MedNinja

User Manual

Table of Contents

Contents

1.1. Introduction:

MedNinja is a powerful platform designed to streamline communication and coordination between doctors and pharmacies, with a core focus on managing claimants effectively. This application serves as a centralized hub for handling all aspects of claimant care — from initial intake to referral and treatment.
With MedNinja, users can:

- Maintain comprehensive Claimant records, including injury details and medical history
- Search and filter Hospitals or Clinics based on specific medical specialties and injury types
- Initiate and manage referrals by selecting appropriate doctors or specialists
- Schedule appointments directly within the platform
- Track the entire referral and treatment lifecycle for better case management

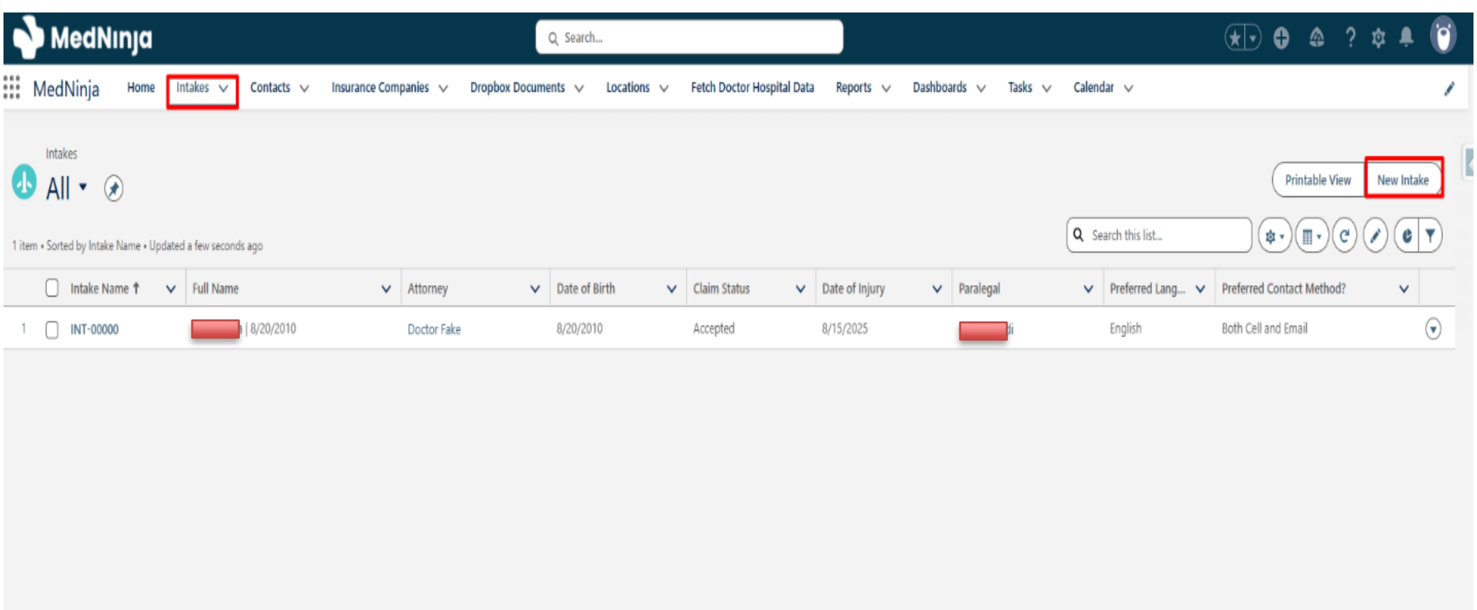
By bridging the gap between medical providers and pharmacies, MedNinja simplifies workflows, reduces manual effort, and ensures that claimants receive timely and coordinated care.

1.2. Access MedNinja App:

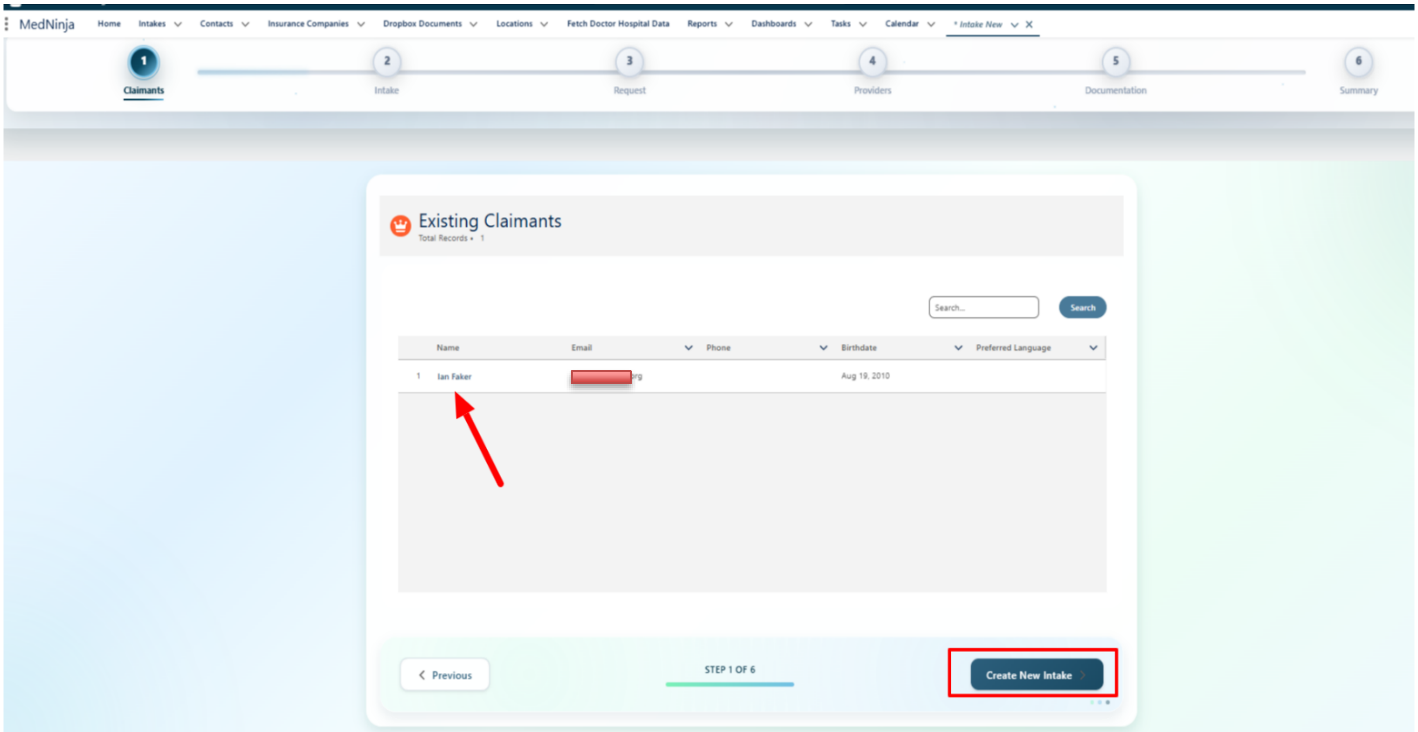
To navigate the **MedNinja** app, follow these steps:
1. Click on the App Launcher icon to open it.
2. In the search bar at the top of the App Launcher, type "**MedNinja**" and press Enter.
3. Once **MedNinja** appears in the search results, click on it to open the app.

1.3. Create Intake:

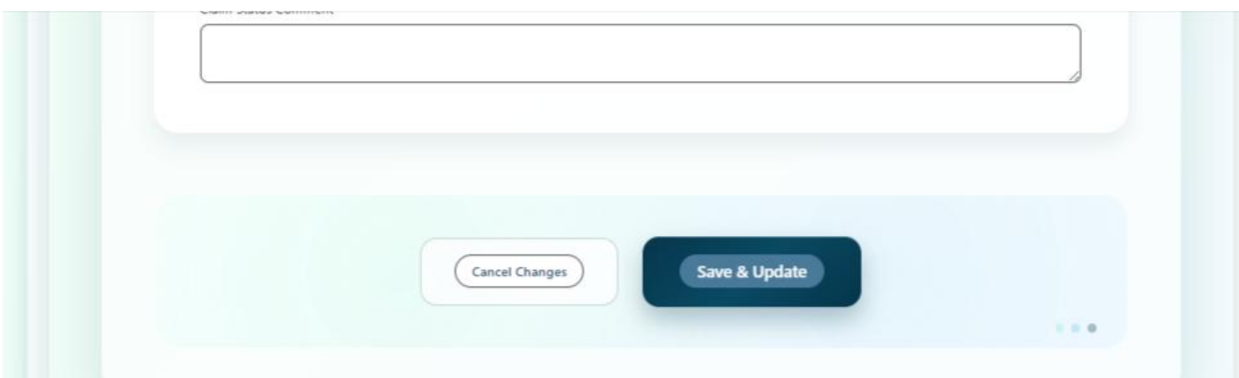
1. Go to the Intake tab
2. On the Intake tab, click the **New Intake** button.



3. If you already have an existing Intake and want to copy its basic details, select that record, Otherwise, click **Create New Intake** to start fresh.

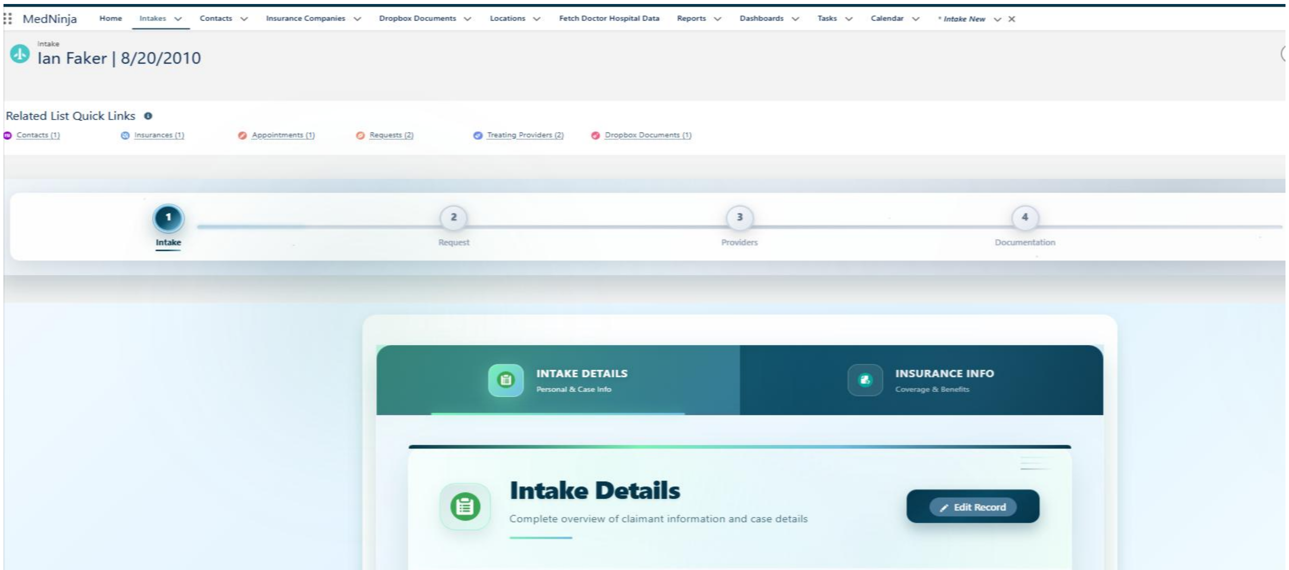


4. Then you will be redirected to the Intake form.
5. Enter all required information in the form fields.
6. Once complete, click **Save & Update**.



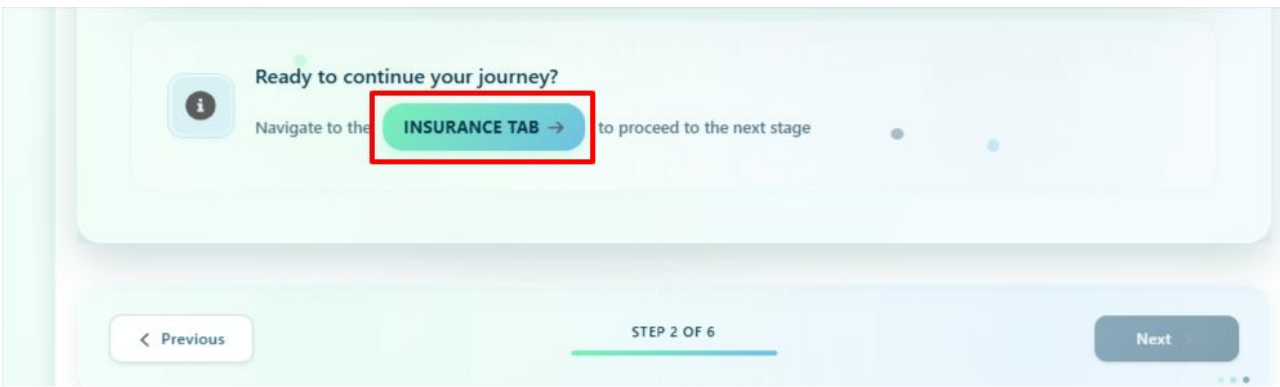
7. After saving, your information will be stored in the system.
8. You will automatically be redirected to the **Intake Detail Page**, which contains two tabs:

- **Intake Details**
- **Insurance Info**



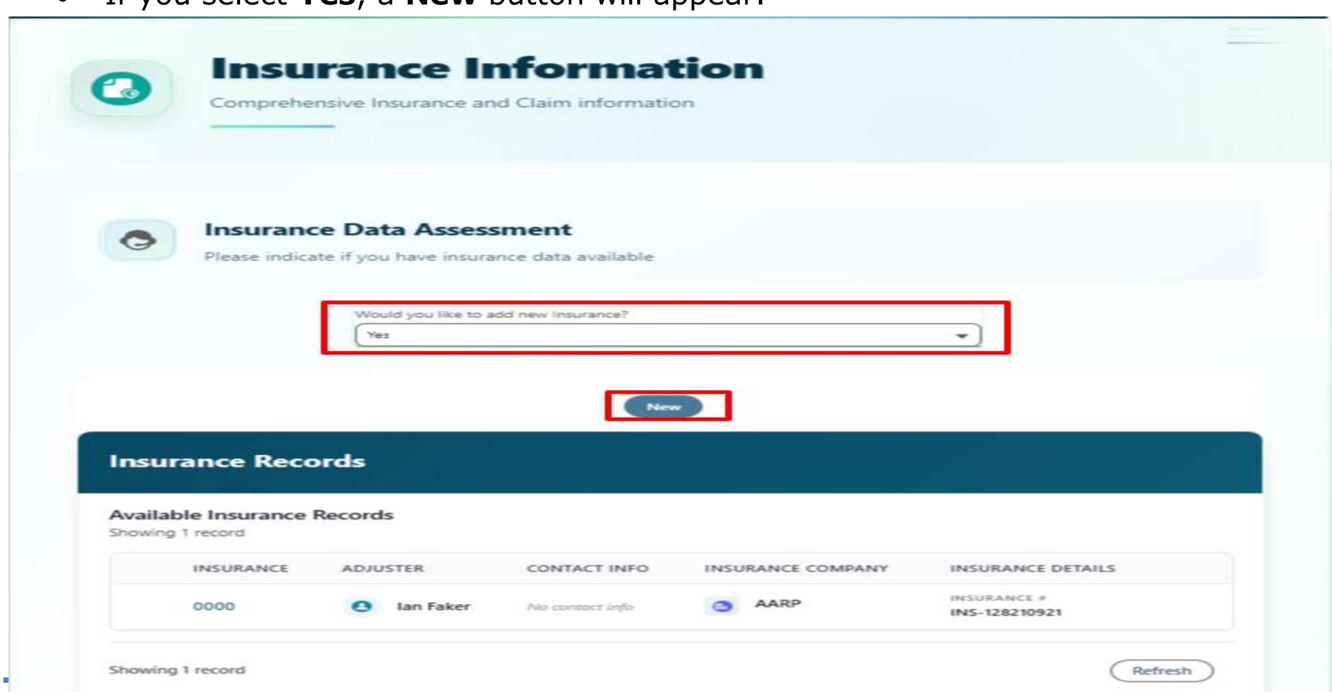
1.4. Create Insurance:

1. Click on the **INSURANCE INFO** tab, or select the **INSURANCE TAB** button at the bottom of the page.

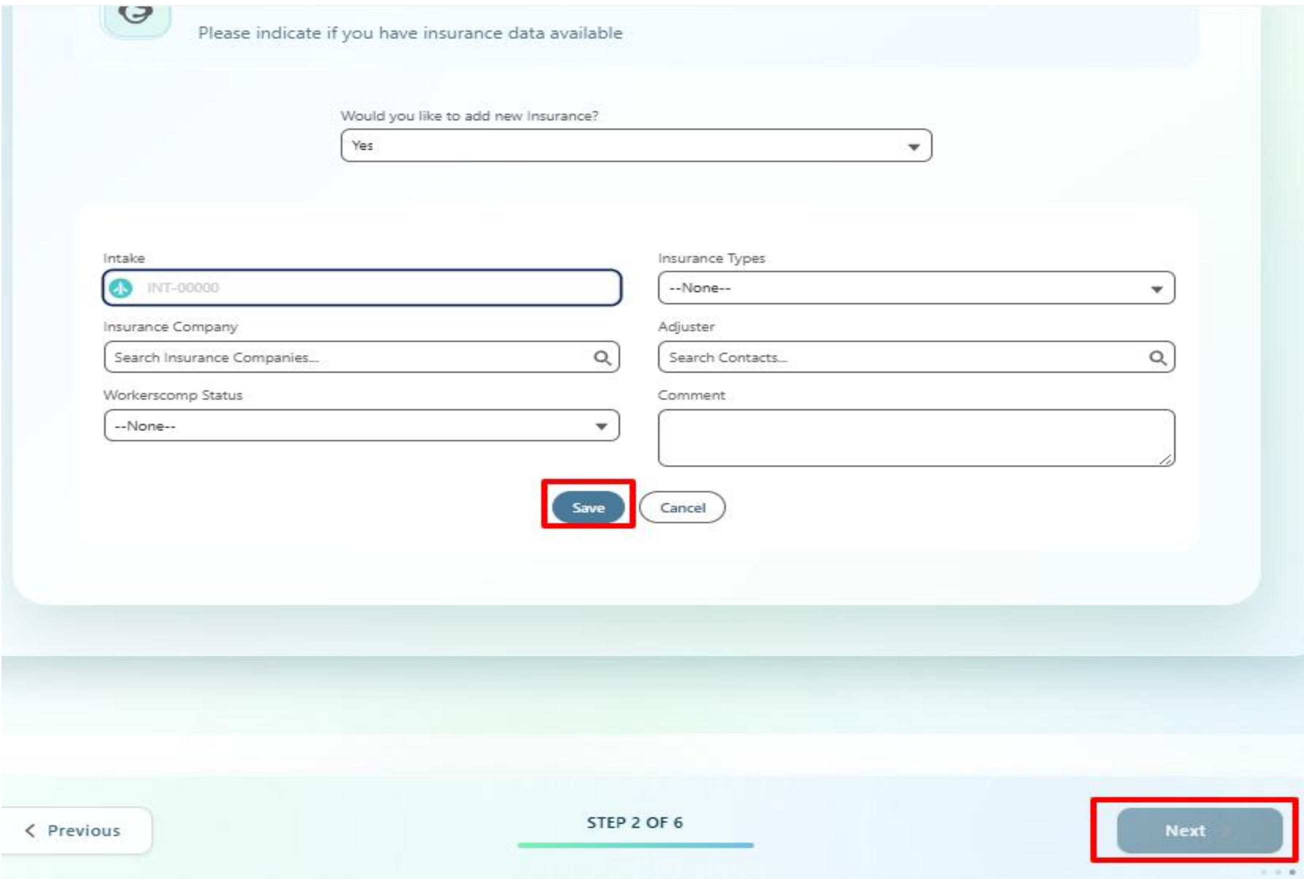


2. On the **Insurance Information** page, you will see a picklist field labeled "**Would you like to add new Insurance?**"

- If you select **Yes**, a **New** button will appear.



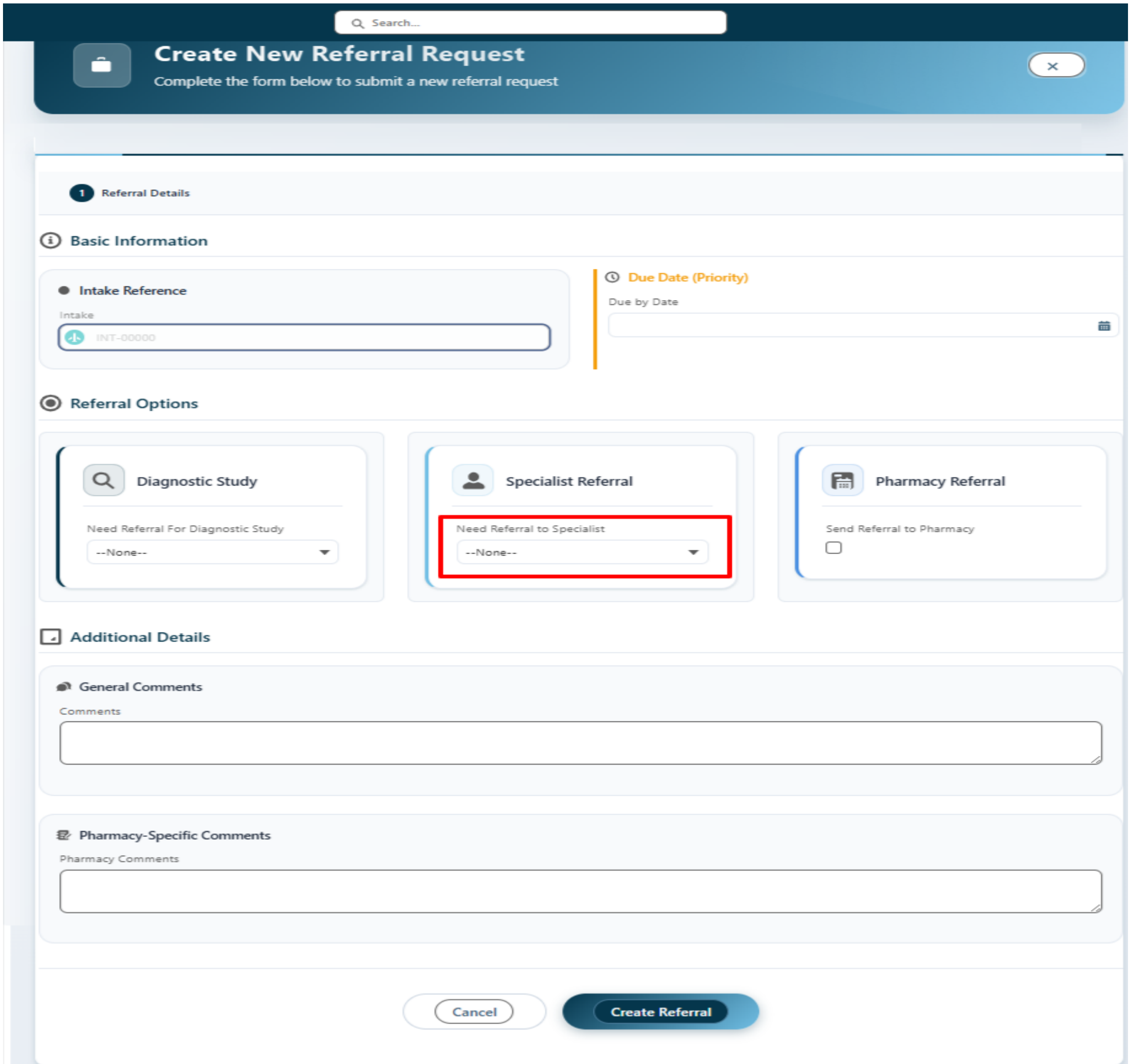
- Several input fields will appear after clicking on the **New** button.

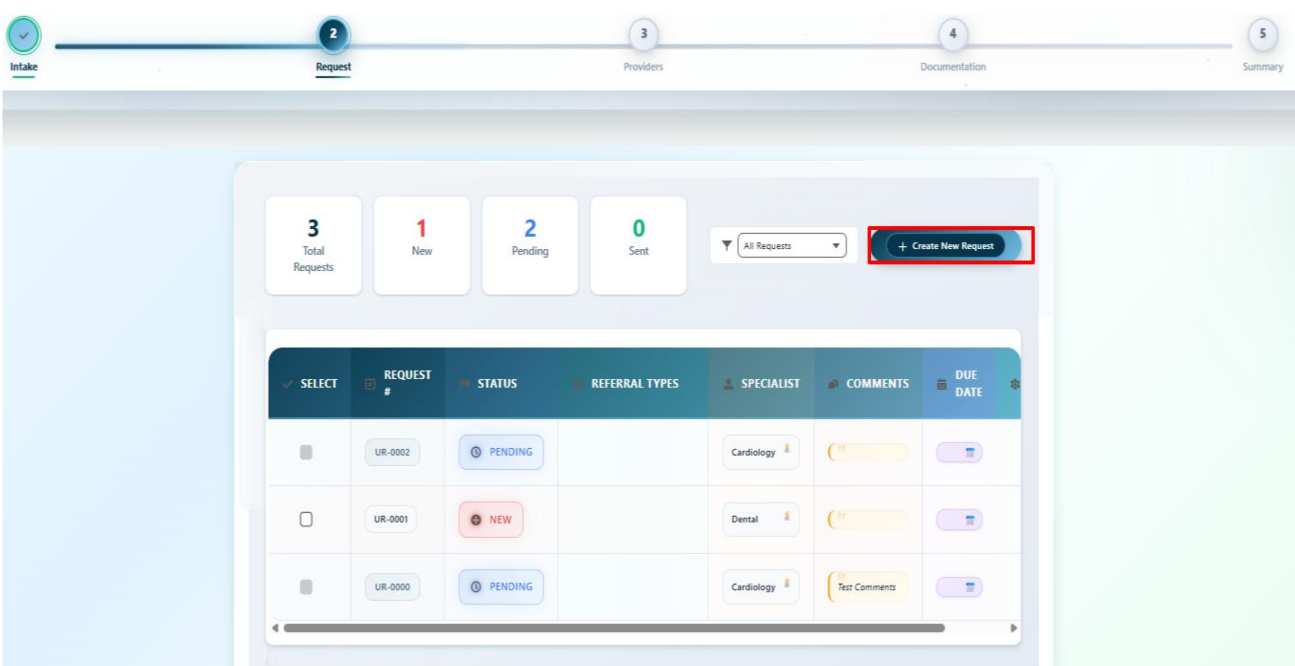


- If you select **No**, the **Next** button will be enabled to proceed to next Step 1.5.

1.5. Create Referral Request:

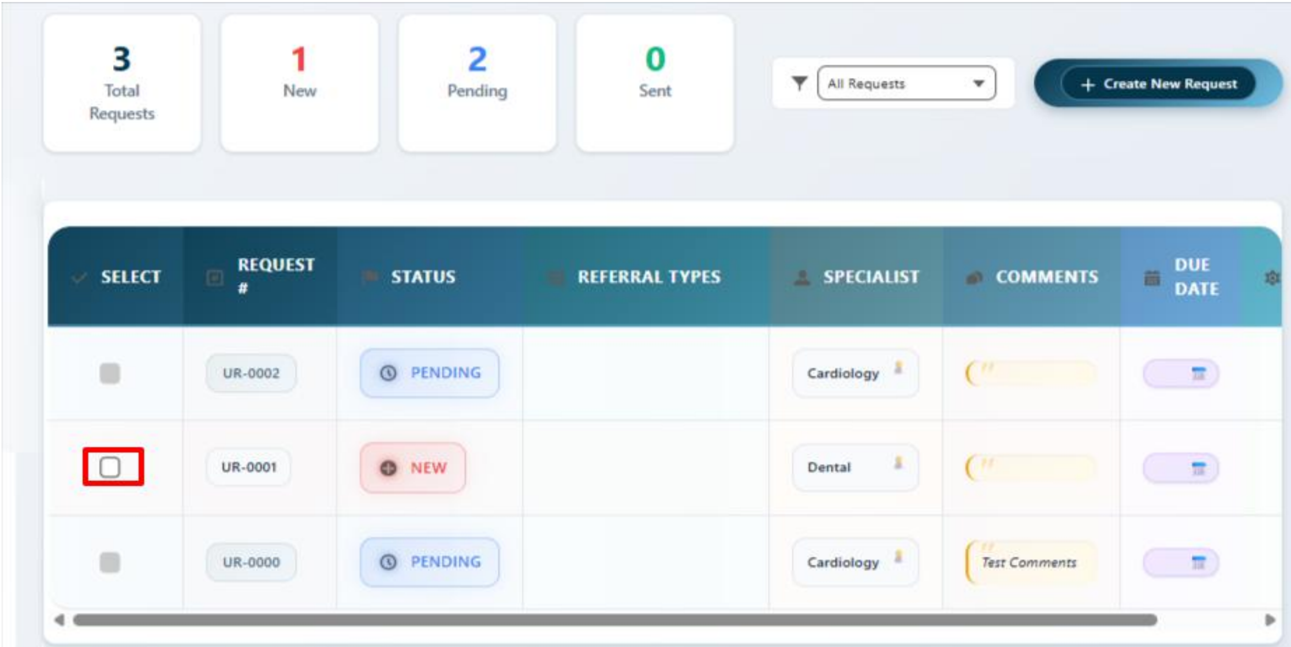
1. After completing the Insurance Information section, click **Next** to proceed to the Request stage.
2. Click **Create New Request**.
3. Fill in the required details on the Referral Request form. For example: *Need Referral to Specialist: Dental*.
4. Click **Create Referral**.
5. The newly created request will appear in a table with status indicators:
   - **New**: You have just created the referral request.
   - **Pending**: You have also selected a provider (from next step 1.6).
   - **Sent**: The referral has been sent to the provider.


Search...
Create New Referral Request
Complete the form below to submit a new referral request
Referral Details
Basic Information
Intake Reference
Intake
INT-00000
Due Date (Priority)
Due by Date
Referral Options
Diagnostic Study
Need Referral For Diagnostic Study
--None--
Specialist Referral
Need Referral to Specialist
--None--
Pharmacy Referral
Send Referral to Pharmacy
Additional Details
General Comments
Comments
Pharmacy-Specific Comments
Pharmacy Comments
Cancel
Create Referral

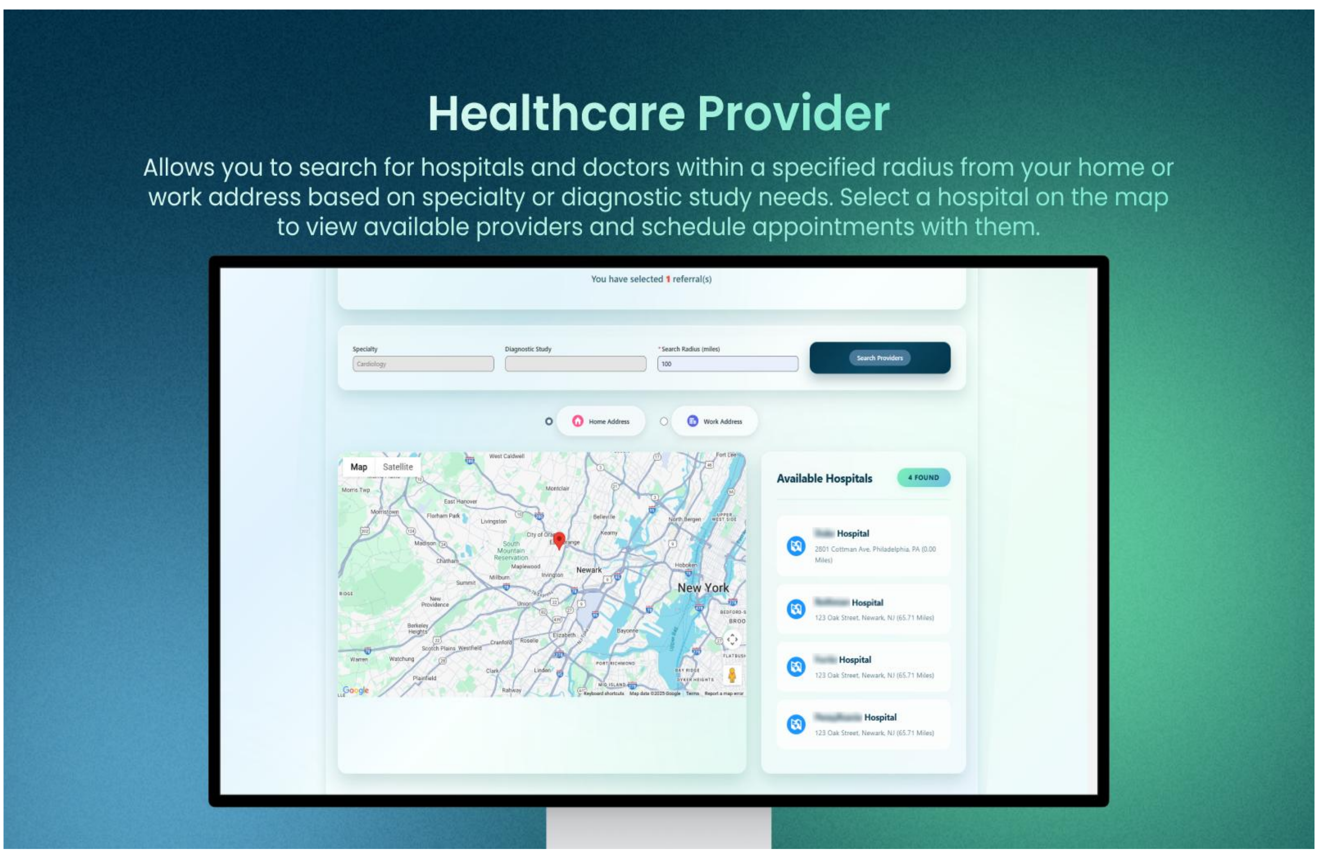

Intake
Request
Providers
Documentation
Summary
3 Total Requests
1 New
2 Pending
0 Sent
All Requests
Create New Request
SELECT
REQUEST #
STATUS
REFERRAL TYPES
SPECIALIST
COMMENTS
DUE DATE
UR-0002
PENDING
Cardiology
UR-0001
NEW
Dental
UR-0000
PENDING
Cardiology
Test Comments

1.6. Select Provider:

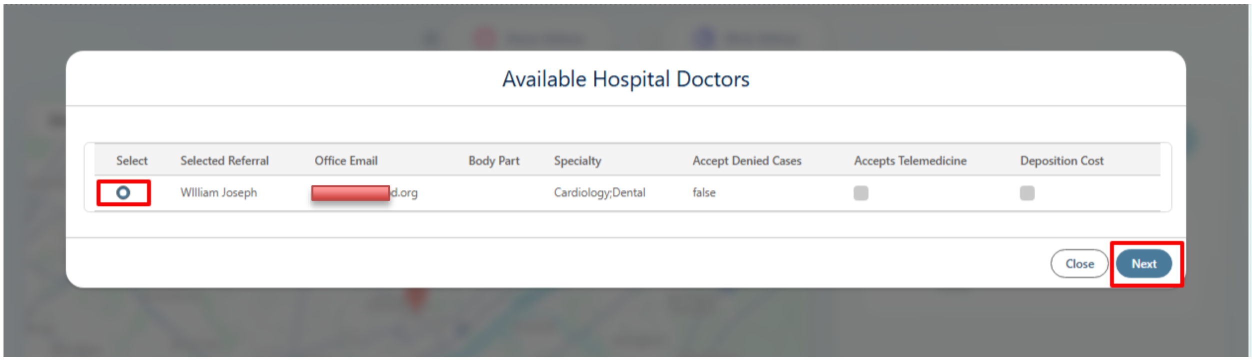
1. Select **New Referral** from the *Request* stage, then click **Next**.



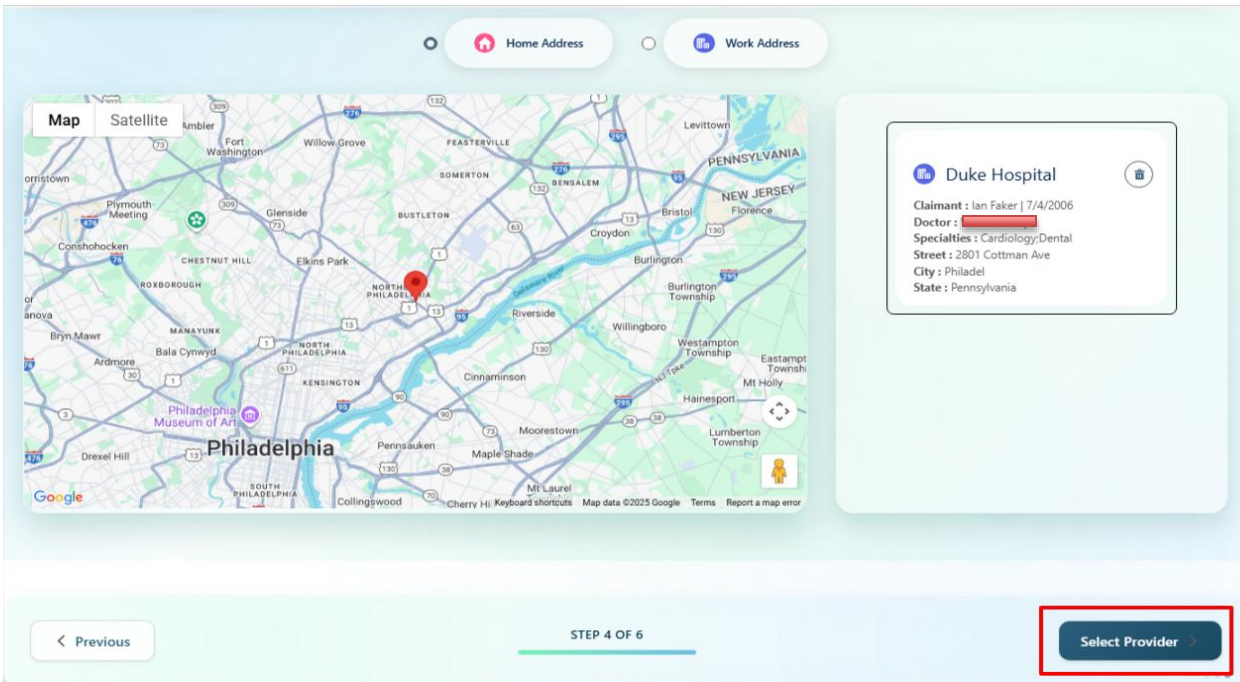
2. You will be redirected to the provider selection page. Here, you can search for providers by adjusting the search radius (default is 10 miles, and it can be increased up to 100 miles).
3. From the list of available hospitals, click on the hospital of your choice.



4. A pop-up will appear where you can select a doctor. After selecting, click **Next**.



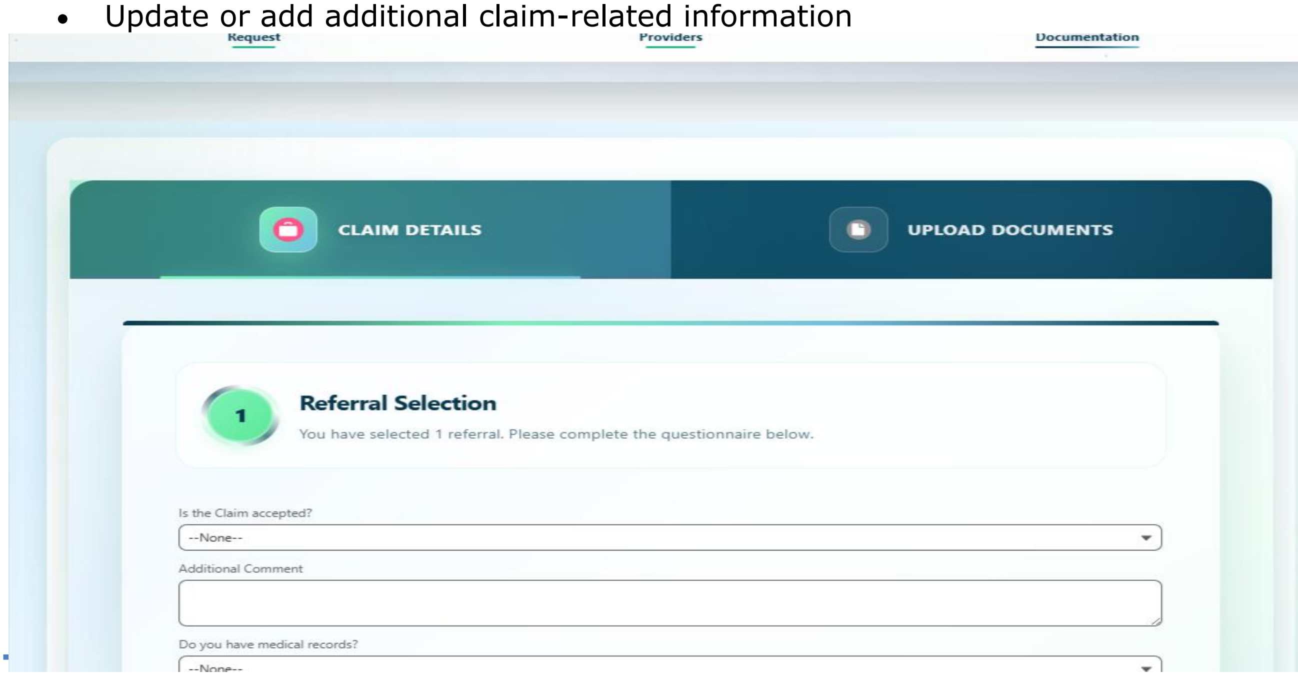
5. Finally, click **Select Provider** to proceed to the *Documentation* stage (Step 1.7).



1.7. Documentation Stage:

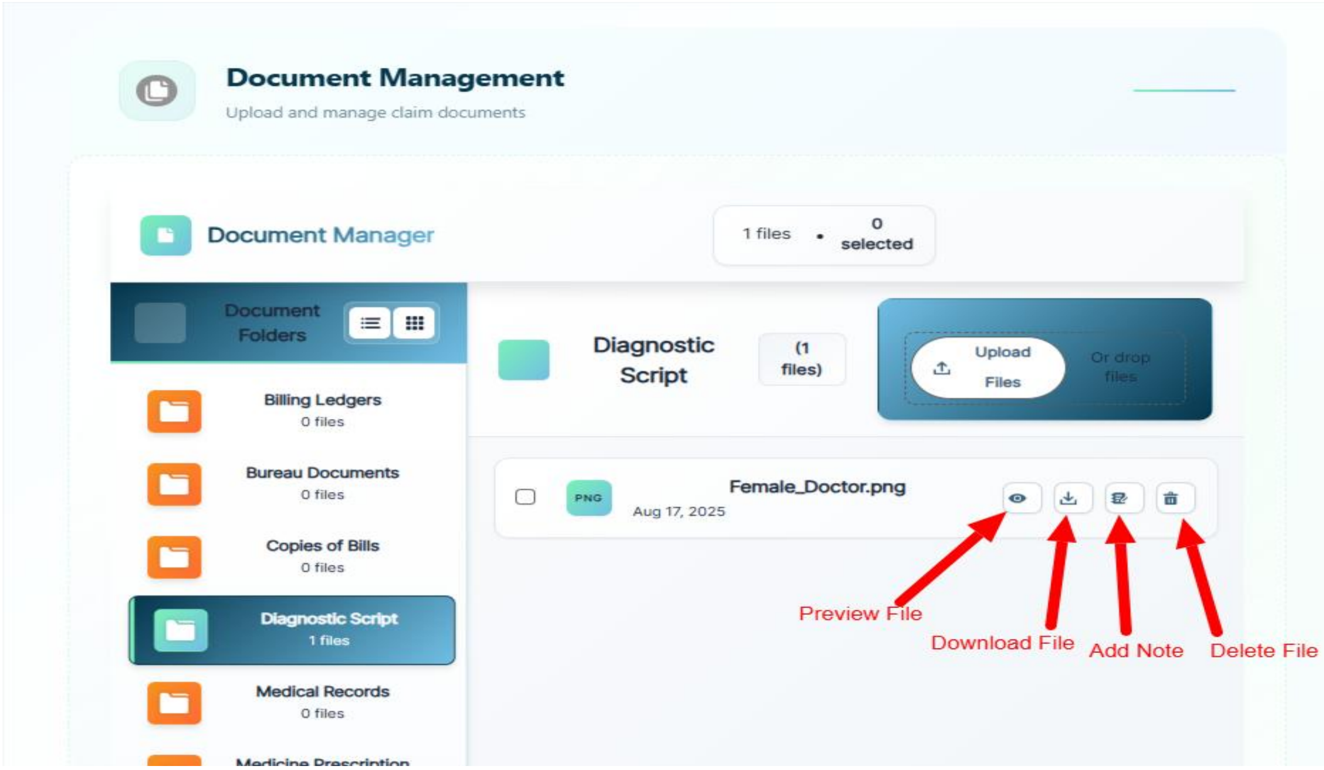
1. **Claim Details**

   - Update or add additional claim-related information

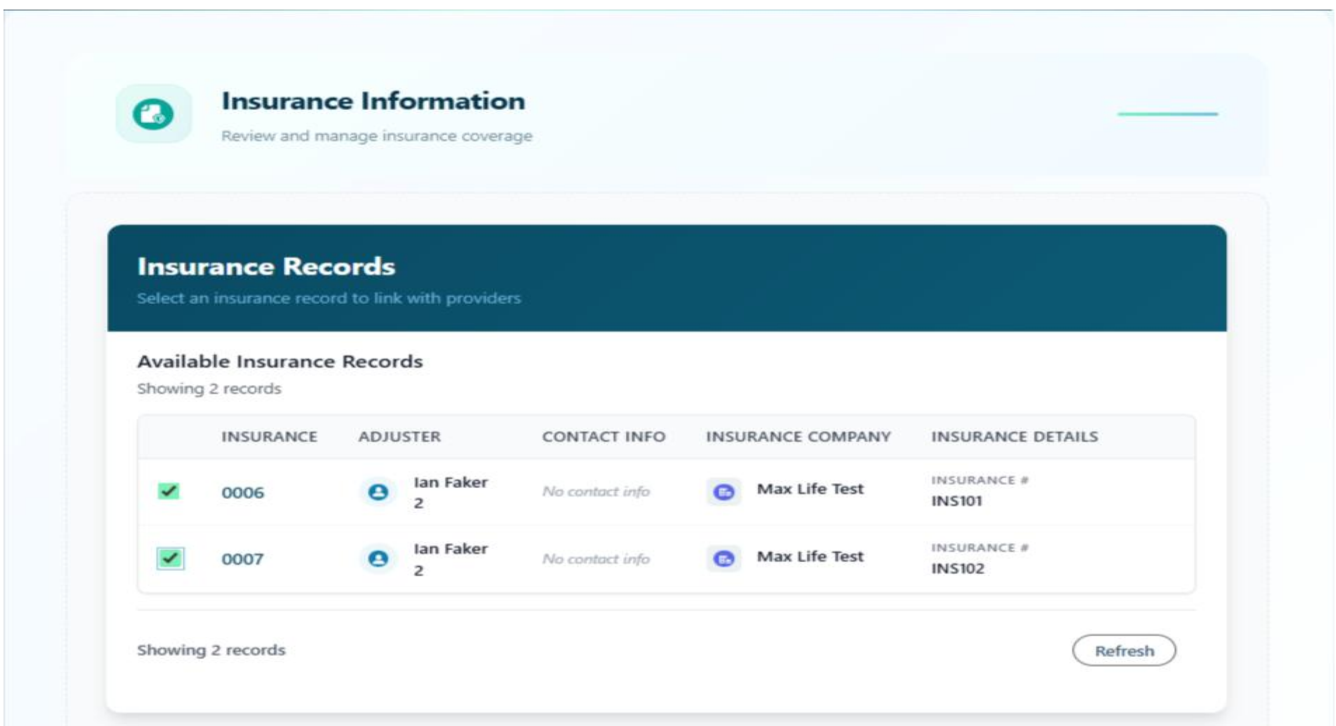


2. **Upload Documents**

- Select the Document Folder and upload documents directly to Dropbox.

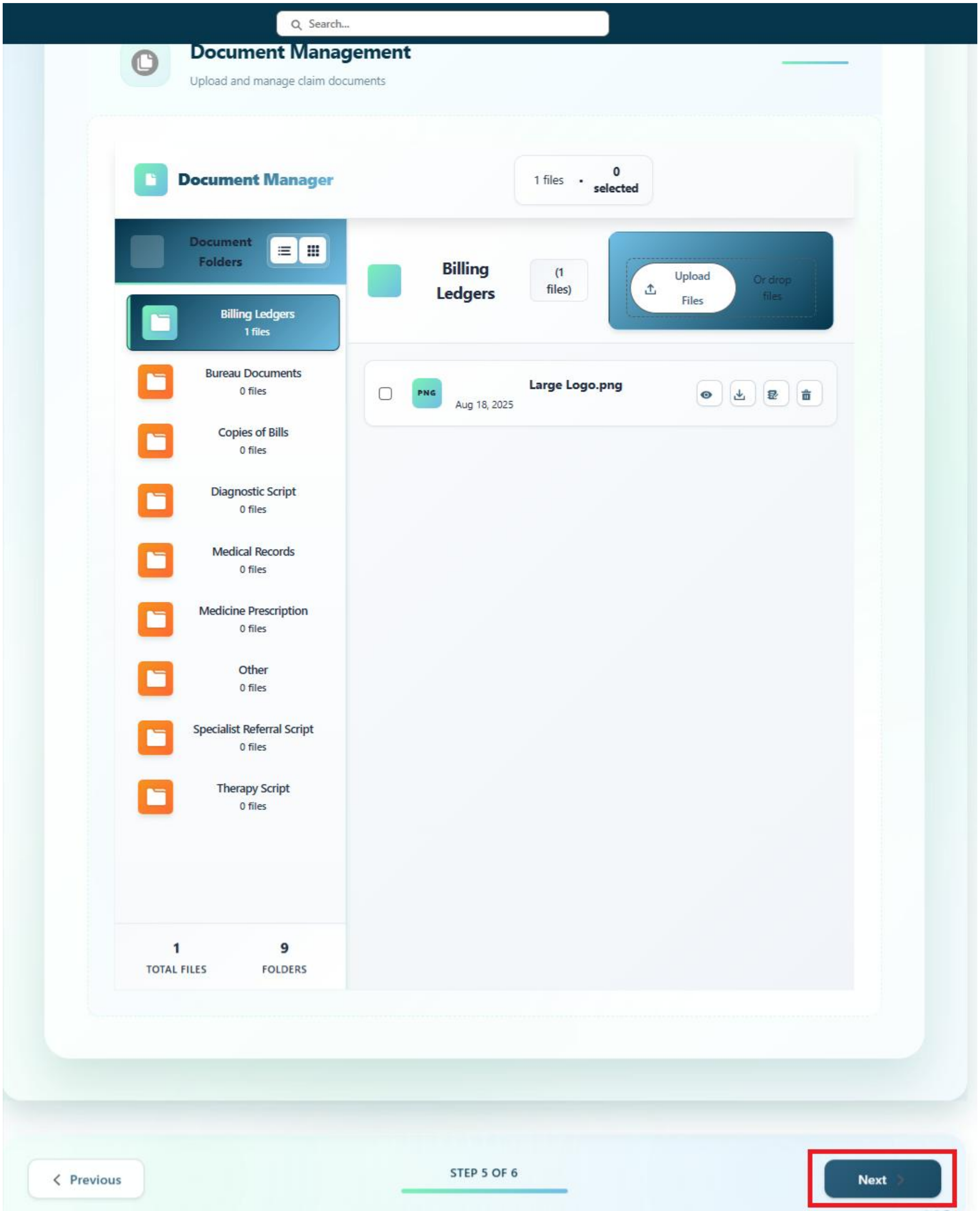


- Select the relevant insurance record.



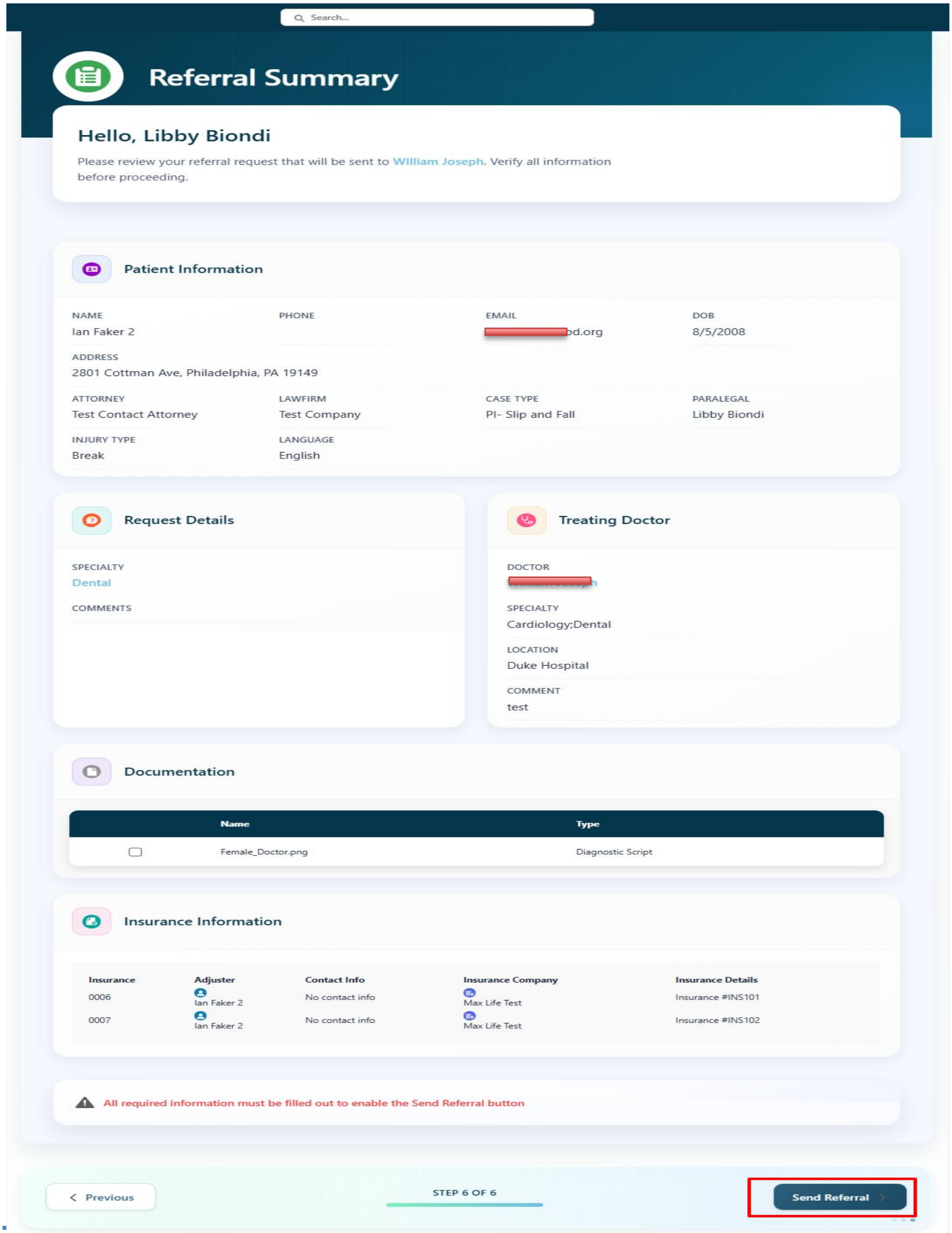
- Attach the selected insurance to the referral request when sending it to the provider.

- Click **Next**


Search...
Document Management
Upload and manage claim documents
Document Manager
1 files • 0 selected
Document Folders
Billing Ledgers
1 files
Bureau Documents
0 files
Copies of Bills
0 files
Diagnostic Script
0 files
Medical Records
0 files
Medicine Prescription
0 files
Other
0 files
Specialist Referral Script
0 files
Therapy Script
0 files
1
TOTAL FILES
9
FOLDERS
Billing Ledgers
(1 files)
Upload Files
Or drop files
PNG
Large Logo.png
Aug 18, 2025
Previous
STEP 5 OF 6
Next

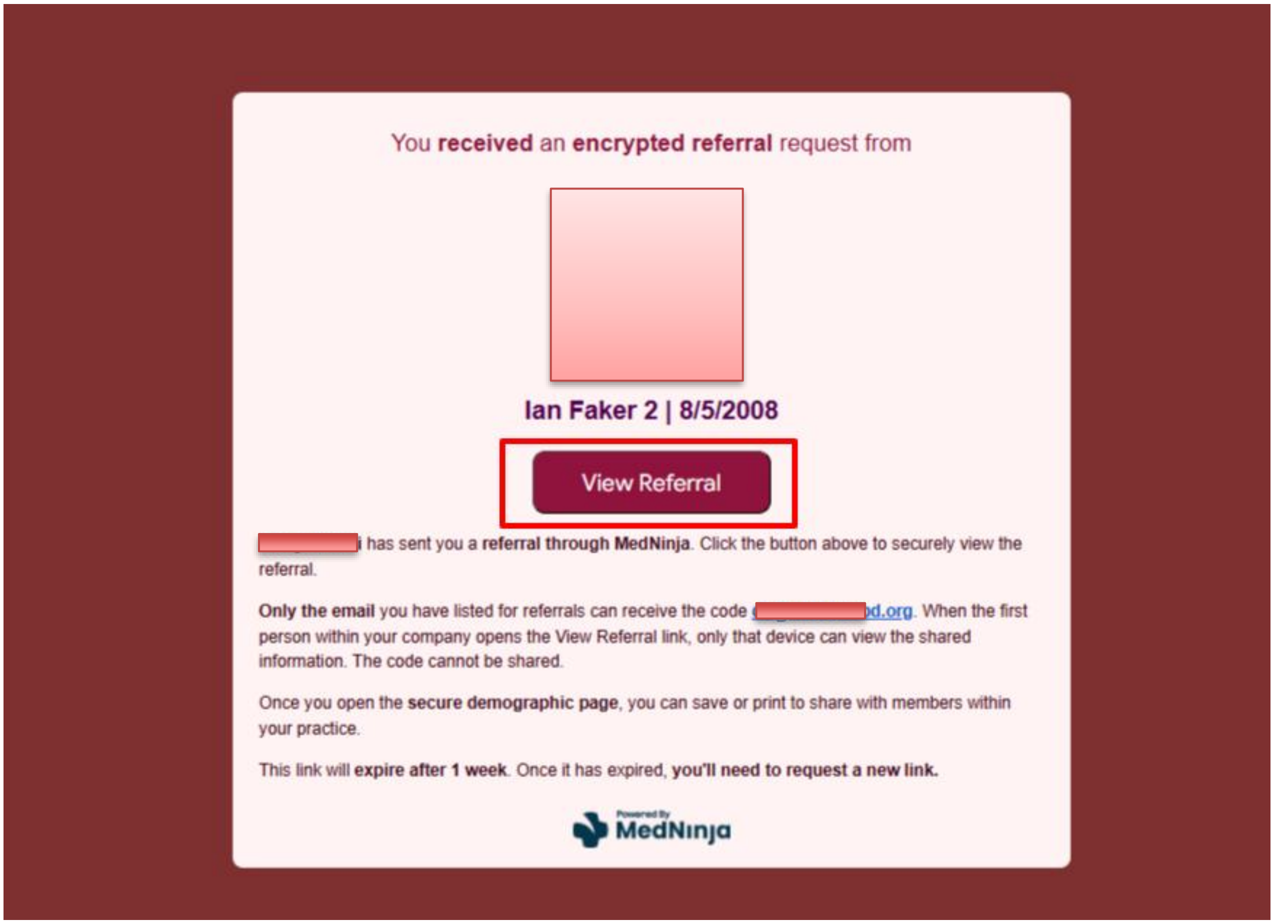
1.8. Summary Stage:

This stage displays a summary of all the steps you have completed. You will also see a 'Send Referral' button, which allows you to send the referral request to the provider as an encrypted email.

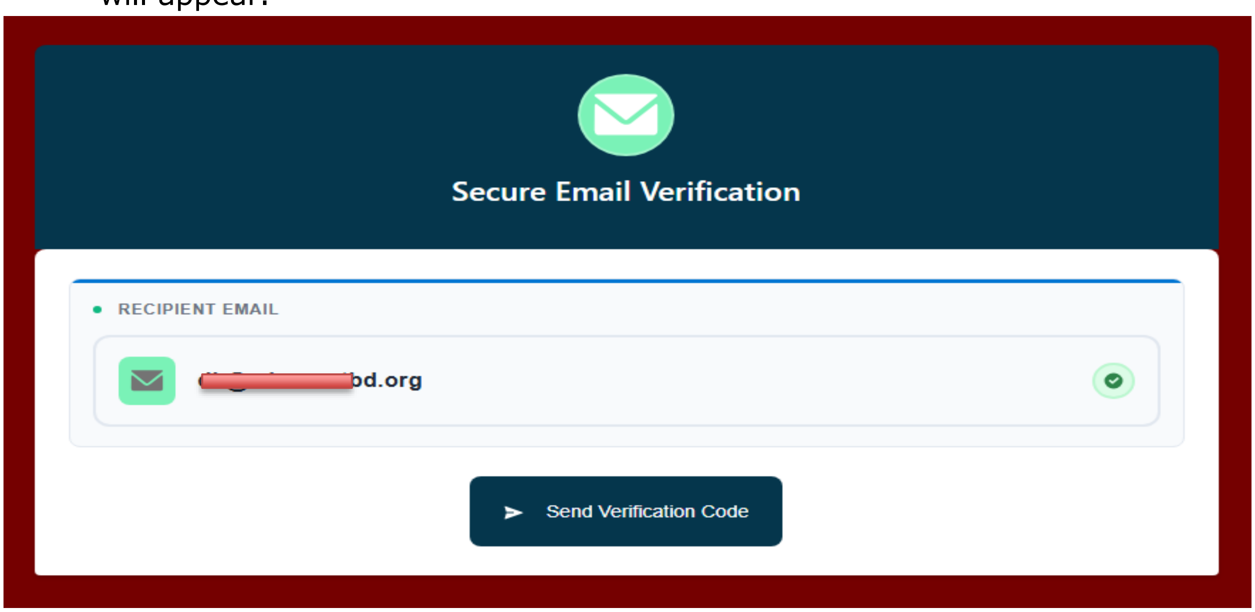


1.9. Access Encrypted Email:

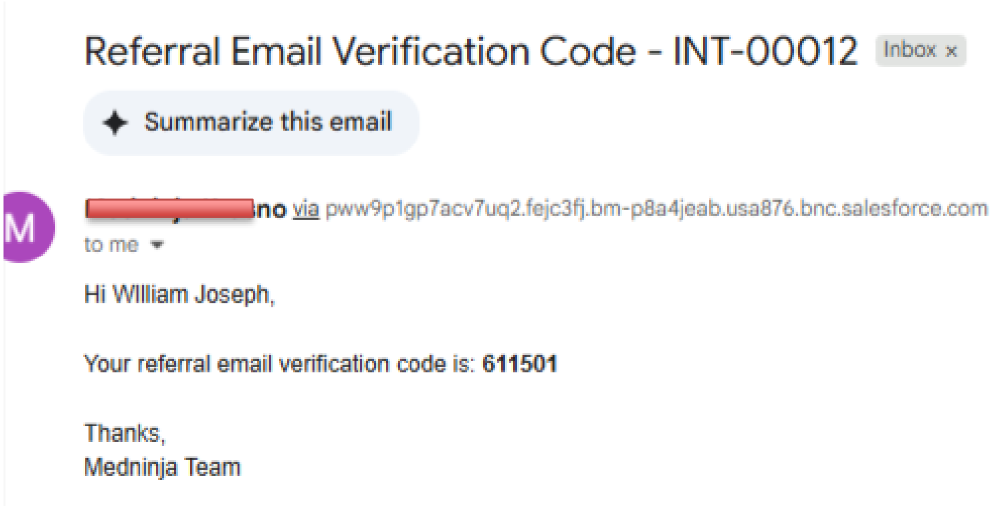
Once the user sends the referral, the doctor receives an encrypted email. Inside the email, the doctor can click the '**View Referral'** button to access the referral details.



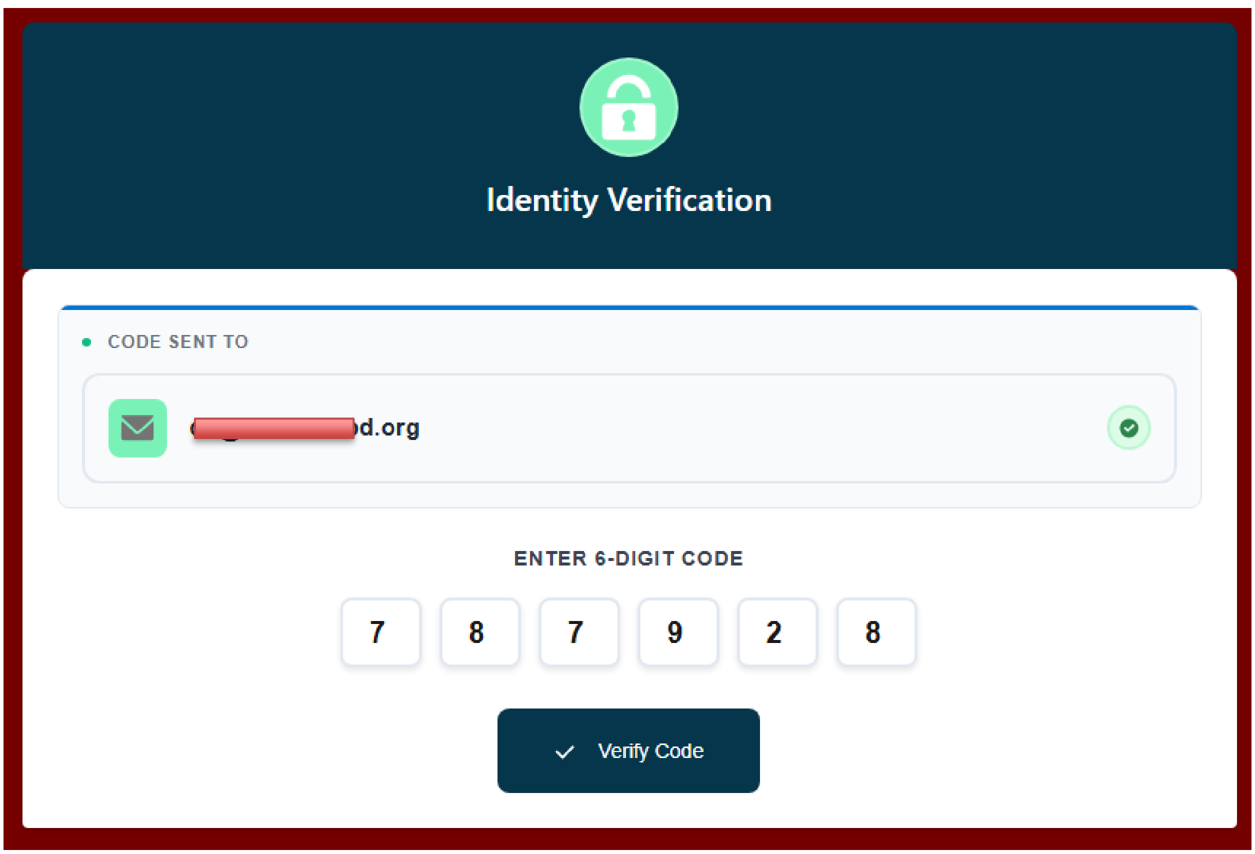
- After clicking on the **View Referral** button, Send Verification Code window will appear.

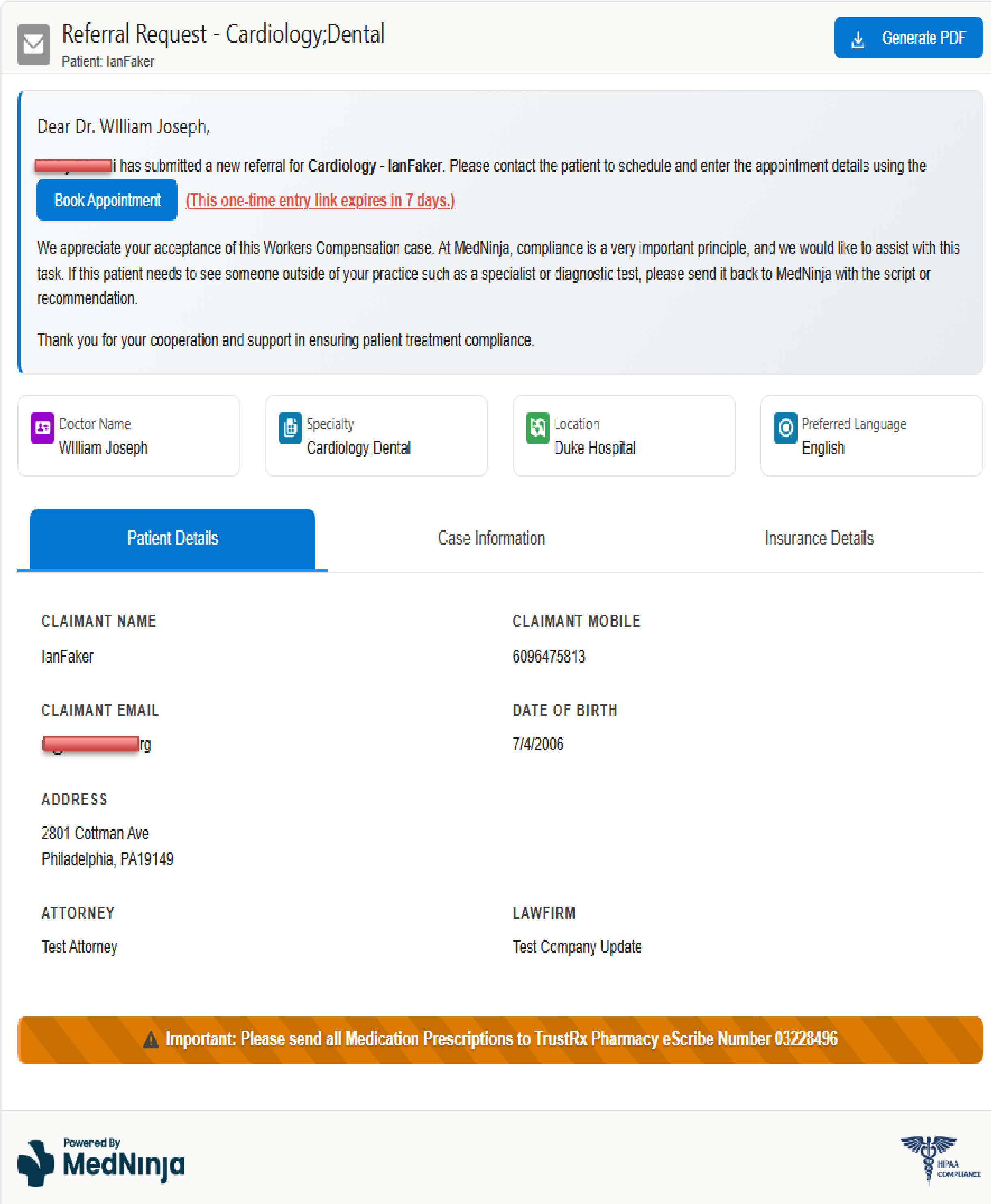


- For security, a verification code is sent to the doctor after clicking on the **Send Verification Code** button.



- After entering the verification code, the doctor can successfully view the referral.





Referral Request - Cardiology;Dental
Patient: IanFaker

Generate PDF

Dear Dr. WIlliam Joseph,

[redacted]i has submitted a new referral for **Cardiology - IanFaker**. Please contact the patient to schedule and enter the appointment details using the

Book Appointment (This one-time entry link expires in 7 days.)

We appreciate your acceptance of this Workers Compensation case. At MedNinja, compliance is a very important principle, and we would like to assist with this task. If this patient needs to see someone outside of your practice such as a specialist or diagnostic test, please send it back to MedNinja with the script or recommendation.

Thank you for your cooperation and support in ensuring patient treatment compliance.

Doctor Name: WIlliam Joseph
Specialty: Cardiology;Dental
Location: Duke Hospital
Preferred Language: English

Patient Details | Case Information | Insurance Details

CLAIMANT NAME
IanFaker

CLAIMANT MOBILE
6096475813

CLAIMANT EMAIL
[redacted]rg

DATE OF BIRTH
7/4/2006

ADDRESS
2801 Cottman Ave
Philadelphia, PA19149

ATTORNEY
Test Attorney

LAWFIRM
Test Company Update

Important: Please send all Medication Prescriptions to TrustRx Pharmacy eScribe Number 03228496

Powered By MedNinja

HIPAA COMPLIANCE

Generate PDF:

When users click the "Generate PDF" button, they will receive a comprehensive PDF document containing all the referral request information currently displayed on the screen. This includes patient details (name, contact information, address, date of birth), complete case information (injury details, body parts affected, claim status, employer information), insurance details, and any attached medical documents or images. The PDF serves as a portable, printable version of the entire referral request that can be easily shared with healthcare providers, saved for records, or used for offline reference during patient consultations and treatment planning.

MedNinja

Dear **Doctor Fake**,

[redacted] has submitted a new referral for **Cardiology - Ian Faker**. Please contact the patient to schedule and enter the appointment details using the link below.

We appreciate your acceptance of this Workers Compensation case. At MedNinja, compliance is very important to us. If this patient needs to see someone outside of your practice, please send it back with the script or recommendation.

Thank you for your cooperation and support in ensuring patient treatment compliance.

Referral Details

Doctor Name: Doctor Fake

Location: [redacted] Hospital

Preferred Language: English

Comment: Test Additional Comment

Attachment(s):

1. MedNinja New Log.png, 2. Prescriptions 1.pdf

Please send all Medication Prescription to TrustRx Pharmacy eScribe Number 03228496

Claimant Information

Claimant Name	Claimant Mobile	Claimant Email
Ian Faker	8622699218	[redacted]d.org

Date of Birth	Street Address	City
9/13/1996	2801 Cottman Ave	Philadelphia
State	**Postal Code**	**Attorney**
PA	19149	Test Attorney

Additional Details

Is the Claim Accepted?	Secondary Insurance?	Accepted Body Parts	Non-Accepted Body Parts	Medical Records?
Yes		Brain;Chest;Chin	Chin;Ears	Yes

Insurance Details

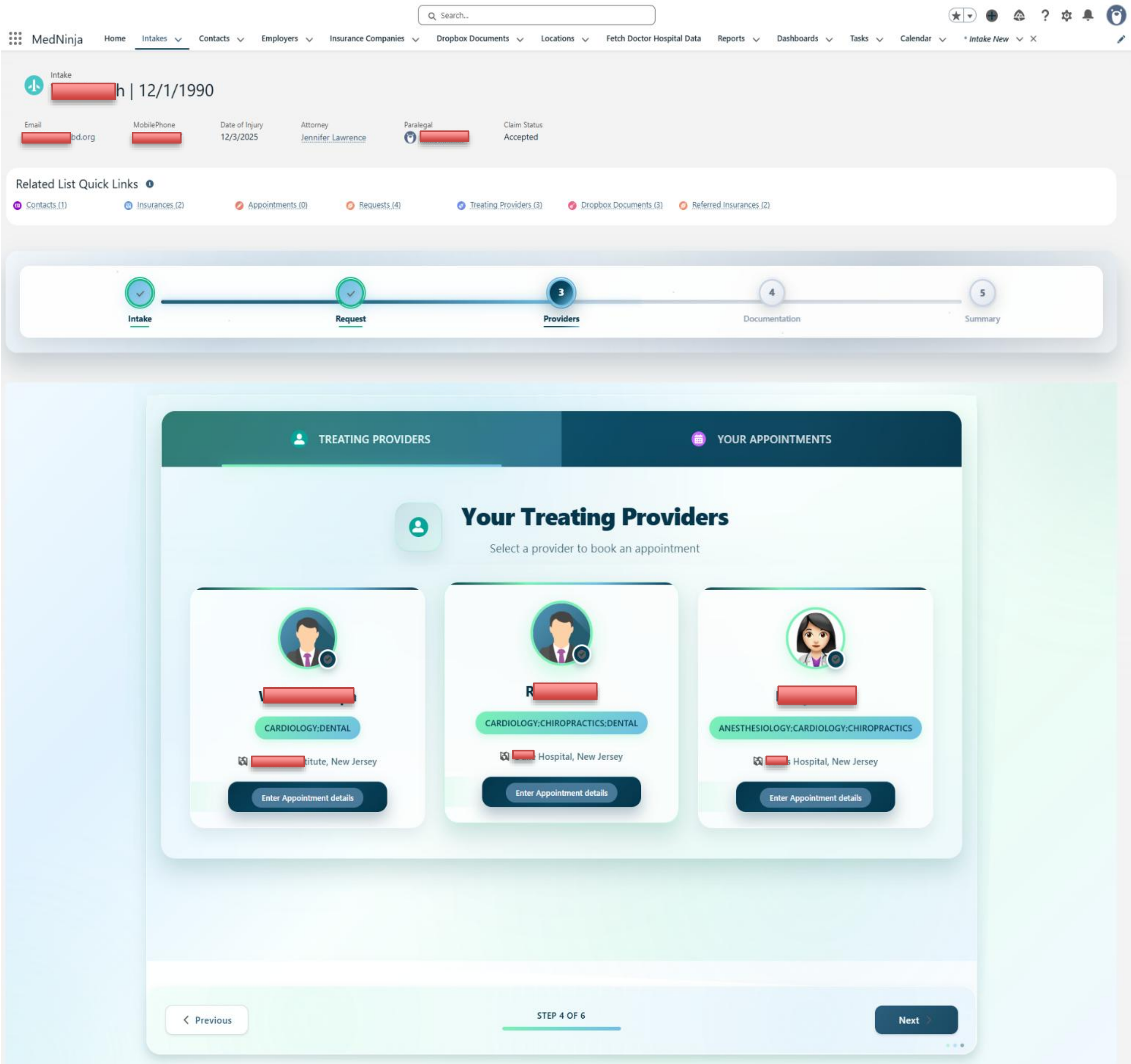
Name	Insurance Company	Adjuster	Adjuster Phone	Insurance Type	Claim Status	Insurance #	Claim #
0000	Max Life Test	Ian Faker		Personal Health Insurance	Approved	INS101	

Generated on: Tue Sep 30 23:26:02 GMT 2025

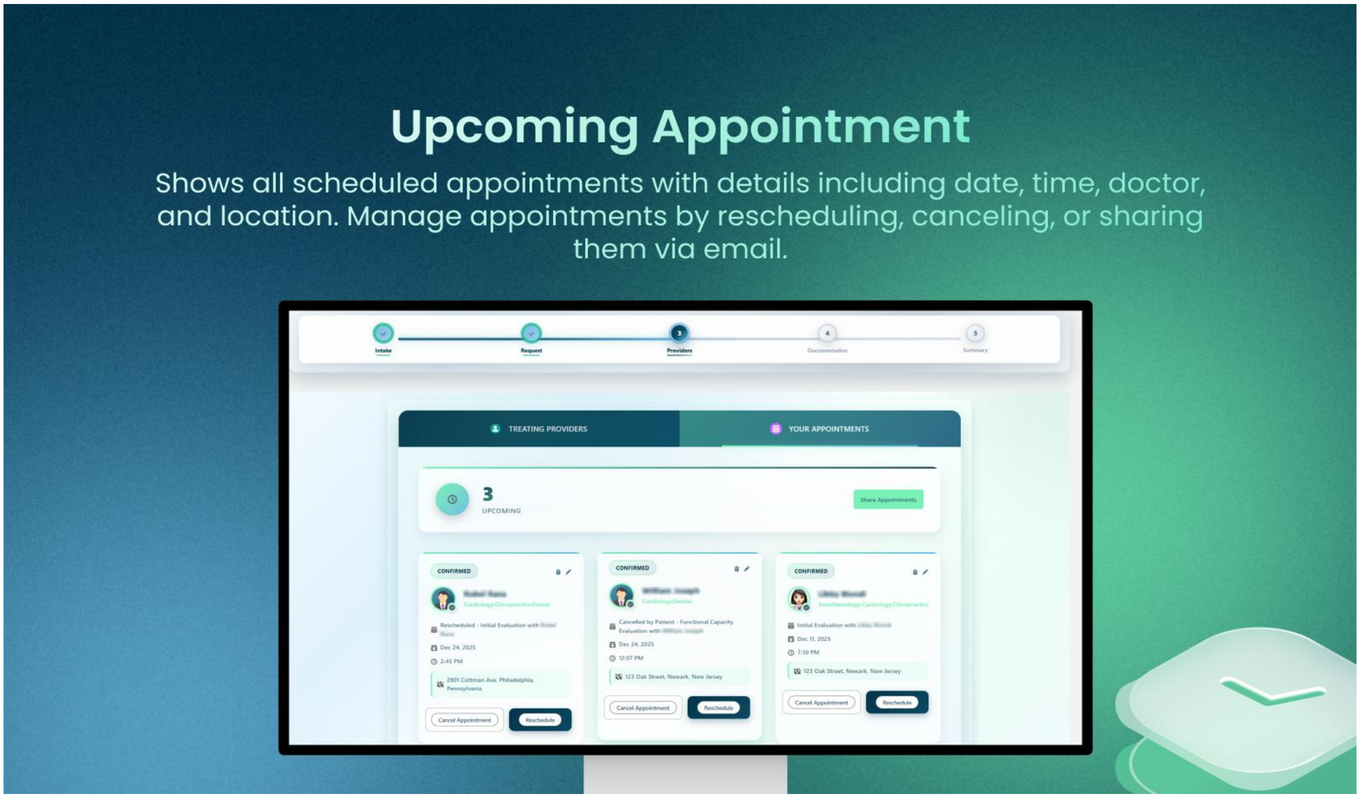
HIPAA COMPLIANCE

1.10. Book Appointment:

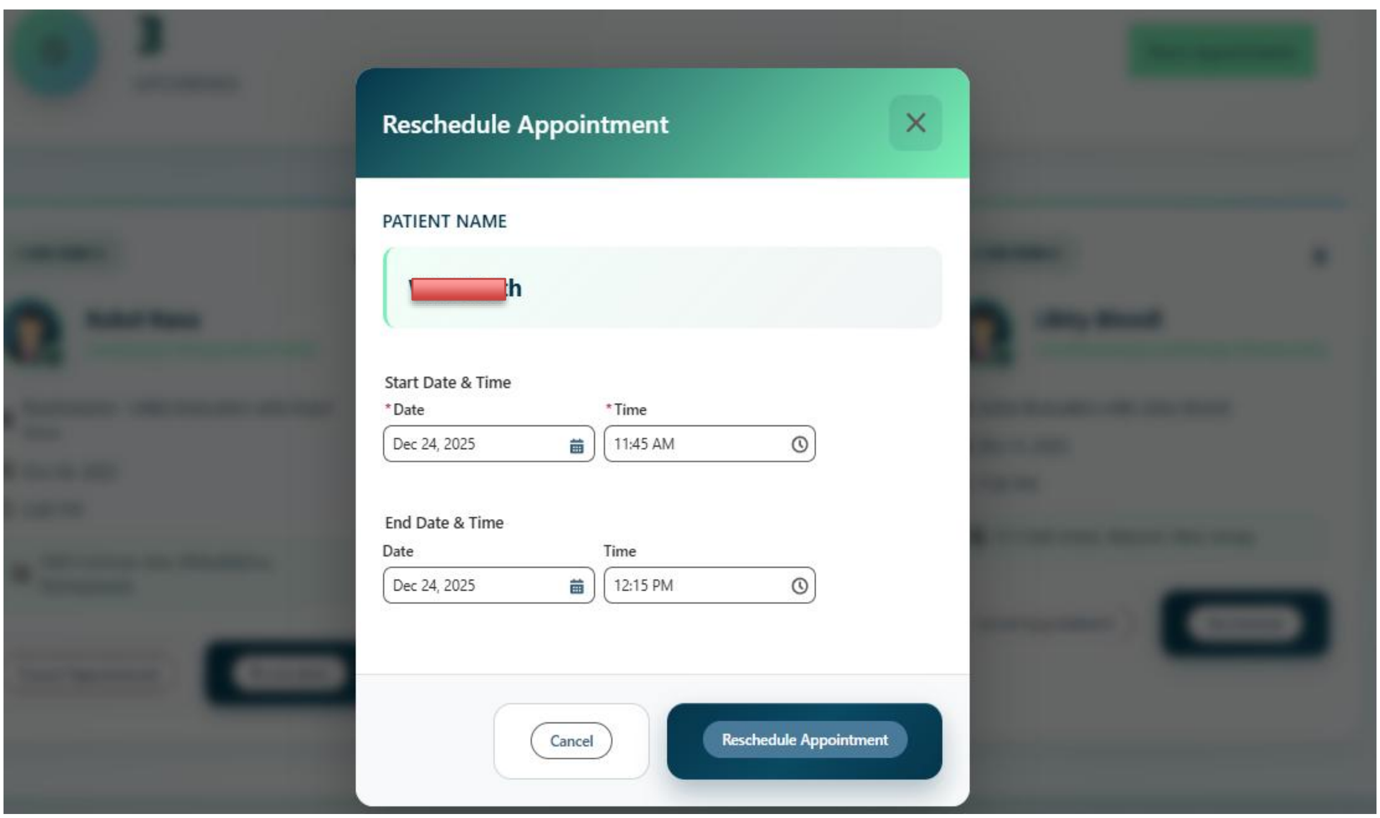
Once the referral is sent to a doctor, the user moves to the Providers stage, where they can view the selected doctors along with their hospital information displayed in a card view. From there, they can click the *Enter Appointment Details* button to schedule an appointment.



Once an appointment is created, it will appear under the ***Your Appointments*** tab.



User can modify the Appointment Date/Time and other fields after clicking on the **Reschedule Appointment** button.



1.11. Fetch Hospital and Doctor Data:

Hospital and Doctor Data Management synchronizes external hospital and provider information into the system. Click "Fetch Hospital Data" to import the latest hospital locations and associated doctor details from external sources.