

ProAccess Administrative Training



You are important!

- Communication
 - Serve as the point of communication for your practice.
- Maintain user lists
 - Keep your staff list up to date.
- HIPAA Compliance
 - File a copy of the Confidentiality & Non-Disclosure Agreement for each DHIN user.
 - Run management reports to ensure compliance.

Your Responsibilities

- Password Resets
- Terminating Users
- Adding Users
- Auditing (Printing Management Reports)



Log In



Health Information and Electronic Data Interchange



Username

Password

LOG IN

RESET PASSWORD

- Go to <https://five.dhin.net>.
- On the home page, type in your Username and Password to access the system.

Welcome to the the Delaware Health Information Network (DHIN) – a service designed to provide for the secure, fast, and reliable exchange of health information among the many healthcare providers and practitioners treating patients in the State of Delaware.

Powered by
MEDICITY™

Click on “ProAccess”



Health Information and Electronic Data Interchange



ProAccess

Logout



News and Updates

- Using Internet Explorer 10?
Please be advised that the current version of ProAccess is not compatible with IE10. In order to continue using ProAccess, you will need to remove the IE10 update. A restart will be required and the s...

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MEDICITY™

Go to Maintain → Users

The screenshot shows a medical software interface. On the left is a sidebar with a logo for '5th Anniversary DHN' and a 'PATIENT SEARCH' section. Below the search section are links for 'Print', 'Maintain', 'My Links', and 'Preferences'. The 'Maintain' link is highlighted. In the main content area, there is a 'Welcome, Johnny Test' message, followed by filter dropdowns for Facility, Type, Viewed, Abnormals, and Patient Class. Below these is an 'INBOX LIST' section with a table header: PATIENT NAME, VIP, FLAG, TYPE, DESCRIPTION. The table is currently empty, with the text 'No records to display. Changing filter may return records.' Below the table is an 'ENTRY DETAIL' section. A 'Users' button is located in the sidebar area, and a yellow arrow points to it from the right.

5th Anniversary
DHN
Delivering Health Information Forward

PATIENT SEARCH

MRN, Name, SSN or DOB

Search Search Advanced

Wed. 04/10/13
Clinical Inbox (0)

Print
Maintain
My Links
Preferences

Welcome, Johnny Test

Facility Type Viewed Abnormals Patient Class

All All All All All Filter

INBOX LIST

Fax Remove Edit Columns

PATIENT NAME	VIP	FLAG	TYPE	DESCRIPTION
No records to display. Changing filter may return records.				

ENTRY DETAIL

Users

Password Reset

1. To locate the user, enter the user's name in one or both **Name** fields.
2. Click the blue **Search** button at right.
3. Select the user by clicking on their name.

Welcome, Johnny Test

User Maintenance

Organization: Test Org, Role: All, User ID: [], Last Name: test, First Name: [], NPI: []

[Search](#) [New](#)

User ID	Last Name	First Name	Prov. NPI	Org. NPI	Organization Name	Role	Last Login	Effective Date	Termination Date	Lock Date
jtest1	Test	Johnny		1234568523	Test Org	Standard Staff	04/10/2013 1:13p	04/10/2013 12:55p		

Password Reset

- Click on the Authentication tab in the user's profile.
- If the user is not someone you know or work with, first ask the **Challenge Questions** to verify the user's identity.




User Authentication

Information | **Authentication** | Features | Rights | Provider Mapping | Delivery Rules

Submit | Cancel * Required

Organization: Test Org Parent Organization: DHIN Settings Copied when Copy Defaults Selected
Top Level Organization: DHIN

User ID: jtest2

<p>New Password  Confirm New Password</p> <p><input type="text"/> <input type="text"/></p> <p><input type="button" value="Reset to Org Default"/></p> <p><input type="checkbox"/> Password Reset</p>	<p>Effective Date  Valid Until</p> <p>3/22/2012 10:55:16 AM <input type="text"/> 7/9/2013 6:15:52 PM <input type="text"/></p> <p>Term Date  Lock Date</p> <p><input type="text"/> <input type="text"/> 04/10/2013 <input type="text"/></p> <p>Reason Reason</p> <p><input type="text"/> Too many failed login attempts</p>
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Challenge Questions and Answers

Please take a few moments to set up your security questions and create a new password. The questions are for your safety. They are used to verify your identity if you call for assistance.

Question	Answer
What was your favorite childhood pet's name?	Butterball
What is the name of the High School you graduated from?	Hard Knocks

Password Reset

If the user remembers their password, highlight and delete the Lock Date and Reason in red, then click **Submit**.

User Authentication

Information Authentication Features Rights Provider Mapping Delivery Rules

Submit Cancel * Required

Organization: Test Org Parent Organization: DHIN Settings Copied when Copy Defaults Selected
Top Level Organization: DHIN

User ID: jtest2

New Password	Confirm New Password	Effective Date	Valid Until
<input type="text"/>	<input type="text"/>	3/22/2012 10:55:16 AM	7/9/2013 6:15:52 PM
<input type="button" value="Reset to Org Default"/>		Term Date	Lock Date
<input type="checkbox"/> Password Reset		<input type="text"/>	04/10/2013
		Reason	Reason
		<input type="text"/>	Too many failed login attempts

Challenge Questions and Answers

Please take a few moments to set up your security questions and create a new password. The questions are for your safety. They are used to verify your identity if you call for assistance.

Question	Answer
What was your favorite childhood pet's name?	Butterball
What is the name of the High School you graduated from?	Hard Knocks

Password Reset

If the user does not remember their password, complete one of the following steps:

1. If you do not know the Org Default password, or would like to assign a unique password to the user, manually clear the text in red and enter a new password in both password fields. Click **Submit**.

OR

2. Click on the **Reset to Org Default** button to change the password to the default password initially assigned to your organization. This will clear the red Lock Date and Reason. Click **Submit**.

Please note, passwords must be at least 8 characters, with at least 1 number and 1 letter. Also, it cannot be one of the last 3 passwords previously used.

The screenshot displays the 'User Authentication' interface for a user with ID 'jtest2'. The interface includes tabs for Information, Authentication, Features, Rights, Provider Mapping, and Delivery Rules. Below the tabs are 'Submit' and 'Cancel' buttons. The user's organization is 'Test Org', with a parent organization of 'DHIN'. The user's effective date is 3/22/2012 10:55:16 AM, and the valid until date is 7/9/2013 6:15:52 PM. The lock date is 04/10/2013, and the reason for the lock is 'Too many failed login attempts'. The interface also features a 'Reset to Org Default' button and a 'Password Reset' checkbox. Two orange arrows point to the 'New Password' and 'Confirm New Password' fields (labeled '1.') and the 'Reset to Org Default' button (labeled '2.').

User Authentication

Information Authentication Features Rights Provider Mapping Delivery Rules

Submit Cancel * Required

Organization: Test Org Parent Organization: DHIN Settings Copied when Copy Defaults Selected
Top Level Organization: DHIN

User ID: jtest2

New Password Confirm New Password

Effective Date 3/22/2012 10:55:16 AM Valid Until 7/9/2013 6:15:52 PM

Term Date Lock Date 04/10/2013

Reason Too many failed login attempts

Reset to Org Default

Password Reset

Challenge Questions and Answers

Please take a few moments to set up your security questions and create a new password. The questions are for your safety. They are used to verify your identity if you call for assistance.

Question	Answer
What was your favorite childhood pet's name?	Butterball
What is the name of the High School you graduated from?	Hard Knocks

Terminating Users

- Terminating a Provider
 - Providers are removed by DHIN only.
 - Please complete a Provider Change Form to complete this process.
 - The form can be found in your DHIN folder or online at <http://dhin.org/healthcare-providers/provider-change-information>.
- Terminating a User
 - Users can be removed by the DHIN Admin User.
 - Once you complete the termination process, notify your DHIN Provider Relationship Manager so they can complete the last step of the termination process.

Terminating Users

1. Enter the user's name in one or both **Name** fields.
2. Click the blue **Search** button at right.
3. Select the user by clicking on their name.

Welcome, Johnny Test

User Maintenance

Organization: Test Org | Role: All | User ID: | Last Name: test | First Name: | NPI: | Search | New

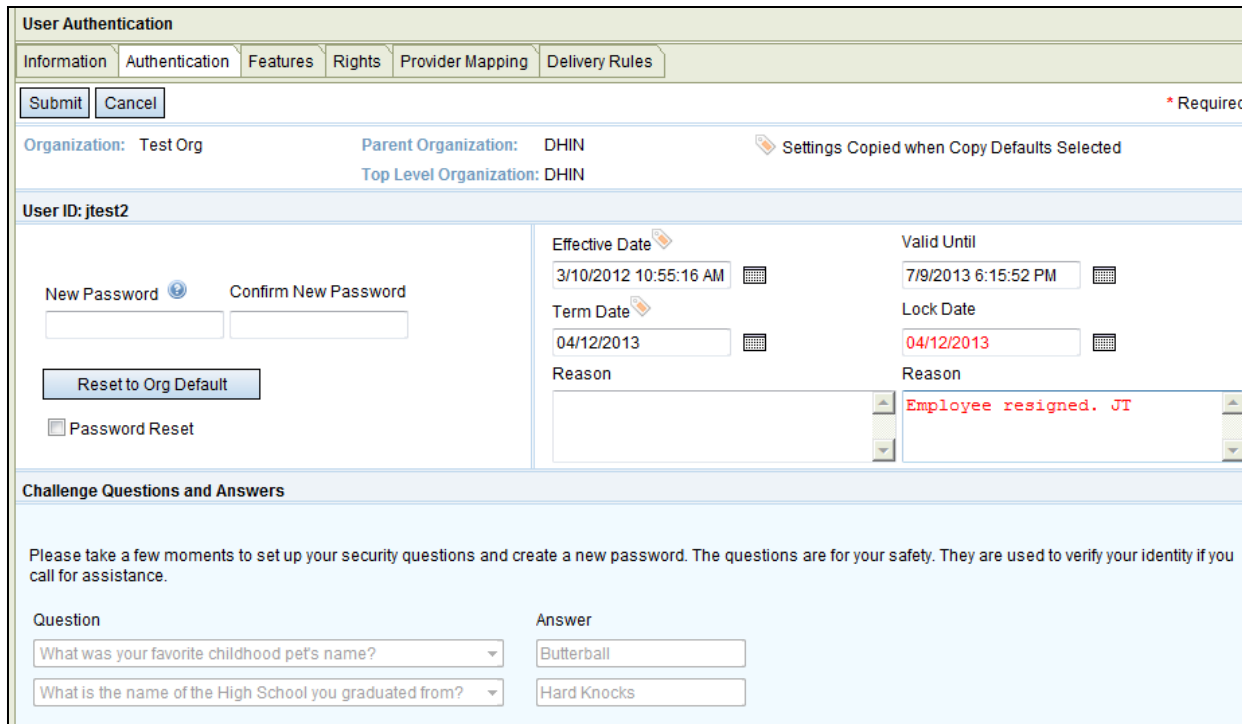
Table:

User ID	Last Name	First Name	Prov. NPI	Org. NPI	Organization Name	Role	Last Login	Effective Date	Termination Date	Lock Date
jtest1	Test	Johnny		1234568523	Test Org	Standard Staff	04/10/2013 1:13p	04/10/2013 12:55p		

Terminating Users

Click the **Authentication** tab in the User's profile.

- Click on the calendar icons  next to the **Term Date** and **Lock Date** fields to select the termination and lock date.
- Input the reason for termination, such as 'Resigned,' 'Terminated,' or 'Retired' and your initials.
- Click on '**Submit.**'
- Please contact your DHIN Provider Relationship Manager to complete the termination process.










User Authentication

Information | **Authentication** | Features | Rights | Provider Mapping | Delivery Rules

* Required

Organization: Test Org Parent Organization: DHIN Settings Copied when Copy Defaults Selected
Top Level Organization: DHIN

User ID: jtest2

New Password 	Confirm New Password	Effective Date 	Valid Until
<input type="text"/>	<input type="text"/>	3/10/2012 10:55:16 AM 	7/9/2013 6:15:52 PM 
<input type="button" value="Reset to Org Default"/>		Term Date 	Lock Date
<input type="checkbox"/> Password Reset		04/12/2013 	04/12/2013 
		Reason	Reason
		<input type="text"/>	Employee resigned. JT

Challenge Questions and Answers

Please take a few moments to set up your security questions and create a new password. The questions are for your safety. They are used to verify your identity if you call for assistance.

Question	Answer
What was your favorite childhood pet's name?	Butterball
What is the name of the High School you graduated from?	Hard Knocks

Adding Users

- Adding a Provider
 - Providers are added by DHIN staff only.
 - You must complete a Provider Change Form to complete this process.
 - The form can be found in your DHIN folder or online at <http://dhin.org/healthcare-providers/provider-change-information>.
- Adding a User
 - The DHIN Admin User is responsible for adding users themselves.
 - If you have questions or need assistance, please reach out to your DHIN Provider Relationship Manager.

Adding Users

On the navigation bar at left, hover over **Maintain** and select **Users**.

The screenshot shows a medical software interface. On the left is a navigation bar with the following items: 'PATIENT SEARCH', 'MRN, Name, SSN or DOB' (with a search input field), 'Search' and 'Advanced' buttons, 'Wed. 04/10/13 Clinical Inbox (0)', 'Print', 'Maintain', 'My Links', and 'Preferences'. The 'Maintain' item is highlighted, and a sub-menu is open, showing 'Users' with a yellow arrow pointing to it. The main content area displays a 'Welcome, Johnny Test' message, a filter section with dropdowns for 'Facility', 'Type', 'Viewed', 'Abnormals', and 'Patient Class', and an 'INBOX LIST' section with a table header: 'PATIENT NAME', 'VIP', 'FLAG', 'TYPE', 'DESCRIPTION', and 'D'. Below the header, it says 'No records to display. Changing filter may return records.' There are also 'Fax', 'Remove', and 'Edit Columns' buttons above the table.

Adding Users

Click **'New'** to create a new user account.

Welcome, Johnny Test

User Maintenance

Organization	Role	User ID	Last Name	First Name	NPI
Test Org	All				

Search **New**

Edit Columns

User ID	Last Name	First Name	Prov. NPI	Org. NPI	Organization Name ↓	Role
No Records to Display						

Print
Maintain
My Links
Preferences

Adding Users

Within the **Information** tab, complete the following steps:

- To set up a new user “like” an existing user, select that existing user from **Copy Defaults from the Following User**. Then click the **Copy Defaults** button.
- In the **User ID** field, type in the first initial and last name of the new user.
- Enter the **Last Name** and **First Name**.
- Under the **Staff For Relationship** section, check every providers’ name.

The screenshot displays the MEDICITY user management interface. At the top, there is a navigation bar with links for Home, Log Out, Edit Postings, Help, and About. The user is logged in as 'Johnny Test'. The main content area is titled 'User Information' and includes tabs for Information, Authentication, Features, Rights, Provider Mapping, and Delivery Rules. Below the tabs are 'Submit' and 'Cancel' buttons. The 'User Information' section contains a dropdown for 'Organization' set to 'Test Org'. A message states 'Settings Copied when Copy Defaults Selected'. The 'Copy Defaults from the Following User' section shows 'Test, Johnny' selected, with an 'Active Role' dropdown and a 'Copy Defaults' button. Below this is a form with fields for User ID (jsmith), Last Name (Smith), First Name (John), Middle Name, Provider NPI, Organization NPI (1233211232), Phone, and Email Address. A note indicates that at least one NPI is required when 'Query Ambulatory Meds' is 'ON'. At the bottom, the 'Staff For Relationship' section has a dropdown and a checked checkbox for 'Provider, Test'.

Adding Users

Click on the **'Submit'** button.

Provide the new user with his/her User ID and your organization's default password.

*Note: if you do not remember your organization's default password, please go to the **Authentication** tab, type in/assign a temporary password, and click **Submit**.

The screenshot shows the MEDICITY user management interface. At the top, there is a navigation bar with links for Home, Log Out, Edit Postings, Help, and About. The user is logged in as 'Johnny Test'. The main content area is titled 'User Information' and has several tabs: Information, Authentication, Features, Rights, Provider Mapping, and Delivery Rules. The 'Information' tab is active. Below the tabs are 'Submit' and 'Cancel' buttons. A note indicates that certain fields are required (* Required). The 'Organization' dropdown is set to 'Test Org'. There is a section for 'Copy Defaults from the Following User' with a dropdown set to 'Test, Johnny, Active Role' and a 'Copy Defaults' button. Below this are input fields for User ID (*), Last Name (*), First Name (*), Middle Name, Provider NPI (**), Organization NPI (**), Phone, and Email Address. A note states: '** (at least one NPI is required when Query Ambulatory Meds is 'ON')'. At the bottom, there is a 'Staff For Relationship' dropdown set to 'Provider, Test'.

Printing Management Reports

- As a DHIN Admin User, one of your responsibilities is to run administrative reports regularly to monitor ProAccess use, and potential misuse, within your organization.
- Common Reports:
 - User Login History By Org
 - User Login History By User
 - Patient Chart Access By Org
 - Organization Break Glass Audit Log
 - User Break Glass Audit Log

Printing Management Reports

On the left navigation bar, select Print → Management Reports

The screenshot displays the MEDICITY clinical inbox interface. On the left, the navigation bar has 'Print' selected, and 'Management Reports' is highlighted with a yellow arrow. The main content area shows a 'Clinical Inbox' with filters for Facility, Type, Viewed, Abnormals, and Patient Class. Below the filters is an 'INBOX LIST' table with columns: PATIENT NAME, AGE, FLAG, TYPE, DESCRIPTION, DATE/TIME, FACILITY, LOC, RM/BED, VIEWED. The table is currently empty. The top right of the interface includes 'Home', 'Log Out', 'Edit Postings', and 'Help' links, and the 'MEDICITY' logo.

Printing Management Reports

Under the **Reports** section, select the type of report you would like to print; e.g. Break Glass Audit Log by organization (as shown below)

- In the **Enter Report Parameters** section, follow the instructions for each required field.
- In the **Output To** section select either CSV format (Excel) or PDF.
- Click **Submit** and the Report will generate in a separate window.

Management Reports				
REPORTS				
<input type="radio"/> Clinical Inbox Activity By Patient	Summarizes which users have taken action on a specified patient's information from Clinical Inbox			
<input type="radio"/> Clinical Inbox Activity By User	Summarizes which patients have had Clinical Inbox actions taken by the specified user			
Break Glass Audit Log				
<input checked="" type="radio"/> Organization Break Glass Audit Log	Break Glass Audit Log (Long and Short Term) for all the users in the specified organization			
<input type="radio"/> User Break Glass Audit Log	Break Glass Audit Log (Long and Short Term) for the specified user			
<input type="radio"/> Patient Break Glass Audit Log	Break Glass Audit Log (Long and Short Term) for the specified patient			
<input type="radio"/> Who Broke Glass to see my Patients	Who Broke Glass (Long and Short Term) to see Patients of specified provider			
Delivery Report				
<input type="radio"/> Delivery Report By Org	Identifies the delivery method and location for each result for the specified organization(s)			
ENTER REPORT PARAMETERS				
Organization Break Glass Audit Log				
Report Description: Break Glass Audit Log (Long and Short Term) for all the users in the specified organization * Required				
Search for Org *	Pt. Consent Status	Output To *	Start Date	End Date
<input type="text" value="DHIN Test Internal Medicity"/>	<input type="text" value="Exclude Opt-Out Patients"/>	<input type="text" value="Save PDF"/>	<input type="text" value="01/01/2013"/>	<input type="text" value="03/21/2013"/>
<input type="button" value="Submit"/>				

Printing Management Reports

Note: Depending on the “output to” selection, the format of the report may vary. This is an example of a PDF output.

1 / 4 68.4% Tools Sign Comment

Organization Break Glass Audit Log

Break glass actions taken by all users at DHIN Test Internal Medicity
 from 01/01/2013 12:00A to 03/21/2013 11:59P
 Patient Consent Status: Exclude Opt-Out Patients

DHIN Test Internal Medicity

Opt Status	Patient Name	Date of Birth	Gender	MRN	User Name (User ID)	Date	Reason	Relationship
Opt-in	CMPISEVENTN, TOM D	4/22/1984	Male	69796 (MDI)	Sys. Admin 40 (sys_admin40)	Sunday, March 03, 2013 10:02:01 PM EST	Received request for consultation.	One Time
Opt-in	Cmpisuffix, Bill	3/19/1969	Male	99999988 (MDI)	Sys. Admin 40 (sys_admin40)	Thursday, March 14, 2013 1:42:24 PM EDT	Patient is new to my practice.	One Time
Opt-in	CMPIGUFFIX, BILL J	3/19/1969	MALE	150481 (TR1)	Sys. Admin 40 (sys_admin40)	Thursday, March 14, 2013 1:42:24 PM EDT	Patient is new to my practice.	One Time
Opt-in	duck, Donald	10/10/1950	Male	W0001271 (SF)	Sys. Admin 40 (sys_admin40)	Thursday, February 28, 2013 4:33:43 PM EST	Patient is new to my practice.	One Time
Opt-in	FIGUEROA, CHERYL J	3/30/1955	FEMALE	00000900547581 (CC)	Sys. Admin 40 (sys_admin40)	Wednesday, March 20, 2013 2:30:12 PM EDT	Court Ordered	One Time
Opt-in	HAUGHT, SUZANNE J	7/7/1944	Female	203276 (NMH)	Sys. Admin 40 (sys_admin40)	Wednesday, March 20, 2013 2:31:51 PM EDT	Court Ordered	One Time
Opt-in	HHSINT, FOURKZ GROWTH	12/13/2007	FEMALE	002226244 (BH)	Sys. Admin 40 (sys_admin40)	Wednesday, February 27, 2013 8:27:54 AM EST	I have a clinical relationship with this patient that is not yet established in the DHIN	One Time
Opt-in	HHSINT, FOURMZ GROWTH	12/13/2007	FEMALE	002226248 (BH)	Sys. Admin 40 (sys_admin40)	Wednesday, February 27, 2013 8:15:24 AM EST	I have a clinical relationship with this patient that is not yet established in the DHIN	One Time
Opt-in	HHSINT, ONEKZ	5/30/1988	MALE	002226246 (BH)	Sys. Admin 40 (sys_admin40)	Tuesday, March 12, 2013 3:49:23 PM EDT	Patient is presenting for clinical care.	One Time
					Sys. Admin 40 (sys_admin40)	Tuesday, March 12, 2013 2:20:09 PM EDT	I have a clinical relationship with this patient that is not yet established in the DHIN	One Time
					Sys. Admin 40 (sys_admin40)	Sunday, March 03, 2013 10:11:06 PM EST	I have a clinical relationship with this patient that is not yet established in the DHIN	One Time
					Sys. Admin 40 (sys_admin40)	Wednesday, February 27, 2013 11:27:47 AM EST	I have a clinical relationship with this patient that is not yet established in the DHIN	One Time
					Sys. Admin 40 (sys_admin40)	Wednesday, February 27, 2013 8:14:06 AM EST	I have a clinical relationship with this patient that is not yet established in the DHIN	One Time

Generated: Thursday, March 21, 2013 10:08:38 AM By: Sys. Admin 40 (sys_admin40) Page 1 of 4

DHIN Helpdesk

M-F, 8am – 5pm

1-302-480-1770 or helpdesk@dhin.org

Nights, weekends, and holidays

1-866-439-3446 or
customer_support@medicity.com



Thank you



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