

Clinical Information Systems

Acute Care Solutions PowerChart

PowerChart Booklet for
1st Year Nursing Students

(June 2014)



northern health

the northern way of caring

Log-in Information

Below is your Northern Health student account login information. Please keep a copy of this information for future reference.

Name: Use Mail Merge Fields

Username: Use Mail Merge Fields

Password: Use Mail Merge Fields

PIN: Use Mail Merge Fields

Remember to activate your account before trying to log-in.

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Quick Reference Sheet

For more details, please refer to the pages contained in the handbook.

- Accounts for NH must be activated before your first login. Please see the next page on how to activate your account. Once you complete the online process it may take 1-2 days before your account is ready for the first login. It is best to activate your account a couple of days before you head to your clinical site (you can activate the account from home, school, etc.).
- Please note the password provided is temporary and your first login **MUST** be on a Northern Health computer within the Northern Health network at which time you will reset your password.
- If you either had a previous ID with NH or are a current NH employee - and we were able to verify that it was to remain active – you will use that same log-in (in these instances you would have had correspondence with someone from your program). If you have any problems trying to access your account contact the ITS User Access team at 1 888 558 4357 option 5 then option 2
- If you have password or userID problems – please follow the instructions in the handbook on how to contact NH's helpdesk. Remember – when asked for your PIN has been included on the page with your username and temporary password.
- There is currently some HTML coding issues within the iPortal page. This only becomes an issue when you are accessing iPortal from outside of NH. The issue presents itself by indicating that certain pages are not accessible. The current fix for this is:
 - When you receive the “connection has timed out” message
 - Click on the URL that your browser is attempting to go to by clicking on the Address Bar
 - Go to the start of the URL (left hand side – when I click on the URL I press the HOME button which automatically brings me to the start of the url)
 - You will need to type the following at the beginning followed by the rest of the URL:
 - https://
- If you have not accessed your account in 90 days you will be locked out and need to contact IT to have it reset. Ensure that you know your pin number in case you are asked for it.
- Problems with userID's and passwords **MUST** to be addressed by NH through their helpdesk. In the event that you are unable to get the issue resolved within NH please email the delegate at your education institution responsible for student IT access with the following info:
 - NH userID name
 - Student ID number
 - Description of problem and what you have attempted to do to resolve

External User Accounts

Activating Your Northern Health User account

Accounts for Northern Health must be activated before you first login. Once you complete the online process it may take 1 -2 days before your account is ready for the first login. It is best to activate your account a couple of days before you head into your clinical site.

You can activate this account from home or an external computer. This account cannot be activated from a northern health computer

1. Open your web browser (Internet explorer)
2. Navigate to <http://www2.northernhealth.ca/accountrequest>

The following web page should appear:

Welcome to the Account verification website.
Please fill out the following information and your account will be activated:

First Name:

Last Name:

User Name:

PIN:

Contact Email:

Contact Phone #:

Please read the following Northern Health Policies and Procedures before proceeding:

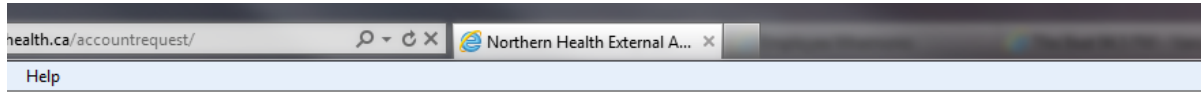
[Information System Access](#) [Confidentiality of Data](#)
[Electronic Messaging](#) [Internet Acceptable Use](#)

I agree to the Northern Health Policies.

***If this webpage does not open, please try navigating to:**
<http://www.northernhealth.ca/accountrequest>

If you still can't access the account verification website at this point, please contact the Northern Health ITS Service Desk at 250-565-2784 or 1-888-558-4357

3. Enter your First and Last Name, Northern Health username (ex. jdoe), 4 digit PIN number (Student ID last 4 digits) , email address, and phone number.
4. Read the *Information System Access, Electronic Messaging, Confidentiality of Data, and Internet Acceptable User* policies and procedures.
5. Select the ***I agree to the Northern Health Policies*** and Click the Verify Account button



health

Welcome to the Account verification website.
Please fill out the following information and your account will be activated:

First Name:

Last Name:

User Name

PIN:

Contact Email:

Contact Phone #:

Please read the following Northern Health Policies and Procedures before proceeding:

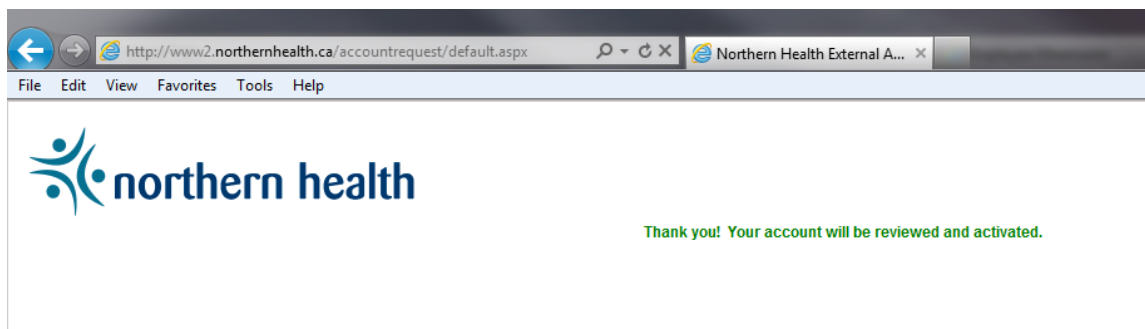
[InformationSystemAccess](#)
[ElectronicMessaging](#)

[Confidentiality of Data](#)
[InternetAcceptableUse](#)

I agree to the Northern Health Policies.

Verify Account

6. After selecting the Verify Account button you should see the following screen:



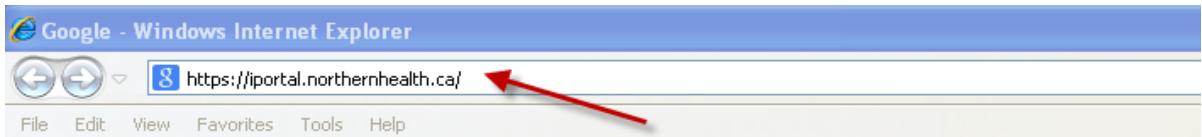
From this point, your user account will be activated within **1-2 business days**. If you require further assistance please contact the Northern Health ITS Service Desk at **250-565-2784 or 1-888-558-4357**

Please note that you will not necessarily be sent an email saying that your account has been activated. It is best to check after 2 days to ensure it has been activated. Your first network login will need to be done from a NH network computer.

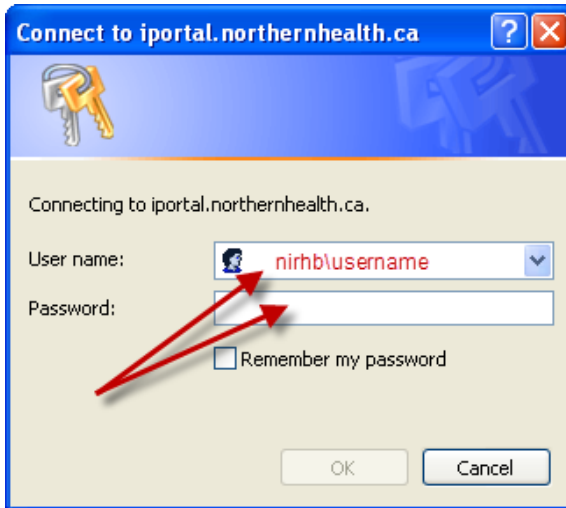
Iportal

How to Access Iportal from a Non-NH Computer

- 1) Open Internet Explorer (note: only use IE to access Iportal)
- 2) Type <https://iportal.northernhealth.ca/> in the address bar and hit enter



- 3) When prompted for credentials enter nirhb\ and your username, enter your password and click okay



Iportal Links

Below are some links to information on Iportal regarding the use of PowerChart:

<https://iportal.northernhealth.ca/Browse/cistrainingsupportsite/default.aspx>

At this link you will find videos on how to use PowerChart functionality.

CIS Training Support Site
Welcome to the CIS Training Support Site!

As a new site to the Provider Solutions portfolio we are currently working towards supporting CIS training throughout Northern Health. In this site you will find current documentation that will help to support you, the facility trainer. As we are a new unit to the Clinical Information System team we will be expanding and updating this site as we grow. Located below are quick access buttons to training outlines, assessments, classroom handouts and training guides for whichever avenue of training you are involved in. We will be advancing this website regularly so please check back for updates on a regular basis!

Nursing Facility Trainers **Message Center Information**

E-Learning

Adding Allergies **Enhanced View Information** **eHealth Viewer Information**

Allergy Training Log

<http://iportal.northernhealth.ca/clinicalresources/CIS/Cerner%20User%20Guides/Forms/AllItems.aspx>

Cerner User Guides

Diagnostic Imaging User Guides
Laboratory User Guides
Pharmacy User Guide
PowerChart / QuickReg User Guides
Registration / HIMS User Guides

Type	Name	Modified
	Health Link North Anatomic Pathology User Guide	13/04/2010 4
	Health Link North ESM User Guide	23/02/2010 1
	Health Link North General Laboratory User Guide	28/05/2010 1
	Health Link North HIMS User Guide	26/03/2010 1
	Health Link North Laboratory Downtime User Guide	28/05/2010 1
	Health Link North Laboratory Manager User Guide	15/04/2010 1
	Health Link North Microbiology User Guide	15/04/2010 1
	Health Link North Pharmacy Supply Chain User Guide	24/02/2010 2
	Health Link North PharmNet User Guide	24/02/2010 2
	Health Link North PowerChart User Guide	20/04/2010 3
	Health Link North Quick Registration User Guide	25/02/2010 9

How to manuals for PowerChart

Other iportal links of interest:

Policies, Procedures & Clinical Practice Standards (DST's)

Policies, Procedures & Clinical Practice Standards (DSTs) are located on OurNH, the new Northern Health intra-net site. To access OurNH use the link below then select the Policies & Procedures tab. Policies can be located by keyword search, title or category.

<http://ournh.northernhealth.ca/Pages/home.aspx>

Library

<http://library.northernhealth.ca/>

Issue with logging onto Iportal when not on a NH network

If you are not on a Northern Health Network and are having issues accessing the NH Iportal page then follow these steps: (i.e. you receive a "connection has timed out" message)

1. Click on the URL that your browser is attempting to go to by clicking on the Address Bar
2. Go to the start of URL (left hand side. Tip: Press the HOME button which automatically brings me to the start of the URL)
3. Type the following into the beginning of the URL:

<https://>

4. Complete the rest of the URL information

How to Contact Help Desk (Service Desk) in NH

For Access Related Issues only contact:

Phone: Help Desk at 1-888-558-4357 and press option 5 and then option 2”. This will take you to the ITS Access Team.

Email: ITS.UserAccess@northernhealth.ca

Calling for general Help on PowerChart.

- 1) Call the service desk at 250-565-2784 or 1-888-558-4357
- 2) Listen to the prompts: for Xerox press “1” for the Service Desk press “2”
- 3) Explain the details of your incident to the Service Desk Agent and provide your first name, last name, phone number, location and the computer number. Include how you can be best contacted as response time may be delayed.
- 4) Once the ticket is logged you will receive an email with the ticket number

Email

- 1) Open a new email message in outlook
- 2) Type its.servicedesk@northernhealth.ca in the “To” field
- 3) Add a subject and a description of your problem to the body of the email, make sure to include any error messages, location, phone number and computer number

Voicemail

- 1) Call the service desk at 250-565-2784 or 1-888-558-4357
- 2) Select option 2
- 3) If you are placed in the queue you will have the option to leave a voicemail by pressing 1
- 4) Leave a voicemail after the beep containing your first name, last name, computer number, phone number and location

Note: In the event you will be asked to verify your identification the last 4 digits of your student ID# are to be used.

Troubleshooting Problems

Northern Health accounts need to be accessed every 90 days or else you will be locked out. If you happen to get locked out call IT and they can assist you. Be sure to have your Pin number (last 4 digits of your student ID) handy as they may request it.

Accessing OurNH or iPortal from a non-NH computer can be done by visiting Northern Health's website then clicking on OurNH or iPortal at the bottom of the page.

If you are having difficulties accessing OurNH from a non-NH computer, it may be because your internet browser is not compatible. Instead of Internet Explorer, try using Safari, Google Chrome or Fire Fox.

Troubleshooting User ID or Passwords

Problems with User ID's and passwords must be addressed by NH through the Help Desk.

Remember: You will be asked for your PIN number along with your Username and temporary password.

For Access Related Issues only contact:

Phone: Help Desk at 1-888-558-4357 and press option 5 and then option 2" or via email .

Email: ITS.UserAccess@northernhealth.ca

In the event you are not able to get the issue resolved within NH please contact your instructor with the following info:

- NH userID name
- Student number
- Description of the problem and what you have attempted to do to resolve

Current Employee with Northern Health

If you are currently an active employee of Northern Health and will be working in this capacity during your schooling, you will use your normal log in when accessing the computers.

Confidentiality

Any person accessing the Northern Health computers must be aware and agree to Northern Health's Data Access and Confidentiality Contract.

A screen shot of the contract is on the following page.

Auditing

Northern Health utilizes a number of systems that include confidential and private information. All information generated within the organization is private and is for the sole purpose of the business of Northern Health. In order to meet legislative requirements, Northern Health has auditing capabilities and conducts periodic audits to assist with investigation of inappropriate or unauthorized access to electronic health records as directed/conducted by the NH Privacy Office.

For example: some practices that would not be considered privacy-complaint and may instigate a review are:

- Sharing of Usernames and Passwords
- Not logging out when leaving a computer unattended, which might allow inappropriate use of electronic information systems.
- Accessing health records that are not required of them to conduct the duties of their job.
- Using the electronic health record system for accessing their own record or records of family or friends.

For further information on Privacy and Security, visit the NH Iportal site:

<https://iportal.northernhealth.ca/CorporateResources/privacy/Pages/default.aspx>

Please review the Data Access & Confidentiality Acknowledgement required to access to Northern Health computer systems.

Your access may be reviewed and revoked pending acceptance of the acknowledgement.

DATA ACCESS & CONFIDENTIALITY ACKNOWLEDGEMENT

I acknowledge that all information to which I may have access to or learn about through my relationship with the Northern Health Authority (NH) is strictly confidential and not to be communicated to anyone in any manner except as authorized by NH policy, and when so authorized, it will be in compliance with the Freedom of Information and Protection of Privacy Act of British Columbia (FIPPA).

I further acknowledge that information is not to be copied, altered, printed, interfered with, destroyed or taken, except upon authorization and in accordance with established policy and the FIPPA. I understand that compliance with confidentiality is a fundamental condition of my computer system access privileges and employment with NH.

I have read, understood and agree to abide by the following:

- I acknowledge that my username and password is equivalent to my legal signature and is not to be shared with anyone. I will be held accountable for all activity performed under my access account. Upon loss or suspected disclosure of my password to another individual I will immediately inform the appropriate authority as follows:
 - NH staff contact the ITS Service desk at 1-888-558-4357 or e-mail [servicedesk@northernhealth.ca](mailto: servicedesk@northernhealth.ca)
- Upon completion of an access session, I will ensure that the workstation has been properly logged off from the computer systems. I will not leave my workstation logged on and unattended unless locked.
- I will treat all electronically stored data and printed documentation as strictly confidential.
- I will only access data which relates directly to my job functions on a "need-to-know" basis and use such information only for and to the extent required by the business purposes I am authorized to perform.
- I will not access my personal health record or the health record of any member of my family, co-worker or any other individual for whom I am not providing direct care as a requirement of my employment. I understand that I can access my personal health information through other established procedures through the appropriate Health Records Department.
- I will only share personal information with individuals who "need to know" and who are also involved in providing health care services to the patient/client/resident as a requirement of their employment.
- I will use my network access privileges (including Internet and E-Mail) in an ethical and professional manner, for the purpose of NH related business and/or as authorized by policy.
- I will not, by any methods, remove any electronic data or software from any NH facility without proper authorization.
- I understand that all of my computer system activity (e.g. accesses, searches) is monitored and recorded in an audit trail and that random compliance audits will be conducted and potential breaches investigated.
- In the event of a suspected or confirmed privacy or security breach, I will immediately inform the IPO office at 1-866-565-2999 (local 5822) or e-mail privacy@northernhealth.ca
- I hereby acknowledge that failure to comply with these terms can lead to disciplinary action, which may include termination of access, termination of employment, termination of contract, withdrawal of privileges and/or professional sanctions.
- I have reviewed and understand the content contained in the [Information Privacy & Security eLearning Module](#) provided.