DHIN Community Health Record
Quick Reference Admin Guide

CHR User Management

The Community Health Record (CHR) User Management features enable you to create profiles for each CHR user in your organization, including passwords, access to application features, settings for patient access, and clinical data.

Log In to DHIN

To enter the DHIN CHR, open an Internet browser (Chrome, Firefox, Safari, IE 11) and type: https://chr.dhin.net. In the login window, enter your Screen Name and Password and click Sign In. If you do not know your password, click on the Forgot Password button on the login screen for assistance. Once you have signed in, you will land on the home page.

Users & Organizations

Once logged into the CHR, click the menu on the top left of the page. When you click the menu button, a drop down menu will appear; click the Users & Organizations option. If you do not see this option, please contact your Administrator to gain access.

Edit a User

From here, an administrator may search for a specific user by using the search fields located at the top of the screen. To search for a user, you must enter information into at least one User Search field. After you have entered your search information, click the Search button or press Enter. Once you have completed your search, the results will appear in the table below. Click on the name of the user you wish to view/ edit. The user's information will pop out from the right of the screen. If you wish to edit the information, click on the Edit User link on the bottom right of the screen. This will unlock the fields, allowing you to edit the user's information.

Create a User

Click on the blue "Create New" button located at the top right of the user search panel. A Create User form will slide out from the right of the screen where you can enter the User's information. First Name, Last Name, Unique Screen Name, and Role are required to create a User. An email is not required; if not supplied by the User, the system will generate one. Once you have completed all of the required fields, click the blue Save button on the bottom of the User's information card.

Deactivating a User

Click the circle to the left of the name of the User you wish to deactivate, then click the Deactivate Account button on the bottom left of the page. A Confirmation Screen will appear displaying the Screen Name and Email Address of the selected User. A drop-down will also appear asking you to select a reason for deactivation. Once you have selected a reason for deactivation from the drop-down menu, click the blue Deactivate button on the Confirmation Screen.

Reset a Password

Click on the circle to the left of the name of a User to Reset their Password. Once you have selected a User, click the Reset Password button on the bottom left of the page. A Confirmation Screen will appear showing you the Screen Name and Email Address of the selected User. Once you have confirmed that this information is correct, click the blue Reset button on the Confirmation Screen. After you click Reset, an additional confirmation screen will appear showing you the User's Screen Name, Email Address, and a new password (created for them by the system). To copy the new password, click the blue clipboard icon on the bottom right of the Confirmation Screen. When you have finished, click the blue Close button on the bottom left of the Confirmation Screen. This will redirect you to the previous screen.

Unlock a User

If a user enters their password incorrectly five (5) times, they will be temporarily locked out of their account (for a period of 30 minutes). To manually unlock a user's account, click the circle to the left of the name of the User you wish to Unlock. Below their name, select the Unlock Account option on the bottom of the window. A confirmation window will appear: click Unlock. A confirmation window will appear, showing that you have successfully unlocked the User's account. Note that when you view the User after unlocking their account, they will no longer have a lock icon to the right of their account information.

Management Reports

Login and click on the menu icon located on the left side of the DHIN Logo. A drop-down menu will appear; select the Mangement Reports option. On the "Reports" page, you can select the type of report you wish to view. Either search for a specific report by entering relevant information in the Report Search Bar and clicking Enter, or by selecting an option from the drop-down menu.

The drop-down menu contains 5 report type options:

1. CCD Activity Reports

2. Provider NPI Reports

3. Patient Chart Access Reports

4. Login History Reports

5. Break Glass Reports

Once you've selected your Report type, you can further narrow your search to find specific reports of interest by providing additional information in the search fields provided.

These fields include:

• Organizations

• Users

• Date Range

Certain types of reports allow you to drill down even deeper to search for reports by patient ID. To do so, click the "Specify Patient ID" button, which will prompt you to enter the Patient ID. After you have configured the filters to capture your desired information, click the blue Generate button. A pop-up window will appear, prompting you to enter a custom report name. While the report is generating, a User will see the report's status as "In Progress" in the status column of the report table. At this time, if you wish to cancel the generation of the report, click the Cancel link in the Download column to the right of the table. When the report has finished generating, the status will change to "Complete".

Technical Assistance

Technical assistance is available Monday to Friday 8:00AM - 1:00AM EST by calling DHIN's ServiceDesk at (302) 480-1770 or emailing servicedesk@dhin.org.