



HEALTHe NL HELP PAGES

Other Features

Help Files

Click on any of the help files listed below for information on that topic.

Other Features

- [Change Password](#)
- [Merged Patients](#)
- [Global Menu](#) - New Update May 2016
- [Inactivity Timeout](#) - New Update March 2016
- [My Details Page](#)
 - [My Details Page: Selecting a Worklist to display in the Clinician Homepage](#)
- [Printing](#)
- [Provider Demographic Search](#)
 - [Provider Demographic Search: Searching by Provider's identifier and identifier type.](#)
 - [Provider Demographic Search: Searching by Provider's demographic information](#)
- [My Worklist](#)
 - [Configuring My Worklists](#)
 - [Configuring My Worklists: Renaming "My Worklist"](#)
 - [Configuring My Worklists: Adding or removing columns from my "My Worklist"](#)
 - [Configuring My Worklists: Adding patients to my "My Worklist"](#)

Change Password

[Return to menu](#)

Users can change their password anytime they need it (i.e. users do not need to wait for the password to expire).

To change password click on the “Change Password” link that appears in the Clinical Portal Menu in the Clinician Home Page and the “Password Change” page will open (**Figure 117**).

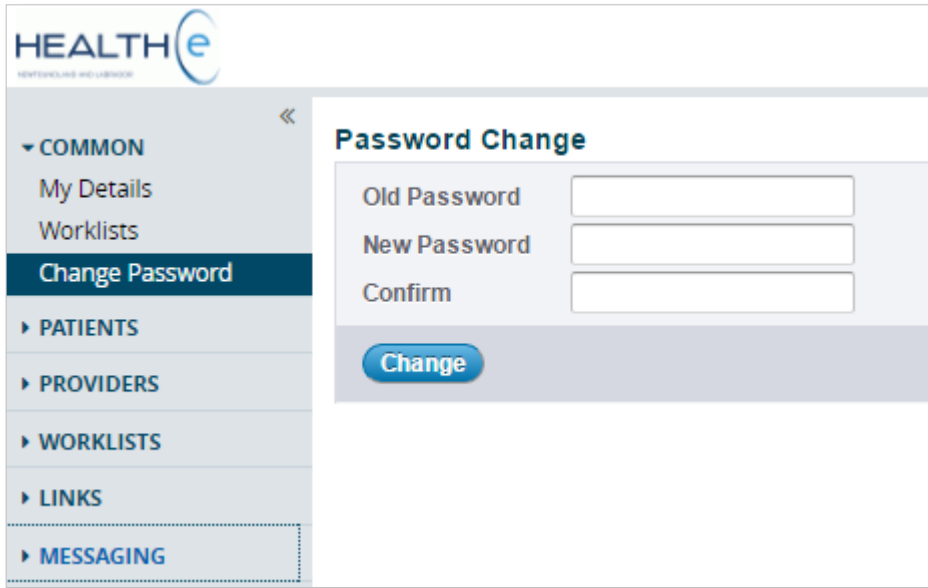



Figure 1: Password Change Page

- The HEALTHe NL collects the Old Password, and then your New Password has to be entered twice (the “confirm” box should *also* contain your new password) (**Figure 117**).
- For your reference password:
 - Must contain numbers, lower and upper cases letters.
 - Must be at least 8 characters and maximum 12 characters.
 - Can contain special characters (i.e. "!#\$%&*()+/-"). No French characters or accents are allowed.
 - User's password can't be the same or reverse as their Username, and should not contain the user's name or initials.
 - Password expires every 180 days.

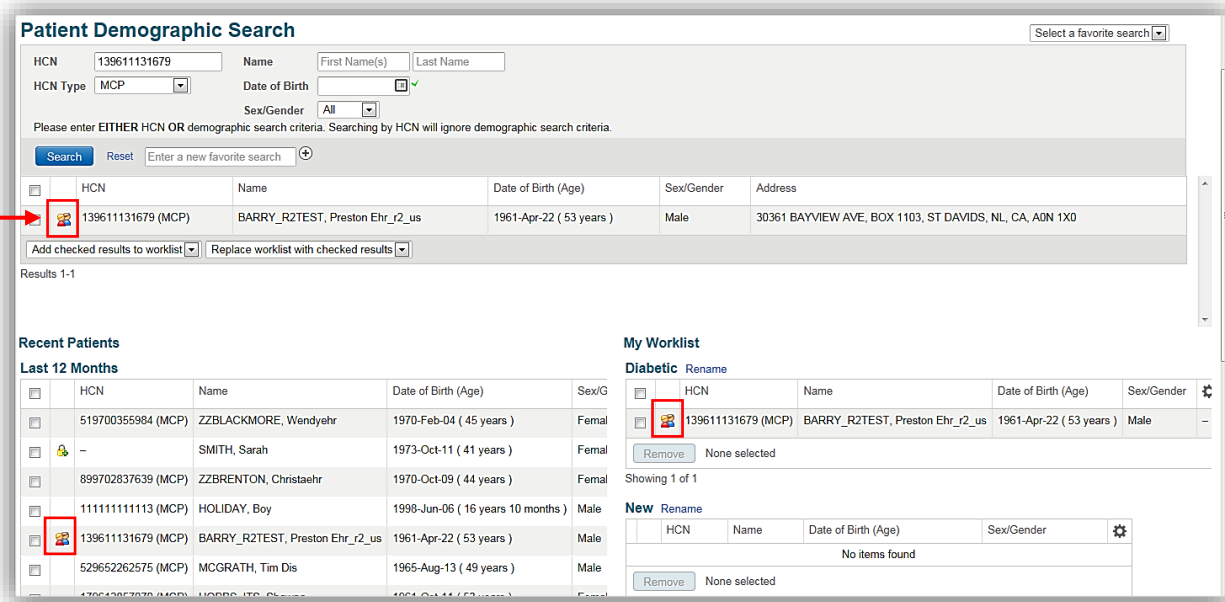
[Return to menu](#)

Merged Patients

[Return to menu](#)



Due to activity in the Client Registry, patient identities may be merged or unmerged. When this occurs, the affected patient appearing in a user's patient list (including any worklists, recent patients list, or a patient search result) will be indicated with an icon, called the merged patient indicator  (Figure 118).

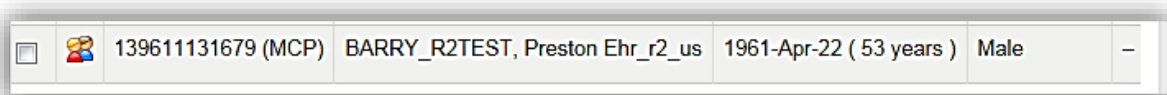
Merged patient indicator →



The screenshot shows the 'Patient Demographic Search' interface. At the top, there are search filters for HCN (139611131679), Name (BARRY_R2TEST, Preston Ehr_r2_us), Date of Birth (1961-Apr-22), and Sex/Gender (Male). Below the search filters is a table of search results. The first result is for HCN 139611131679 (MCP) with a merged patient indicator icon. Below the search results are two worklists: 'Recent Patients' and 'My Worklist'. The 'Recent Patients' worklist shows a list of patients, with the merged patient indicator icon next to the patient with HCN 139611131679. The 'My Worklist' section has a 'Diabetic' worklist, which also shows the merged patient indicator icon next to the patient with HCN 139611131679.

Figure 2: Patient Search Result, Recent Patients worklist and Diabetic Worklist showing merged patient indicator

When the merged patient indicator is present, the patient may not be brought into context by clicking on the patient record appearing in the patient list. The patient must be manually removed from any user worklist (including the recent patients list), and subsequently the user may search again for the patient. These actions cause the merge indicator for the patient to clear, and the patient may be subsequently re-added to any worklists if desired. See section [“Configuring My Worklists: Adding Patient to my worklist”](#) to learn more about how to add patients to a worklist. Note that the merged patient indicator takes precedence over the privacy indicator, see section [“Patient Privacy and Consent”](#) for details about privacy indicator. If a patient has been merged, the user will see the merged patient indicator . When the merged indicator is cleared, then the user may see the lock icon  if the patient has a privacy/consent directive on their profile.



A close-up of a patient record row in a table. The row contains the following information: a checkbox, a merged patient indicator icon, the HCN 139611131679 (MCP), the name BARRY_R2TEST, Preston Ehr_r2_us, the date of birth 1961-Apr-22 (53 years), the sex/gender Male, and a minus sign icon.

Figure 3: Merged Patient Indicator

[Return to menu](#)

Global Menu – **New Update May 2016**

[Return to menu](#)

The **Global Menu** refers to the user's account information and the **Home**, and **Help** options at the top right of the screen (*Figure 120*).

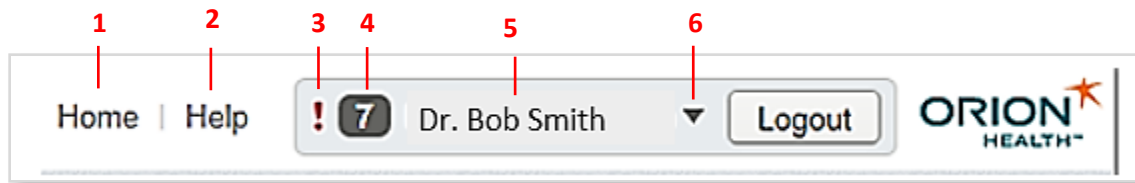
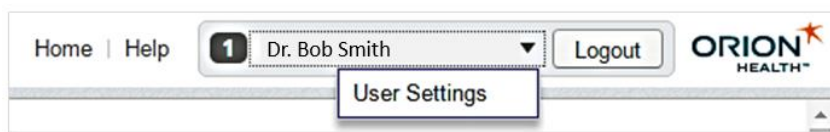


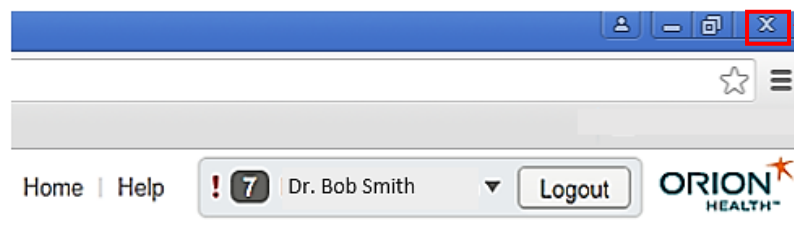
Figure 4: Global Menu

The Global Menu is always accessible from any screen in HEALTHe NL and provides the following functionality (*Figure 120*):

1. **Home:** Displays the Clinician Home Page. If you are already viewing this page, clicking this menu item will refresh the contents of the page. See "[Clinician Home Page](#)" section.
2. **Help:** Displays the online help pages in a pop up window.
3. **!:** If one or more of the results or reports has been identified as critically abnormal (Laboratory Results) or STAT (Diagnostic Imaging Reports) a red exclamation mark ! will appear next to the left of the Messages indicator.
4. **7 Message Indicator** = Displays the number of new messages received in the messaging Inbox.
5. **Account Information:** Displays the name of the user currently logged in.
6. **▼** Clicking on the **drop-down arrow** next to the user name displays user settings option. By clicking on it you will access "My details" page where you can specify your individual user settings. To learn more about this please see section "[My details](#)".



7. **Logout** - will immediately log you out of the system.



Important Note: Using the X button, in the top right of your browser, will close your window but will not log you out of the system

[Return to menu](#)

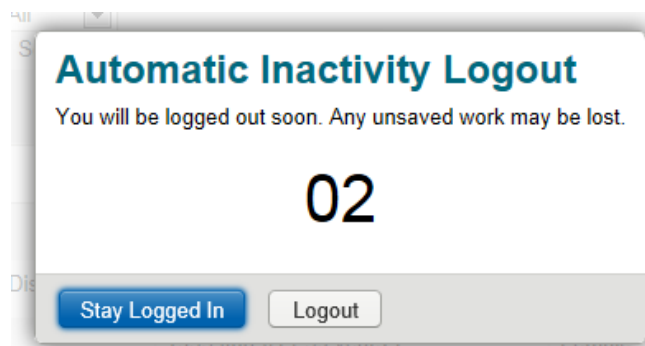
Inactivity Timeout

[Return to menu](#)

New update March 2016

HEALTHe NL global inactivity timeout is **35 minutes**. After this time has elapsed, the system will log you out.

- 60 seconds before the user is automatically timed out, a **warning popup appears** and counts down to zero, at which time the user is logged out and returned to the login page. When this appears, you can select to “Stay Logged in” to go back into HEALTHe NL.



[Return to menu](#)

My Details Page

[Return to menu](#)

The “My Details” page enables you to view basic information about the current user (you): Username, Role I perform (role set up in HEALTHe NL), Inactivity Logout information, and Groups I belong to (Group set up for the user in HEALTHe NL) (**Figure 121**).

Below the **Users** section, it will be displayed the user’s email (If the user provided an email when registering for HEALTHe NL), and Full name will be displayed (**Figure 121**).

In the **Clinician Homepage** section, the user can also select and manage worklists (**Figure 122**). See section [“My Details Page: Selecting a Worklist to display in the Clinician Homepage”](#) to learn more about this.

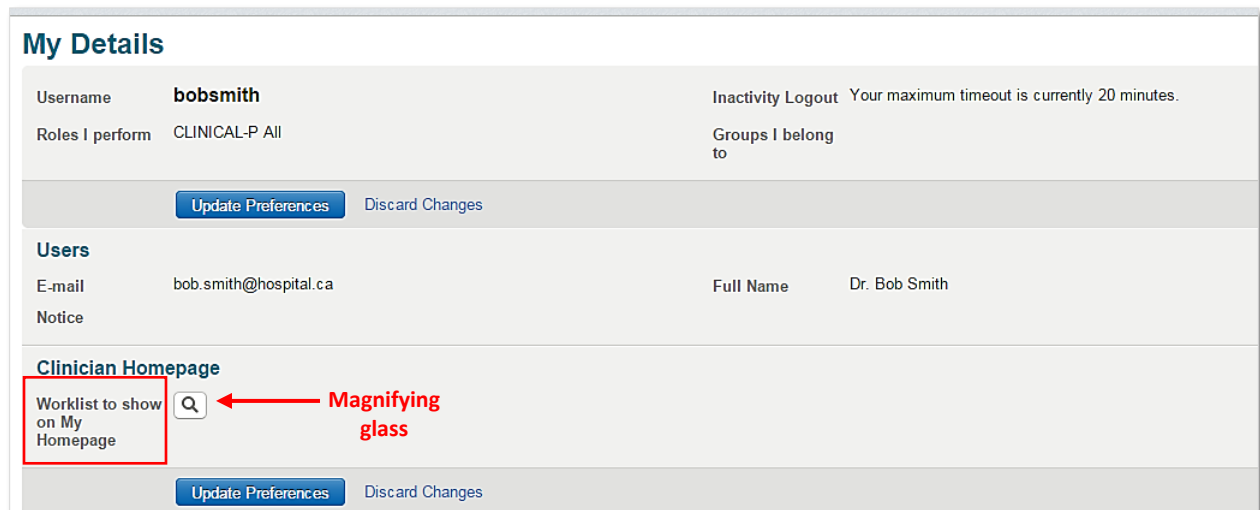


Figure 5: My Details page

[Return to menu](#)

○ **My Details Page: Selecting a Worklist to display in the Clinician Homepage**

[Return to menu](#)

The user can select and manage worklists from “My Details” Page (**Figure 121**).

At present, only one “favourite” worklist can be selected to display on the Clinician Homepage. Otherwise, all worklists will be displayed by default.

To select a favourite worklist:

- Under **Clinician Homepage section**, on “Worklist to show on My Homepage” area, click the magnifying glass icon next to this (**Figure 121**).
- A pop up window will displayed all the worklists available (**Figure 122**). Select the one you want to display on the Clinician Homepage by clicking on it.

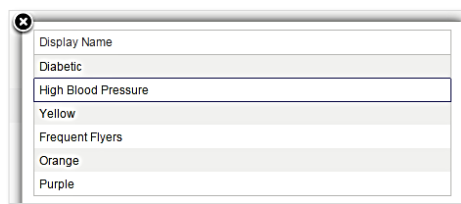


Figure 6: Worklists available

- The pop up window will close and the selected worklist will appear next to the magnifying glass (**Figure 123**).
- Click the “Update Preferences” button. If you forget to click this button the changes won’t be processed.
- Go to Clinician Homepage and only the worklist selected should be displayed.
- **To remove the Worklist** selected and display again all the worklists in the Clinician Homepage, go to “My Details” page and on “Worklist to show on My Homepage” click on the “x” that appears next to the selected worklist name and then click the “Update Preference” button.

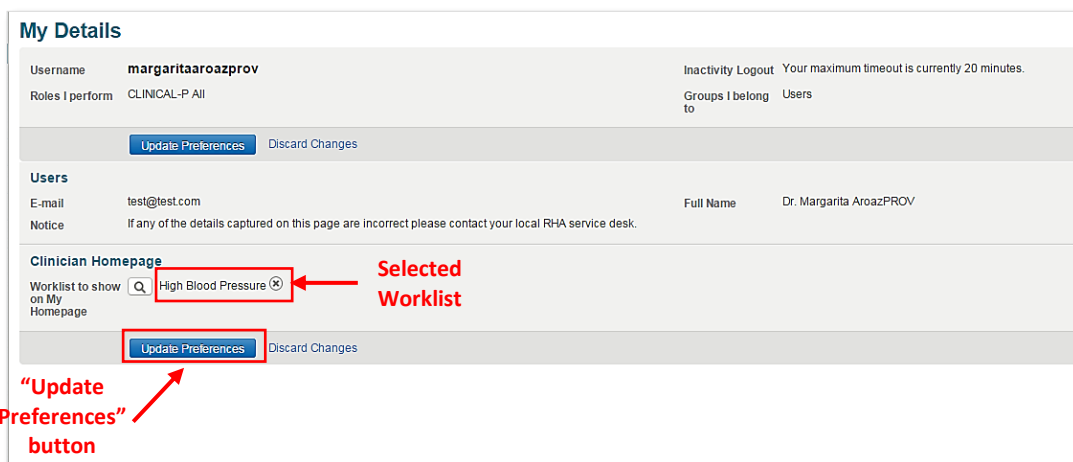


Figure 7: My Details Page displaying the preferred Worklist to be displayed in the Clinician Homepage

[Return to menu](#)

Printing

[Return to menu](#)

On all clinical information HEALTHe NL viewer pages, you will find a [“Printer Friendly Version”](#) link that allows you to print data as needed. The print job will render to a PDF file, which can then be sent to a printer of your choosing (*Figure 124*).

Please note that clicking on the [“Printer Friendly Version”](#) link will not only print the data shown on the screen, but will also provide a print-out of the complete set of data available in the relevant table (i.e. if there is more than one page of results, the Printer Friendly output includes all pages, not just the page on screen when launched).

The print out will also include header and footer information that includes patient identification information (header) and user information (footer) (*Figure 124*).

Patient Identification Information

HCN: 139611131679
 Name: BARRY_R2TEST,PRESTON,EHR_R2_US
 Sex/Gender: Male
 Date of Birth: 1961-Apr-22

Prescription Summary (24 Months; aborted, active, completed, suspended)

Order	Drug	Prescriber	Prescribed	Status	Directions	Prescribed Qty	Qty Remaining
437726	WARFARIN SODIUM						
437724	ICAPS Time Release						
437723	Doak Oil						
437722	Boost Vanilla Liquid						
437701	HYDERM:NYADERM						
437728	WARFARIN SODIUM STR:1 MG	BALL, Justin	2014-Jun-13	completed	TAKE AS DIRECTED	100	0
437724	ICAPS Time Release	BLANCHARD, Angie	2014-Jun-13	completed	TAKE 1 TABLET DAILY	700	600
437723	Doak Oil	BLANCHARD, Angie	2014-Jun-13	completed	USE AS DIRECTED	1200	1200
437722	Boost Vanilla Liquid	BALL, Justin	2014-Jun-13	completed	USE AS DIRECTED	4000	0
437701	HYDERM:NYADERM 1:1 (125)	BALL, Justin	2014-Jun-12	completed	APPLY TO AFFECTED AREA(S) FOUR TIMES A DAY	250	0
437700	Acto-Check Advia Test Strips	BLANCHARD, Angie	2014-Jun-12	completed	USE AS DIRECTED	1216.67	1116.67
437699	FUROSEMIDE STR:40 MG	BALL, Justin	2014-Jun-12	completed	TAKE 1 TABLET DAILY	360	270

User Information

Prepared for Dr. Bob Smith (bobsmith) on 2016-Apr-12 09:44:06

Page indicator (page 1 out of 2 pages)

Page 1 of 2

Figure 8: Printer Friendly Version - Medication Summary Printout Preview

[Return to menu](#)

Provider Demographic Search

[Return to menu](#)

The Provider Demographic search allows the user to search for a healthcare provider using their identifier, and identifier type or demographic information (First & last name, and Provider Type). The Provider Demographic search is available from the Clinical Portal Menu (*Figure 125*).

By default, the Provider Demographic Search returns only “Active” providers. To include “Inactive” providers in your search, uncheck the “Active Only” tick box next to Status (*Figure 125*). By un-checking the box, *both* Active and Inactive providers will be returned.

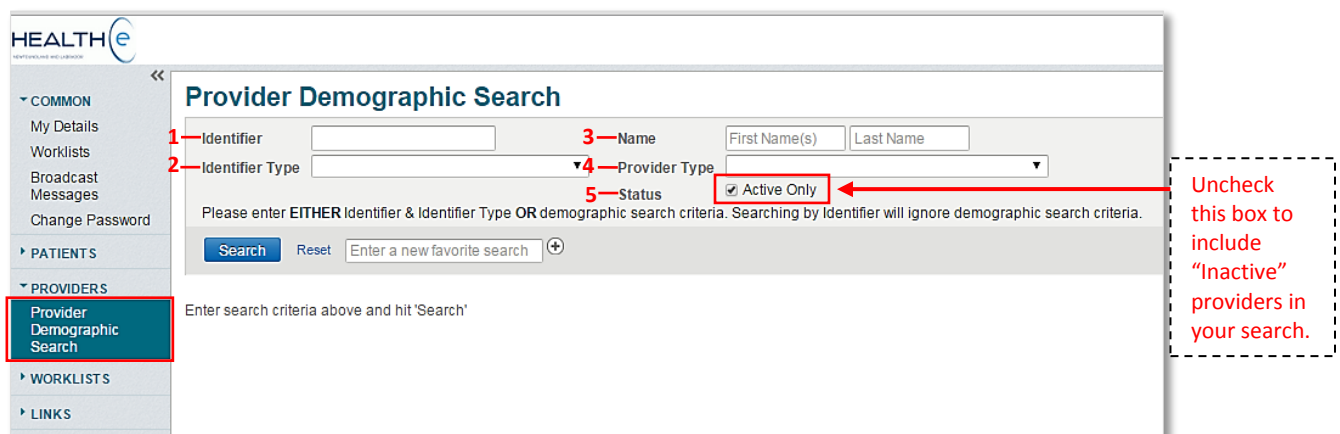


Figure 9: Provider Demographic Search Page

○ Provider Demographic Search: Searching by provider’s Identifier and Identifier Type

1. **Identifier:** It refers to the provider’s license number.
2. **Identifier type:** It denotes which type of provider you are seeking. A dropdown list to select from is displayed when clicking on the arrow next to the identifier Type box (*Figure 126*).

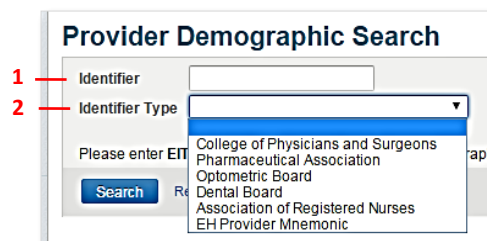


Figure 10: Identifier Type drop down list

When the identifier and Identifier type are entered, click the Search button.

[Return to menu](#)

○ **Provider Demographic Search: Searching by provider’s demographic information**

[Return to menu](#)

3. **Name:** It refers to the provider’s First and last name. *(Figure 127)*.
4. **Provider Type:** It refers to the provider type. A dropdown list to select from is displayed when clicking on the arrow next to the Provider Type box *(Figure 127)*.
5. **Status:** Refers to the status of the provider, “Active “or “Inactive” *(Figure 127)*.

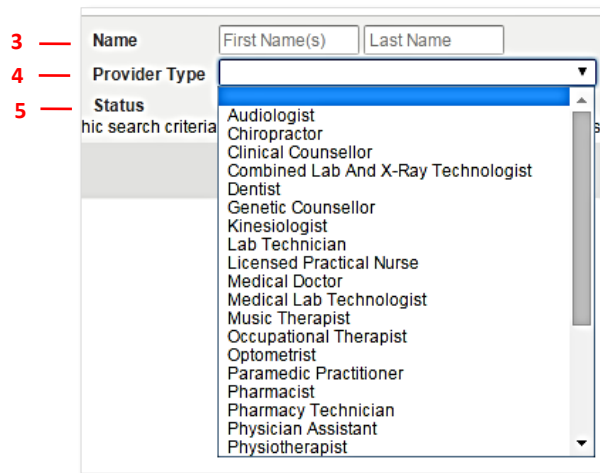


Figure 11: Provider Type dropdown list

Wildcards can also be used to search for a provider (% or *). To use wildcards, you must have a minimum of one character and a wildcard. As well, characters in *both* the first and last name fields are required. For instance to search for a provider with a hyphenated name (i.e. Gail Dicks-O’Keefe) you have to use wild card *(Figure 128)*.

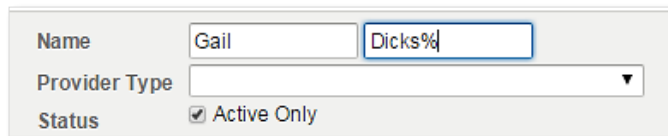


Figure 12: Searching a provider with hyphenated name

Please note:

- A maximum of **100** search results are returned.
- An RN (Registered Nurse) search can occasionally return 2 records for one person as sometimes an RN is also an RNP (Registered Nurse Practitioner) and are registered with two colleges). Therefore, if a user enters a RN/RNP license number for a provider demographic search, they may see two records returned if that provider is a nurse practitioner.
- When searching by provider demographics, the user must:
 - Enter *both* the first and last name; OR
 - Enter both the last name and provider type.

[Return to menu](#)

My Worklists

[Return to menu](#)

HEALTHe NL provides six worklists which can be used to store quick links to patients which are of interest to the user. If a user knows they need to regularly access the same patient, they can manually add them to a worklist. See section “[My Worklist: Adding patients to My worklist](#)” section to learn more about this.

By default these worklists are named Red, Blue, Yellow, Green, Orange and Purple, but can be renamed to something more meaningful by each user (i.e. My Diabetic Patients, High Blood Pressure, etc.) (**Figure 129**). The maximum number of patient records that can be added to each worklists is 100. Once the limit for each worklist is reached, the user will get a message requesting to move a patient in order to add a new one (**Figure 130**).

The screenshot displays a 'My Worklist' interface with six sections, each representing a different color-coded worklist: Red, Blue, Yellow, Green, Orange, and Purple. Each section includes a 'Rename' link, a table with columns for 'HCN', 'Name', 'Date of Birth (Age)', and 'Sex/Gender', and a 'Remove' button. All worklists are currently empty, showing 'No items found' and 'None selected'.

Figure 13: My Worklist



Figure 14: Worklist full message

[Return to menu](#)

o **My Worklists: Configuring My worklists**

[Return to menu](#)

You can configure your worklists by accessing the “Worklists” link via the Clinical Portal Menu on the left-side navigation pane or through the “My Worklist” display on the Clinician Homepage (**Figure 131**).

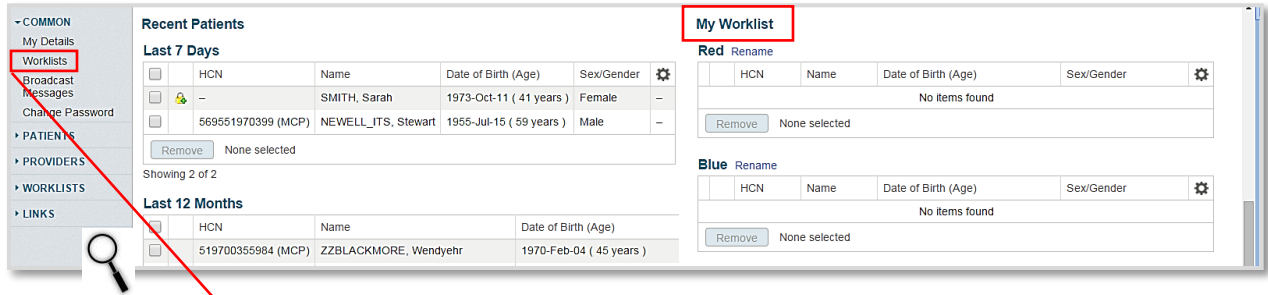
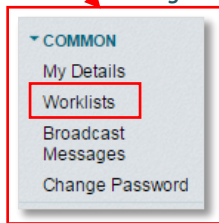


Figure 15: My Worklist displayed in the Clinician Homepage



- **Configuring My Worklists: Renaming “My worklist”**

“My Worklists” can be renamed by the user based on desired function (i.e. “My Diabetic Patients”). To change a worklist name, click on the “Rename” link (**Figure 132**). Once you have clicked on the rename link – you can rename the worklist by typing in a new name in the area where the worklist’s name appears, then click the “Save” link (**Figure 133**).



Figure 16: Rename link - Renaming a Worklist



Figure 17: Save link - Renaming a Worklist

Please note that when renaming a worklist; the name shown on the worklist link, on the Clinical Portal Menu, *will not be updated until the next sign in, or upon refresh* of the page.

[Return to menu](#)

– Adding or removing columns from “My worklist”

[Return to menu](#)

The patient records contained on each worklist by default are displayed in the following format (**Figure 134**):

1. Health Care Number (HCN)
2. Person Name (**Error! Reference source not found.**)
3. Date of Birth (Age) (**Error! Reference source not found.**)
4. Gender (Male, Female, Unknown)



Figure 18: Worklist Format

The worklist format can be adjusted by a user via the Settings icon in the top left corner of the worklist. Upon clicking the Settings icon ⚙️, a popup allows the user to add or remove data elements from the worklist format that have been configured as “optional” by the Clinical Portal administrator. As shown below in **figure 135**, “HCN” and “Name” are not able to be removed from the Worklist Format, whereas “Date of Birth (Age)” and “Gender” are optional.

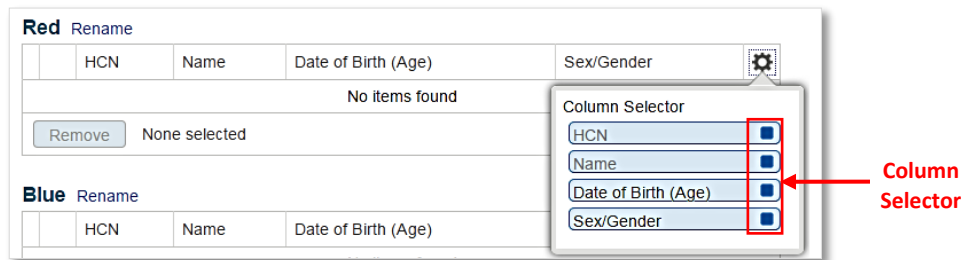


Figure 19: Popup showing configurable data elements in a Worklist

Use the column selector to add or remove columns from your worklists. Please note that each worklist is unique. If you wish to add or remove columns, you will need to adjust each worklist individually.

[Return to menu](#)

– Configuring My Worklists: Adding patients to My Worklists

[Return to menu](#)

There are two ways to add a patient to a worklist:

1. **From a Patient Search:** From the results of a patient search select the checkbox next to the patient's identifier you want to add. Then select the worklist option from either of the two drop-down lists ("Add checked results to worklist", or "Replace worklist with checked results") located at the bottom of the "search" section. Please note that if you can't see the drop down lists you may need to scroll down to the bottom of the "Search" section. There are 6 worklists available to select from: Red, blue, yellow, green, orange, and purple.
 - **Add checked results to worklist:** Add the selected patient names to the top of the worklist without affecting the names which are already on the list. If the results of this action increase the list past the maximum number of 100, you will get a message requesting to move a patient in order to add a new one (*Figure 136*).

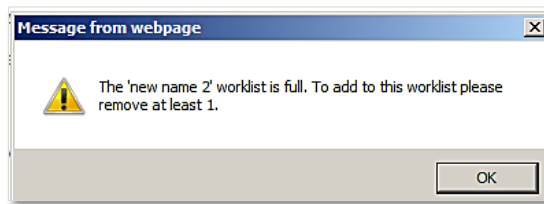



Figure 20: "Worklist Full" message

- **Replace worklist with checked results:** Replaces all patient names in the worklist with the names selected from the patient search.
2. **From the Patient Context Bar:** The patient context bar (see patient Dynamic Summary Section) displayed for a selected patient includes a **Worklist**  icon next to the left side of the patient's MCP number which can be used to manage the user's worklist memberships. To add a patient to a worklist click on the worklist icon, the available worklists will appear, select the box next to the worklist(s) you want to add the patient to. If the patient is currently on a worklist, the flag's background colour will match the colour of the flag associated with that worklist. If the patient is on two or more worklists, the background colour will match the first worklist the patient has been added to, based on the order displayed in the drop down list (red, blue, yellow, green, orange and purple).

Please note that the default sorting in all worklist is by MCP #. However it is possible to sort by "Name", "Date of Birth (Age)", and "Gender" by clicking on the corresponding title.

To see the patient added/ removed to your worklist it has to be refreshed (F5)

- To **remove** a patient from a worklist, check the box to the left of the applicable row and click the "remove" button.

[Return to menu](#)

Navigation to other Patient Search Results

[Return to menu](#)

Only if your HEALTHe NL role is set up to search for a patient by First Name and Last Name you will be able to navigate through other patient search results. When a patient is put into context from the Patient Search Results, the records that were returned in the Patient Search Results remain in memory. In the Patient Context Bar, on the right corner clicking the icon redisplay the list of patient search results or worklist entries, allowing a different patient to be selected.

Additionally, the and icons can be used to change the patient in context to the previous or next patient in the list, respectively. (Figure 137).

Clicking the next to the contexts icon (on the left) closes the Patient Dynamic Summary and it goes back to the previous page the user was using before the patient was brought into context. (Figure 137).

The screenshot shows the 'Patient Summary' page for Sarah SMITH. On the right, a 'Patient Context Bar' is open, displaying a list of search results. A red box highlights the navigation icons: a close button (X), a left arrow, a context menu icon (three horizontal lines), and a right arrow. A red arrow points from the text 'Click here to close the Patient Dynamic Summary' to the close button. Another red arrow points from the text 'Icons to navigate through search results' to the navigation icons. A red arrow also points from the text 'Search Results Patients list' to the list of search results.

Search Results Patients list
SMITH, Sarah DOB 1973-Oct-11 (41 years) SEX/GENDER Female MCP -
HOLIDAY, Boy DOB 1998-Jun-06 (16 years 10 months) SEX/GENDER Male MCP 11111111113
SMITH, Sara Melanie DOB 1999-Jan-23 (16 years 2 months) SEX/GENDER Female MCP -
SMITH, Sara Jean DOB - SEX/GENDER Unknown MCP -
SMITH, Sara DOB - SEX/GENDER Female MCP -
SMITH, Sara Jean DOB - SEX/GENDER Unknown MCP -
SMITH, Sara DOB - SEX/GENDER Female MCP -
HURLEY, Sarah Sandy DOB 1973-Jul-07 (41 years) SEX/GENDER Female MCP 779731899729
SMITH, Sheri Dale DOB 1958-Sep-23 (56 years) SEX/GENDER Female MCP 719582679416
SMITH, Sally Jane DOB 1998-Feb-04 (17 years 2 months) SEX/GENDER Female MCP -
SMITH, Sally Nurstrain DOB - SEX/GENDER Female MCP -
JACK, Cindy Sara DOB 1989-Jan-04 (26 years) SEX/GENDER Female MCP -

Figure 21: Navigation through Search Results in Context

Icons to navigate through search results

[Return to menu](#)