

BANNERHEALTH.COM FIND-A-PROVIDER / PROVIDER MATCH RE-LAUNCH

KEY FAQ FROM INTRANET

Q: Who will be featured in the Find a Provider match results?

The primary goal of the site is to make our ambulatory doctors searchable in order to drive appointments. Banner Health's online Find a Provider tool will focus on featuring **BMG, BUMG and BHN providers that schedule direct appointments with patients.**

Following is a complete list of the **EXCLUDED** providers:

<ul style="list-style-type: none">• Acute Nurse Practitioner• Anesthesiology (except Pain Management)• Assistant Surgery• Athletic Trainer• Critical Care Medicine• Dermatopathology• eICU (intensivists & non intensivists)• Emergency Med Toxicology• Emergency Medicine• First Assist Non Physician• Hospitalist• Intensivist• Intraoperative Monitor• Nurse Anesthetist• Pathology<ul style="list-style-type: none">○ Pathology Assistant○ Dermatopathology	<ul style="list-style-type: none">• Pediatric Hospitalist• Crisis Counsel• Pediatrics Critical Care Intensivists• Private Scrub• Radiology• Radiology Diagnostic• Anesthesiologist• Surgery–Trauma Burn• Surgical Assistant• Surgical Critical Care Medicine• Telemedicine• Teleneurology• Teleradiology• Trauma Surgery• Urgent Care• All Advanced Practice Providers (APP) and certified non licensed providers that are hospital facility based need to be removed.• Other Hospital privileged and Ambulatory Surgery Center privileged providers who are not part of BHN
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Q: Which attributes will be featured for each provider?

Each provider profile includes:

- Name
- Specialty
- Accepting new patients status
- Languages spoken
- Practice location(s)
- Schooling/training information
- Board certifications
- Hospital and network affiliations
- Insurances accepted
- Photo
- Videos (if available)
- Approach to Care statement
- Professional interests statement (ex: I specialize in the following diseases, treatments and conditions...)
- Personal interests statement
- Link to research as posted on PubMed
- Age group(s) seen

Q: Where is my data coming from?

The majority of your data is fed from our "source systems", which are comprised of P4, Apogee and Morissey. Those systems are managed and updated by our credentialing and licensure teams. Additional marketing data will be provided directly from you or your practice manager.

Q: How can I update my information?

Making changes to your profile will be much easier than it is today! All you will need to do is login to the new platform and request updates to the fields you would like to update on your profile. Once submitted, you will be able to check the status of your request at any time.

Q: What are the rules/specifics for the profile photos?

For Employed Providers

The profile photos that are used for all employed physicians are taken by our approved photographer and will automatically be uploaded to your profile. If you do not have a photo, please work with your practice manager to arrange for one to be taken.

For Non Employed Providers (Members of the Neighborhood Physician Alliance)

Non employed providers will submit their own photo. Professional portraits are best. If you don't have one, other photos can be submitted, especially if they have solid backgrounds free from plants, lamps or other distracting elements. If you have questions about your photo's usability, please contact Renju.Nair@BannerHealth.com.

Digital Photograph Specifications and Requirements:

- All photos should be sent in the highest resolution available. The minimum requirement is 220 pixels x 275 pixels.
- Please name your file using this format: NPI#, dash, last name, dash, first name, dash, middle initial (optional). Examples:
 - ♣ Dr. John L. Smith: 1234567890-Smith-John-L.jpg
 - ♣ Dr. Jane D. Meyer: 0987654321-Meyer-Jane-D.jpg

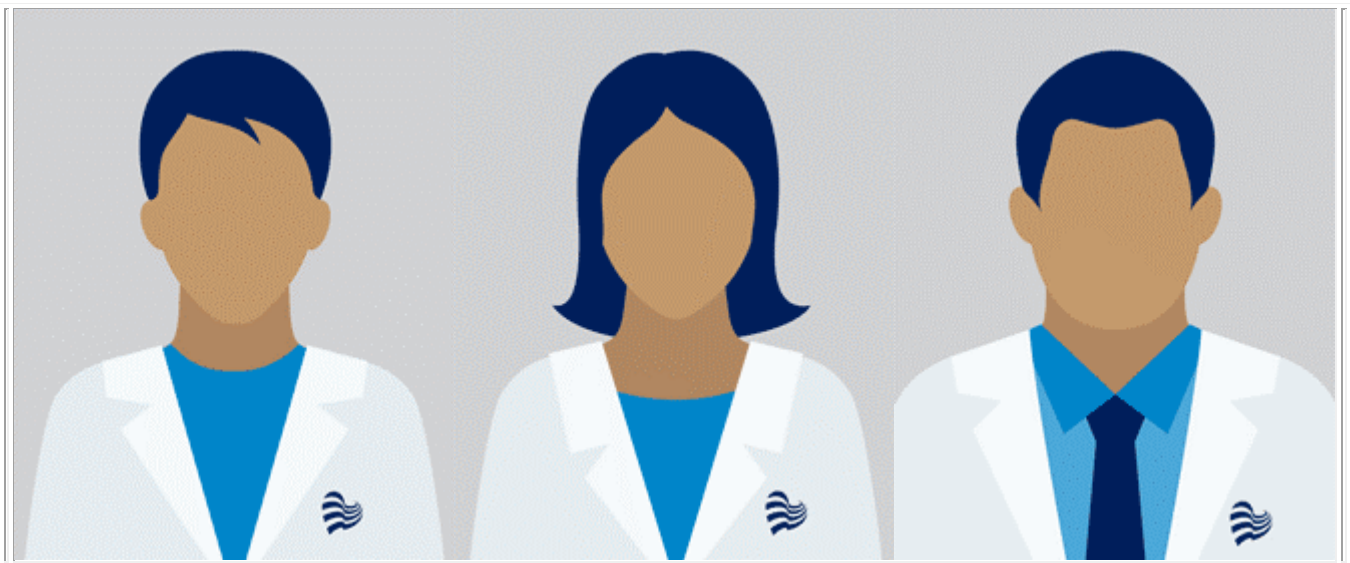
All files meeting the specified requirements should be sent to Alejandro.FernandezOlivo@bannerhealth.com by July 28, 2017. Any photos submitted after this date may not be visible at the time of initial launch; they will be added at a later date.

Will every provider have photo?

Yes, our goal is to have photos for all of our employed physicians.

Studies have shown that patients are more inclined to select and schedule with a physician when they are able to see a photo of the doctor and review office information.

For those whom do not have a photo, one of the following avatars will be displayed:



Q: Will videos for providers be featured?

If you have an approved Banner video, the video should already be included on your profile.

The only videos that we are able to display on the site are the Banner approved and developed videos. If you have a video, it should be loaded onto your profile without further action needed.

If you do not have a video, but would like to have one created, please chat with your practice manager who will work with our [Creative Strategy team](#) to get you scheduled to shoot one.

Q: Will it be easy to update your profile? What is the process?

Making changes to your profile will be much easier than it is today! All you will need to do is login to ProviderMatch, make changes to your profile and submit those changes for review.

Banner's marketing and credentialing teams will review the requested changes and if approved the changes will be pushed live to the website. If for some reason the changes are denied, the teams will work with you to help you understand why and determine the best next steps.

Q: Can you have more than one practice listed?

Yes, you will be able to list all practices that you visit and provide care. You can also rank them in order of primary and secondary, which will sort the location results in your preferred order.

Q: Can you list more than one specialty?

Yes, you will be able to select specialties from a listing that will appear on your profile.

Additionally, you will be able to list more specific details on the treatments, diseases and conditions you specialize in treating in another section of your profile.

Q: Who is making changes to the information?

You or your designee will review and submit changes to your information. Credentialing and marketing teams will review the requested changes and serve as a final set of eyes before it publishes to the website.