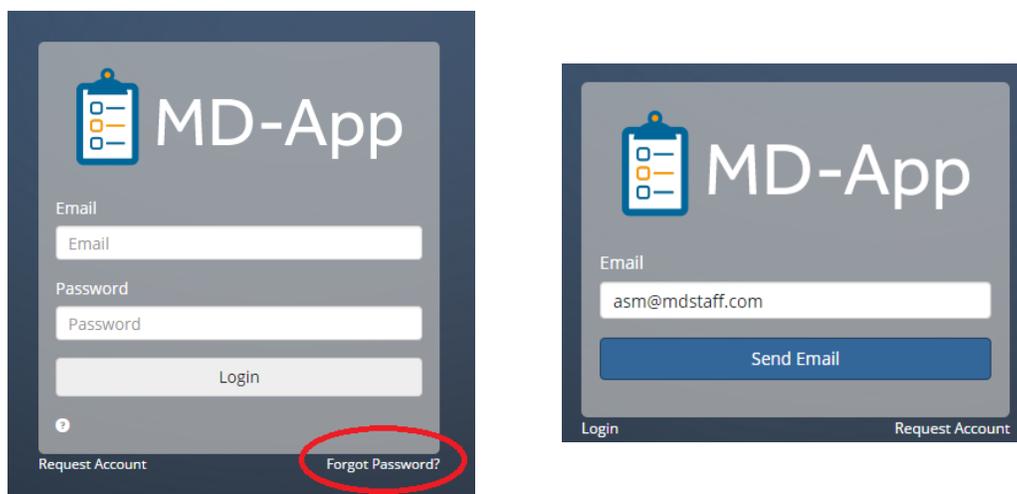
Now you should receive an email saying you can reset your password by clicking on a link. *Hint: Remember the link expires after 24 hours. Also if you get an email saying you don't have an account, please contact the Medical Staff Office of the facility you are applying to.

Reply Reply All Forward

Mon 11/7/2016 9:13 AM

service@mdapp.com

MD-App: Password Recovery

To   Joshua Rochford

Dear Josh P. Rock, To reset your password, follow this link and enter a new password:
https://na01.mdapp.com/app/support5/Account/ResetPassword?Authorization=e7d6fb69-47de-48d9-8e93-c8d1554bebd8. This link is valid until:
11/9/2016 9:12 AM

At this time, you can now enter your new password and then enter it again below it to confirm the password.
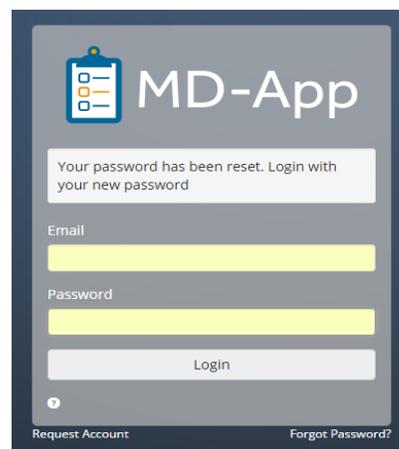Then press "Submit"
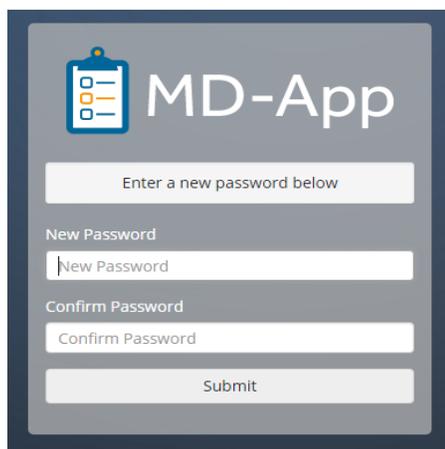
Now your password is reset and you should be able to login from the next page.

What is the difference between "request account" and "forgot password"?

The different between "Request Account" (below in **GREEN)** and "Forgot Password" (below in **RED**) can be explained as:

Request Account: This is chosen when you have not contacted the Medical Staff Office to submit and Initial or Reappointment application. If you have not received an email regarding MD-App, please contact your Medical Staff Office or click "Request Account".

Forgot Password: This is chosen when you have an account and you cannot remember your password or your password expired. Click this link to reset your password and follow the instructions in Question #2 above.
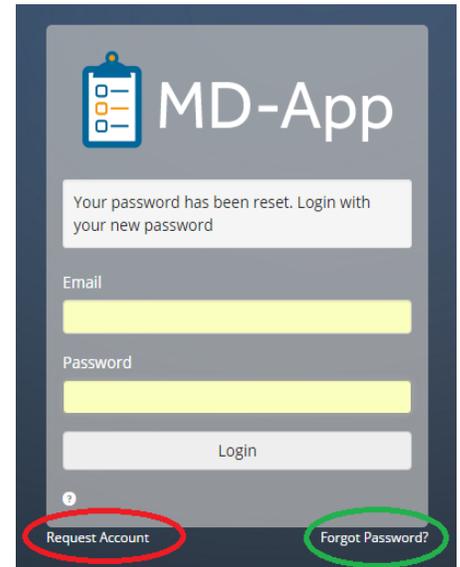

I am trying to submit my application but it is saying I have incomplete sections. What do I do?

The best way to find out what you are missing is to head to the "Submit Application" button at the bottom of your application once you are inside your application (circled below in **GREEN**).
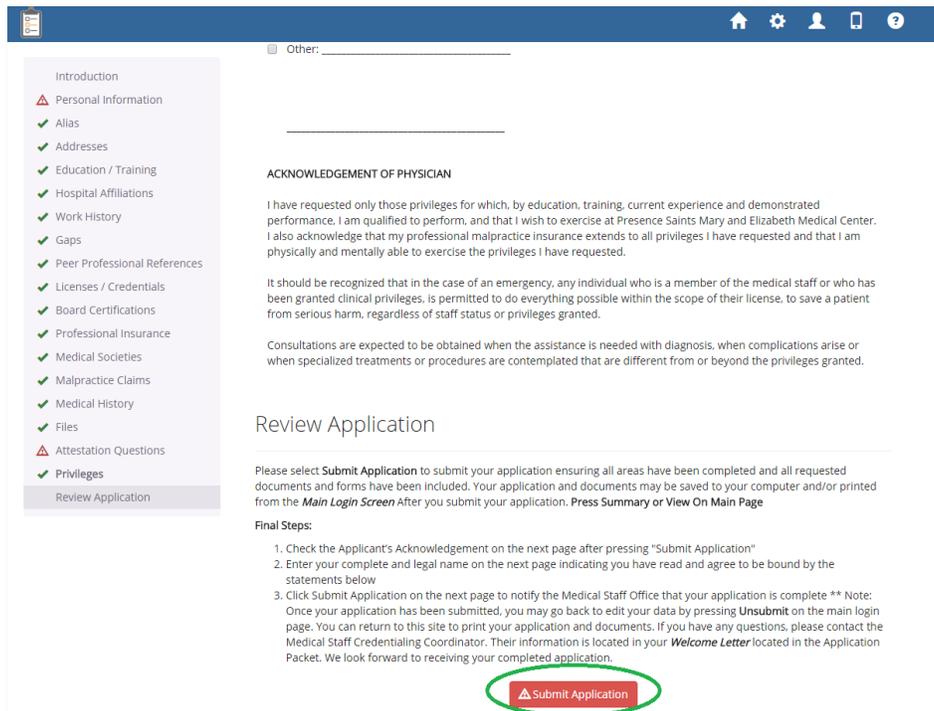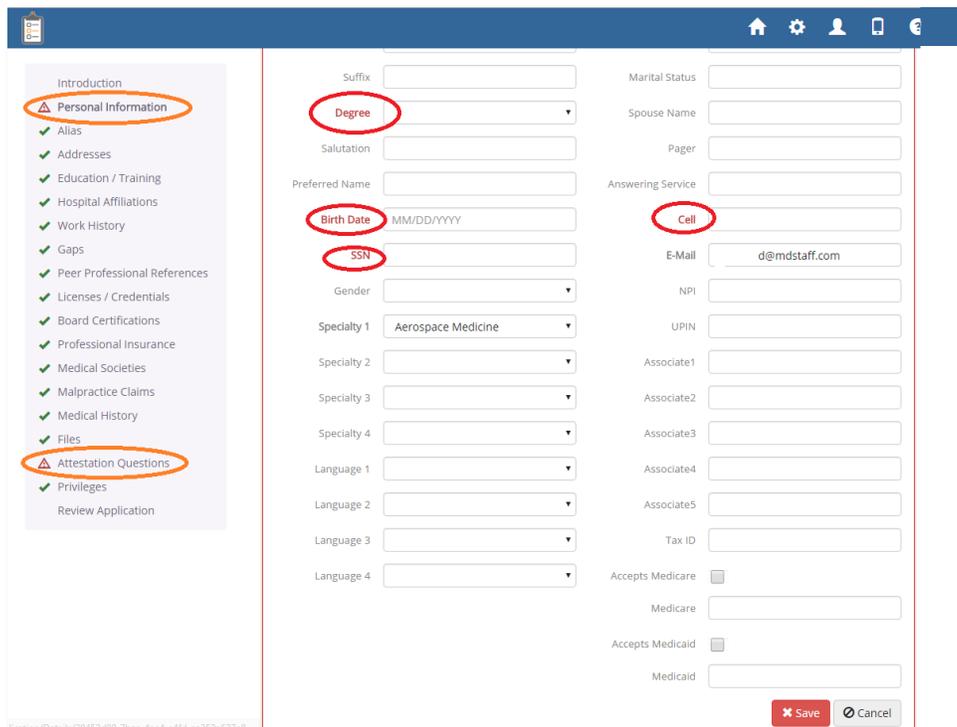
Once you click that, it will tell you what steps you are missing. Your "Incomplete Sections" and "Invalid Sections" will essentially be the same thing most of the time. "Incomplete Sections" means you are missing the minimum amount of entries to pass that section. For example, you need 3 Peer References but you only supplied 2. "Invalid Sections" means you are missing a field in that section that is required. You may be missing an attestation question, or a required field that is indicated in **RED**.
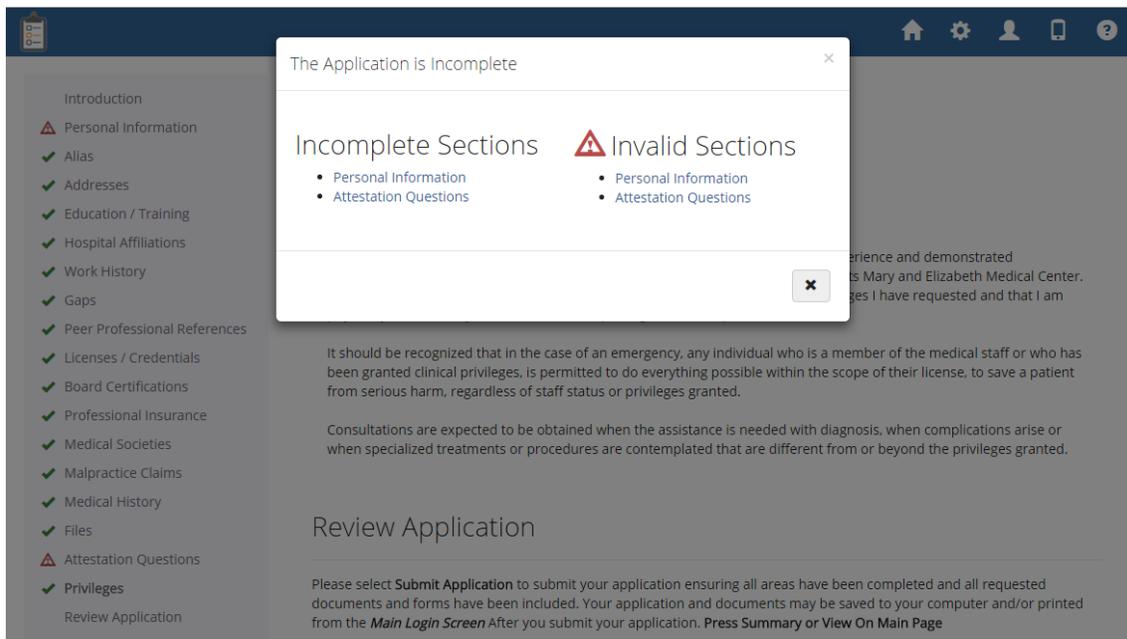
Click on the Invalid Section that you are missing and press the "Edit" button if the step you are missing information on has an area to edit data (circled below in **GREEN**). *Hint: Pressing "Edit" may reveal more fields that you are missing because some fields do not show until you click "Edit".*
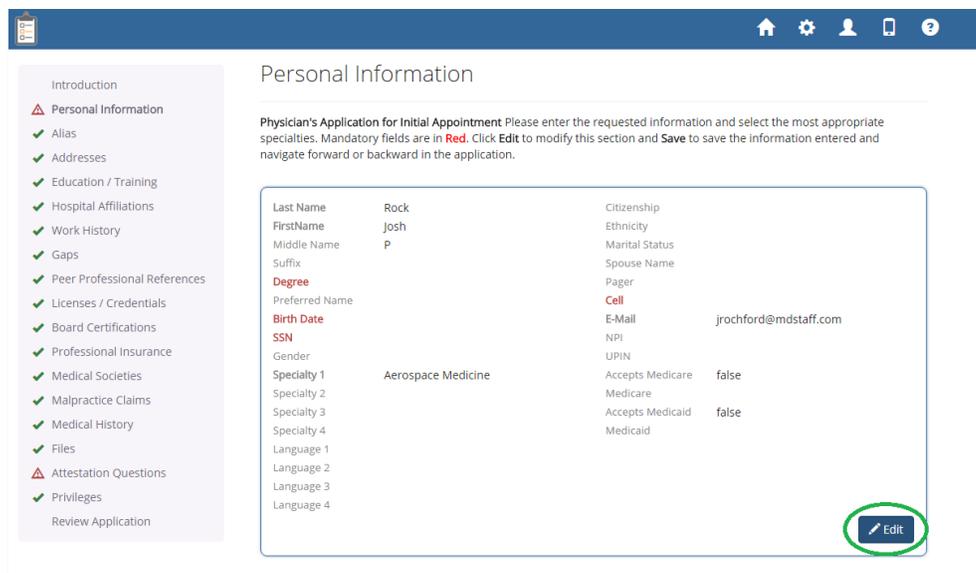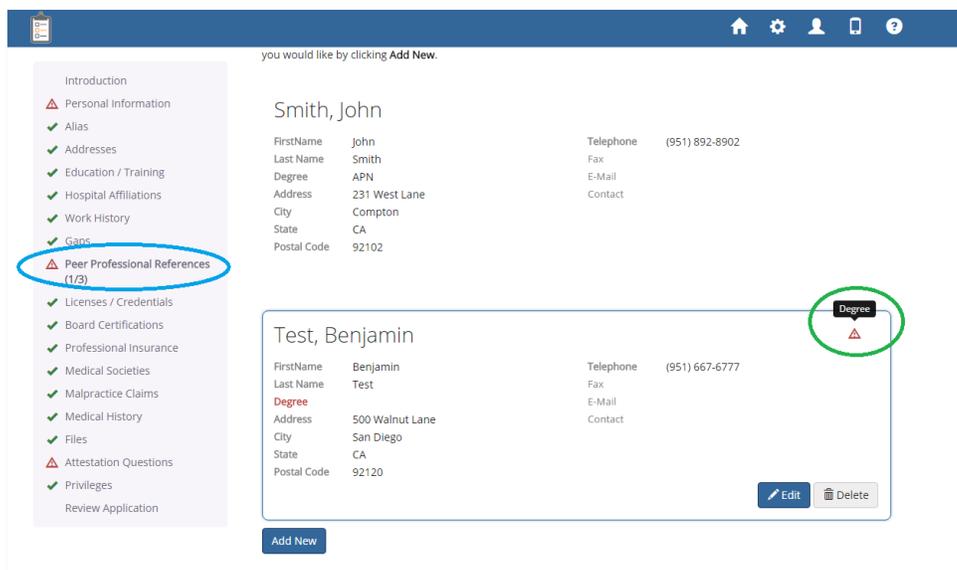
Remember, required fields are indicated in **RED**. Also look on the left hand side in your application index for any Red Triangles that show missing information. See circled in **ORANGE** below for steps not complete.

You also can see little Red Triangles (circled below in **GREEN**) that will indicate what field you are missing that is required. If you see below for an example, the area circled in **BLUE** shows there is only 1 of 3 completed peer references. The 2nd peer reference is not complete because I am missing a Degree. These required fields may not apply to you, though.

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Should you still need assistance or if the field is not showing, please contact your facility Medical Staff Office of the location you are applying for.

What do I need to do in the Section: Documents to Sign/Download?

All documents in the Documents to Download section must be downloaded and reviewed.

Documents to Download		
Document	**Download Required**	
General Document	✔	Download
General Test Document		Download

Documents in the Documents to Sign section must be signed electronically. Click the Sign Documents button to open a Signature Disclosure box where you will type in your name and acknowledge. This will open the signature documents in a new window.

Documents to Sign	
Document	
Signature Type Document, DocuSign - Consent and Release, Release Tufts Test **(+ 2 more)**	Sign 5 Documents

You will then be prompted to agree to use the electronic records and signatures. Agree and click Continue.

What happens after I click Submit Application?

After clicking submit, you will be directed to an Electronic Signature Page.

> Once your application is submitted, you will no longer be able to edit the data. You can return to this site to re-print the application and application packet.
> By submitting my application, I agree to allow Medical Staff Services to view my personal data.
>
> ☑   Please type your full name into the box below, signifying you agree to the terms and conditions
>
> Electronic Signature
>
> Return To Application   Submit Application

After completing this signature page, the Medical Staff Office will begin reviewing your application. If additional information is needed, you will get an email stating that your application has been returned at which time you must correct and/or complete the necessary sections. You can also log back into your application at any point to download documents or view a summary of your application.

✔ **6 / 6 Steps Complete**
Congratulations! All applications and signed documents have been completed

100%

Documents to Sign

Document	
Signature Type Document, DocuSign - Consent and Release, Release Tufts Test **(+ 2 more)**	Finish Signing

Documents to Download

Document	Download Required	
General Document	✔	Download
General Test Document		Download

Completed Applications

Application	Status	Last Modified			
Platinum Standard	Submitted	03/27/2019	Summary	Unsubmit	View

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