

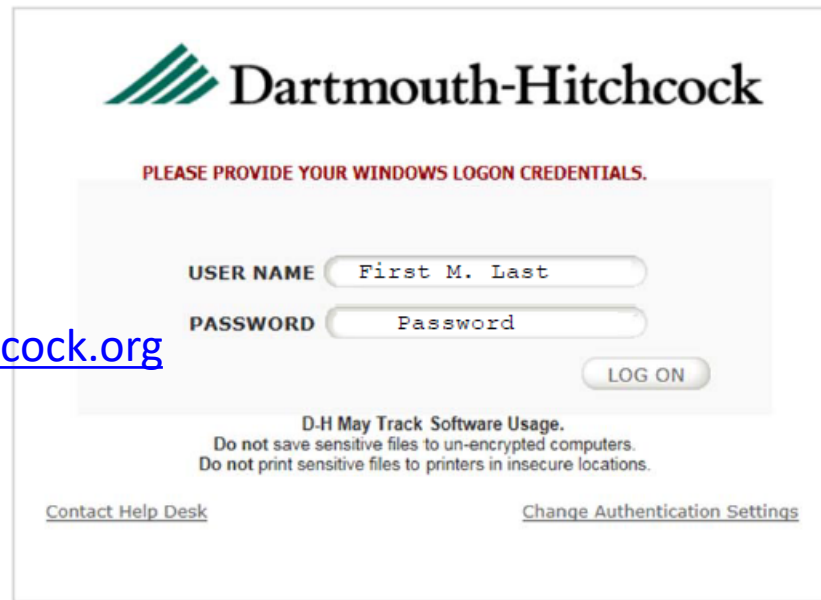
DHconnect orientation



“Through community partnerships, we will achieve providing each person the best care, in the right place, at the right time, every time.”

DHApps – External Citrix Gateway

<https://DHApps.hitchcock.org>



The screenshot shows the Dartmouth-Hitchcock login interface. At the top is the Dartmouth-Hitchcock logo. Below it, a red instruction reads "PLEASE PROVIDE YOUR WINDOWS LOGON CREDENTIALS." The login form contains two input fields: "USER NAME" with the placeholder text "First M. Last" and "PASSWORD" with the placeholder text "Password". A "LOG ON" button is positioned to the right of the password field. Below the form, a notice states "D-H May Track Software Usage. Do not save sensitive files to un-encrypted computers. Do not print sensitive files to printers in insecure locations." At the bottom, there are two links: "Contact Help Desk" and "Change Authentication Settings".

If you see a third field requesting a “TOKENCODE”
Click **Change Authentication Settings** then select
DHconnect and External Users when prompted

Citrix client

- If Citrix client is not used, DHconnect will open within a tab of your browser
- This “light version” of Citrix app does not support printing
- <https://www.citrix.com/downloads/workspace-app> to install
- Full version will open in its own IE browser window

DHconnect Program

- Provides *read-only* EMR accounts that allow *non-DH providers* or their staff to view the *DH electronic records* of *shared patients*
- Over 250 sites and 4000 account holders now
- Patient authorization required, five year expiration, revocable
 - ✓ Additional documentation required for DPOA etc.
 - ✓ Patients have ability to “opt out” with written request

Capabilities

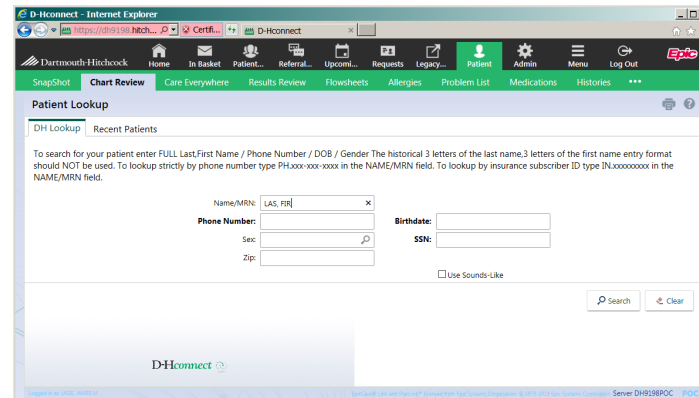
- Access to all DH electronic records through one portal
 - ✓ eDH
 - ✓ Legacy systems – CIS, D-H Concord Centricity, D-H Keene Soarian, Allscripts, APD in progress
- Patient-centric view (one patient at a time)
- Meds, allergies, problem list
- Images, notes, demographic information, scanned documents

Accounts and lists

- Each DHconnect site has its own patient list
- “Managed Access” means that D-H Medical Records adds patients to your list upon receipt of completed revocable authorization form
- Accounts are authorized to access this list
- If you work elsewhere and need a different template, we will create a separate login name and password

Patient Search

- Search My Patients
 - ✓ Click Patient navigation button at top
 - ✓ Use first few letters of last, then first few letters of first, e.g. “LAS, FIR”



The screenshot shows the 'Patient Lookup' interface in an Internet Explorer browser. The browser's address bar shows 'https://dh9150.hitchcock.edu'. The page title is 'D-Hconnect'. The navigation menu includes 'SnapShot', 'Chart Review', 'Care Everywhere', 'Results Review', 'Flowcharts', 'Allergies', 'Problem List', 'Medications', and 'Histories'. The 'Patient' button is highlighted in green. Below the navigation menu, the 'Patient Lookup' section is visible. It contains a search form with the following fields: 'Name/MRN' (containing 'LAS, FIR'), 'Phone Number', 'Birthdate', 'Sex', and 'Zip'. There is also a checkbox for 'Use Sounds-Like'. At the bottom right of the form are 'Search' and 'Clear' buttons. The footer of the page includes the 'D-Hconnect' logo and the text 'Server: DH9158POC'.

SnapShot: Patient Overview/"Face sheet"

The screenshot displays the 'SnapShot' patient overview interface for Patient L. Test. The interface is organized into several key sections:

- Header:** Includes navigation tabs for Patient Snapshot, Clinical Review, Patient Profile, and Scheduling. The patient's name and MRN (60620358-6) are visible.
- Left Sidebar:**
 - Patient Information:** Patient L. Test, 46 year old male, 3/2/1973.
 - ALLERGIES (4 OF 11):** Latex, Canine Protein Containing Products, Cephalosporins, Cis Free Text Allergy.
 - ACCESS ENDS (Never):** 7 more.
- Main Content Area:**
 - Patient:** 15 CAMERON AVE, LEBANON NH 03766-1222.
 - Significant History/Details:** Smoking: Never Assessed; Smokeless Tobacco: Unknown; Alcohol: No.
 - Medical History:** None.
 - Surgical History:** None.
 - Specialty Comments:** None.
 - Family Comments:** None.
 - Care Team and Communications:** Lists PCPs (None) and Regular Care Provider (Unknown).
 - My Last Relevant Note:** There are no notes for this patient that meet the current filters.
- Right Sidebar (Patient Profile):**
 - Allergies:** Latex, Canine Protein Containing Products, Cephalosporins, Cis Free Text Allergy, Cis Free Text Allergy, Gloves, Latex, Latex Dams, Amoxicillin Trihydrate, Bean Pod, Cis Free Text Allergy, Peas.
 - Problem List:** Acute headache, Shoulder pain, Carpal tunnel syndrome, Tinea pedis.
 - Tobacco History:** Smoking Status: Never Assessed; Smokeless Tobacco Status: Unknown.
 - Family History:** Cancer (Cervical Cancer, Liver Cancer).
 - Medications:** Outpatient Medications: vitamin E 400 unit Capsule, ibuprofen 200 mg Capsule, hydrochlorothiazide (HYDRODIURIL) 25 mg tablet.

The interface includes a footer with the URL: <https://dh5021.hitchcock.org/DHconnect/epiccare/PPatSummaryRep.asp?from=snapshot&ReportWidthPx=1110#NULL> and EpicCare® Link and PlanLink™ licensing information.

Patient Header

- Demographic information
- PCP
- Allergies (yellow = severe)
- Access From
- Access Ends



Patient L. Test
Male, 46 y.o., 3/2/1973
MRN: 60620358-6

 **Unknown**
PCP

ALLERGIES (4 OF 11)

- Latex
- Canine Protein Containing Products
- Cephalosporins
- Cis Free Text Allergy
- 7 more

ACCESS ENDS
(Never)

Legacy Records – static viewer

Patient L. Test
Male, 46 y.o., 3/2/1973
MRN: 60620358-6

Unknown PCP

ALLERGIES (4 OF 11)
Latex
Canine Protein Containing Products
Cephalosporins
Cis Free Text Allergy
7 more

ACCESS ENDS (Never)

Surgical History
None

Specialty Comments
None

Family Comments
None

Care Team and Communications
PCPs: None, Type: Regular Care Provider
Unknown, General
No other patient care team members

My Last Relevant Note
There are no notes for this patient that meet the current filters.

Legacy EHR Data
Data from Cheshire-Keene

Dialysis History
None

ADMIN
Manage My Clinic
Login Message
System Message
System Usage
Special Updates
Error Log Management

Acute history
Shoulder
Carpal tu...
Tinea pedis


Tobacco History
Smoking Status: Never Assessed
Smokeless Tobacco Status: Unknown

Family History
Cancer
Cervical Cancer
Liver Cancer

Medications
Outpatient Medications
vitamin E 400 unit Capsule
Ibuprofen 200 mg Capsule
hydrochlorothiazide (HYDRODIURIL) 25 mg tablet
metFORMIN (GLUCOPHAGE) 500 mg tablet
morphine (KADIAN) 100 mg 24 hr capsule
hydrocortisone (WESTCORT) 0.2 % cream
lisinopril (PRINIVIL;ZESTRIL) 10 mg tablet
amoxicillin (AMOXIL) 125 mg chewable tablet
Clinic-Administered Medications

Legacy Records – static viewer

Patient L. Test
Male, 46 y.o., 3/2/1973
MRN: 60620358-6

 **Unknown**
PCP

ALLERGIES (4 OF 11)
Latex
Canine Protein Containing Products
Cephalosporins
Cis Free Text Allergy
7 more

ACCESS ENDS
(Never)

☆ Patient SnapShot

[SnapShot w/Recent Visits](#) [Multi-D Report](#)

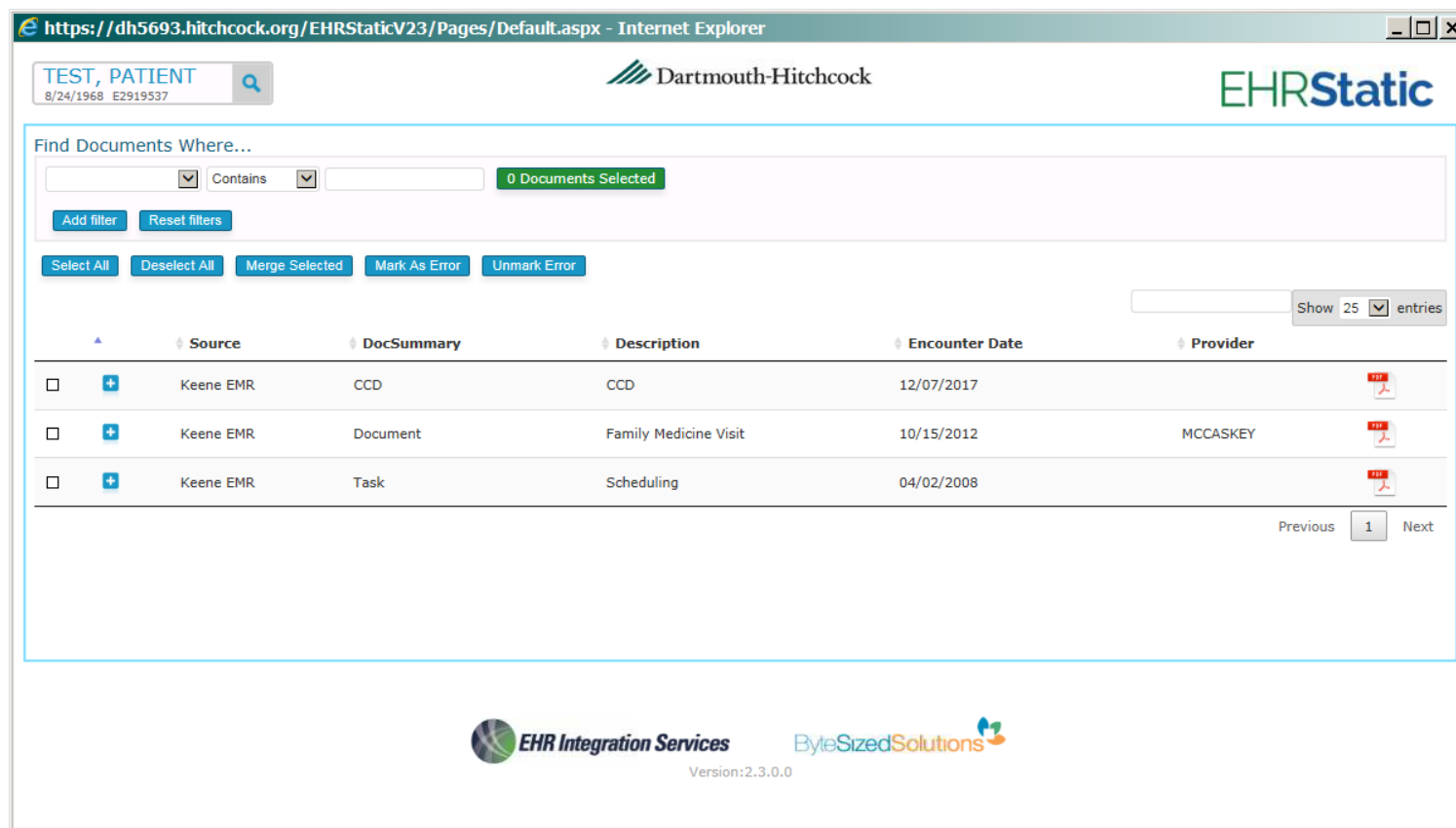
General
No other patient care team members

My Last Relevant Note
There are no notes for this patient that meet the current filters.

Legacy EHR Data
Data from Cheshire-Keene

Dialysis History
None

Legacy Records – static viewer



The screenshot shows the EHRStatic web application interface. At the top, the browser address bar displays the URL: <https://dh5693.hitchcock.org/EHRStaticV23/Pages/Default.aspx>. The page header includes the patient name "TEST, PATIENT" with a search icon, the Dartmouth-Hitchcock logo, and the "EHRStatic" title.

The main content area is titled "Find Documents Where..." and features a search bar with a dropdown menu set to "Contains" and a "0 Documents Selected" indicator. Below the search bar are buttons for "Add filter" and "Reset filters".

Below the search bar are several action buttons: "Select All", "Deselect All", "Merge Selected", "Mark As Error", and "Unmark Error".

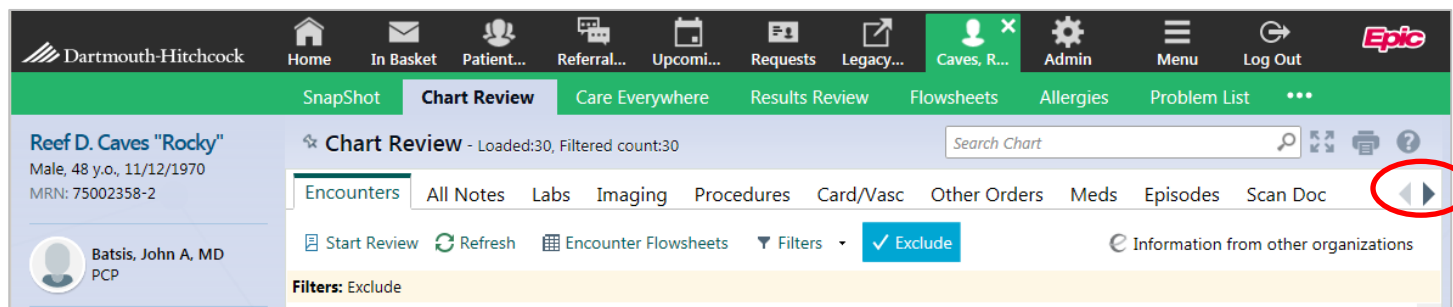
The main data area displays a table of records. The table has columns for "Source", "DocSummary", "Description", "Encounter Date", and "Provider". Each row includes a checkbox and a plus sign icon on the left, and a PDF icon on the right. The records are as follows:

	Source	DocSummary	Description	Encounter Date	Provider
<input type="checkbox"/> +	Keene EMR	CCD	CCD	12/07/2017	
<input type="checkbox"/> +	Keene EMR	Document	Family Medicine Visit	10/15/2012	MCCASKEY
<input type="checkbox"/> +	Keene EMR	Task	Scheduling	04/02/2008	

At the bottom right of the table area, there is a "Show 25 entries" dropdown menu and "Previous" and "Next" navigation buttons.

The footer of the page includes the "EHR Integration Services" logo, the "ByteSizedSolutions" logo, and the version number "Version:2.3.0.0".

Chart Review



The screenshot displays the Epic Chart Review interface. At the top, a navigation bar includes icons for Home, In Basket, Patient..., Referral..., Upcomi..., Requests, Legacy..., Caves, R..., Admin, Menu, Log Out, and the Epic logo. Below this is a secondary navigation bar with tabs for SnapShot, Chart Review (selected), Care Everywhere, Results Review, Flowsheets, Allergies, and Problem List. The main content area shows patient information for Reef D. Caves "Rocky", a 48-year-old male born 11/12/1970 with MRN 75002358-2. The doctor is identified as Batsis, John A, MD, PCP. The Chart Review section is titled "Chart Review - Loaded:30, Filtered count:30" and includes a search bar. A horizontal menu below the search bar lists categories: Encounters, All Notes, Labs, Imaging, Procedures, Card/Vasc, Other Orders, Meds, Episodes, and Scan Doc. A red circle highlights the left and right arrow navigation icons at the end of this menu. Below the menu are buttons for Start Review, Refresh, Encounter Flowsheets, Filters, and Exclude (checked). A yellow banner at the bottom indicates "Filters: Exclude".

Chart Review: Scan Doc

Reef D. Caves "Rocky"
Male, 48 y.o., 11/12/1970
MRN: 75002358-2

Batsis, John A, MD
PCP

ALLERGIES (5 OF 12)
Biotin-keratin
Peanut
Acetazolamide
Bromperidol Lactate
Bupivacaine-epinephrine
7 more

Active Treatment/Therapy Plans

ACCESS ENDS
(Never)

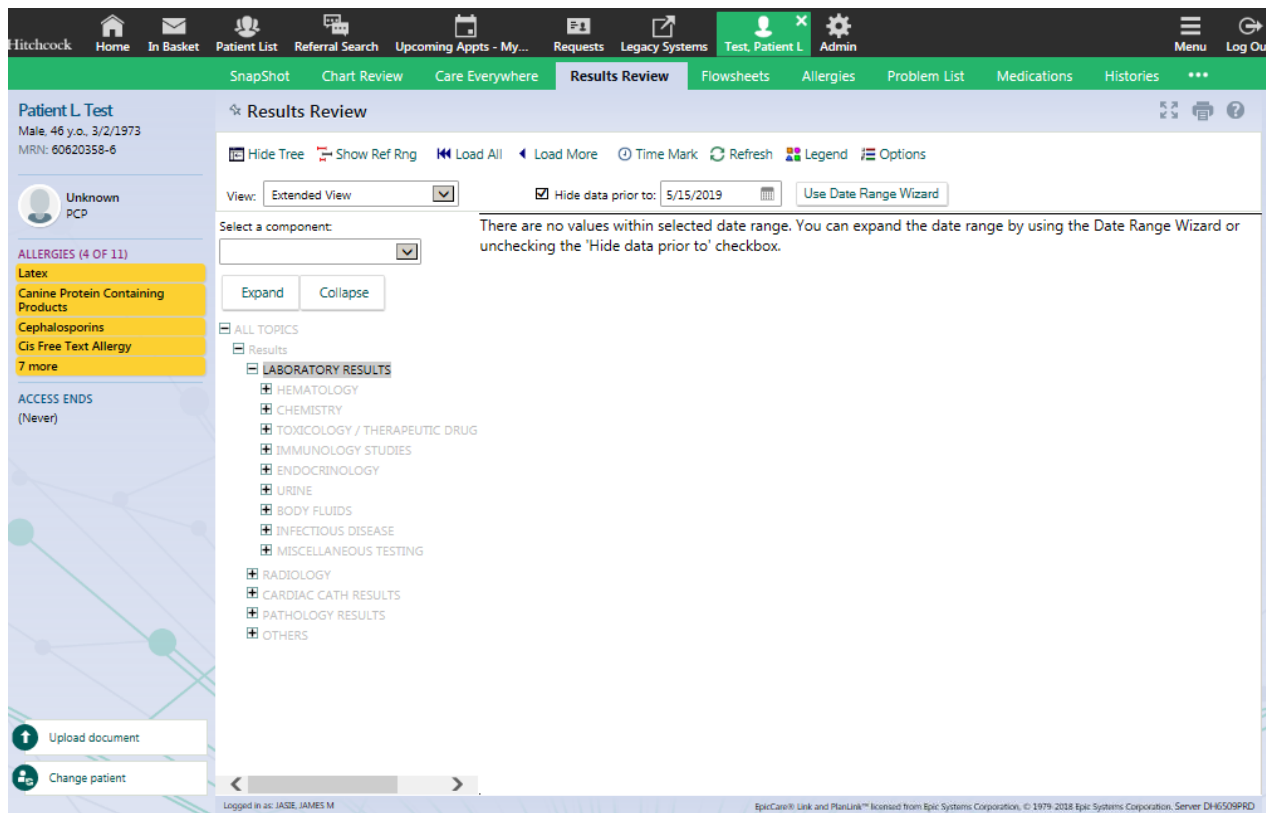
Chart Review - Loaded:3 Search Chart

Card/Vasc Other Orders Meds Episodes **Scan Doc** Letters Referrals Adv Care Notes Adv Directive

<input type="checkbox"/>	Date/Time	Document Date	Document Type	Description	Enc Date	File Attached to
<input type="checkbox"/>	05/10/2019 11:21		HIPAA Notice of Privacy			Patient
<input type="checkbox"/>	05/10/2019 11:21		Consent - DH Outpatient - APD			Patient
<input type="checkbox"/>	01/31/2018 14:03	01/31/2018	Part 2 Authorization for ACE	Focused AVS		Patient

Logged in as: JAGIE, JAMES M. EpicCare® Link and PageLink® licensed from Epic Systems Corporation. © 1979-2019 Epic Systems Corporation. Server DH9198POC POC

Results Review



The screenshot displays the 'Results Review' interface for a patient named 'Patient L. Test'. The interface includes a top navigation bar with options like Home, In Basket, Patient List, Referral Search, Upcoming Appts, Requests, Legacy Systems, Test, Patient L, and Admin. Below this is a secondary navigation bar with tabs for Snapshot, Chart Review, Care Everywhere, Results Review (selected), Flowsheets, Allergies, Problem List, Medications, and Histories.

The main content area is titled 'Results Review' and features a 'Hide Tree' button, 'Show Ref Rng', 'Load All', 'Load More', 'Time Mark', 'Refresh', 'Legend', and 'Options' buttons. A 'View' dropdown is set to 'Extended View'. A checkbox for 'Hide data prior to: 5/15/2019' is checked, with a 'Use Date Range Wizard' button next to it. Below this, a message states: 'There are no values within selected date range. You can expand the date range by using the Date Range Wizard or unchecking the 'Hide data prior to' checkbox.'

The left sidebar shows patient information: 'Patient L. Test', 'Male, 46 y.o., 3/2/1973', 'MRN: 60620358-6', and 'Unknown PCP'. It also lists 'ALLERGIES (4 OF 11)': Latex, Canine Protein Containing Products, Cephalosporins, and Cis Free Text Allergy, along with 'ACCESS ENDS (Never)'. At the bottom of the sidebar are 'Upload document' and 'Change patient' buttons.

The main content area displays a tree view under 'ALL TOPICS' with 'Results' expanded. The tree includes 'LABORATORY RESULTS' (with sub-items: HEMATOLOGY, CHEMISTRY, TOXICOLOGY / THERAPEUTIC DRUG, IMMUNOLOGY STUDIES, ENDOCRINOLOGY, URINE, BODY FLUIDS, INFECTIOUS DISEASE, MISCELLANEOUS TESTING), 'RADIOLOGY', 'CARDIAC CATH RESULTS', 'PATHOLOGY RESULTS', and 'OTHERS'. The 'Expand' and 'Collapse' buttons are visible next to the 'LABORATORY RESULTS' category.

At the bottom of the interface, it shows 'Logged in as: JASE, JAMES M' and 'EpicCare® Link and PlanLink™ licensed from Epic Systems Corporation, © 1979-2018 Epic Systems Corporation, Server DH6509PRD'.

Flowsheets

The screenshot shows the D-Hconnect interface in Internet Explorer. The top navigation bar includes icons for Home, In Basket, Patient..., Referral..., Upcomi..., Requests, Legacy..., Test Pat..., Admin, Menu, and Log Out. Below this is a secondary navigation bar with tabs for Snapshot, Chart Review, Care Everywhere, Results Review, Flowsheets (selected), Allergies, and Problem List. The main content area is titled 'Flowsheets' and contains a search box with a magnifying glass icon. A red box highlights this search box with the text: "Start typing in search box, or click magnifying glass for a list".

On the left side, there is a sidebar for 'Lab Test Patient' (Male, 26 y.o., 11/11/1992, MRN: 65164712-5) and 'ALLERGIES' (Amoxicillin). At the bottom left, there are buttons for 'Upload document' and 'Change patient'. The bottom status bar shows 'Logged in as: JASIE, JAMES M' and 'EpicCare® Link and PlanLink™ licensed from Epic Systems Corporation. © 1979-2018 Epic Systems Corporation. Server DH6509PRD'.

A dropdown menu is open, titled 'Please make a selection'. It contains a search box and a 'Search' button. Below the search box is a table of search matches:

Flowsheet Name	Flowsheet ID
*AMB VITALS (LAST VISIT VALUE)	23
VITALS, IPHAM (ADULT)	257
...	...
AMB CONTINUING CARE ASSESSMENT	711
AMB NEU VAGAL NERVE STIMULATOR SETTINGS	565
AMB PEDIATRIC ASO SCREENING	586

At the bottom of the dropdown menu, it says '50 records loaded' and 'load more'. A red box highlights the 'load more' link with the text: "Click Load more to show more choices...". There is also a 'Cancel' button in the bottom right corner of the dropdown menu.

Chart Review

- Care Everywhere is information from HIEs
- May or may not include data:
 - ✓ Check mark indicates information is accessible, no check means something is available from another source, but not accessible in DHconnect

Site Ongoing Responsibilities

- Ensure confidentiality and appropriate usage
- Inform DH about *DHconnect* accounts (additions and deletions)
- Validate appropriate account holders
- Review audits
- Train users

User Accounts

- New accounts can be requested at any time
- Dartmouth-Hitchcock must also be notified of terminated employees with DHconnect access in a timely manner
- Sites also train their own users
 - “Train the Trainer” sessions are given by Dartmouth-Hitchcock upon becoming a *DHconnect* Site

Auditing Process

- Site will receive a list of DHconnect accounts to verify appropriate usage of the system (quarterly)
 - Need to verify accounts are valid and appropriate
- Dartmouth-Hitchcock ROI will audit usage
 - Need to verify patients records are being accessed appropriately by staff

Support

- Available weekdays 8 am – 5 pm
- No on-call
- No weekend/off hours support
- over 4,000 users
- If clinical staff need information, they can request the clinical information they need from HIS/Connection Center

Contact Information

DHconnect issues and requests

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DHconnect@Hitchcock.org

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Regional Information Systems Contact Information

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