

Community / Referring-Physician Portal

RFP / Evaluation Checklist - for Physician Relations, CMIO, HIM & IT

Use this checklist to evaluate a community / referring-physician portal. The decisive questions are about scope (read-only, their own patients only), governed onboarding, standards-based interoperability, and keeping PHI in your environment. Score each item for every vendor you consider.

Scope of access

- Read-only: external clinicians cannot chart, order, prescribe, or write back
- Each physician sees ONLY their own patients
- Break-the-glass for emergencies is governed and separately audited

What physicians can see

- Real-time results: labs, medications, problems, imaging, documents
- Referral status across every intake channel (phone, fax, online)
- Cancellations, no-shows, and never-booked referrals are surfaced

Onboarding & identity

- Practices self-sign-up online (no paper packet)
- Automated checks: NPI Registry, OIG-LEIE, SAM.gov
- HIM works a review queue: approve, deny, or request more info
- Practices manage their own users after approval

Interoperability

- Standards-based (HL7 v2 and FHIR)
- Works across EMRs, not tied to a single vendor
- Proven in production on our EMR, or a clear path to it

Compliance & security

- Every PHI access logged at the row level (who, what patient, when, from where)
- Business Associate Agreement (BAA) in place
- Audit log is queryable and exportable for compliance

Deployment & data

- Runs in our environment; no data exported to a vendor cloud
- A controlled window, not a second copy of the record

HIM / operations impact

- Replaces manual records-release to referring physicians
- No per-practice interface to build and maintain

Want to see how Bluefish answers every box?

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