



MedNinja

User Manual



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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.

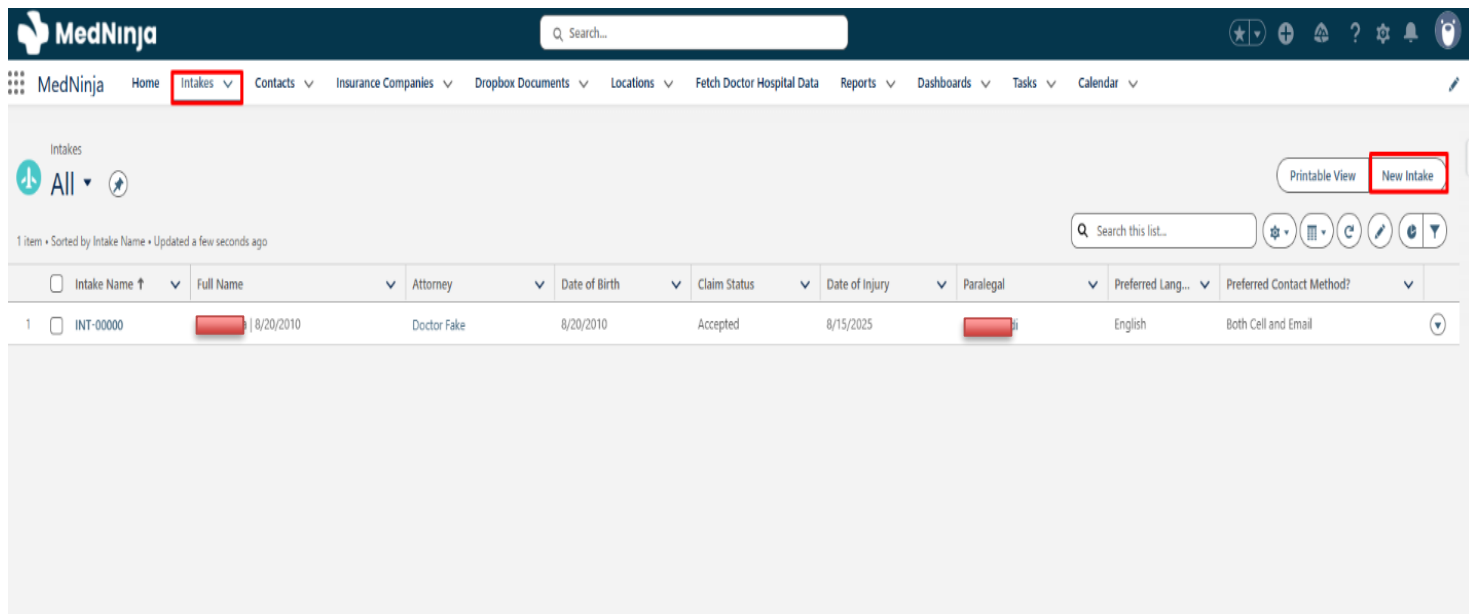
1.2. Access MedNinja App:

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:

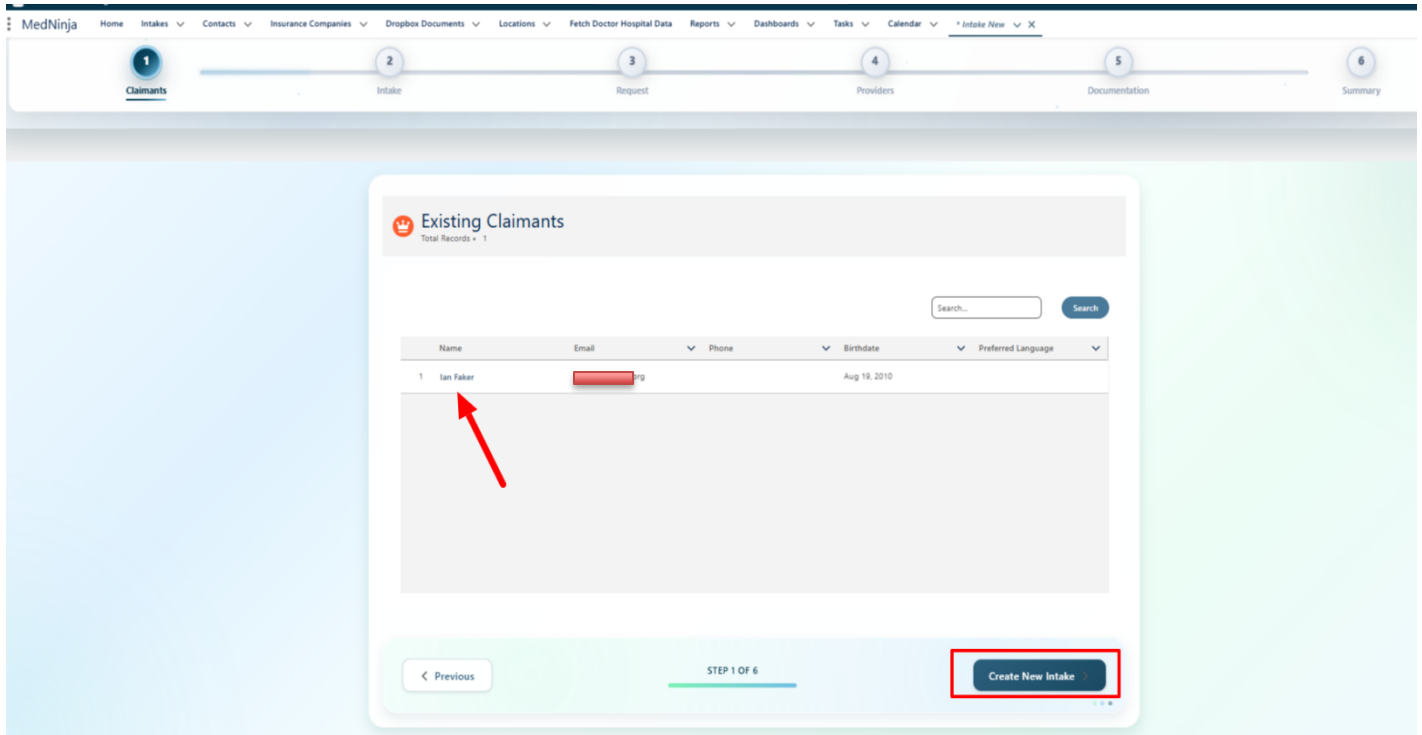
1. Go to the Intake tab
2. On the Intake tab, click the **New Intake** button.



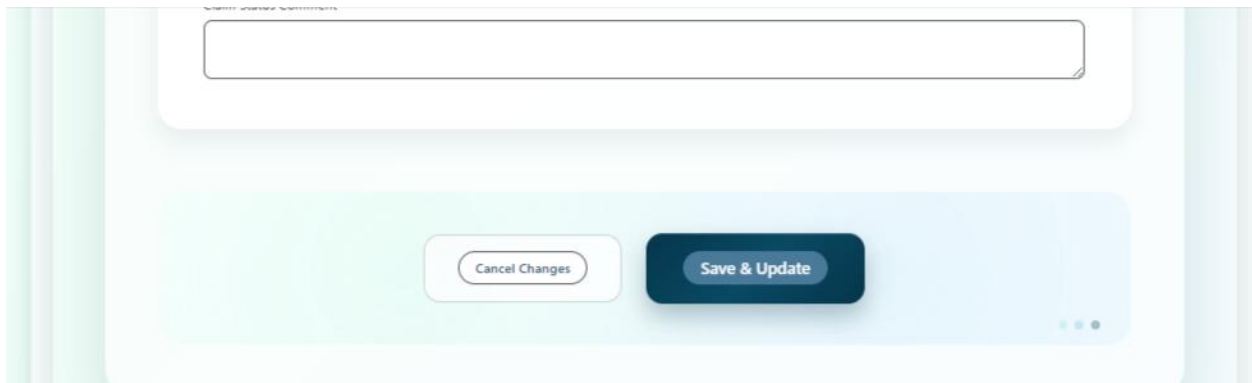
The screenshot displays the MedNinja application interface. At the top, there is a dark blue header with the MedNinja logo, a search bar, and several utility icons. Below the header is a navigation bar with a grid icon and a list of menu items: Home, Intakes (highlighted with a red box), Contacts, Insurance Companies, Dropbox Documents, Locations, Fetch Doctor Hospital Data, Reports, Dashboards, Tasks, and Calendar. The main content area is titled 'Intakes' and features a sub-header 'All' with a filter icon. On the right side of this section, there are buttons for 'Printable View' and 'New Intake' (highlighted with a red box). Below these buttons is a search bar labeled 'Search this list...' and a set of icons for table actions (settings, view, refresh, edit, delete, and filter). A table with one data row is displayed. The table has columns for Intake Name, Full Name, Attorney, Date of Birth, Claim Status, Date of Injury, Paralegal, Preferred Language, and Preferred Contact Method. The first row contains the following data: INT-00000, [redacted], Doctor Fake, 8/20/2010, Accepted, 8/15/2025, [redacted], English, and Both Cell and Email.

	Intake Name ↑	Full Name	Attorney	Date of Birth	Claim Status	Date of Injury	Paralegal	Preferred Lang...	Preferred Contact Method?
1	INT-00000	[redacted]	Doctor Fake	8/20/2010	Accepted	8/15/2025	[redacted]	English	Both Cell and Email

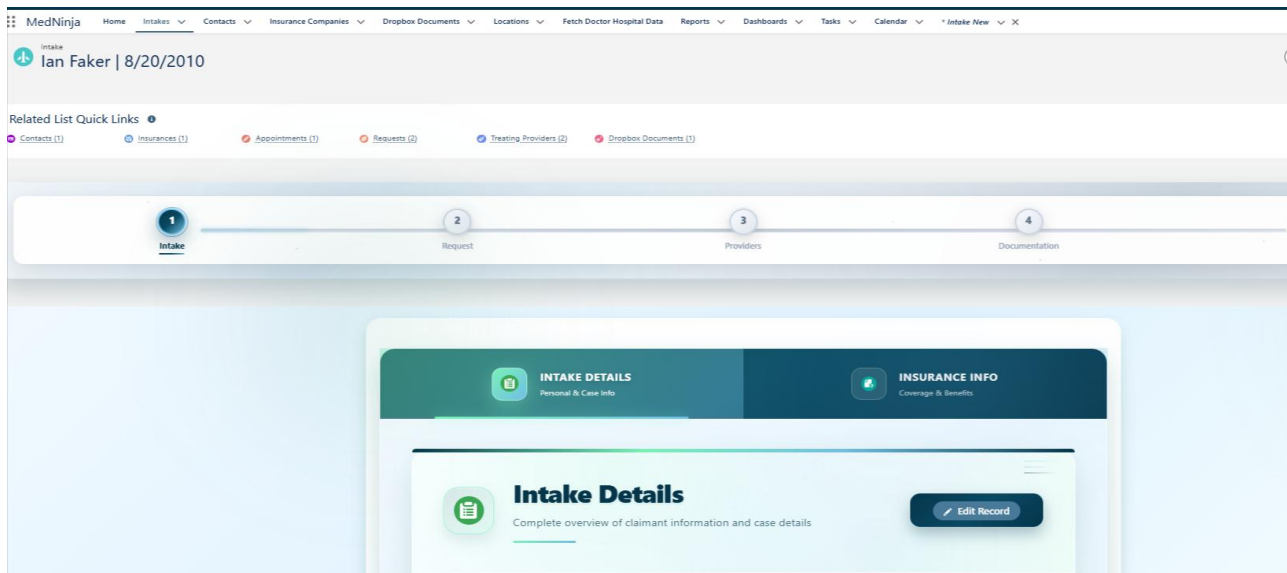
3. If you already have an existing Intake and want to copy its basic details, select that record, Otherwise, click **Create New Intake** to start fresh.



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**.

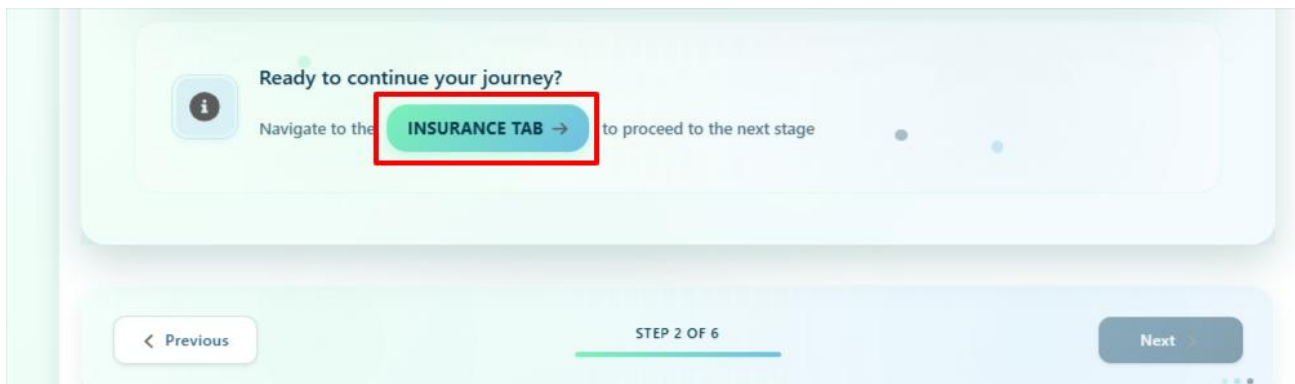


7. After saving, your information will be stored in the system.
8. You will automatically be redirected to the **Intake Detail Page**, which contains two tabs:
 - **Intake Details**
 - **Insurance Info**



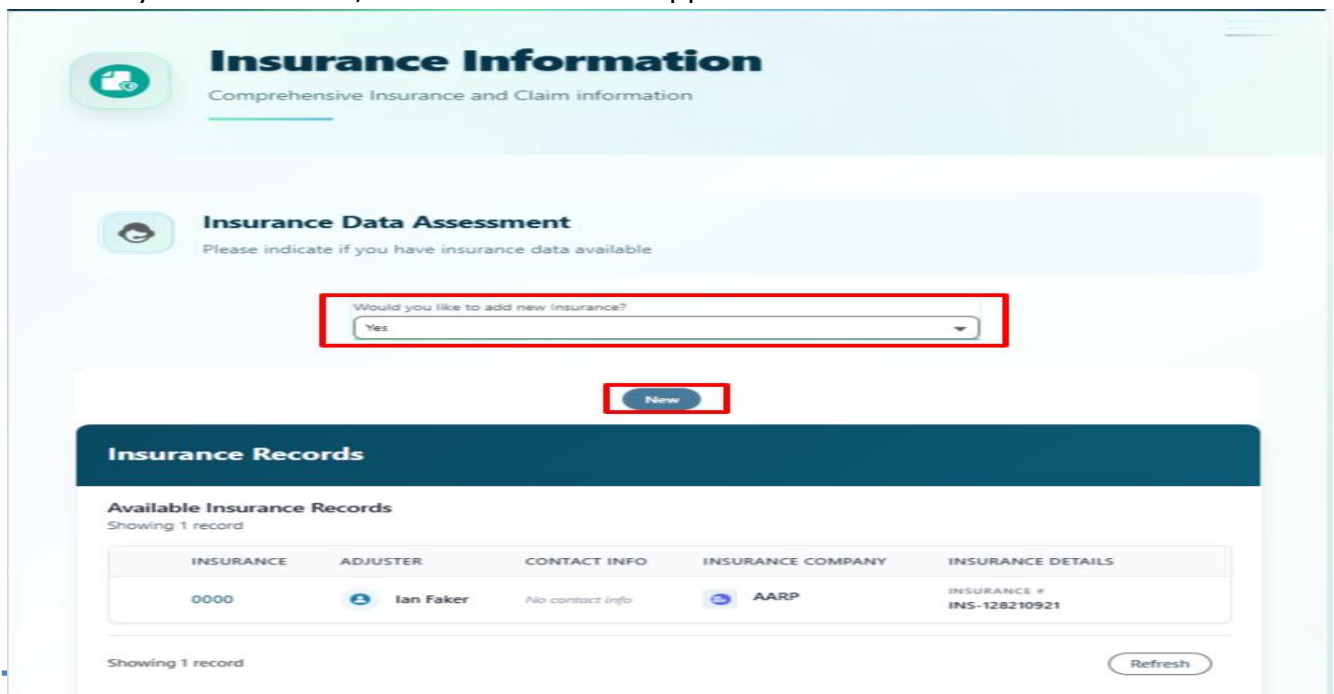
1.4. Create Insurance:

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.

Please indicate if you have insurance data available

Would you like to add new Insurance?

Yes

Intake

INT-00000

Insurance Types

--None--

Insurance Company

Search Insurance Companies...

Adjuster

Search Contacts...

Workerscomp Status

--None--

Comment

Save Cancel

STEP 2 OF 6

Previous Next

- 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.

Q Search...

Create New Referral Request

Complete the form below to submit a new referral request

1 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

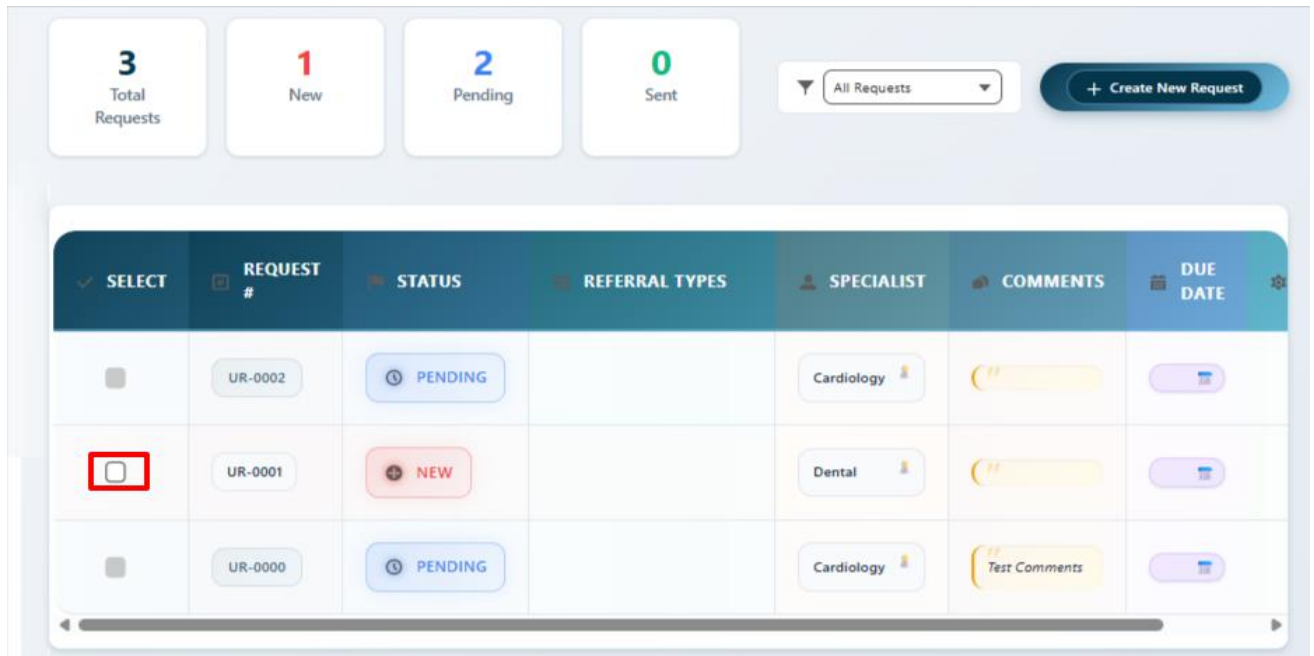
All Requests

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:

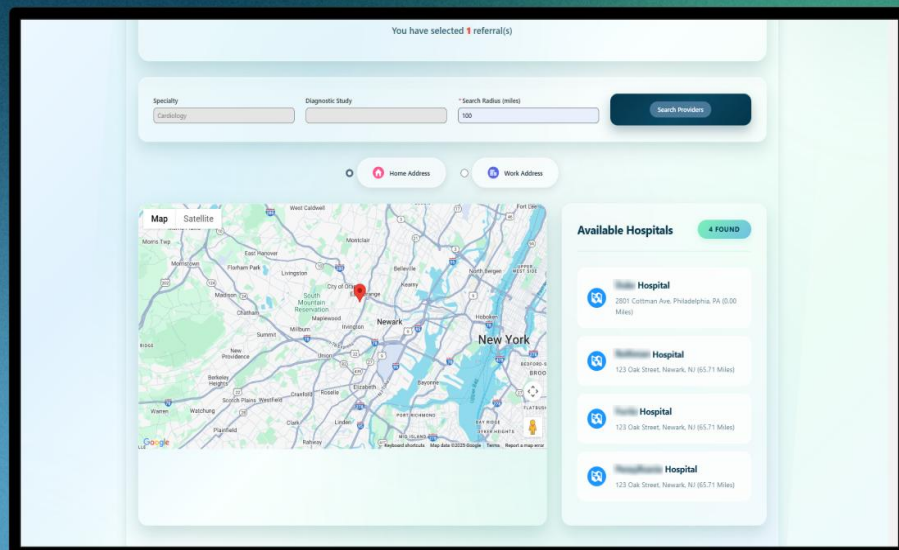
1. Select **New Referral** from the *Request* stage, then click **Next**.



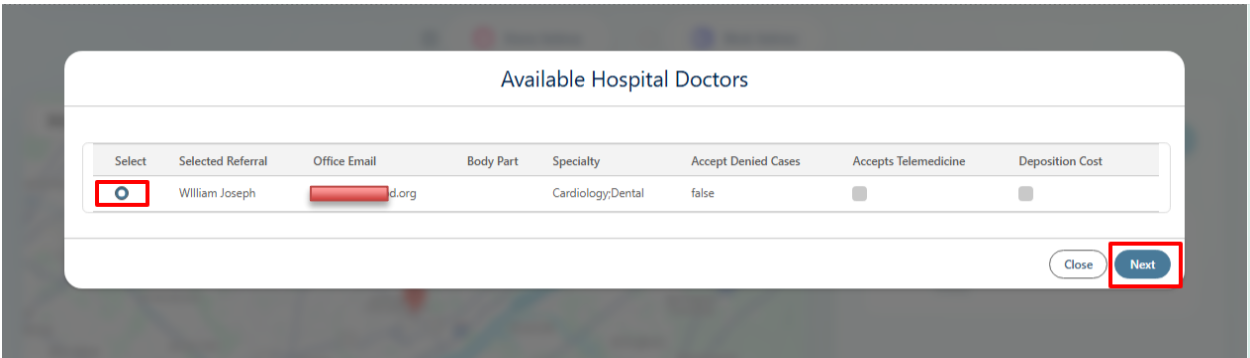
2. You will be redirected to the provider selection page. Here, you can search for providers by adjusting the search radius (default is 10 miles, and it can be increased up to 100 miles).
3. From the list of available hospitals, click on the hospital of your choice.

Healthcare Provider

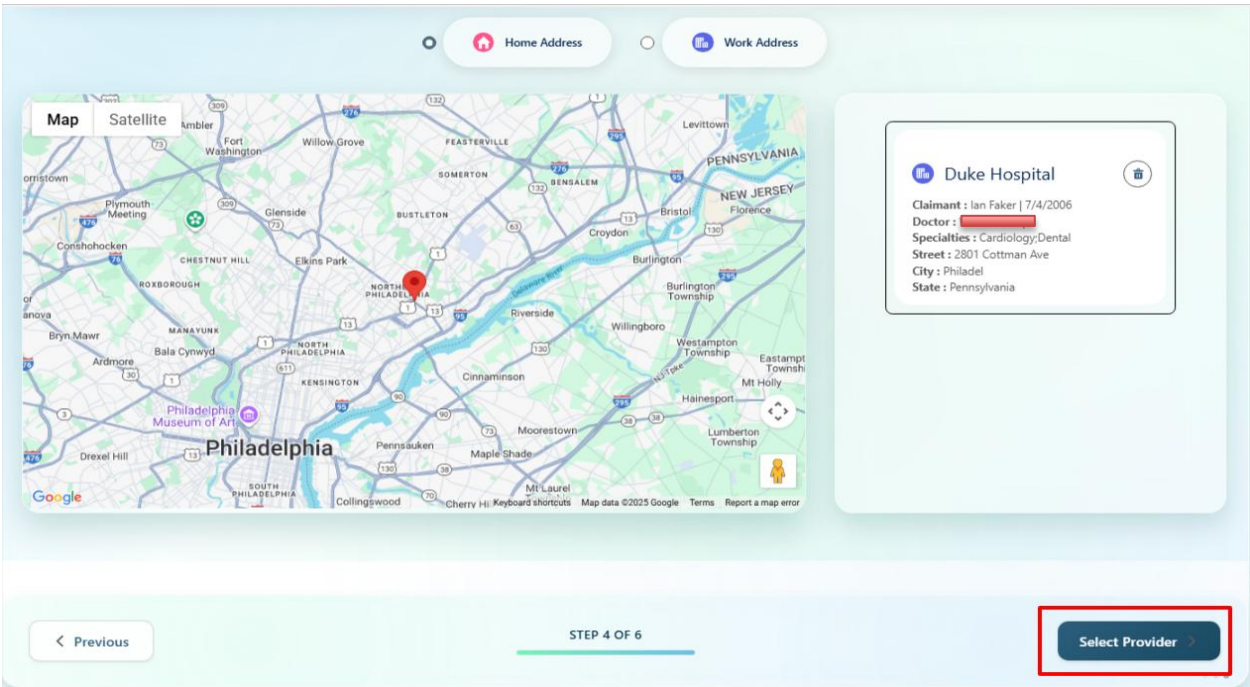
Allows you to search for hospitals and doctors within a specified radius from your home or work address based on specialty or diagnostic study needs. Select a hospital on the map to view available providers and schedule appointments with them.



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



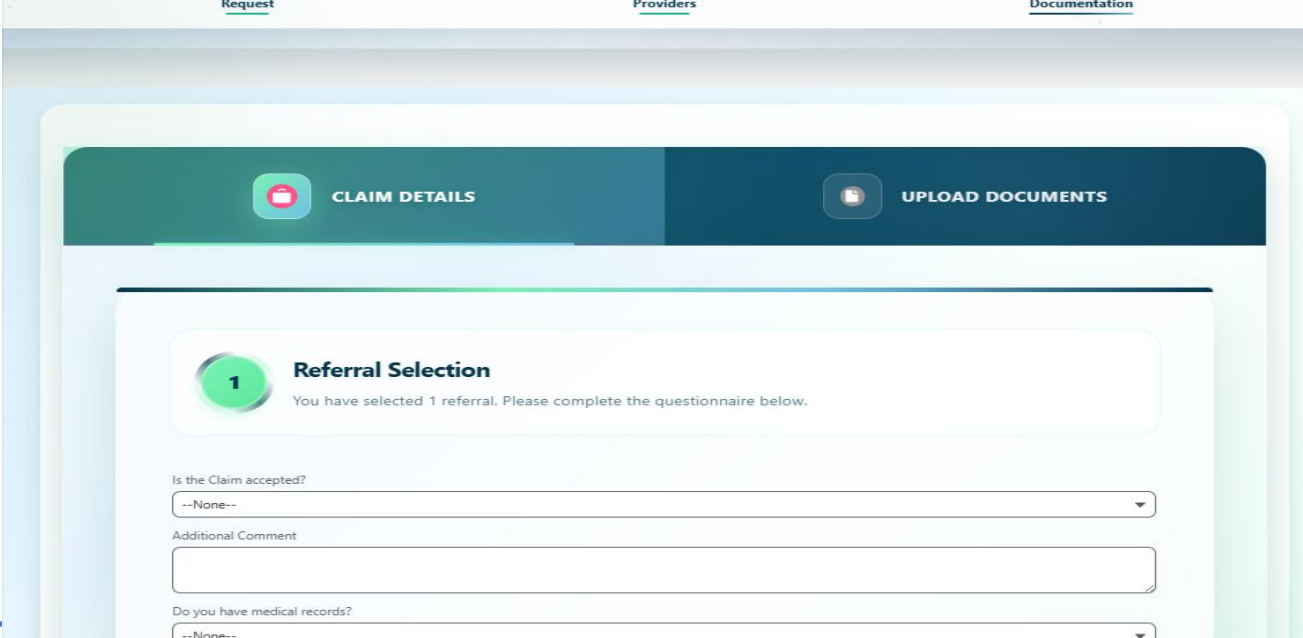
5. Finally, click **Select Provider** to proceed to the *Documentation* stage (Step 1.7).



1.7. Documentation Stage:

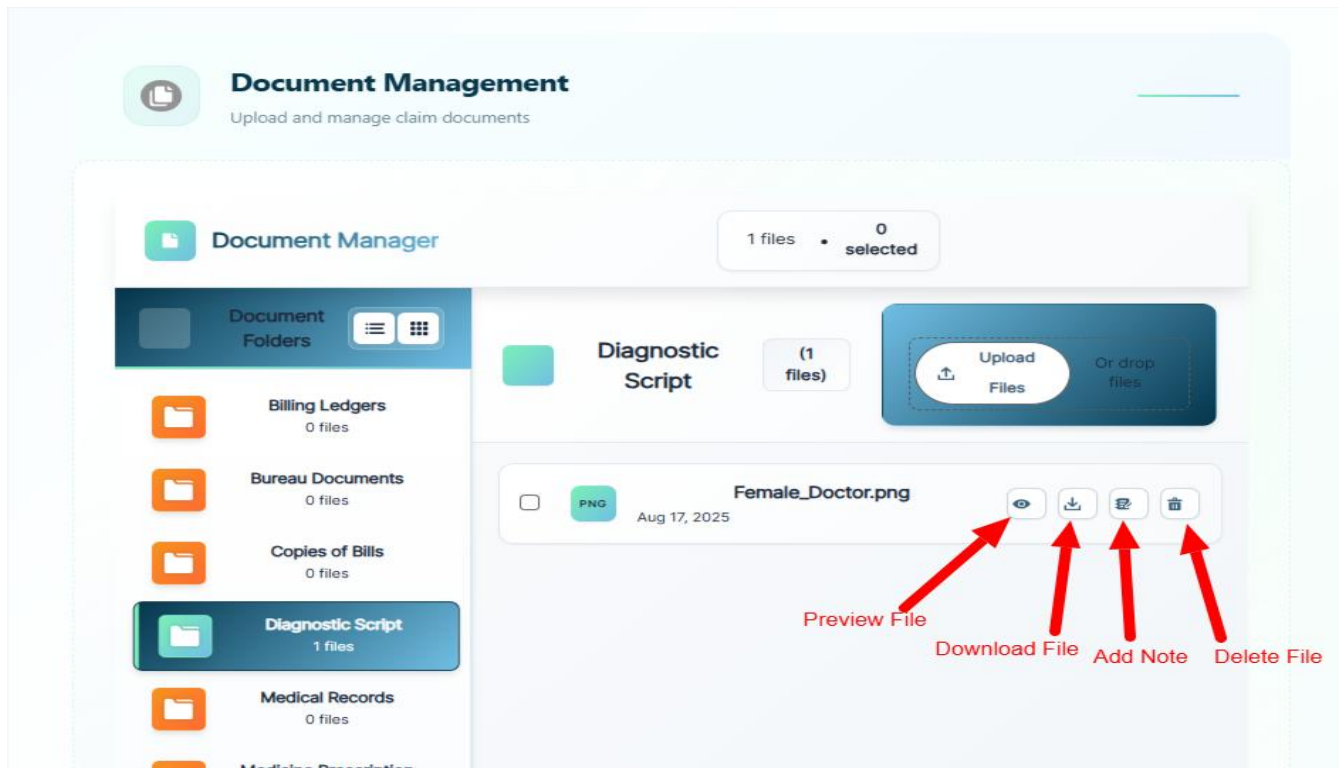
1. Claim Details

- Update or add additional claim-related information

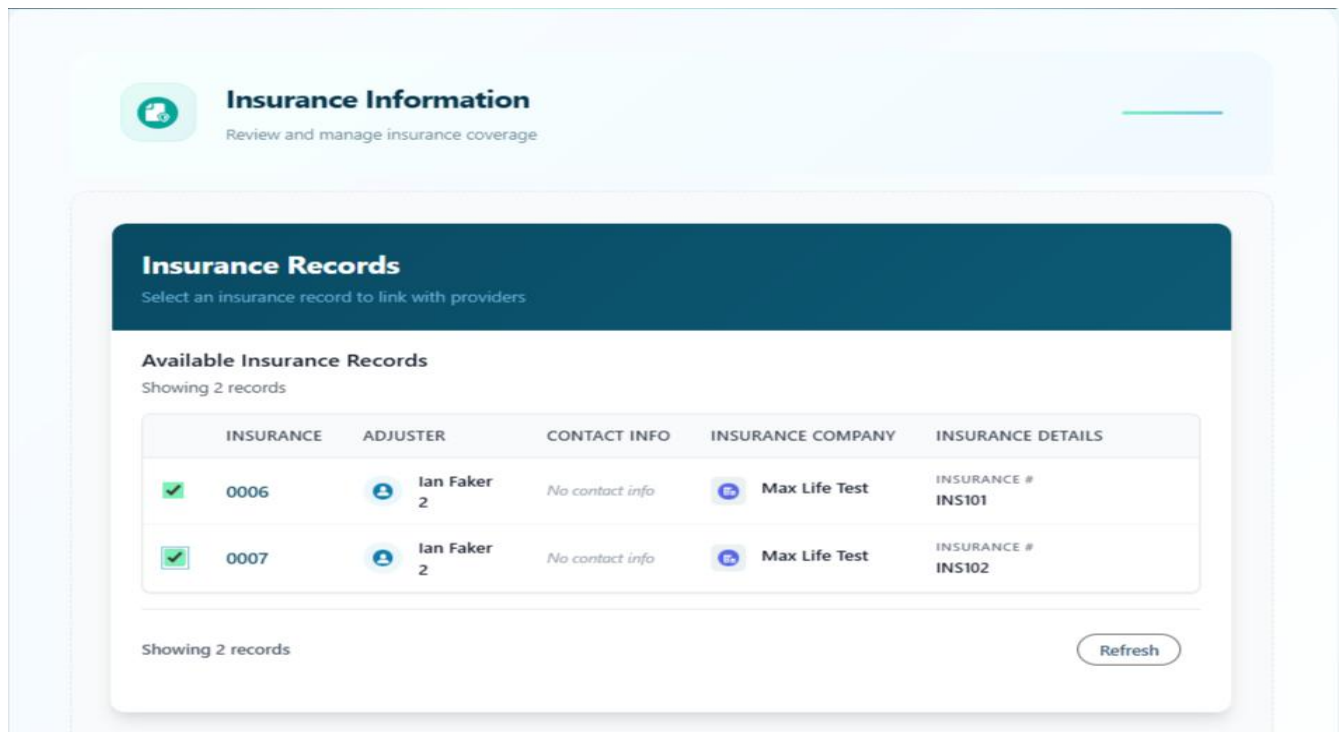


2. Upload Documents

- 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**

The screenshot displays a web application for Document Management. At the top, there is a search bar and a title "Document Management" with the subtitle "Upload and manage claim documents". The main interface is divided into a sidebar and a main content area. The sidebar on the left contains a "Document Manager" section with a "Document Folders" button and a list of folders: "Billing Ledgers" (1 file), "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), and "Therapy Script" (0 files). At the bottom of the sidebar, it shows "1 TOTAL FILES" and "9 FOLDERS". The main content area on the right has a "Billing Ledgers" section with a "(1 files)" indicator and an "Upload Files" button. Below this, a file named "Large Logo.png" is shown with a "PNG" icon, the date "Aug 18, 2025", and action icons for view, download, share, and delete. At the bottom of the page, there is a navigation bar with a "< Previous" button, a progress indicator "STEP 5 OF 6", and a "Next >" button which is highlighted with a red rectangle.

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

Large Logo.png
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.

Search...

Referral Summary

Hello, Libby Biondi

Please review your referral request that will be sent to [William Joseph](#). Verify all information before proceeding.

Patient Information

NAME Ian Faker 2	PHONE 	EMAIL @bd.org	DOB 8/5/2008
ADDRESS 2801 Cottman Ave, Philadelphia, PA 19149			
ATTORNEY Test Contact Attorney	LAWFIRM Test Company	CASE TYPE PI- Slip and Fall	PARALEGAL Libby Biondi
INJURY TYPE Break	LANGUAGE English		

Request Details

SPECIALTY
Dental

COMMENTS

Treating Doctor

DOCTOR

SPECIALTY
Cardiology;Dental

LOCATION
Duke Hospital

COMMENT
test

Documentation

	Name	Type
☐	Female_Doctor.png	Diagnostic Script

Insurance Information

Insurance	Adjuster	Contact Info	Insurance Company	Insurance Details
0006	Ian Faker 2	No contact info	Max Life Test	Insurance #INS101
0007	Ian Faker 2	No contact info	Max Life Test	Insurance #INS102

All required information must be filled out to enable the Send Referral button

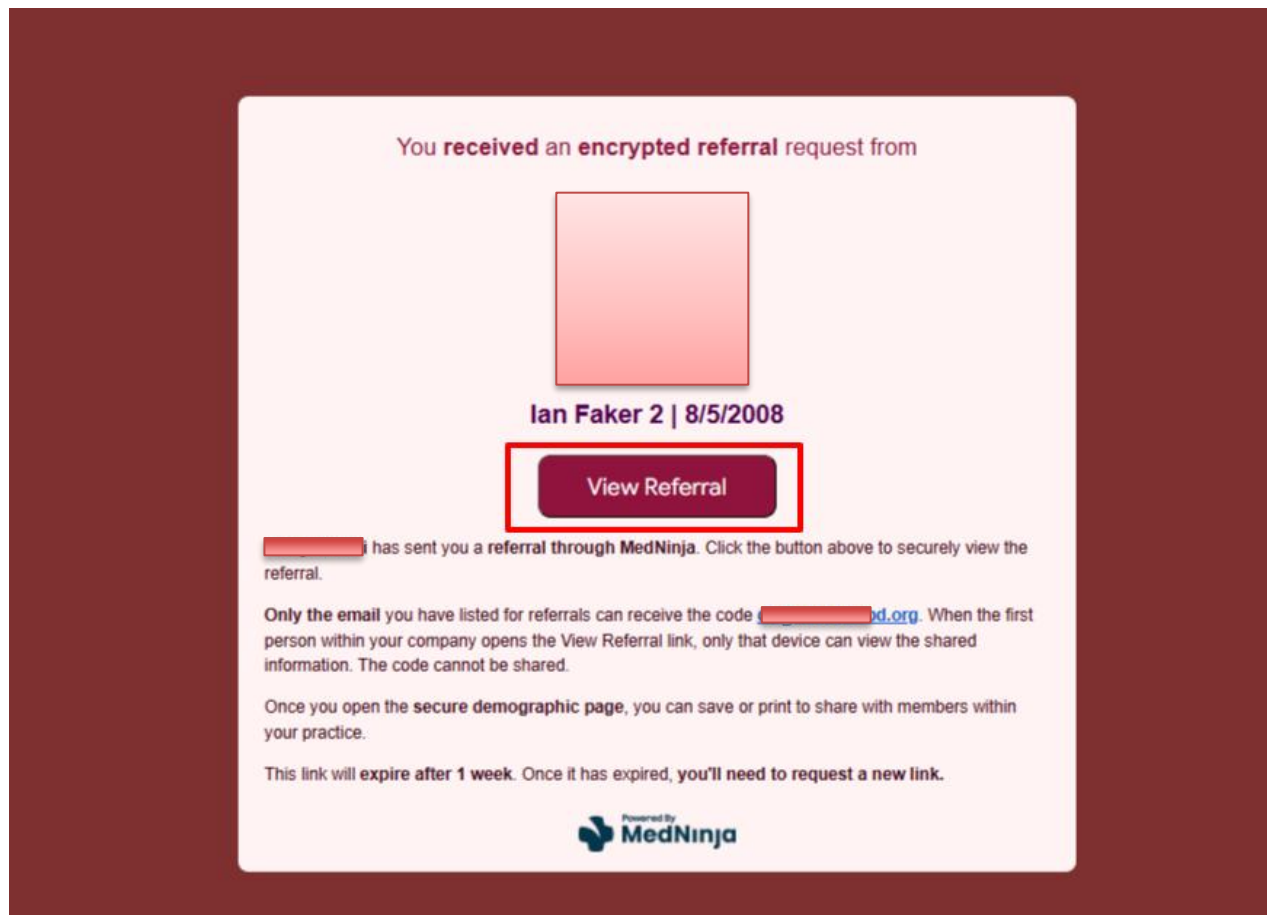
[< Previous](#)

STEP 6 OF 6

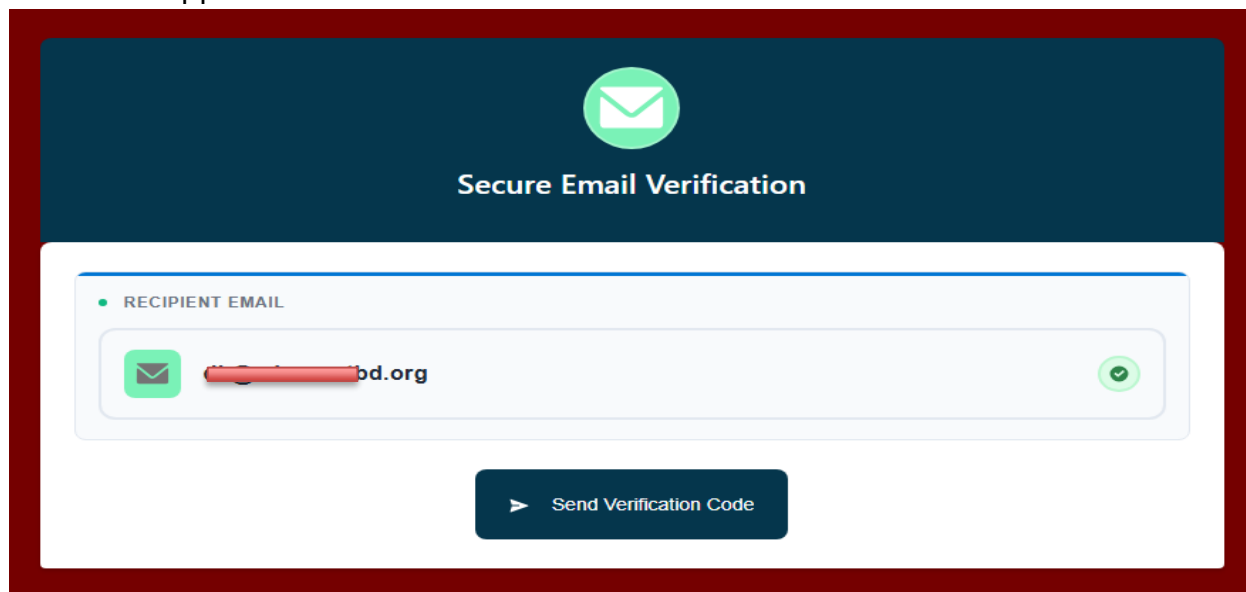
[Send Referral >](#)

1.9. Access Encrypted Email:

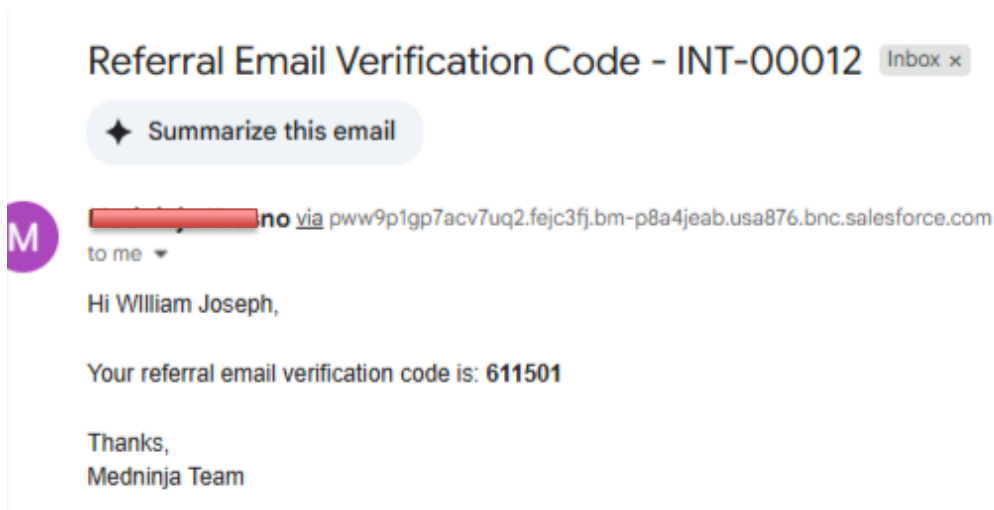
Once the user sends the referral, the doctor receives an encrypted email. Inside the email, the doctor can click the '**View Referral**' button to access the referral details.



- 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.

A screenshot of a web application's "Identity Verification" screen. At the top, there is a green circular icon with a white padlock. Below it, the text "Identity Verification" is centered. The main content area has a light blue background. It starts with a section titled "CODE SENT TO" which shows an email icon, a redacted email address, and a green checkmark. Below this, the text "ENTER 6-DIGIT CODE" is centered. Underneath, there are six input fields containing the digits 7, 8, 7, 9, 2, and 8. At the bottom, there is a dark blue button with a white checkmark and the text "Verify Code".


Referral Request - Cardiology;Dental
Generate PDF

Patient: IanFaker

Dear Dr. William Joseph,


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	CLAIMANT MOBILE
IanFaker	6096475813
CLAIMANT EMAIL	DATE OF BIRTH
 rg	7/4/2006
ADDRESS	
2801 Cottman Ave Philadelphia, PA19149	
ATTORNEY	LAWFIRM
Test Attorney	Test Company Update


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


Powered By
MedNinja



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.



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]@bd.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



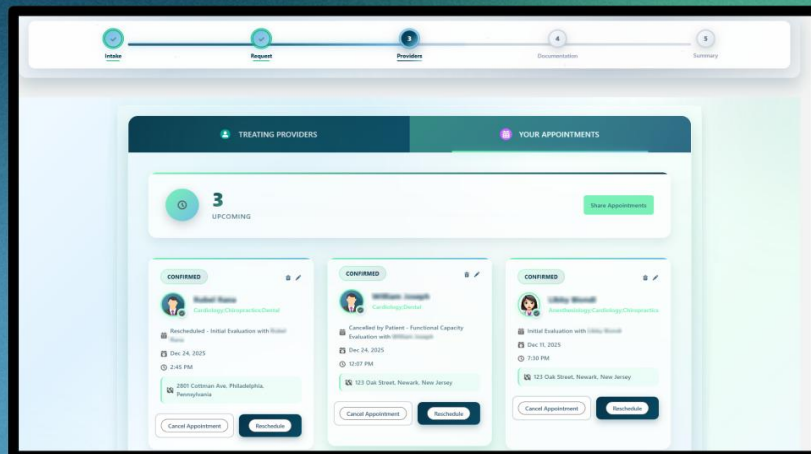
1.10. Book Appointment:

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.

Upcoming Appointment

Shows all scheduled appointments with details including date, time, doctor, and location. Manage appointments by rescheduling, canceling, or sharing them via email.



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

A screenshot of a 'Reschedule Appointment' modal form. The form has a green header with the title 'Reschedule Appointment' and a close button (X). Below the header, there's a section for 'PATIENT NAME' with a redacted patient name. The form is divided into two main sections: 'Start Date & Time' and 'End Date & Time'. Each section has a 'Date' field and a 'Time' field. The 'Start Date & Time' section shows 'Dec 24, 2025' and '11:45 AM'. The 'End Date & Time' section shows 'Dec 24, 2025' and '12:15 PM'. At the bottom of the form, there are two buttons: 'Cancel' and 'Reschedule Appointment'.

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.

