8HELP Customer Resource Guide

A Handbook Providing Technical Assistance

by the 8HELP Service Desk Rounds Team
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Introduction to the 8-Help Service Desk

Information Services 8-Help Service Desk

The Information Services 8-Help Service Desk consists of 19 analysts dedicated to providing exceptional customer service to our Emory Healthcare community, 24 hours a day, 7 days a week. Current services include our Service Desk, Onsite Rounds Program and our recently opened Customer Status Center.

Our Service Desk can be reached by dialing 8-Help (8-4357). This is the primary way issues are reported to us. You can also report a non-urgent issue by sending an email to 8help@emoryhealthcare.org or log an issue by launching the Remedy Console icon within the Virtual Desktop. We also have our Critical Care Line option that you may use to quickly report issues that have an immediate, negative impact to the care of our patients. When receiving your call, it is our goal to resolve your issue quickly and to your satisfaction at the time of initial call. Over the past 2 years, we’ve increased our first call resolution from 12% in 2007, to 48% of the 110,000 calls we received in 2009. Because of the complexity of some issues, we have to capture as many details as we can, log a ticket and assign it to one of the specialty support groups with experts knowledgeable of the subject matter. One of these specialty support groups handles issues that are not resolved at the time of your initial 8-Help call.

Our Customer Status Center was a concept of our 8-Help staff members to assist you in following up on issues that have already been reported but that have not yet been resolved. It also allows us to give more focused attention to customer communication. When calling 8-Help, you have an option to press 1 for a status on an existing ticket. The 8-Help Analyst will follow up with the specialty support group that is assigned to handle your ticket, get the current status from them and then report that status back to you. The 8-Help Analyst will continue to work with you to get your issue resolved.

Our Onsite Rounds Program provides a face of IS to the customer. With personal onsite visits, we are able to proactively identify and resolve first level IS-related issues our customers may be experiencing. We also follow up on any open tickets to make sure a current status is provided to our customers. We welcome the opportunity to answer any questions our customers may have and offer brief one-on-one training sessions for EEMR applications and basic PC functionality. Look for us at EUH, EUHM, EUOSH, Wesley Woods, 57 Executive Park, Clinics A, B, C and 1525.

Under the direction of Mary Kay O’Brien, who brings over 25 years of clinical experience to her role as manager, our staff at 8-HELP understands that our ‘true’ customers, and yours, are our patients and their families. Individually, our staff has between 7 to 20+ years experience in the Information Technology industry. Combining clinical and information technology experience gives those who serve in the 8-HELP Service Desk the necessary perspective and heart for providing the best possible support for our customers.
# Meet the Service Desk

<table>
<thead>
<tr>
<th>Name</th>
<th>Biography</th>
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<tbody>
<tr>
<td>Mary Kay O'Brien</td>
<td>Mary Kay came to Emory in 1984 and worked as a Radiology Technologist Manager in the Radiology Department. She became the Director of the Radiology Department where her influence was instrumental in launching several IT initiatives. In 2005, Mary Kay became the Manager of the Emory Healthcare 8Help Service Desk, and under her direction, the Service Desk expanded to encompass the 8Help Rounds program and the Customer Status Center. Her clinical background and her passion for excellent customer service is a guiding light of leadership for the 8Help Service Desk staff.</td>
</tr>
<tr>
<td>Marilyn Bryan</td>
<td>Marilyn currently holds the position of Service Desk Lead at the 8Help Service Desk and has 20+ years of IT experience. Prior to coming to Emory, Marilyn was an IT Systems Instructor with the Unisys Corporation. Marilyn came to Emory in 1991 as an IDX Instructor with the Emory Clinic Training &amp; Development Department prior to coming to the 8Help Service Desk in 1996. She has an AB in Journalism from UGA and is a Certified HelpDesk Professional.</td>
</tr>
<tr>
<td>Lionel Clark</td>
<td>Lionel has been at Emory since 1997 and has 20+ years of IT experience. His first assignment at Emory was at the 8Help Service Desk as a Service Desk Analyst. He then worked as a Desktop Technician and was soon promoted to a Senior Technical Project Manager. After 6 years working with the Desktop team, he returned to 8Help. He currently administers our Remedy Incident Management System as a Technical Applications Specialist and is one of the Leads at our Service Desk.</td>
</tr>
<tr>
<td>Maurice Jackson</td>
<td>Maurice has 10 years experience in IT. He came to the Emory Healthcare Service Desk in 2007. He is currently the Outlook subject matter expert at the Service Desk. Maurice has certifications for MCDST, MCP, A+ and HDI Support Analyst.</td>
</tr>
<tr>
<td>David Miles</td>
<td>David retired from the US Navy after 22 years of service with the last 5 years in the IT shop at Whidbey Island, Washington. After his retirement from the Navy, he worked for Interact Safety Systems that developed 911software. He joined the Emory 8Help Service Desk team in 2008. He is currently the Radiology subject matter expert. David has certifications for MCSE, MCP +I, A+ and Network+.</td>
</tr>
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# Meet the Service Desk

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<thead>
<tr>
<th>Name</th>
<th>Background</th>
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</thead>
<tbody>
<tr>
<td>Gerome Price</td>
<td>Gerome has worked at the 8Help Service Desk since 1999. He has 20+ years of IT experience. Prior to Emory he worked for IBM as a Field Service Technician and was a Support Desk Professional at Hewlett Packard. Gerome has an Associates Degree in Communications and is a Certified Help Desk Professional.</td>
</tr>
<tr>
<td>Kim Mitchell</td>
<td>Kim is the Service Desk Lead for the 8Help Service Desk Rounds program. She has 20+ years of IT experience. Prior to coming to the Service Desk in 1997, she worked in IT for Columbia HCA Hospital systems in Fort Walton Beach, Florida. Kim has a BS degree in Computer Information Systems, an AA Degree in Marketing, and has HelpDesk Professional and Microsoft A+ certifications.</td>
</tr>
<tr>
<td>Francine Montgomery</td>
<td>Francine came to Emory in 1985. She has worked in Emory IT since 1987. At Wesley Woods Hospital, she worked as a desktop technician rising to the IT Manager position. In 2001, Francine transferred to the Emory Healthcare IS department. She currently works in the 8Help Service Desk Rounds program at EUH, EUHM, Wesley Woods, and TEC campus and satellite locations.</td>
</tr>
<tr>
<td>Anitra Diakite</td>
<td>Anitra has 15 years of IT experience. She joined the Emory Healthcare 8Help Service Desk team in 1997. Prior to coming to Emory, she worked as an IT Database administrator for a food delivery company. Anitra is a Certified HelpDesk Professional.</td>
</tr>
<tr>
<td>Debbie Cline</td>
<td>Debbie has worked in several Emory IT departments since 1987. During her early years at Emory, she provided end-user training and she managed user security settings in the HealthQuest system. In the early 1990's she joined the combined Emory University/Healthcare helpdesks. She joined the Emory Healthcare 8Help Service Desk team in 1996 when the combined Emory helpdesks were split. Debbie currently holds the position of Service Desk Tech III.</td>
</tr>
</tbody>
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# Meet the Service Desk

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<tr>
<th>Name</th>
<th>Experience Details</th>
</tr>
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<tbody>
<tr>
<td>Kim Cooley (Kimmie)</td>
<td>Kimmie joined the 8Help Service Desk team in 2004 and has 8 years of IT experience. Prior to coming to Emory she worked for BellSouth in the Home and Business Networking Department. She has an Associates degree in Computer Information Systems and has completed her first year of nursing school. Kimmie is currently the CPOE subject matter expert at the Service Desk and is a certified HDI Support Analyst.</td>
</tr>
<tr>
<td>Earle Green</td>
<td>Earle has 20+ years in IT. He joined the Emory Healthcare 8Help Service Desk in 2006. His prior work experience includes providing video conferencing support for Sprint and IT technical helpdesk support for Joi Internet (an ISP). Earle has AA Degrees in Data Processing and Business Administration.</td>
</tr>
<tr>
<td>Cliff Campbell</td>
<td>Cliff has 17 years of IT experience. Prior to joining the Emory Healthcare 8Help Service Desk in 2008, he worked for the IT helpdesk at Allgood Medical Software Company. Before moving to Atlanta, Cliff worked several years providing IT installation support for a gold mining software company in Colorado Springs, Colorado.</td>
</tr>
<tr>
<td>Horace McClarin</td>
<td>Horace has 11 years of IT experience. Prior to joining the Emory Healthcare 8Help Service Desk in 2008, he worked for Northridge IT Consultant Firm as a Support Engineer where he provided both telephone and Desktop Support. He has certifications in A+ and MOUS '97 (Microsoft Office User Specialist).</td>
</tr>
<tr>
<td>Andre Dozier</td>
<td>Andre was a US Marine for 6 years before starting his IT career. He has 9 years of IT experience. Prior to coming to the Emory Healthcare 8Help Service Desk in 2008, he worked for Ryla Inc. where he provided Voice over IP (VoIP) technical phone support.</td>
</tr>
</tbody>
</table>
## Meet the Service Desk

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<th>Experience/Background</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dexter Jones</td>
<td>Dexter has 10+ years of IT experience. He has been in PC support since graduating high school. In the early 2000's he worked in the Admissions department at Emory Hospital. He then worked at AT&amp;T Cingular as a level 3 phone support technician. At EarthLink, Dexter provided DSL telephone support and advanced to the Lead position. He joined the Emory Healthcare 8Help service Desk team in 2008.</td>
</tr>
<tr>
<td>Ronnell Drew</td>
<td>Ronnell joined the Emory Healthcare 8Help Service Desk team in 2008. Prior to coming to Emory, he worked in the legal field as a desktop technician. He also provides assistance to Atlanta small businesses with their PC and Network installations. Ronnell has an Associates degree in Network and Communications Management from DeVry University.</td>
</tr>
<tr>
<td>Steven Turner</td>
<td>Steven has 14+ years experience in IT. Prior to coming to the Emory Healthcare Service Desk in 2009, he worked 3 years for the Orlando Health Technical Service Desk in Orlando, Florida and 11 years for the Department of Defense IT helpdesk at the Bureau of Naval Personnel in Washington DC. Steven is a Certified Help Desk Professional.</td>
</tr>
<tr>
<td>Zenobia Brown</td>
<td>Zenobia has 4 years of IT experience. She joined the 8Help Service Desk in 2006. She also has worked on the Service Desks for Verizon Wireless and Bell South. Zenobia has a BS degree in Marketing from Albany State University and an MBA in Project Management from Keller Graduate School of Management.</td>
</tr>
</tbody>
</table>
Calling the 8-Help Service Desk

Computer assistance is available by calling 8-HELP (404-778-4357) 24 hours a day, 7 days a week

When placing a call to 8-HELP, the following information is required to place a problem ticket:

- PIC # or phone extension
- Department name
- Location of the problem
- IP address/Hostname
- Print queue (if applicable)

Please be prepared to assist the Service Desk Analyst with basic troubleshooting steps to help us resolve the problem as quickly as possible.

CALLING THE CRITICAL CALL LINE

Dial 8-HELP (404-778-4357), and then select option ‘9’

Use this method ONLY if you have an URGENT issue that directly affects patient care delivery.

Please provide the following:

- PIC # or phone extension
- Department name
- Location of the problem
- IP address/Hostname
- Print queue (if applicable)

*Note: All Critical Care Line calls are reviewed by management to ensure that they were urgent patient care delivery issues.*
Customer Service Rounds

Service Desk Customer Service Rounds are at the following locations…

- Emory University Hospital
- Emory University Hospital-Midtown
- Emory University Orthopaedics & Spine Hospital
- Wesley Woods Hospital
- The Emory Clinic Buildings A and B
- Winship Cancer Institute (Building C)
- 1525 Clifton Road
- Executive Park

Our primary goal is to provide exceptional ONSITE Customer Service.

Please feel free to ask for help and report any computer-related problems to any one of our Customer Service Rounds Staff.

We are the LIASION between our Information Services department and our healthcare customers. We strive to provide FACE-TO-FACE ASSISTANCE for computer-related problems and to BRIDGE COMMUNICATION between Information Services staff and our customers.

To achieve our goal of exceptional onsite customer service we:

Communicate

- Inform you with up-to-date information and provide one-on-one training sessions
- Identify, document and resolve your problems

Follow-up

- Check & provide status on previously reported issues or requests
- Provide orange Service Request Tags to identify broken hardware
- Verify that all broken hardware issues tagged are completed
- Follow-up and assist Information Services support staff for completion of all issues

Document

- Supply orange Service Request Tags which visually identify problematic issues
- Forward communications forms to Unit Directors or their designated contact person
- Label hardware such as printers and PCs with IP addresses & hostnames
- Create problem tickets for new issues found or reported by nursing/clinical staff
- Identify trends or recurring problems or questions

To contact us directly:
call Kim Mitchell @ 404-210-4218 or
call Francine Montgomery @ 404-788-0514 or
e-mail ServiceDesk.Rounds@emoryhealthcare.org
The Service Desk Status Center

Have a question regarding your open ticket or would like to know the status?

- To better serve you, the Service Desk now offers a dedicated line to reach staff who will provide up-to-date information regarding your reported issue!
- Simply call 8-HELP (404-778-4357) and select Option ‘1’.
- You will talk with an analyst who will provide up-to-date information regarding the status of your ticket and continue to follow-up with you until your ticket is closed.

HINT

- When placing a call to the Status Center, please provide the ticket number given to you when the problem was initially reported.
- If you cannot locate the ticket number, please provide the name of the person who reported the problem initially.
Computer Security and Staff Responsibilities

Your responsibility at Emory Healthcare:

- Maintain confidentiality of patient and business information
- Only access information required for your specific job duties
- Never share your EHC logon ID or password!
  - Tip: It is good business practice to change your password frequently using the password reset tool (see the password reset section)
- Do not download or install software or applications on EHC computers

Your first point of contact for security or access-related requests is your Access Coordinator. To find your Access Coordinator, please go to our intranet site www.ourehc.org or call 8-HELP at 404-778-4357.

Access Coordinators can assist with:

- Logon IDs
- Clinical & business application access
- E-mail access
- Access to shared directories
- eVantage

Please Use E-Mail and the Internet Appropriately!

E-mail is **not protected** or **private**, and documents can be subpoenaed in a court of law.

The Internet should only be used for Emory Healthcare business or patient-care purposes.
Password Reset Tool

To change your password, click on the EHC Virtual Desktop icon on your desktop. Then click the link "Click here for the Password Reset Tool" on the Virtual Desktop Log in screen.

Next, provide the required information and follow the new password standards.

Please call the 8HELP Service Desk at 404-778-4357 if you have any questions or problems.
Virtual Desktop — Logging In

For Computers on the Emory Healthcare Network

For Computers Not on the Emory Healthcare Network

Note: If you do not see this icon on your desktop, click on the Internet Explorer icon then go to: https://mydesktop.emory.org to get to the Virtual Desktop login screen.
Logging into the Virtual Desktop, continued

Login to Virtual Desktop by entering your Emory Healthcare User name and Password and then click Log In.

Click here for the Password Reset Tool

Click here to install the Simply Printing Client.

Your Virtual Desktop screen now appears with all of your icons!

Favorites Area

Tools and Information

Click here for the Password Reset Tool

Click here to install the Simply Printing Client.
Virtual Desktop — Tool Bar

Back Moves you back to the previous screen

Forward Moves you forward to the next screen if you had hit the back button

Stop Stops page from loading

Refresh Refreshes the Virtual Desktop Window

New Window Opens new Virtual Desktop Window

Garbage Can Clears the Cache, Cookies, Virtual Desktop Items and History

Hint: Clear History requires a computer reboot. Uncheck it if you do not want to reboot.

8help Displays the System Name, IP address, Network Status and The DNS Status

About Tells you the version of the EHC VDT Kiosk
Virtual Desktop — Favorites Area

Welcome User!

You now have the ability to move your frequently used icons to a "Favorites Area."

See how to move Powerchart to your "Favorites Area."

11:30 am to 1 pm
Common User Session
11:30 am to 1:30 pm

Drag Icon Here

Favorites Area

Tools and Information

The Message Center displays any information or error messages that may occur.

Click here for the Password Reset Tool

Click here to install the Simply Printing Client.

To remove an icon, simply drag it to the trash can.

You can now access Powerchart from here!
Virtual Desktop — Disconnect vs. Log Off

When to use Disconnect

- To temporarily leave the WOW cart or workstation UNATTENDED
- To move to a different WOW cart or workstation within the same nursing unit or work area

Benefits

- Preserves patient confidentiality
- Leaves your applications running "behind the scenes"
- When you log back on, you can pick up right where you left off
- You see the same patient lists and printer connections

When to use Log Off

- When you will be away from the WOW cart or workstation for an extended period of time
- When you want to move to a different nursing unit or work area
- When you are finished for the shift or the day

Benefits

- Preserves patient confidentiality
- Completely logs you out of the Virtual Desktop
Virtual Desktop — How To Disconnect

**Note:** The minimized Virtual Desktop box will not show your Login ID if the Virtual Desktop has "timed out." Click that box then enter your Login ID and password on the Virtual Desktop screen.

Next, click on the Virtual Desktop box that contains YOUR Login ID.

Next, click on the Disconnect button.

You will now see the Virtual Desktop login screen. To go back to where you left off, simply login by entering your user name (your Emory Healthcare Login ID) and password.
Network Printer Troubleshooting Tips

For Network printer problems, please call the 8-HELP Service Desk at 404-778-4357 for assistance.

The Service Desk analyst will need the following information in order to troubleshoot the problem as quickly as possible.

- Locate the PRINT QUEUE or IP Address of the printer affected. These numbers are located on the AXIS box (see the Axis Box diagrams above).
- Give the analyst the status of the INDICATOR LIGHTS. For example, do you see a flashing amber light or solid green light?
- Verify that the PRINTER CABLE and NETWORK CABLE are securely attached.
- Verify that the POWER CABLE is connected to the Axis box.

You may be asked to reset the AXIS box to assist in troubleshooting your printer issue. To do this you simply unplug and re-plug the POWER CABLE and the printer should begin printing.

At times, your printer paper may jam or your printer may display error messages on the screen. Please attempt basic troubleshooting steps to clear the paper jam by responding to the error messages displayed.

***NOTE: All units are responsible for having spare toner cartridges and paper on hand.
WOW Cart Dos and Don’ts

This is an antenna for wireless network reception. Please DO NOT hang items on the antenna. Please DO NOT pull on the antenna to tilt the screen.

If you need to hide patient information, please use the Virtual Desktop ‘Disconnect’ feature!

Do not unplug until FULLY charged!

This icon shows the charge remaining on the battery. If you see the message: “Do not unplug until battery is fully charged,” please DO NOT unplug the cart!

Please keep tray clear of Food, Drinks & Contaminants!

When reporting a WOW cart problem, the four BOLD numbers must be given to the Service Desk Analyst. This number identifies each cart.
WOW Cart Battery Indicator

- Below are the possible WOW Cart battery indicators
- The indicator will remain on the screen at all times
- It is a visual indicator of the current state of the battery

---

Green Indicator

- The battery has sufficient charge to be operational when unplugged

---

Red Indicator

- The **Battery** charge is **LOW** and the **WOW Cart MUST BE PLUGGED IN**

---

Warning Indicator (RED)

- This Warning appears when the **Battery is at a Dangereously LOW level** and will remain on the screen until the cart is fully charged

---

Warning Indicator (GREEN)

- This Message appears when the **Battery is FULLY Charged**
- May be unplugged for use (*Click on the Close Button at the bottom*)
E-mail / Microsoft Outlook Overview

How to Start Outlook

- Login to the Virtual Desktop (VDT)
- Click on the Outlook icon on your Virtual Desktop

The Outlook Main Screen
E-mail / Microsoft Outlook Overview, continued

**Navigation Pane:** Use to move to another folder or to view your calendar. Click on the folder name or the calendar to view it.

**Current Folder:** See the list of messages in the folder. Default is the inbox.

- Single click a message to view it in the Reading Pane
- Double click a message to open it

**HINT:** The ⚠ symbol indicates an urgent message

The ⚪ symbol indicates there's an attachment such as a Word document

**Reading Pane:** Provides a preview of the message without having to open it

**Toolbar:** Use the icons on the toolbar to work with your messages

- Click 📄 to create a new message
- Click 📩 to reply to a message
- Click 📞 to view & search the address book
- Click 🔄 to get help

Learn More about Outlook

- Go to http://it.emory.edu/exchange-training
E-mail / Microsoft Outlook Tips

Tip #1: Creating a Signature

- Log into the Virtual Desktop and start Outlook
- On the Outlook toolbar, click Tools
- On the Tools drop down menu, click Options…

- On the Options menu, click the Mail Format tab
- Click the button
E-mail / Outlook Tips, continued

- On the Signatures and Stationary screen, click **New**.

- Enter the name for the signature and click **OK**.

- On the Signatures and Stationary screen, 1) type the text for your signature, 2) set this signature as your default, and 3) click **OK**.

- Click **OK** to close the Options screen.
- You now have a signature for the messages you write.
Tip #2: Setting up an Auto-Reply Message

Use the Out of Office Assistant to create an automatic reply to all incoming messages when you are going to be out of the office (e.g., on vacation).

- Click on Tools, Select Out of Office Assistant
- On the Out of Office Assistant screen,
  - Select “Send Out of Office auto-replies”
  - Select “Only send during this time range” and enter the start and end times.
  - Type the text of the message you want automatically sent during the time you are out. **HINT:** You can use different reply text for “Inside My Organization” (anyone at Emory whose address is in the system address book) and “Outside My Organization”
  - Click OK

**Hint:** Select “Only send during this time range” then set the start and end times so you do not have to remember to turn off the auto-reply when you return.

Type the text for the message that will automatically be sent as a reply to everyone “Inside My Organization” who sends you a message while you are out.

Your “out of office” message is sent ONLY if “Send Out of Office auto-replies” is selected.
Tip #3: Understanding The Ribbon

The Ribbon organizes commands in logical groups that are collected together under tabs. The commands found under each tab relate to a particular function or activity. When the Ribbon is minimized, you see only the tabs, not the command icons.

The full Ribbon on the new message window

To restore the full Ribbon if it has accidentally become minimized, right click on the tab line to bring up the drop down menu then click on “Minimize the Ribbon” to remove the check beside it.

The minimized Ribbon on the new message window

Tip #4: Know the Rules for Deleting Messages

- You should delete unwanted messages
- To delete a message, use the Delete key or right click on the message while on the main window viewing pane and select delete from the drop down menu
- Do not empty your “Deleted Items” folder
  - Outlook will automatically delete the items after 7 days.
  - Items can be retrieved from the “Deleted Items” folder for up to 7 days.
- Deleted Items remain in your archive for another 7 days.
  - To retrieve something, search your archive.
  - Deleted items will no longer be available after 14 days.
Tip #5: Understanding Archives

- The Emory Exchange 2007 environment has a 500 MB mailbox size limit. You shouldn’t have to worry about that size limit, though, because messages are managed behind the scenes through an archiving solution – to prevent your account from ever getting to that size limit! The archiving solution is from Zantaz and is called EAS. You may hear both of these names used for the archive so just know they are the same thing!

- **Know the 1/7/30/365/730 Rule for Archiving**
  - **After 1 Day:** Each item or is copied to the archive for backup. Messages over 10MB in size are moved to the archive and replaced with a “stub” or “shortcut” message. This “stub” message points to the full message and will display the full message quickly when you click on it to open it.
  - **After 7 days:** Any message > 1MB in size that is older than 7 days is moved to archive and replaced with a “stub” message.
  - **After 30 days:** All messages older than 30 days are moved to archive and replaced with a “stub” message.
  - **After 365 days (12 months):** All messages older than 365 days are only in the archive – “stub” message that was left behind in Outlook is removed.
  - **After 730 Days (24 months):** Calendar items are moved fully into the EAS Archives (No stub left behind)

- **Know what a “stub” message looks like**
  A stub or shortcut message has this icon beside it

- **Know what is archived**
  - EAS archives and stubs e-mail messages and calendar items.
  - It will not stub or remove: Tasks, Contacts, Notes, or Distribution Lists
E-mail / Outlook Tips, continued

- **Know How to Access Your Archived Information**
  - You can click the “Search” button found on the EAS Toolbar in Outlook.

    ![E-mail / Outlook Tips, continued](image)

    This brings up the “Search EAS Archive” window.

- You can login to Outlook Web Access to search your archive.
  - Healthcare employees: [https://ehcowa.emory.edu](https://ehcowa.emory.edu)
  - Physicians and university employees: [https://owa.emory.edu](https://owa.emory.edu)

- You can login to the archive system’s web interface, EAS Web Access, at [https://eas.emory.edu](https://eas.emory.edu) to search your archive OR to browse through your folders to look for a message.
E-mail / Outlook Tips, continued

**Tip #6: Don’t Get “Hooked” by Phishing Scams**

“Phishing” scammers attempt to lure you into divulging sensitive personal, financial or computer account details via e-mail. These scam e-mail messages appear to be legitimate but are not!

Here’s how to protect yourself...and Emory:

- **Be suspicious.** Legitimate government and financial institutions do not ask for sensitive personal or financial information through e-mail. Emory Healthcare and Emory University do not ask for confirmation of username/network ID or passwords through e-mail. Phishing e-mails often contain grammatical errors, misspellings or awkward phrases. **Just because the “From” address looks real does not mean it is!**
- **Do not reply.** Do not believe any e-mail that says you must reply immediately and provide sensitive information. If you think it might be legitimate, forward the message to ecsirt@emoryhealthcare.org for advice on whether to reply or not.
- **Do not click on any web link in a suspicious e-mail.** The web site may look legitimate, but you will actually go to a fake site controlled by the scammers.
- **Notify ecsirt@emoryhealthcare.org and spam@postini.com of any phishing e-mail you receive.**
  - If you have not opened the message:
    1. Click once on the message to highlight it
    2. From the top menu in Outlook click ‘Actions’ and select ‘Forward as Attachment’
    3. Send the email to spam@postini.com and ecsirt@emoryhealthcare.org
  - If you’ve already opened the message:
    1. While still on the ‘Message tab’ click ‘Other Actions’ and select ‘Forward as Attachment’
    2. Send the email to spam@postini.com and ecsirt@emoryhealthcare.org

**Learn More about Outlook**

- Go to [http://it.emory.edu/ehc-exchange](http://it.emory.edu/ehc-exchange) then click Training
Remedy – Log Your Own Ticket

*** Call 8-Help Service Desk for ALL CRITICAL CALLS that require immediate action ***
Remedy Requestor Console, continued

3. In the Notes box, enter your responses to the questions.

4. Click the down arrow to select the Urgency.

5. Click on Save then Close.

Remember:
You can always call the 8-HELP Service Desk at 404-778-4357 if you need computer help!
POCKET GUIDE FOR POWERCHART

EeMR Help Files:
1. From VDT click EHC Intranet:
2. Click EeMR: 
3. Under Help, click PowerChart:

Navigation:
Refresh Screen: 
Allergies indicator link:
Pt Recent/Quick Search:
Menu Autohide/lock:
Organizer buttons:

For additional assistance call 8HELP
404-776-4357

Patient Chart:
Pushpin: auto-hide/lock menu
Overview: Allergy, Meds, Problems, Procedures, Immunizations, snapshot
Pt Care Sum: Pt encounters, sensory deficits, advanced directives, risk scores
Rounds Report: 36 hour snapshot of Pt data, printed progress note
VS: Vital Signs
MAR: Nurse Med documentation
MAR Sum: 24 hour summary of Patient Medication and Meds Administration
Medication Profile: Inpatient and Home Medications
I&O: Intake and Output
Clin Sum: Nursing Assessments, lines, drains, tubes
Pt Schedule: Future Clinic appointments
Pt Info: Allergies, Problems, Procedures, Immunizations, Demographics, Encounters
Orders: View Patient order information

Notes:
I&O Flowsheet:
1. Set Time Frame to 8 hrs
2. Open the I&O flowsheet in the patient’s chart
3. Click on Options
4. Select “Select Time Scale”
5. Choose 8 hrs
6. Click OK

Patient Search Area:
Recent holds the last 5 patients.
Quick Search window: select Name or MRN:

Rounds Report:
Rounds Report is a 36 hour snapshot of Patient Data. When printed, it can be used as a Progress Note on rounds:
1. Select Task
2. Select Rounds Report
3. Check Rounds Summary Report
4. Select Printer
5. Click Print

Flowsheets:
Flowsheets in PowerChart only display a default amount of results based on ordered date and time. To see additional results:
1. For Quickview, default is 3 days. Click back arrow for more results
2. For Lab, default is 200 results. Click back arrow for more results
3. For Microbiology, only the last 30 days will display
4. For Radiology, default is 50 days. Click back arrow for more results
5. Respiratory and ED Vital Signs use All Results tab

Search Criteria:
Another way to see additional data is to change the Search Criteria:
Temporary Change of Search Criteria:
1. From any Flowsheet or Clinical Notes
2. Right click the date range bar in the middle of the chart
3. Select Change Search Criteria from the menu
4. Select the appropriate dates or result count
5. Click OK

Permanent Change of Search Criteria:
1. From any Flowsheet, click Options, then Properties
2. OR for Clinical Notes, click Document, then Options
3. Click on the Defaults tab
4. Select the appropriate dates or result count
5. Click OK

Graphing in a Flowsheet:
1. From any Flowsheet, click to the left of the group you wish to graph (i.e. BUN, Creatinine, etc) in the Results window
2. Click the graph icon
### POCKET GUIDE FOR POWERCHART

#### Patient List:
- **List Maintenances (Create New)**
- **List Properties (Proxy, Filters)**
- **Add Patient**
- **Remove Patient**
- **Sticky Notes**

#### Add Patient to a Custom List:
1. Click the Patient List button
2. Click the New button
3. Select “Custom” on the left
4. Click Next
5. Type in list name
6. Click Next
7. Select filter in the left status window if desired
8. Click Finish
9. Highlight the new list in the left window
10. Use the blue arrow to move it right
11. Click OK

#### Create a Location List:
1. Click the Patient List button
2. Click the List Maintenance icon
3. Click the New button
4. Select “Location” on the left
5. Click Next
6. Drill down to find the desired location
7. Highlight the location
8. Click Next
9. Select filter in the left status window (if desired)
10. Click Finish
11. Highlight the new list in the left window
12. Use the blue arrow to move it right
13. Click OK

#### Remove Patient from a Custom List:
1. Click the Patient List
2. Click the patient to be removed
3. Click the Remove Patient icon

#### Delete a List:
1. Click the Patient List button
2. Click the List Maintenance icon
3. Click the list to remove
4. Move to the left using the blue arrow
5. To permanently delete, right click the list on the left and select “Delete Patient List”
6. Click “Yes”

#### Sort a List:
1. Click the Patient List button
2. Click the column you want to sort by, e.g., Name or Room
3. Click the column again to reverse the order
4. To print the list, click the Print icon from the toolbar

### Patient List Proxy:
1. **Open List Properties**
2. Select the Proxy Patient List tab
3. Click New
4. Select Provider option
5. Type in the last name of the person to be proxied
6. Click the binoculars icon (or press Enter) to select name
7. Select the appropriate access level
   - Full user can add/remove pts from list as well as give it PROXY to others
   - Maintain user can add/remove pts from list
   - Read user can view or use the list
8. Be sure to enter an appropriate END date for the proxy
9. Click OK

### Writing Prescriptions:

**Use “Medication Profile” with EasyScript as the Home Medication Prescription Writer.**

**With the implementation of Medication Reconciliation in the Fall of 08, we will change the Prescription writer.**

**Do not use “Medication List” until trained in Med Rec.**

### EasyScript (Prescriptions):

#### Prescription:
1. In Med Profile, right click in white space, select *Prescribe* to open EasyScript
2. Type 4-6 letters of med name in Search window, click the Search button
3. Highlight desired medication name, click Select button
4. Complete details
5. Choose to Routing to Print Rx or Document (don’t print)
6. Click Sign button
7. Med will show in Med Profile as “Rx”

#### History (Information):
1. In Med Profile, right click in white space, select *Document by History* to open EasyScript
2. Type 4-6 letters of med name in Search window, click the Search button
3. Highlight desired medication name, click Select button
4. Complete details
5. Click Sign button
6. Med will show in Med Profile as “Rx”

### Disconnect vs Log Off:

**Disconnect**: FAST - keeps applications open. Use if you are staying in the same area.

**Log Off**: Closes all applications. Always log off if you are going to a different area.

#### Disconnect:
- Click the “Disconnect” button from VDT

#### Log Off:
- Click the “Log Off” button from VDT

### Notes about Rx printing:

When you LOG ON, your EHC computer will pick up the provisioned Rx network printer.

Always LOG OFF when changing areas to avoid problems printing Prescriptions.
Directory

Computer Training  www.ourehc.org then click on the Healthcare Learning Center icon

Emory Healthcare Computer/Application Issues  8-HELP (404-778-4357)
Emory University Hospital Operator  404-712-2000
Emory University Hospital - Midtown Operator  404-686-1000
Emory Healthcare Human Resources Department  404-686-7100
Emory Hospitals Facilities Management  404-712-7330
(Electrical problems)
Medical Engineering (GE Machines)  404-686-8160
Name Changes, Login  Contact Your Access Coordinator
Pager Problems (Receiving pages)  404-778-5104
Problems with Emory University website  404-727-7777
Problem with GBED (Bed Placement)
   EUH - Midtown  404-686-8000 (or contact Nurse Manager)
   EUH  404-686-8334 (or contact Nurse Manager)
Software Distribution (Purchase Software)  404-727-4741
Surplus (Equipment Disposal)  404-727-0545
Telephone Repair
   Business Hours  404-727-2323
   Emergency Telephone Repair  404-727-6161