



The **only** safe way for a supplier to enter a UK hospital



01732 920 900



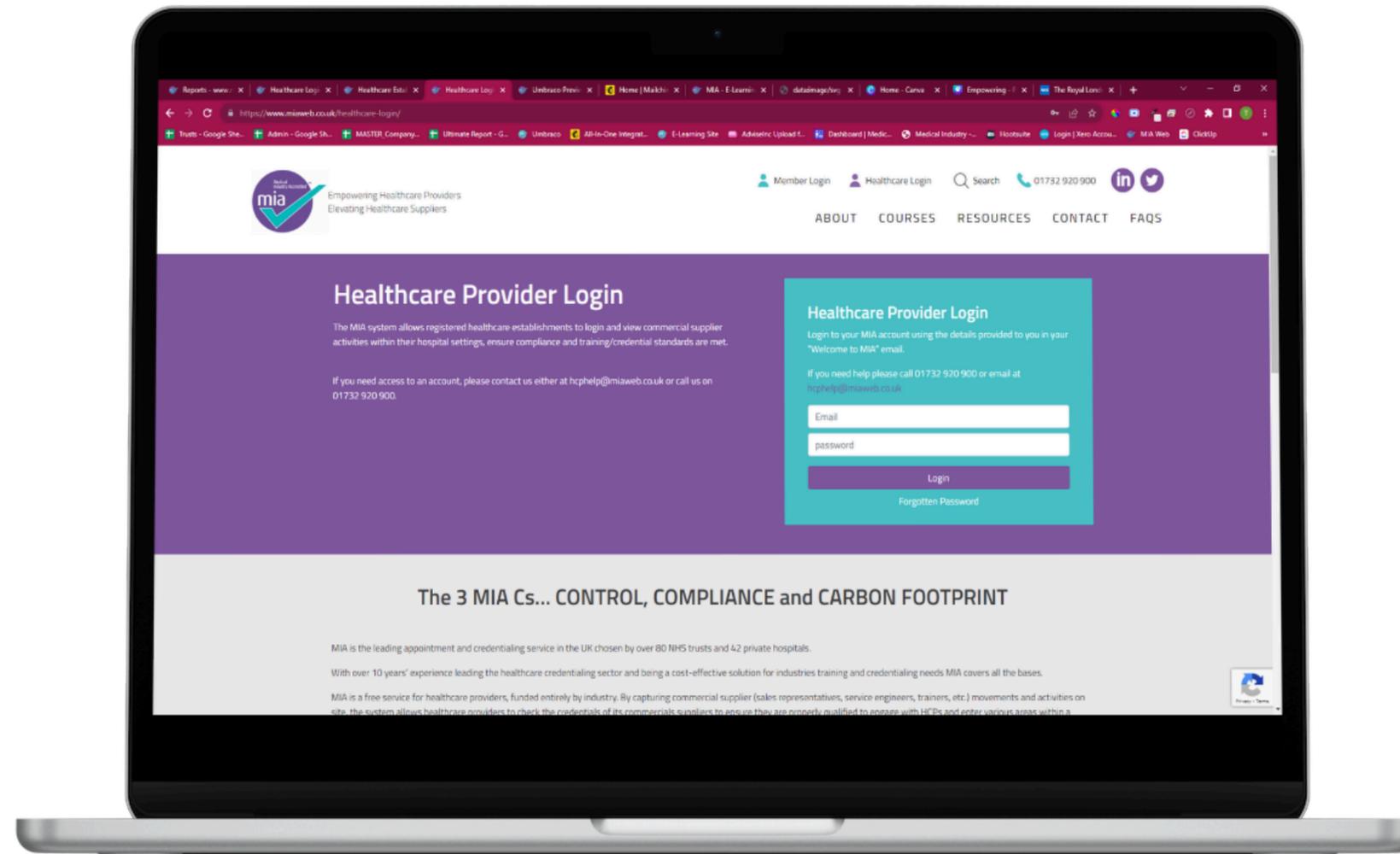
[hcp@miaweb.co.uk](mailto:hcp@miaweb.co.uk)

# The MIA Portal

## A 'How To' Guide for Healthcare Provider Teams using MIA

# Where to Start...

[Click Here to go to access the New MIA Portal](#)



# Enter your login details

## Healthcare Provider Login

Login to your MIA account using the details provided to you in your "Welcome to MIA" email.

If you need help please call 01732 920 900 or email at [hcp@miaweb.co.uk](mailto:hcp@miaweb.co.uk)

  
  
  
[Forgotten Password](#)

Enter your email address and password to login to the system.

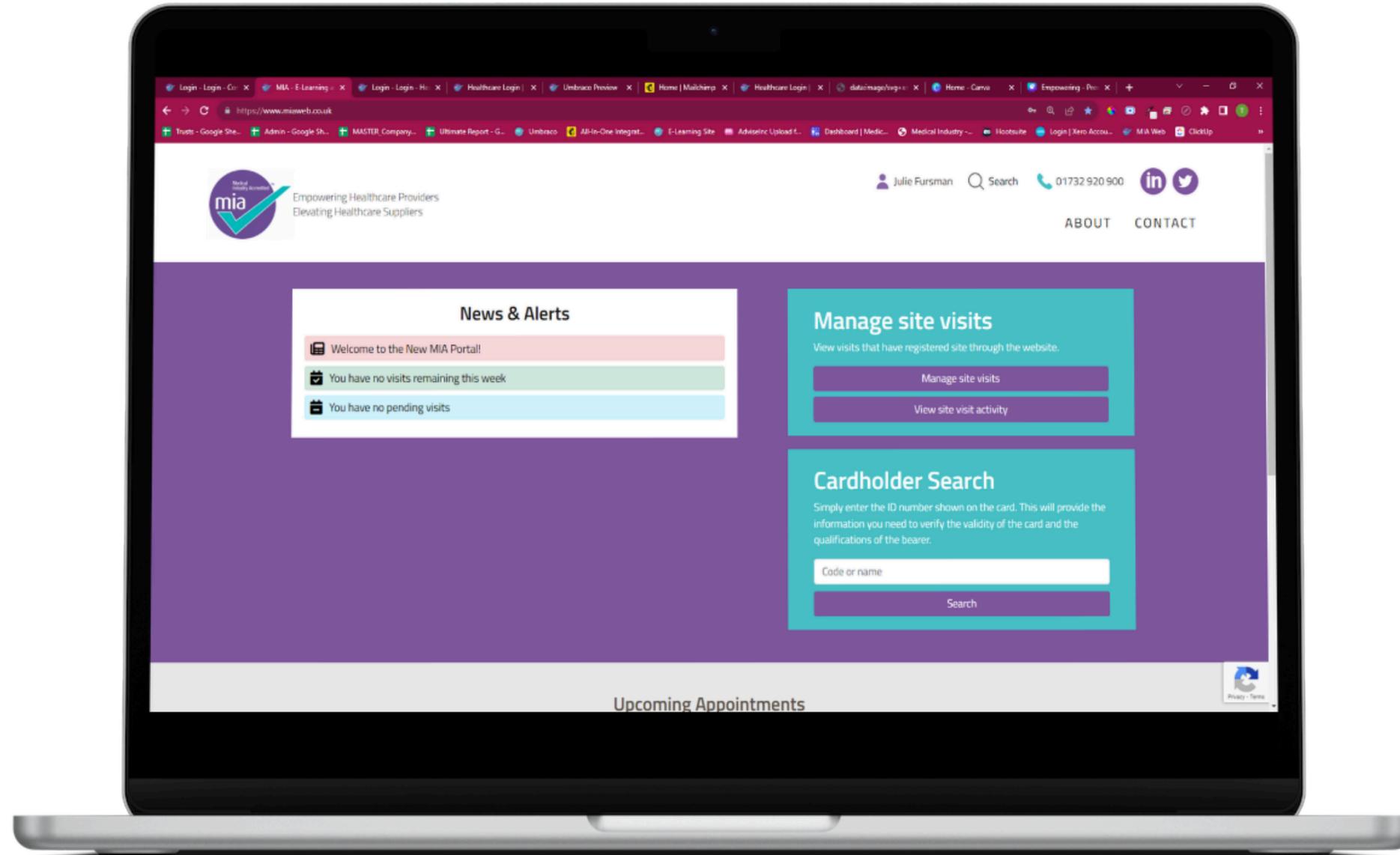
If you have forgotten your password, click 'Forgotten Password' to reset it.

If you are unsure of your login details, contact [hcp@miaweb.co.uk](mailto:hcp@miaweb.co.uk)



# The Home Page

Once logged in, you will be presented with the home page, made up of multiple different areas



# News and Alerts

The News and Alerts section will show you any important notifications, like pending visits, and the number of visits that have been registered to the department this week, along with an area to raise concerns about supplier conduct.

## News & Alerts

-  Need to raise a complaint about a supplier?
-  Visits remaining this week 3 Bookings
-  Pending Visits 2 Pending Visits

# Cardholder Search

This section allows you to search through the MIA database for any registered cardholder.

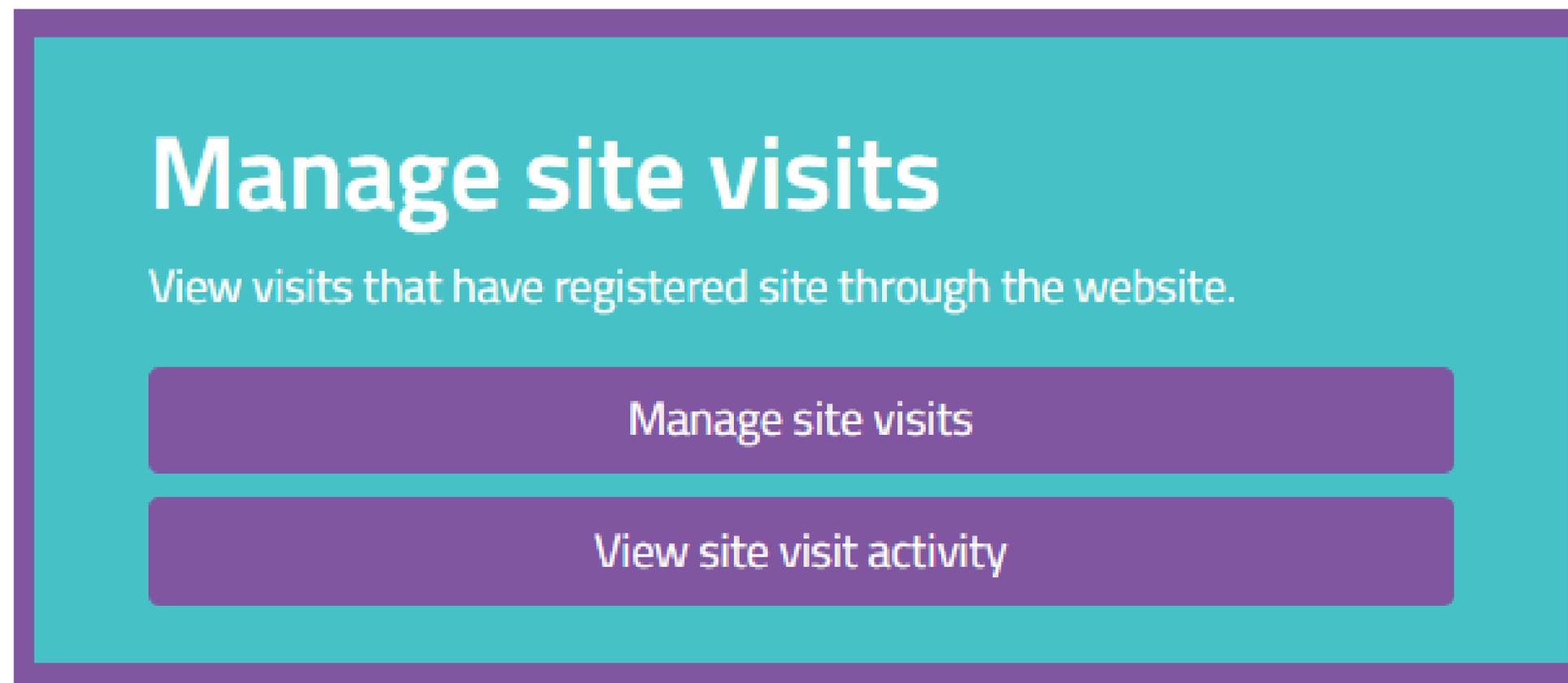
## Cardholder Search

Simply enter the ID number shown on the card. This will provide the information you need to verify the validity of the card and the qualifications of the bearer.

You can search via ID Number, forename and surname.

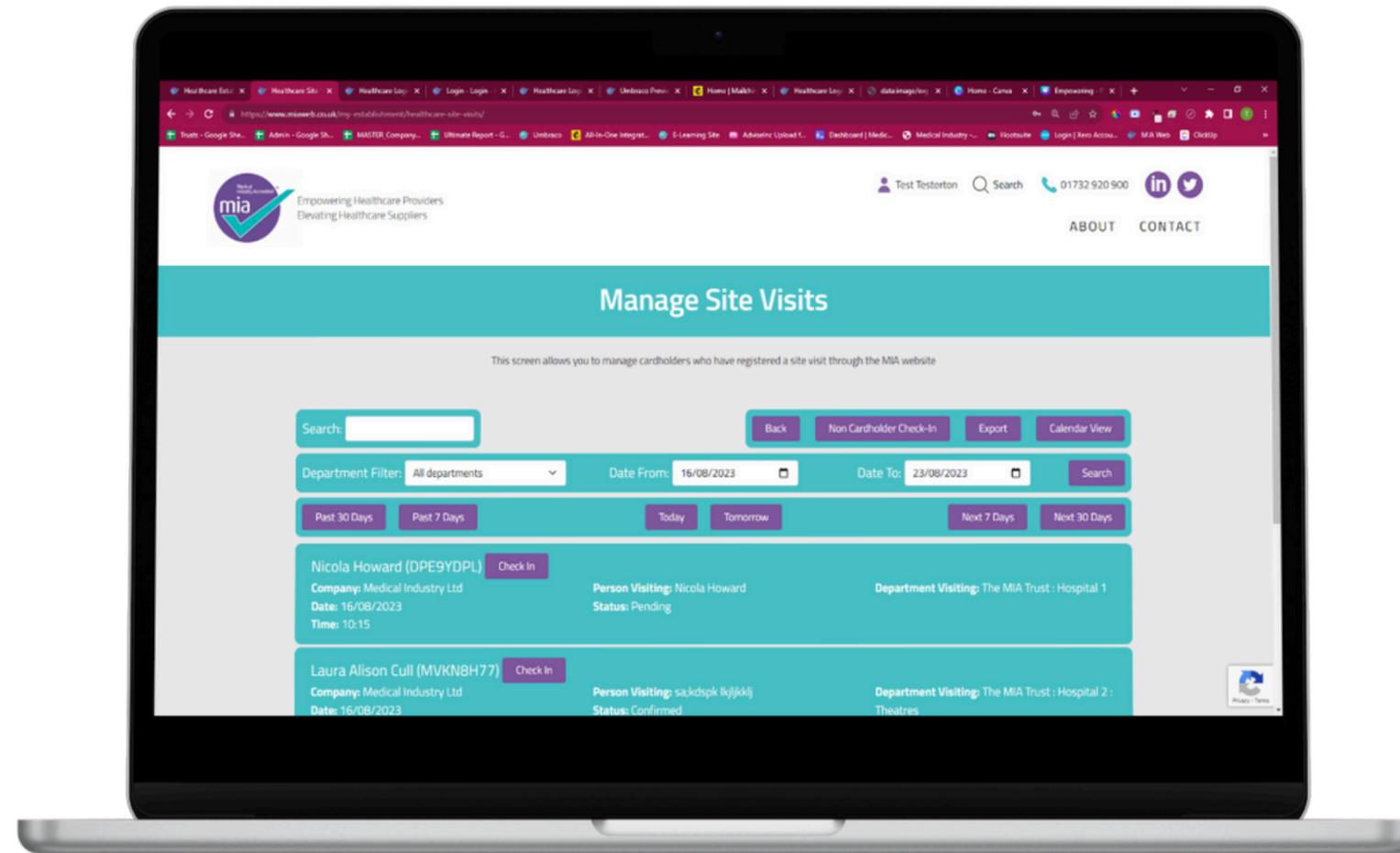
# Manage Site Visits

Click 'Manage Site Visits' to view any recorded site visits.



You can also access reports in this section, by clicking 'View site visit activity'.

# Manage Site Visits (continued)



Manage Site Visits will open up the appointment diary. Here there are several areas to explore.



# Appointment Diary - Menu

The Appointment Diary menu offers you several functions:

- Search - *search for any cardholder who has registered a visit.*
- Non-Cardholder Check-In - *a place for you to register any visitors who aren't registered MIA members.*
- Export - *downloadable data directly from the system.*
- Calendar View - *view appointments in Outlook calendar style.*

Search:

Back

Non Cardholder Check-In

Export

Calendar View

# Manage Site Visits (continued)

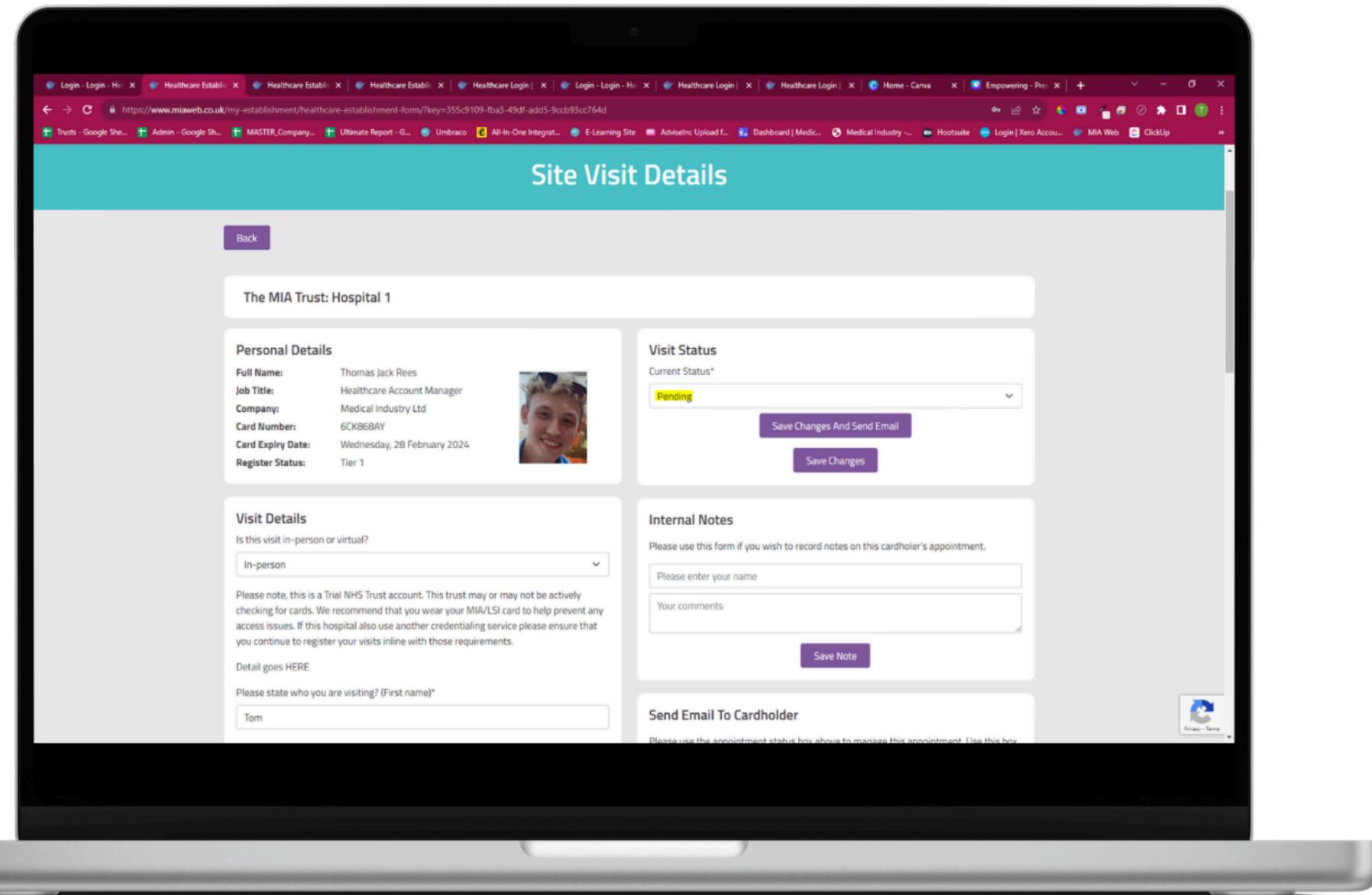
Department Filter:  Date From:  Date To:

Thomas Jack Rees (6CK868AY)  
**Company:** Medical Industry Ltd  
**Date:** 18/08/2023  
**Time:** 05:30  
**Person Visiting:** Tom Rees  
**Status:** Pending  
**Department Visiting:** The MIA Trust : Hospital 1

The Appointment diary gives you basic information about the cardholder's visit at a top level. To see more information, you can click on the appointment and find out more about the visit and supplier representative.



# Cardholder Profile



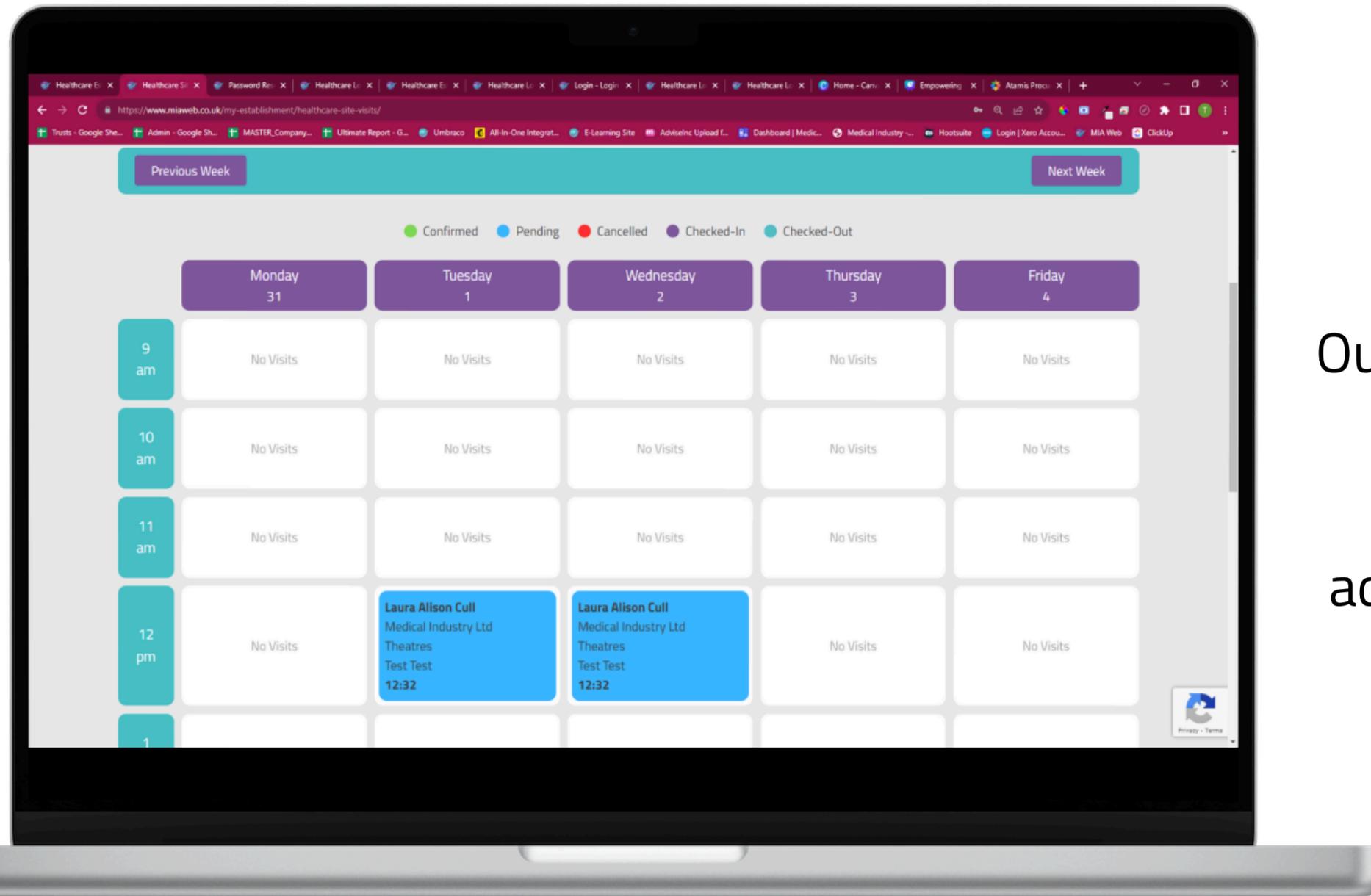
The screenshot displays a web browser window with the URL <https://www.miaweb.co.uk/my-establishment/healthcare-establishment-form/?key=355c9109-fba3-49df-add5-9ccb93cc764d>. The page title is "Site Visit Details". A "Back" button is located at the top left. The main content area is titled "The MIA Trust: Hospital 1" and contains several sections:

- Personal Details:** Full Name: Thomas Jack Rees, Job Title: Healthcare Account Manager, Company: Medical Industry Ltd, Card Number: 6CK868AY, Card Expiry Date: Wednesday, 28 February 2024, Register Status: Tier 1. A profile picture of Thomas Jack Rees is shown.
- Visit Status:** Current Status\* is set to "Pending". Buttons for "Save Changes And Send Email" and "Save Changes" are present.
- Visit Details:** A dropdown menu is set to "In-person". A note states: "Please note, this is a Trial NHS Trust account. This trust may or may not be actively checking for cards. We recommend that you wear your MIA/LSI card to help prevent any access issues. If this hospital also use another credentialing service please ensure that you continue to register your visits inline with those requirements." Below this is a link "Detail goes HERE" and a field "Please state who you are visiting? (First name)\*" with the value "Tom".
- Internal Notes:** A section for recording notes with a "Please enter your name" field, a "Your comments" text area, and a "Save Note" button.
- Send Email To Cardholder:** A section for sending emails, with a note: "Please use the appointment status box above to manage this appointment. Use this box".

Clicking on the appointment will bring you to the Cardholder Profile. Here, you can view more information about the cardholder, and can confirm or cancel their appointment.

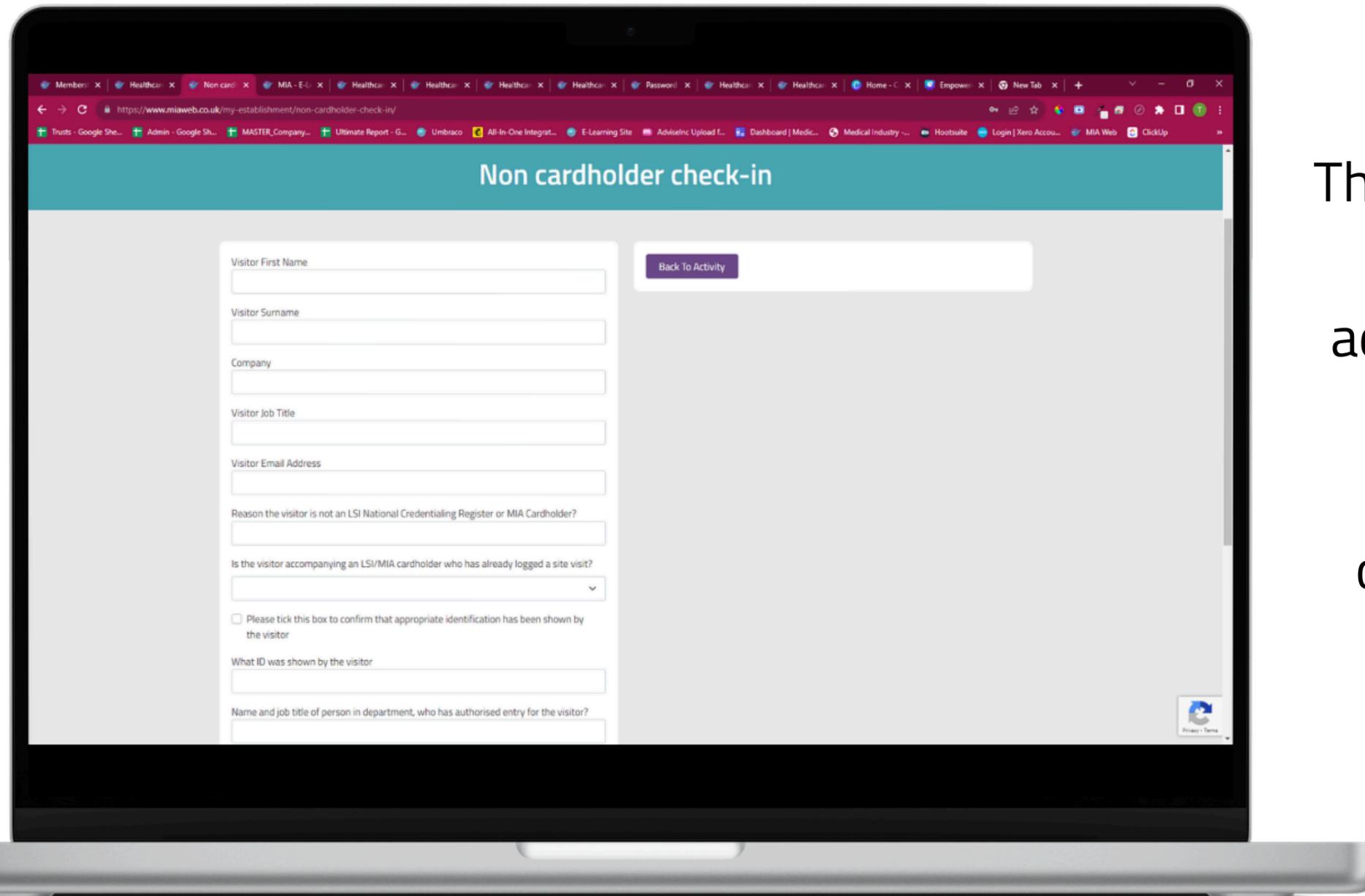


# Calendar View



The Calendar view opens up the appointment diary like Microsoft Outlook. Using the key at the top of the page, the appointments are colour coded to make it easy for busy administration teams to see who they need to confirm/check-in or out.

# Non-Cardholder Check-In



The screenshot shows a web browser window displaying the 'Non cardholder check-in' form. The browser's address bar shows the URL 'https://www.miaweb.co.uk/my-establishment/non-cardholder-check-in/'. The form is titled 'Non cardholder check-in' and includes the following fields and options:

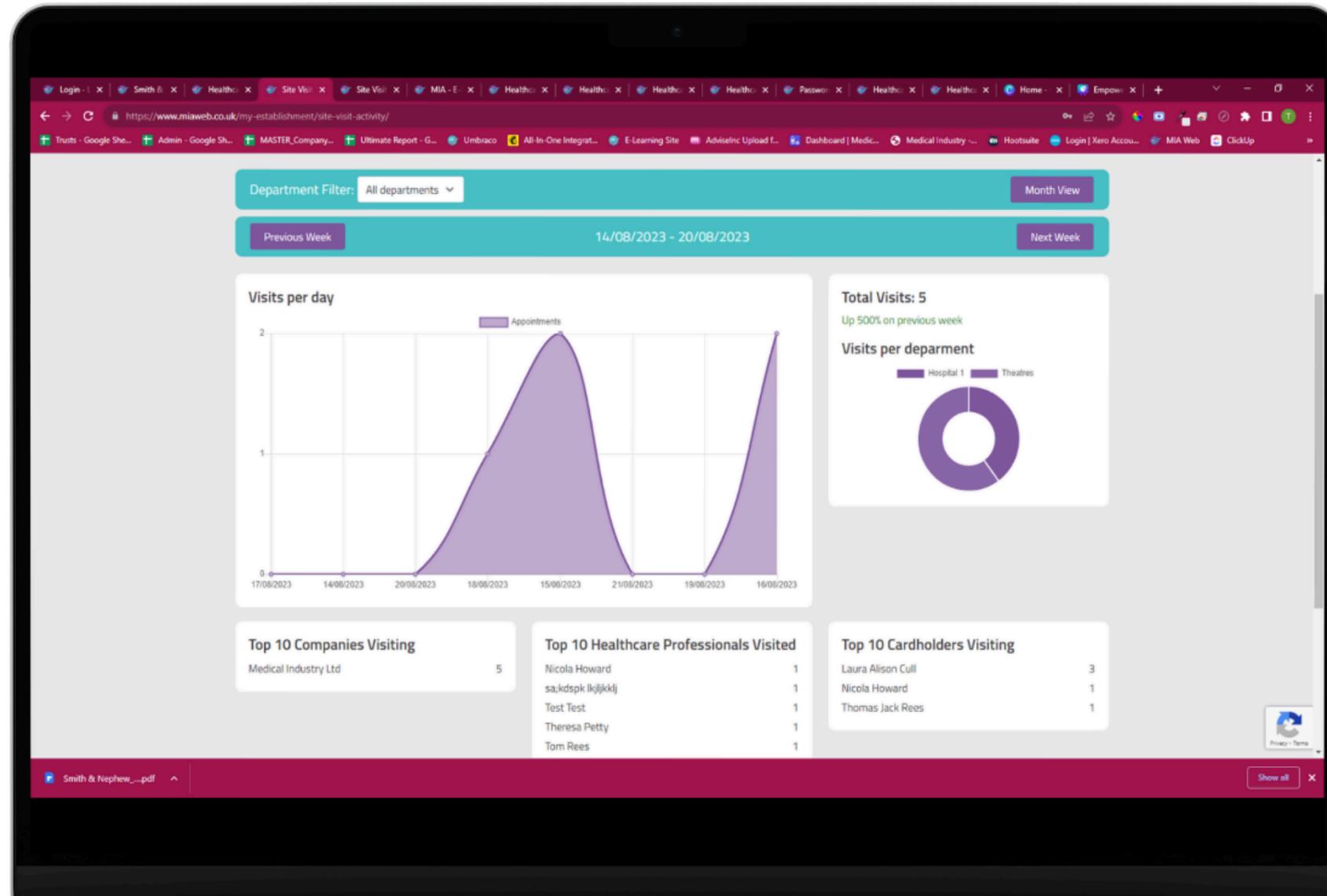
- Visitor First Name
- Visitor Surname
- Company
- Visitor Job Title
- Visitor Email Address
- Reason the visitor is not an LSI National Credentialing Register or MIA Cardholder?
- Is the visitor accompanying an LSI/MIA cardholder who has already logged a site visit? (dropdown menu)
- Please tick this box to confirm that appropriate identification has been shown by the visitor
- What ID was shown by the visitor
- Name and job title of person in department, who has authorised entry for the visitor?

A 'Back To Activity' button is located at the top right of the form area.

The Non-Cardholder Check-In function allows you to keep a record of any additional visitors to the department, who do not hold an MIA Card. This could be used in cases where overseas company representatives come to the UK and shadow their colleagues.



# Accessing Reports



By clicking 'View Site Visit Activity', you will be taken through to the reports page. This page shows the number of visits, who has made visits, who those individuals are visiting, why they are visiting and the percentage difference from the previous week's visits.



For more information, contact your MIA Account Manager on [hcp@miaweb.co.uk](mailto:hcp@miaweb.co.uk)