MICConnect Introduction

What is MICConnect?

MICConnect is a web-based application available to physicians, nurse practitioners, chiropractors, and physiotherapists. Registered referrers can now readily access reports and images while customizing their notifications for results.

Once a referrer has applied and received their account credentials via email, they will be able to view their patient results on any internet enabled device.

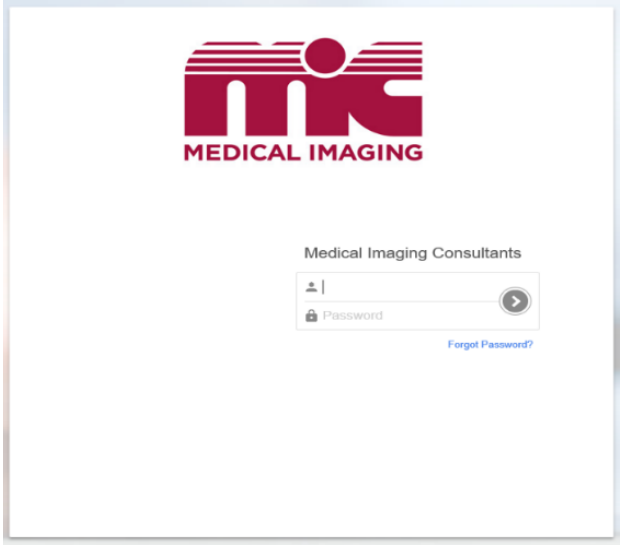
Advanced image viewing tools are included in the InteleViewer application and they must be installed locally on your PC. Please refer to “InteleViewer Instructions” on the last page of this document.

1)Applying for MICConnect

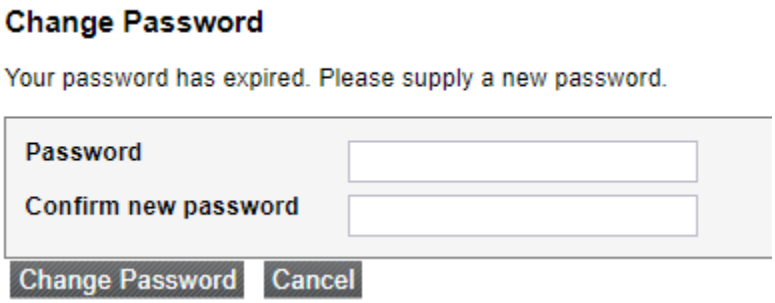
- Apply for MICConnect online at https://mic.ca/micconnect-registration/
- Once your application has been processed, you will be sent a confirmation email which will include your username and temporary password. Please allow adequate time for account creations.

2)Logging into your Account

- Go to the Referring Physician Portal: https://physicians.mic.ca/Portal/app#/
- Now login using your username and temporary password.



- You will now need to “supply a new password” as seen below.



*Please choose your password carefully to ensure the security of your account. Requirements include:

- Includes a minimum of 8 character,
- Includes the use of mixed case characters,
- Includes at least one number,
- Includes at least one special symbol ie: @#%$

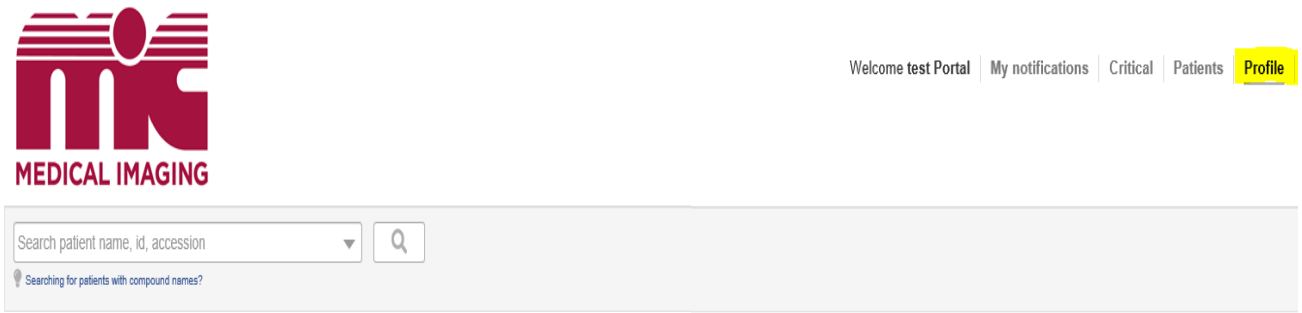
Following the entry of your newly created password, a *Confidentiality Agreement* will then display for acceptance – this is a onetime process.

Please Note: **MIC staff does not and cannot know your password. You will NEVER be asked for your password. Do not share your password. For security purposes passwords will expire every three months**.

3)Account and Notification Preferences

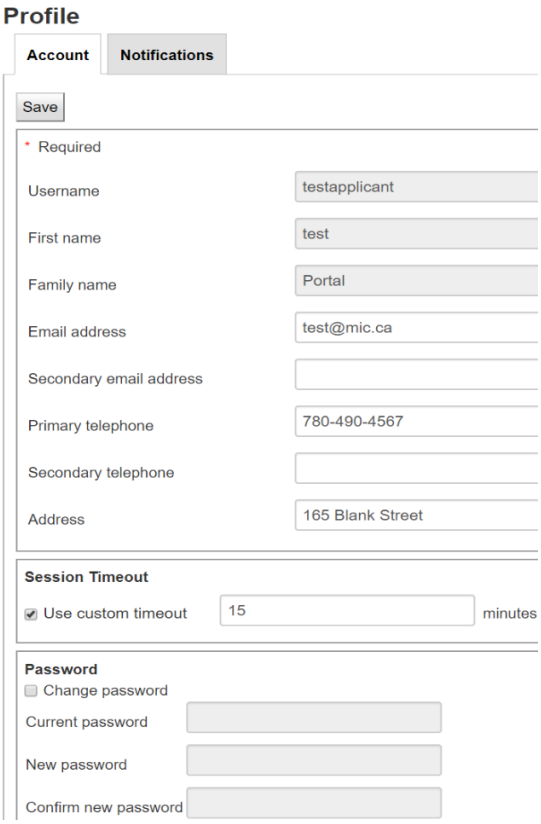
Each user has the option of receiving emails when new Reports/Images become available for their referred patients with MIC. No patient information is included in the emails and **notifications can be turned on or off at any time**. Each email contains a link to the portal, logging in will be required.

After entering your credentials, select **Profile** at the top right side of the web page. Account Preferences and Notification Settings can be reviewed or altered there.



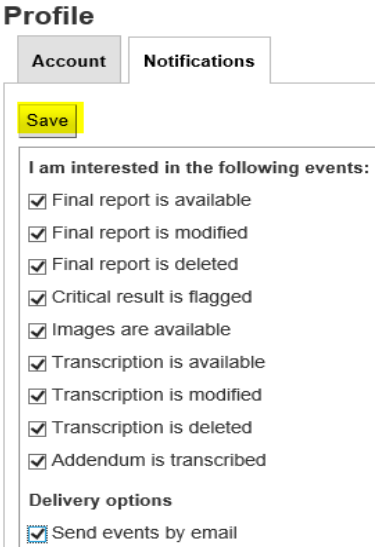
Account Preference

When you update your address/phone number within the portal, it does not update your report delivery from MIC. This information is for the portal application only. Please ensure your phone number, address, and email are current. **If your email is incorrect, you will not receive email notification.**



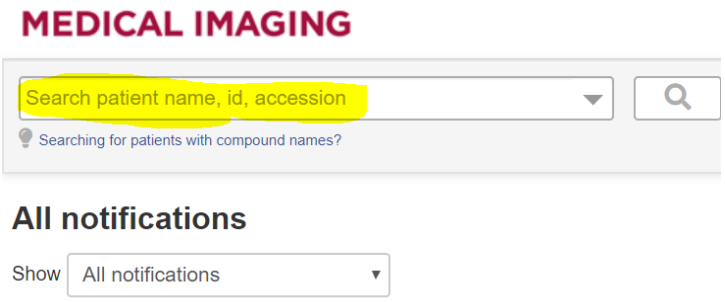
Notification Preferences

Here you can configure and save your exam notifications.



4)Locating Your Patient

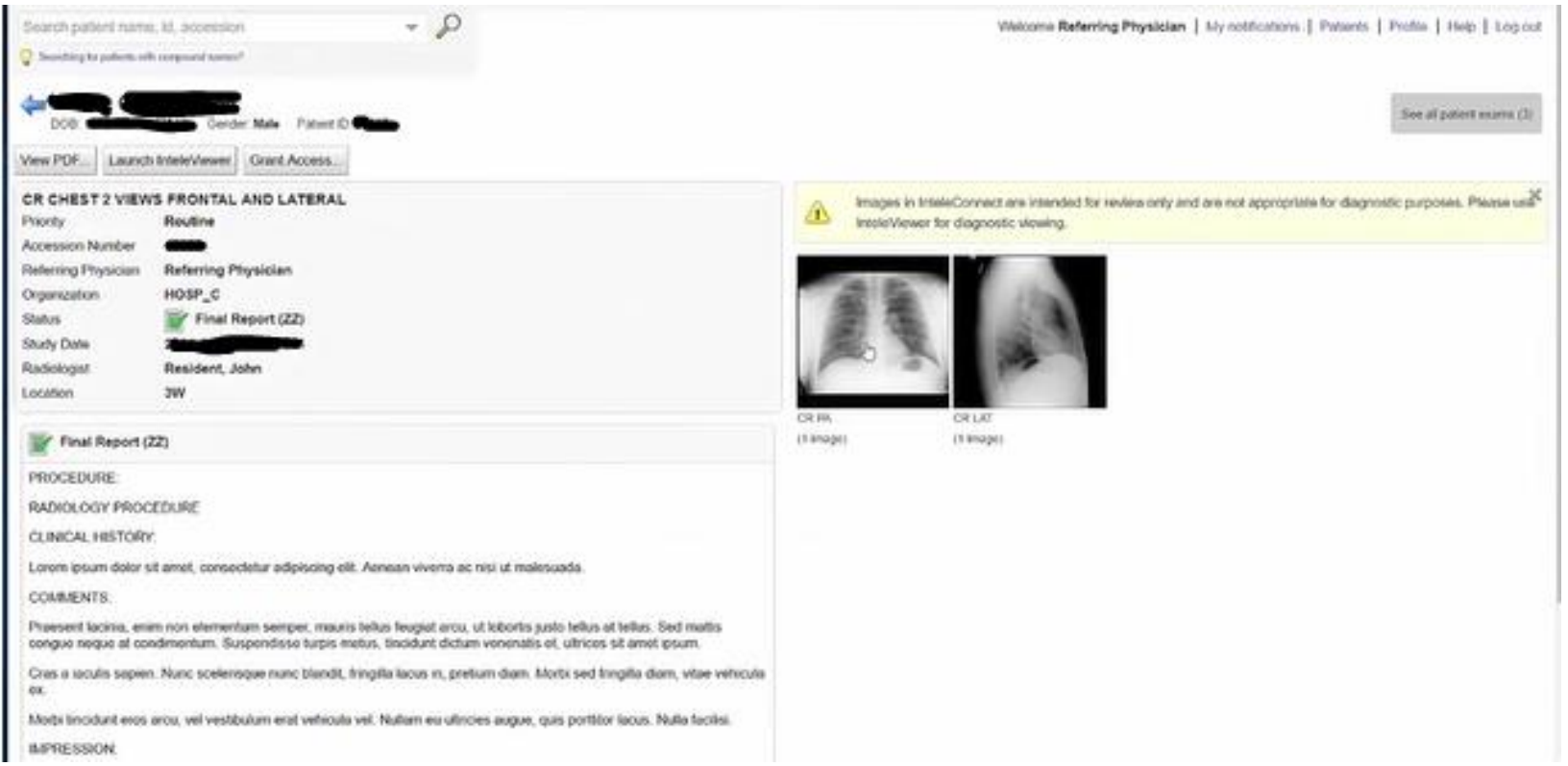
Upon login, providers can see a list of available exams completed at MIC. The application allows you to filter your notifications or search a patient manually.



*When manually searching your patient by name, you will be presented with a list of patients that match the name criteria. The date of birth column should then be used to select the correct file.

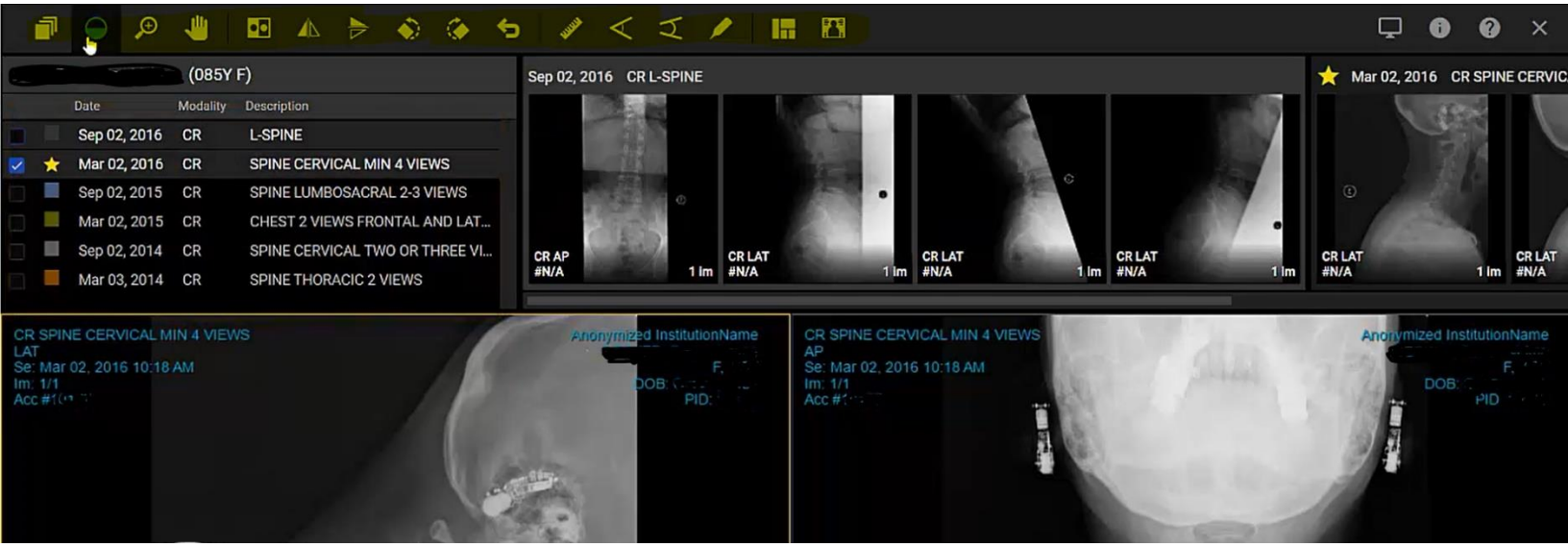
5)Viewing Images/Reports

Find study -> click to open -> select patient image to enlarge.



The internal validation process of images can on occasion, cause a delay in access and older studies may have a retrieval time to be viewable

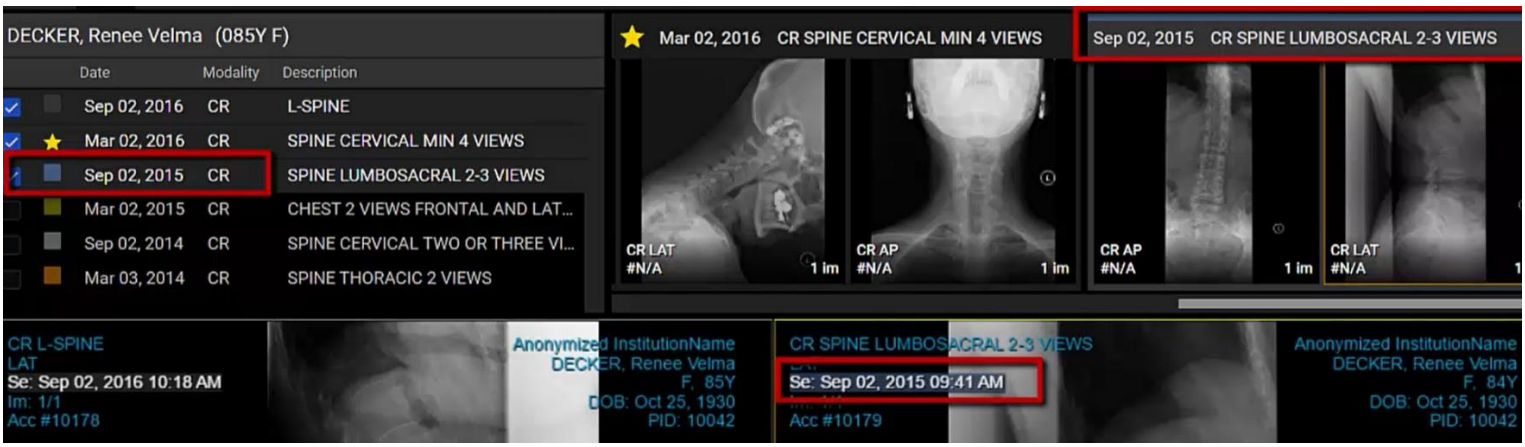
Image Tools



Please hover over the highlight icons to learn what each tool represents.

Some advanced options include:

- ✓ Patient Study List (prior exams),
- ✓ Thumbnail Display of Images,
- ✓ Real Time Cine Playback,
- ✓ Image Measurement Tools-keep in mind your added measurements will be deleted upon exiting out of your patient,
- ✓ Pan Image,
- ✓ Modify Viewport Layout,
- ✓ Rotate/Zoom Images,
- ✓ Study Color Feature - If you select multiple cases from the study list, the images produced in the thumbnail + viewport for each case will be coated the same to help avoid confusion.



InteleViewer Instructions

InteleViewer is an advanced set of image tools. It requires a one-time installation on each user's computer. The launch and install can be initiated from within the portal application using the directions listed.

1. Confirm that the browser being used is Internet Explorer 8 or greater.

2. Log into InteleConnect using your username and password.

3. At the top of Internet Explorer 8:
Click on Tools, Internet Options, Advanced tab and scroll to the bottom of the Advanced options - **Note – you may have to run as administrator to make change**
uncheck "Enable memory protection to help mitigate online attacks".
Then click on the Security tab, Custom level.
Set Allow previously unused ActiveX controls to run without prompt to Enable
Set Automatic prompting for ActiveX controls to Enable
Set Automatic prompting for file downloads to Enable
Click OK and OK again. Press Ctrl and F5 to update the browser settings.

4. Click on Launch Inteleviewer and follow the prompts to install the application.

5. After the installation has completed go back to *Tools*, *Internet Options*, and reverse the changes made under the *Advanced* and *Security tabs*. This step is optional but recommended.

For all other inquiries and support requests, please contact portalsupport@mic.ca - (Password resets, additional account creation/activation, and account removal/cancellation requests must be received in writing from the account owner).