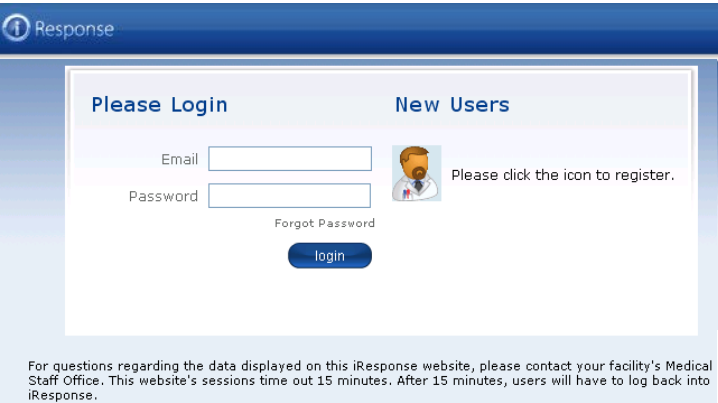
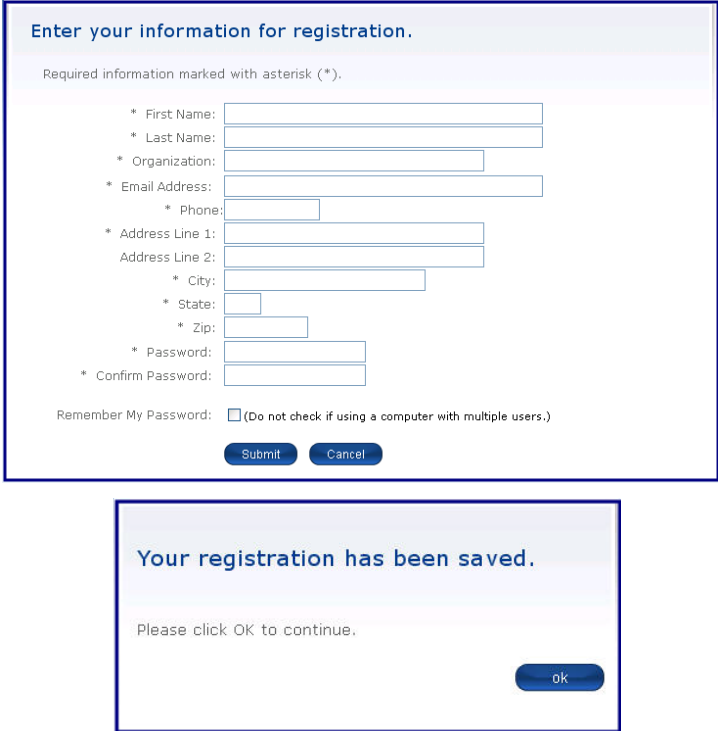





# Visual Cactus - iResponse

| WHAT YOU SEE                                                                                                                                                                                                                                                                                                                                       | WHAT TO DO (Actions are in bold)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Log In</b></p>  <p>For questions regarding the data displayed on this iResponse website, please contact your facility's Medical Staff Office. This website's sessions time out 15 minutes. After 15 minutes, users will have to log back into iResponse.</p> | <p>iResponse provides a view into Visual Cactus provider information. Outside organizations can quickly and easily request the verification of physicians in good standing at an HCA facility. The requesting organization may print a verification letter.</p> <p>iResponse is an Internet website for outside organization use. Users external to HCA need to contact the Medical Staff Office at the facility to obtain the URL link and job aid for access to iResponse.</p> <p>HCA users will access a link to iResponse on the Atlas Credentialing site.</p> <p>Registered users:</p> <ul style="list-style-type: none"> <li>• <b>Enter</b> Email and Password on the left side of the login screen.</li> <li>• <b>Click</b> Login.</li> </ul> <p>New users:</p> <ul style="list-style-type: none"> <li>• <b>Click</b> the New Users icon on the login page to register and set up a password.</li> </ul> |
| <p><b>New User Registration</b></p>                                                                                                                                                                                                                              | <p>New users must complete the required information marked with an asterisk (*).</p> <ul style="list-style-type: none"> <li>• <b>Enter</b> information.</li> <li>• <b>Click</b> Submit. <ul style="list-style-type: none"> <li>➢ A confirmation screen displays.</li> </ul> </li> </ul> <p><b>New User Registration Fields</b></p> <ul style="list-style-type: none"> <li>First Name</li> <li>Last Name</li> <li>Organization</li> <li>Email Address</li> <li>Phone</li> <li>Address 1</li> <li>Address 2</li> <li>City</li> <li>State</li> <li>Zip Code</li> <li>Password</li> <li>Confirm Password</li> <li>Remember Password</li> </ul>                                                                                                                                                                                                                                                                      |



# Visual Cactus - iResponse

## Provider Search



iResponse opens with a Search option and a Profile option.

### Profile

This option allows users to update registration information.

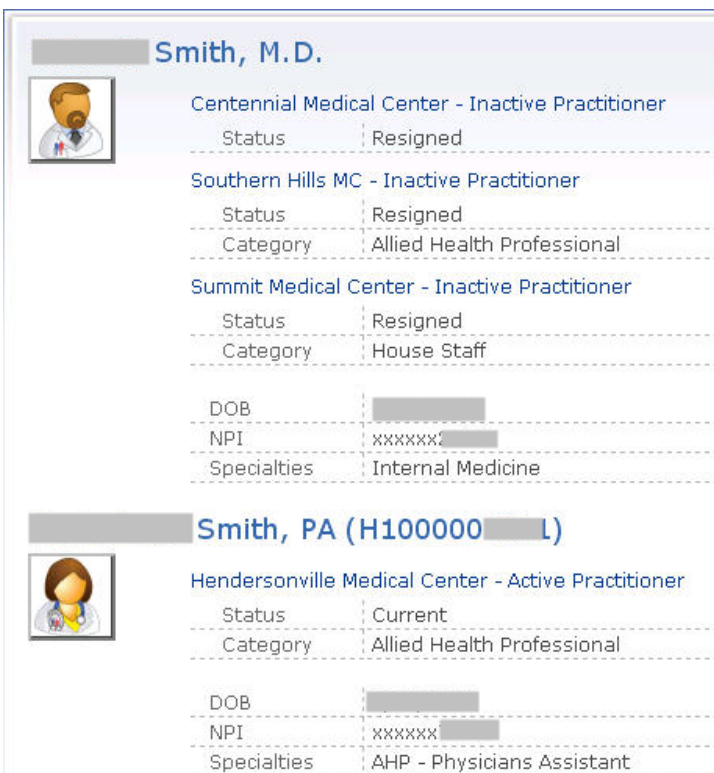
- **Click** Profile.
  - The registration screen displays.

### Search

Users may search for providers included in the HCA enterprise-wide database by last name or NPI number.

- **Enter** physician last name or NPI number.
  - One letter or several letters may be included in the Last Name field.
- **Click** Search.

## Search Results



A list of providers whose last name matches the search criteria displays. The following information appears for each provider, if it is available:

Photo of provider  
 Provider name and CACTUS ID number  
 Facility(ies) and Active or Inactive Position  
 Status  
 Category  
 Date of Birth  
 NPI number  
 Specialties

- **Scroll** downward to see the full list of providers.
- **Click** the provider's name to generate a verification letter about the provider's standing at each facility.
  - One of three letters is generated:
    - 1) In Good Standing Letter.
    - 2) Contact Medical Staff Office (MSO) Letter.
    - 3) Combination Letter.
  - The letter opens in a new window.



# Visual Cactus - iResponse

## Verification Letter – In Good Standing

March 11, 2009

Joanne chantelau  
HCA  
One park plaza CS-5  
nashville, tn 37203

RE: [REDACTED]

This letter acknowledges receipt of your on line request for verification of the above provider's affiliation with the below hospitals. The information about the provider displayed below is current as of the last Board meeting.

| Hospital Facility             | Specialty         | Category                   | Last Board Meeting Date | Original Appt. Date | Appt. End Date |
|-------------------------------|-------------------|----------------------------|-------------------------|---------------------|----------------|
| Southern Hills Medical Center | Internal Medicine | Allied Health Professional | 2/17/2009               | 7/20/2004           | 6/19/2009      |

The Last Board Meeting Date above indicates the last date on which the Hospital's Board met to consider credentialing issues. If actions are being processed after that date, Hospitals are instructed to remove this Practitioner from this automated response. If you have further questions, please feel free to call the appropriate Medical Staff Services office:

**Southern Hills Medical Center**  
319 Wallace Road  
Nashville, TN 37211  
(615)781-3520

The In Good Standing Letter displays the following information, including when the last approving committee met:

Facility Name  
Specialty  
Facility Category  
Last Board Meeting Date  
Status

All of the letters may be printed. To do so:

- **Click** File/Print from the Internet Explorer menu bar or the Printer icon from the toolbar.

## Verification Letter – Contact MSO

January 14, 2009

Joanne Chantelau  
HCA  
One park Plaza, CS-5  
nashville, TN 37203

RE: [REDACTED]

Please contact the appropriate Medical Staff Services office for information about this provider.

**Hendersonville Hospital**  
355 New Shackie Island Road  
Hendersonville, TN 37075  
(615)264-4000

**Skyline Medical Center**  
3441 Dickerson Pike  
Medical Staff Office  
Nashville, TN 37207  
(615)769-7177

The Contact MSO Letter directs the user to contact the Medical Staff Office at the appropriate facility for more information. Facility contact information is provided.

## Verification Letter – Combination

March 11, 2009

Joanne chantelau  
HCA  
One park plaza CS-5  
nashville, tn 37203

RE: [REDACTED]

This letter acknowledges receipt of your on line request for verification of the above provider's affiliation with the below hospitals. The information about the provider displayed below is current as of the last Board meeting.

| Hospital Facility             | Specialty   | Category | Last Board Meeting Date | Original Appt. Date | Appt. End Date |
|-------------------------------|-------------|----------|-------------------------|---------------------|----------------|
| Hendersonville Medical Center | Contact MSO |          |                         |                     |                |
| Southern Hills Medical Center | Radiology   | Courtesy | 2/17/2009               | 9/9/2003            | 6/17/2010      |

The Last Board Meeting Date above indicates the last date on which the Hospital's Board met to consider credentialing issues. If actions are being processed after that date, Hospitals are instructed to remove this Practitioner from this automated response. If you have further questions, please feel free to call the appropriate Medical Staff Services office:

**Hendersonville Medical Center**  
255 New Shackie Island Road  
Hendersonville, TN 37075  
(615)338-1120

**Southern Hills Medical Center**  
319 Wallace Road  
Nashville, TN 37211  
(615)781-3520

The Combination Letter may appear if a provider is affiliated with more than one facility. All the information included in the In Good Standing Letter displays for the facility where the provider is in good standing.

The Combination Letter also directs the user to contact the Medical Staff Office for more information at the facility where appropriate. Contact information is provided for this facility.