

Ohio Living
MatrixCare System
Accessing and Navigating – Ancillary, Nursing & Therapy

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Accessing MatrixCare and Logging In


1. The MatrixCare web site can be accessed at this address: <https://oprs.matrixcare.com/>
2. Logon to the system using your first initial and last name as your logon, and the password you created the first time you logged on.



User Name:

Password:

[Forgot your password?](#) Login

 **Tip:** Be careful logging in. If you strike out 3 times, you will be locked out of the system. If you are locked out, call the Ohio Living Help Desk at 800-686-7800 or 614-212-1122 (after hours) to have your password reset. If you think you can remember your password, close out after the second attempt and restart. This will avoid the locked issue.

Facility Access

When you first log in you will need to select your Facility.

1. Make sure the Facility Name field is blank and the Facility Type is set to ALL.
2. Leave State set to ALL.
3. Click on Search and select desired facility.

Corporate	Messages	Resident	Reports	Facility	User	RAI	Menu	Provider	Maintenance	Enterprise
Search Facility										
Facility Name: <input style="width: 150px;" type="text"/>										
Facility Type: ALL ▼		State: ALL ▼								
Search										

Unit Access

The system permits assigning a specific unit or units for viewing and access. This is done for clinicians to focus on the residents they are working with and their associated messages. This does not apply to everyone. You can always change the unit that you view.

1. After you logon, the system will display the unit that you are assigned to. At that time, you can check and uncheck the units as necessary.
2. Click on the Save button to take you to the Messages screen.
3. To change units while logged on, go to the Facility Tab and click on Select Unit.

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Select Unit

[Check all](#) | [Clear all](#)

Unit(s):

☐ Nursing Special Care
☒ Rehabilitation Unit
☐ Skilled Nursing East
☐ Skilled Nursing North
☐ Skilled Nursing West

Save

Navigating MatrixCare

- MatrixCare organizes information under Tabs, just like a file drawer. Under each Tab you will see a selection list. You can highlight and click on any selection.

The screenshot shows the MatrixCare interface with the 'Resident' tab selected. A search dropdown menu is open, listing various options like 'Search Resident', 'Billing Codes', 'CCD', 'Census', 'Certifications', 'Events', 'Face Sheet', 'History & Physical', 'Message History', 'Observations', 'Orders', 'Physician Visit Schedule', 'POC MDS Responses', 'POC MDS Tracking', 'Profile', 'Progress Notes', 'Reports', 'Resident Documents', 'Resident Notes', 'RUG Scores', and 'Vitals'. The 'MDI Achieve' logo and copyright information are visible at the bottom.

Resident Messages

- Once you have logged on, the system will display Messages. Messages are triggered by Census changes, Orders, Events, and Facility set Resident Alerts.


Resident Messages				
	Resident Last Name	Resident First Name	Subject	Date
	Power	Will	New Resident Admitted	08/04/2008 07:01 AM
	Power	Will	New Resident Added	08/04/2008 06:42 AM
	daisy	jones	3rd Medicare A Recertification due	07/30/2008 05:15 AM
✉	kaltenbach	molly	14 Day Medicare A Recertification due	07/26/2008 05:15 AM
	Three	Training	New At Risk for Weight Loss event created	07/23/2008 09:31 AM
✉	Steel	Kalen	3rd Medicare A Recertification due	07/19/2008 05:15 AM

Tip: Any blue underlined word is a link to move through the system. Click once on it to go to that area.

- When a line does not display a closed envelope, it means that someone has opened the message. All messages automatically archive after 3 weeks. If you click on the message description, you can view more information, with the option to click on [More info](#) to see all the detail. Archived messages are attached to each resident and can be accessed under the Resident Tab.

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Messages Resident Facility RAI Menu	
View Message	
From: System Generated	Date: 03/28/2007 10:43 AM
Resident: Joan Angerton	
Subject: New prescription order created (Habitrol (nicotine))	
Message: A new prescription order (Habitrol (nicotine)) was submitted for this resident . Please review the order . More Info...	
Back Archive	

 **Tip:** The most recently created message is listed first. Resident Messages can be sorted by Resident Last Name, Resident First Name, Subject or Creation Date.

Search Resident

Any Resident Function accessed will require you to Search Resident first if you have not already done so.

1. Key in the first few letters of the resident's last name. You can also search by first name, Medical Record number, Unit or Attending Physician.
2. Check the appropriate Status box (Active, Inactive, Outpatient or Outpatient Discharged). If the resident has been discharged or has not been admitted to a bed, you must check Include Inactive Residents to be able to view them. If they have become an Outpatient, you must check the Outpatient box or the Outpatient Discharged box as appropriate.

Messages Resident Facility RAI Menu					
Search Residents Teach Me					
Please enter search criteria and select search.					
Last Name:	<input type="text" value="sha"/>	First Name:	<input type="text"/>		
MR#:	<input type="text"/>				
Unit:	<input type="text" value="-- Select One --"/>	Attending:	Select One		
Associated Payer Type: ?	<input type="text" value="-- Select One --"/>	Associated Payer Name:	<input type="text" value="-- Select One --"/>		
Status:	<input checked="" type="checkbox"/> Active <input checked="" type="checkbox"/> Inactive <input type="checkbox"/> Outpatient <input type="checkbox"/> Outpatient Discharged Check All Clear All				
Search					
Search Results - 2 Residents Add resident					
Name 	MR# - Visit#	Unit	Room	Primary Payer	Status
Shaw, Brutus	1501845-02	Skilled Nursing North	243/A	Payment Plan	In House
Shaw, Cooper	1501648-02	Skilled Nursing West	Not Assigned	Medicare A	Discharged

Shortcuts to Resident Information

1. If you click on the + sign that appears on every screen next to the resident's name, some brief basic resident information will appear.

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2. If you click on the Folder next to the resident name, you will see the Resident Quick View, which gives you access to the resident Demographics, Diagnoses, most recent Vitals, Current Orders, Progress Notes, RUGS, Census and CAAs.

The screenshot shows the MatrixCare 6.6.4 - Resident Quick View - Windows Interface. The window title is 'MatrixCare 6.6.4 - Resident Quick View - Windows Inte...'. The resident name is 'Jones, Linus' with a red 'DNRCC-Arrest' status. Below the name are tabs for Demographics, ICD-9, Vitals, Orders, Notes, RUGS, Census, and CAAs. The main content area displays a table with resident information:


Attending:	JOHN PHYSICIAN MD	
U/R/B:	Rehabilitation Unit/414/A	
Res. Phone:		
MR#:	1502066-01	
Admit Date:	01/21/2011	
Primary Lang.:	Unknown	Religion:
Date of Birth:	03/10/1923	Age: 91
Directives:	Living Will; Do Not Resuscitate (DNRCC-Arrest); Feeding Restrictions	
Allergies:	Aspirin, Keflex, Oxycodone, PCN, Cats	
Alerts:	No recorded alerts	
Face Sheet Notes:	Wears two hearing aids. Family will do laundry. Wears glasses. S/P LT side CVA. Rt side flaccid with neglect.	

At the bottom of the window, there is a warning: 'Warning: Save main window work before clicking link. [Face Sheet](#)'.

Resident Face Sheet:

The Face Sheet contains Resident Demographics, Contacts, Providers, Allergies and Diagnosis codes.

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View Resident			
<div style="display: flex; justify-content: space-between; align-items: center;"> Shaw, Cooper C DNRCC Hospice </div>			
Physician:	JOHN PHYSICIAN MD	Photo:	 Update Delete
Unit/Room/Bed:	Skilled Nursing East/149/A		
Status:	In House		
		Report Census	

Demographics

Name:	Cooper C Shaw	Race:	Unknown
Preferred Name:	Coop	Religion:	Disciples of Christ
Sex:	M	Marital Status:	Never Married
D.O.B.:	05/02/1930	Language:	
Age:	84	Is Responsible for Self:	No

Census Summary

Facility:	SNF OPRS Training Facility	Last Qualifying Hospital Stay:	
Admit Date:	02/18/2010 10:49 PM (current)	Admitted From:	
		Referral Source:	
Discharged:		Discharged To:	
Primary Discharge Diagnosis:		Discharge Reason:	
		Condition on Discharge:	

History

Previous Address:	121 Pine Drive Findlay, OH 45218	Military Service:	
		Veteran Elig (10-5588):	No
		Service Connected Disability & Percentage:	No 0.0 %
County:		Last Branch of Military Service:	
Previous Occupation:		Last Military Service From Date:	
Mother's Maiden Name:		Last Military Service To Date:	
		VA Claim Number:	
		Service Number:	

Payer Information

Primary Payer:	Medicare A	SSN:	050301930
Medical Record #:	1501648-03	Medicare A #:	050301930A
Medicare B #:		Medicaid #:	

Insurance Information

Insurance	Group Name	Group #	Insured's ID #	Payer Address	Payer Phone
No Insurance Information.					

Additional Fields

Previous Phone Number :		Entrance Fee Type :	
Long Term Care Ins Name :		Respite Care (Y/N) :	
Fincl Disc Updated (MM/DD/YY) :		Direct Depst/Credit Card (Y/N) :	
Primary Care Physician :	Dr. Scott Riggs		

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Advanced Directives

Check all that apply:	Notes:	Copy on file?	Check all that apply:	Notes:	Copy on file?
<input type="checkbox"/> *Living Will			<input checked="" type="checkbox"/> *Do Not Resuscitate (DNRCC)		
<input type="checkbox"/> Full Code			<input type="checkbox"/> Do Not Intubate (DNI)		
<input type="checkbox"/> *Organ Donation			<input type="checkbox"/> *Do Not Hospitalize		
<input type="checkbox"/> *Autopsy Request			<input type="checkbox"/> *Feeding Restrictions		
<input checked="" type="checkbox"/> Hospice			<input type="checkbox"/> *Medication Restrictions		
<input type="checkbox"/> Other			<input type="checkbox"/> *Other Treatment Restrictions		

*Items pull to MDS 2.0 question A10

Alerts

Alerts:	None Specified
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Face Sheet Notes

Notes:	Wears bilateral hearing aids. Allergy Alert - Celebrex causes rash
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[Update](#)

Providers ?

[Add Provider](#)

Type	Provider	Phone	
Physician	JOHN PHYSICIAN MD - Attending	(111) 111-1111	
	AYSER HAMOUDI MD - Alternate	(614) 486-9461	Delete
Funeral Home	Behm Family Funeral Homes Inc	(440) 428-4401	Delete
	Bolin Funeral Home	(740) 452-4551	Delete
Hospice	Senior Independence	(614) 433-0031	Delete
Lab	MedLab	(800) 522-7556 (800) 750-6720 Fax	Delete
NP/PA	Nancy Nursepractitioner	(111) 233-5555	Delete
Pharmacy	Skilled Care	(513) 459-8484 (513) 459-8278 Fax	Delete
Radiology	Mobilex USA	(800) 932-2222 (866) 250-2872 Fax	Delete

Contacts ?

[Add Contact](#)

Relationship	Name	Responsibilities	Call Order	Phone	Notes
Brother	Ian Shaw	Legal Guardian Responsible Guardian	1	(555) 555-6700 Primary	Notes here

Allergies

[Add Allergy](#)

Category	Allergy	Start Date	Screen		
Drugs	Celebrex	02/18/2010		Edit	Delete
	Celebrex (rash)	02/18/2010		Edit	Delete
	Penicillin	08/28/2009		Edit	Delete

[View allergies history](#)

Current ICD-9 Diagnoses

[Add Diagnosis](#)

ICD-9	Description	Prelim?	Date Diagnosed	
733.96	Stress fracture, femoral neck	Primary/Admission	01/25/2009	Remove



Not most descriptive code available



Facility customized



Obsolete diagnosis

[View diagnosis history](#) | [AR claims sequencing](#) | [Clinical sequencing](#)

Session will expire in approximately 24 minutes.

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Census

1. Selecting the Census button toward the top of the View Resident (Face Sheet) screen will permit you to view all the census activity for the resident. This includes transfers to hospitals, discharges and admissions.

Messages	Resident	Facility	RAI	Menu
Resident Census				
Angerton, Joan DNRCC				
Census Records				
Date/Time	Census Type	Level of Care	Payer	Unit/Room/Bed
03/22/2007 03:47 PM	Return	None	Medicare A - Training Sys Medicare Part A	Skilled Nursing East / 133-A SNF Semi-Private
03/13/2007 02:41 PM	Discharge - Return Expected	None	Medicare A - Training Sys Medicare Part A	
02/08/2007 05:20 PM	Information Change	None	Medicare A - Training Sys Medicare Part A	Skilled Nursing East / 140-A SNF Semi-Private
02/08/2007 05:17 PM	Information Change	None	Medicare A - Training Sys Medicare Part A	Skilled Nursing East / 131-A SNF Semi-Private
01/02/2007 09:10 AM	Admission	None	Medicare A - Training Sys Medicare Part A	Skilled Nursing East / 131-A SNF Semi-Private

My Profile – Changing Passwords and User Information

My Profile, under the Facility Tab, gives you access to view your user information and change your password. If any of the information here is incorrect please contact the OPRS Help Desk.

System Access

Security Template:	Clinical Implementation Template
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User Information

Name:	Belinda R Jones RN	Status:	Active
Address:	None Listed OH	Primary Phone:	None Listed
		Pager:	None Listed
System Email:	BRJones@opr.org	Fax:	None Listed
		Secondary Authentication Barcode:	No

[Back](#)
[Update](#)

1. If you scroll to the bottom of your Profile screen, you will see the Change Password button. You must also follow the MatrixCare password rules listed on the screen.
2. Depending on your access you will also see options for Changing your eSigning PIN, Changing your POC PIN and your Vendor Login Set-up.

Third-Party Vendor Login Information


CareWatch Login:	btraining
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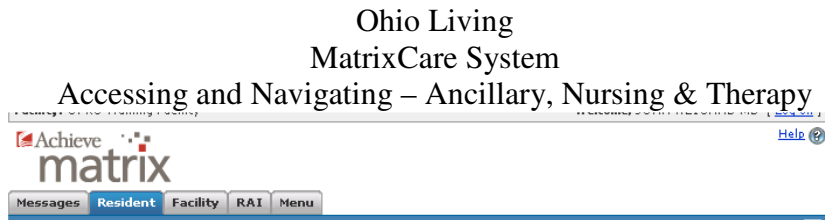
[Change Password](#)

[Change eSign PIN](#)

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Tips

1. Use the roller on your mouse to scroll up and down on a page, but be sure to click outside of a dropdown box or your scrolling will be limited to that box.
2. The **Tab** key moves you through the responses to each question. This includes date fields, short descriptions, drop-down lists, text fields, radio buttons, check boxes, etc.
3. For radio buttons, use the cursor keys to move up and down the answer selections. Use the **Tab** key, when in a radio button question, to move to the next question.
4. For check boxes, use the **Tab** key to move up and down and the space bar to answer selections.
5. Unless you do not have a Back option on the screen you are viewing, NEVER use the Back button on Internet Explorer bar.
6. For questions with a drop-down selection, fill in numbers using the number pad or the letters on the keyboard.
7. **Shift+Tab** moves you back to the previous questions and within the checkbox selections.
8. Use the **End** key on your keyboard to move to the bottom of a page. Use **Home** to move to the top of a page. To move up or down a page in smaller increments, you can use the **PgUp** and **PgDn** keys.
9. **Bolded** Field Names indicate required fields. You cannot save a screen unless you complete all required fields.
10.  Anytime you see the ABC box, it indicates that spell checking is available. Spell check includes medical terms.
11. Pop-up Blockers will prevent you from viewing many reports in the system. They must be disabled to view reports. Contact the Corporate Help Desk for assistance in turning off your pop-up blockers.
12. Adobe Acrobat Reader must be installed on a pc to successfully run and view reports. Contact the Corporate Help Desk for assistance in installing or upgrading your Adobe Acrobat Reader.
13. Help information can be accessed by clicking on [Help](#) There is a complete Help manual available.



14. Some screens make available a Teach Me button, that is an animated version of Help. Please keep in mind that information included here is not specific to OPRS.



15. When you want to select a different Resident, click on the  icon. This will return you to the Resident Search screen.
16. The Save button should only be clicked once. Double clicking can result in duplicate Assessments, Events etc. being created.
17. Please always log off by clicking on [Log off](#) to the right of your name at the top of the screen. The system will time out after 29 minutes of not being used. If it times out and you have not saved your work, it will be lost.