Frequently Asked Questions (FAQs)

General Questions

Q: What is Medical Matrix Online (MMO)?

A: Medical Matrix Online, the successor to the PC Matrix desktop application, is the premier source for occupational medical surveillance and certification examinations. Medical Matrix Online enables clinics to perform occupational exams in the most efficient manner possible.

Q: Who can use MMO?

A: All U.S. Government agencies and Military departments are invited to use MMO; however, the user must have a DoD CAC card in order to access MMO.

Q: Can I continue to use the desktop version of PC Matrix?

A: No, the PC Matrix desktop application is no longer up-to-date with the latest guidance from the Medical Matrix Manual and it is no longer approved software on Navy networks. All previous versions of PC Matrix are considered end-of-life and will no longer be updated or supported.

Problems or Issues

Q: Why am I getting a message that my account is locked?

A: If your account has been locked due to inactivity (no login within 60 days) or failed attempts (3 or more attempts without success), you will need to email the MMO helpdesk to have your account reset. Email: usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-pcmatrixhelp@mail.mil for any issues with locked accounts.

Q: Why am I getting a message that my browser is incompatible?

A: MMO requires Internet Explorer 8 or higher, version 9 or higher is recommended. MMO is also compatible with more recent versions of Chrome and Firefox.

The most common reason you will see this message is that your browser has Compatibility Mode turned on. The specific instructions for turning off compatibility mode vary depending on the exact browser version you are running, but you can try these steps:

To turn off Compatibility View:
  a) Open Internet Explorer.
  b) Press the Alt key to display the Menu bar
  c) Click Tools, and then click Compatibility View settings.
  d) Ensure the "Display all websites in Compatibility View" checkbox is *not* checked. Then click close.

Alternatively, you can call your IMD to ask them to turn off compatibility mode for MMO for you.

Q: I followed the steps to get out of compatibility mode, but it won't stay out permanently. How do I make the setting stick?

A: You will need to work with your IMD to see if there is a better solution. The answer depends on what software is installed locally and what the local IT administration policies are, so we cannot provide you with an easy answer here.

Q: I would rather there not be any blanks to fill in values for next to the lab tests because we already enter those somewhere else and this creates extra work for us.

A: MMO does not prescribe any particular workflow. Use it to fulfill whatever workflow your clinic finds most useful. Do not input the lab values but use the blanks for checking off that each lab was ordered, or just leave them blank. It is up to you and your clinic.

Q: The exam our clinic uses most often was only two pages using PC Matrix but now it is four pages, can it be shortened?

A: One of the major complaints about the PC Matrix's reports was that they were cramped and difficult to read. Some of the considerations in designing the report layout for MMO were to address this and ensure that 1) patients could be handed the history section of the exam to fill out without handing them the provider sections, 2) there is always an adequate amount of space to write notes on the form. Because the report generator has to accommodate any combination of programs and exam types, some compromises had to be made, meaning some exams will have more wasted space than others. Every exam is as least three pages because there are three distinct sections separated by hard page breaks.

Q: Comment blocks for medical history, physical exam findings, and ancillary studies are too big for many of the exams.

A: Each section of the exam is divided by hard page breaks. This is done for a few reasons, some of which are technical, others for more practical purposes. The comment block has a minimum size to ensure there is enough room to write, but typically the block will fill the

remaining space there is before the next page break. However, if there is not enough remaining space to fit the minimum size comment block, it will end up taking the entire next page. Odds are low that we will change this as the implementation is very complicated and the design decisions were purposeful.

Q: Is it possible to auto-populate the name of the clinic in the "medical facility" box on the SF-600?

A: Not at this time. However, several people have suggested this and it has been added to our list of future enhancements.

In the interim, if you have certain exams that you perform often, you can save an otherwise blank copy with your clinic's information pre-filled in to avoid having to re-type it. However, be aware that the Manual will be updated on an on-going basis, so avoid using a saved form for more than 180 days to ensure you are using an up-to-date version.

Q: Could there be an age prompt added for certain programs where there is a special periodic requirement, e.g. requirement for lipid panel and ECG after age 40?

A: That is not likely to be a possibility. Doing variable periodicity per exam element is very complicated. Currently the periodicity is per program but there are many exceptions for certain exam elements. We try to make the report as turn-key as possible, but it is still the provider's responsibility to be familiar with the content of the Matrix Manual and not solely rely on the Matrix Online generated reports.

Applications Questions

Q: Does the MMO store any PII/PHI?

A: No, the application does not store any personal information. The exam forms generated are blank, fillable PDFs, and they reside only on your local machine. If you choose to save forms which contain PII/PHI, *you* must ensure that you are in compliance with all applicable regulations pertaining to the storage, retrieval or transmission of PII/PHI according to OPNAV, Privacy Act, HIPAA, etc.

Q: Can information entered in the PDF be saved?

A: Yes, the SF600 and AHLTA checklist reports are both fillable PDFs and saving them to your hard drive will save any information entered into them. You can also "Save-As" to keep a blank version while creating a new file with information filled in.

If you have certain exams that you perform often, you can save an otherwise blank copy with your clinic's information pre-filled in to avoid having to re-type it. However, be aware that MMO will be updated on an on-going basis, so avoid using a saved form for more than 180 days to ensure you are using an up-to-date version.

If you choose to save forms which contain PII/PHI, *you* must ensure that you are in compliance with all applicable regulations pertaining to the storage, retrieval or transmission of PII/PHI according to OPNAV, Privacy Act, HIPAA, etc.

Q: Can I use the TAB key to quickly navigate through the forms?

A: Yes. You can tab through each field on the forms. If you need to go backwards to correct something, you can press SHIFT+TAB.

Q: Is the intent that the form will be printed and the hard copy will be given to the patient so they can complete the medical history questions?

A: The intent was to provide a solution with as much flexibility as possible so that different clinics can integrate it into whatever workflow they find most suitable. But yes, being able to print out the history section to hand to the patient to fill out was one of the use cases we anticipated. However, it could just as easily be filled out on the screen by a provider working with the patient, or emailed ahead of time to the patient to have them fill out and bring in, etc.

Q: Is there a way to upload the info into AHLTA? Or must it be scanned into HAIMS?

A: There is no way for us to interact directly with AHLTA. So, the form can be scanned in, or providers can choose to complete it entirely as a PDF, digitally sign it and then upload it directly into the HAIMS section of AHLTA without having to scan anything (in theory).

Q: What is the difference between the SF600 and the AHLTA versions? At first glance I did not see a difference.

A: The AHLTA version has the same patient history section as the SF600 but also includes a checklist of certain exam elements we felt would be helpful to a clinic that primarily uses AHLTA templates. To see the checklist, return to and scroll past the patient history section, and the additional exam elements should be visible.

Q: There does not appear to be a way to enter age for any of the examinations. How do I input an age?

A: An input box for the patient's age will appear when you choose a program and exam type combination (e.g. Explosive Handler - Periodic Exam) where the exam periodicity is age dependent. Otherwise, the age field will not be shown.

Medical Matrix Manual Questions

Q: Do I need to use all the color blindness tests listed on the exam form?

A: No, the form simply lists all of the possible tests since different clinics use different ones.

Q: I have noticed that several of the reference links under a variety of programs are not working.

A: It is very difficult to keep the reference links updated because they change often and without notice. Please email us with the name and location of any reference with a non-working URL at usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-pcmatrixhelp@mail.mil

Other

Q: I found a mistake, omission, or error.

A: Please email the MMO helpdesk with as much detail as possible about the problem you are seeing: usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-pcmatrixhelp@mail.mil

Q: I have a suggestion for new features or other improvements to MMO, or I would like to provide feedback about what I like or do not like about MMO that has not been addressed in this FAQ.

A: We encourage you to provide us with feedback; it is very useful for driving improvements and future development and to ensure that MMO is the best application possible for our users. Please check that your concern has not already been addressed in this FAQ, particularly under the "Problems or Issues" section before you send a request.

Please send your feedback and suggestions to the helpdesk via email: usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-pcmatrixhelp@mail.mil

Q: I would like access to Medical Matrix Online but am unable to register because I do not have a DoD CAC card.

A: Please contact us via email:
usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-pcmatrixhelp@mail.mil

The most current version of this FAQ is maintained at:

https://nmcpeh-simweb.med.navy.mil/Home/Faq