DHIN ProAccess 5.6
Quick Reference User Guide

Before You Log In to DHIN

DHIN logs all system activity; activities performed using DHIN will be monitored on a routine basis to identify and protect against misuse.

Misuse of DHIN includes accessing or viewing information on a relative or acquaintance with whom no clinical relationship or need-to-know exists; i.e. parent, sibling, child (even under 18 years of age), spouse, significant other, co-worker, neighbor, etc.

Evidence of misuse will be provided to law enforcement officials and may be subject to criminal prosecution by the State of Delaware as a Class D Felony punishable by up to eight (8) years imprisonment, fines and penalties for each offense, and result in immediate termination of DHIN access.

Log In to DHIN

To enter the DHIN web-based network, open an Internet connection and type: https://five.dhin.net.

In the login window, enter your Username and Password. The DHIN Splash page will appear. This is the location where important announcements will be posted.

Click on the ProAccess link under Menu. The Clinical Inbox appears automatically, if you are set up with an Inbox.

Displaying Results, Reports and Face Sheets

Displaying results is usually as easy as a single click on a listing. In the **Clinical Inbox**:

1. Click on the patient name in the **Inbox List** section. Details appear in the **Entry Detail** section at the bottom of the window.
2. To navigate to the previous or the next report, click **Previous** or **Next** buttons

In the **Patient Chart** tabs:

1. Click on the date of the result, report or face sheet on the left side of the screen.

Access Patient Charts Using Patient Search

Basic Patient Search (**Quick Search**) occurs throughout ProAccess, most prominently on the top left side of your screen.

1. In the **Name**, **MRN**, **SSN** or **DOB** field, enter one of the following:
   - One or more letters of the beginning of the patient's last name. ProAccess searches for partial matches.
   - One or more letters of the beginning of the patient's first name and last name. ProAccess searches for partial matches, including nicknames and aliases. For example, a search for "Rob" produces variants such as "Bob."
   - One or more digits from the beginning or end of the patient's Medical Record Number. ProAccess searches for partial matches. For example, "1234" could be the first or last digits of the MRN.
   - The entire Social Security Number or a partial number beginning with the last digits. For example, "1234" will produce matches with the last four digits of the patient's Social Security Number.
   - Date of birth (in MM/DD/YYYY format, including slash marks).
2. Use the **Advanced Search** fields, such as Address, etc. to limit the records returned.
3. Click **Enter**. The **Search Results** list displays.
4. Click on the patient you want. The **Patient Chart** opens to the **Encounters** tab.

Breaking Glass to View Patients

If security settings prevent you from accessing a patient, and your user rights allow for it, you can use the break glass feature to provide expanded viewing: first during **Search**; or second from **Patient Chart** tabs.

When doing a search, if a patient does not appear in the **Search Results** list, but you believe they are in the system, click **Break Glass** in the top-right corner of your screen. Patients you were previously blocked from seeing may now appear in the **Search Results** list with the **Break Glass** icon.

1. In the **Search Results** list, click a patient name with the icon in the left column. The **Confidentiality Alert** dialog displays.
2. Select the appropriate patient access option:
   - One-time Only Access
   - Long Term Access
3. In the **Reason** list, indicate why you must access the patient's record. After completing the **Confidentiality Alert** window, the patient's **Encounters** tab appears.
4. Click on the record you want to view. The detail view of the record opens to the **Encounters** tab. You can view patient records to the level that your break glass settings allow, until the relationship you have created with the patient has been removed.

You can also break glass once in **Patient Chart** tabs. If the **Break Glass** icon is activated, (not grayed out), click the **Break Glass** icon in the upper right corner of your screen. Answer the questions in the **Confidentiality Alert** dialog as described above.

Access Patient Charts from the Clinical Inbox

1. Click a patient name. Detailed information for that result appears in the **Entry Detail** section below.
2. Click to display the entire **Patient Chart View** as determined by user access rights.
3. To access face sheets, results or reports in the patient chart directly from the **Inbox List** section, click on the face sheets, results or reports icon in the **Type** column. For example, click to view lab results in the **Tests** tab.

Forward a Result or Report

1. From the **Clinical Inbox**, you can forward face sheets, results or reports.
2. In the **Inbox List** section, click on the patient name of the face sheet result or report that you want to forward.
3. Click **Forward** in the **Entry Detail** section.
4. In the **Organization** list, select the provider's primary organization and click **Search**.
5. In the **Search Results** list, check ☑ to select a recipient. You may only choose one recipient.
6. Type any comments or other necessary information In the **Add Comments** box. This becomes part of the record's forward history. Click **Forward**. A message indicates that forwarding was successful.
7. To display the forwarded sender and recipient, click **View Forward History** in the **Entry Detail** section of the result.

Displaying Basic Patient Information

In the **Entry Detail** section of the **Clinical Inbox** and on all **Patient Chart** tabs, hover over the **Badge** icon 📇 to display basic demographic and insurance information.

Identifying Out-of-Range Results

If a result is higher or lower than the reference range, H, L, HIGH, LOW, or ABNORMAL appears in the result. Abnormal results are indicated by a 🔴 in the **Inbox List** section and **Patient Chart** tabs.

Remove Results from the Clinical Inbox

1. Select ☑ by each record that you want to remove.
2. Click **Remove**. Records are removed only from your **Inbox**. The records can still be accessed by users with proper access rights in the **Patient Chart**. Results are removed automatically according to the setting in User Preferences.

Sorting Records

Any time you see a list, you can sort records. Click a column name (such as LAST NAME) to sort records by that column's data. Arrows next to a column name indicates records sorted in ascending ⬆ or descending ⬇ order. Click the column name to change between ascending and descending order.

Filter Records to Narrow Results

In the **Clinical Inbox** or **Patient Chart** tabs, you find menus that allow you to filter the records for relevance.

1. To limit results in the **Inbox**, select the desired criteria from the drop-down lists and click 🔍Filter if necessary.
2. To return to all results, select "All" from each list and click 🔍Filter again.

Edit Columns

Where you have lists in the ProAccess application, you have the ability to edit which columns display and in what order they display.

1. Click **Edit Columns**.
2. In the **Edit Columns** window, select ☑ each column that should appear in the list.
3. To change the display order of the selected columns, click and hold the column name, then drag-and-drop the column name into the order you want.

4. Click **OK**.

Printing

You can print individual results from many locations, including all of the **Clinical Inbox** and **Patient Chart** tabs.

1. Click the record that you want to print.
2. At the top of the screen, click **Print** 🖨.

In the **Print** dialog box, select any printing options and click **OK**.

Patient Information Tab

The **Patient Information** tab shows you the basic information about a patient—without clinical information. This includes the following data regarding a patient.

- Demographics
- Responsible party
- Emergency contact
- Insurance
- MRN and source of the MRN
- Linked patient records
- Providers who broke glass

This tab allows users who have limited access rights to view only demographic information when needed, without accessing clinical data.

Face Sheets Tab

The **Face Sheets** tab shows you the basic admission information about a patient—including clinical information such as the reason they have been admitted and allergies they are known to have. Additionally, basic personal information is included. Unlike the **Encounters** tab, the **Face Sheets** tab shows only admissions records.

Encounters Tab

The **Encounters** tab displays data that is organized according to a patient's in-person visits at healthcare providers. This data includes the names of physicians, admission and discharge dates, results, and reports. By viewing the patient records by encounter, it is possible at a glance to see a history of the patient's care and how decisions were made in their behalf.

Reports Tab

The **Reports** tab shows transcription reports. The left column displays the report dates for all report types.

- Use these menus to limit the records appearing in the encounters list: **Type**, and **Date Range**.
- To display all reports for a specific date, click that date in the list.
- To print test results for the selected encounter, click the **Print** icon.

Tests Tab

The **Tests** tab displays test result data. Tests are listed on the left and results are displayed in the viewing pane.

Select the date to view the test results.