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.

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.

HCA users will access a link to iResponse on the Atlas Credentialing site.

Registered users:
- **Enter** Email and Password on the left side of the login screen.
- **Click** Login.

New users:
- **Click** the New Users icon on the login page to register and set up a password.

New users must complete the required information marked with an asterisk (*).
- **Enter** information.
- **Click** Submit.
  - A confirmation screen displays.

**New User Registration Fields**
- First Name
- Last Name
- Organization
- Email Address
- Phone
- Address Line 1
- Address Line 2
- City
- State
- Zip Code
- Password
- Confirm Password

Remember My Password: (Do not check if using a computer with multiple users.)
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

<table>
<thead>
<tr>
<th>Smith, M.D.</th>
<th>Centennial Medical Center - Inactive Practitioner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status: Resigned</td>
<td>Category: Allied Health Professional</td>
</tr>
<tr>
<td>Southern Hills MC - Inactive Practitioner</td>
<td>Status: Resigned</td>
</tr>
<tr>
<td>Category: House Staff</td>
<td></td>
</tr>
<tr>
<td>Summit Medical Center - Inactive Practitioner</td>
<td>Status: Resigned</td>
</tr>
<tr>
<td>Category: House Staff</td>
<td></td>
</tr>
<tr>
<td>Smith, PA (H1000001)</td>
<td>Hendersonville Medical Center - Active Practitioner</td>
</tr>
<tr>
<td>Status: Current</td>
<td>Category: Allied Health Professional</td>
</tr>
<tr>
<td>NPI: xxxxxxx</td>
<td>Specialties: Internal Medicine</td>
</tr>
</tbody>
</table>

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.
**Verification Letter – In Good Standing**

March 11, 2009

Joanne Chantelou  
HCA  
One Park Plaza CS-5  
nashville, tn 37233

RE:  

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.

<table>
<thead>
<tr>
<th>Hospital Facility</th>
<th>Specialty</th>
<th>Category</th>
<th>Last Board Meeting Date</th>
<th>Original App. Date</th>
<th>App. End Date</th>
</tr>
</thead>
</table>

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 the practitioner from the automated responses. If you have further questions, please feel free to call the appropriate Medical Staff Services office.

Southern Hills Medical Center  
220 webinar road  
nashville, tn 37221  
(615)792-2820

---

**Verification Letter – Contact MSO**

January 14, 2009

Joanne Chantelou  
HCA  
One park plaza CS-5  
nashville, tn 37233

RE:  

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

Hendersonville Hospital  
399 New Ashland Island Road  
Hendersonville, TN 37075  
(615)264-4659

Skyline Medical Center  
3431 Dickerson Pike  
Medical Staff Office  
Nashville, TN 37207  
(615)769-7177

---

**Verification Letter – Combination**

March 11, 2009

Joanne Chantelou  
HCA  
One park plaza CS-5  
nashville, tn 37233

RE:  

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.

<table>
<thead>
<tr>
<th>Hospital Facility</th>
<th>Specialty</th>
<th>Category</th>
<th>Last Board Meeting Date</th>
<th>Original App. Date</th>
<th>App. End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southern Hills Medical Center</td>
<td>Pediatrics</td>
<td>Outpatient</td>
<td>6/27/2009</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 the practitioner from the automated responses. If you have further questions, please feel free to call the appropriate Medical Staff Services office.

Hendersonville Medical Center  
559 New Ashland Island Road  
Hendersonville, TN 37075  
(615)264-4659

Southern Hills Medical Center  
220 webinar road  
nashville, tn 37221  
(615)792-2820

---

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.

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.

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.