



# HEALTHe NL HELP PAGES

## Clinician Homepage

Newfoundland and Labrador Health Services

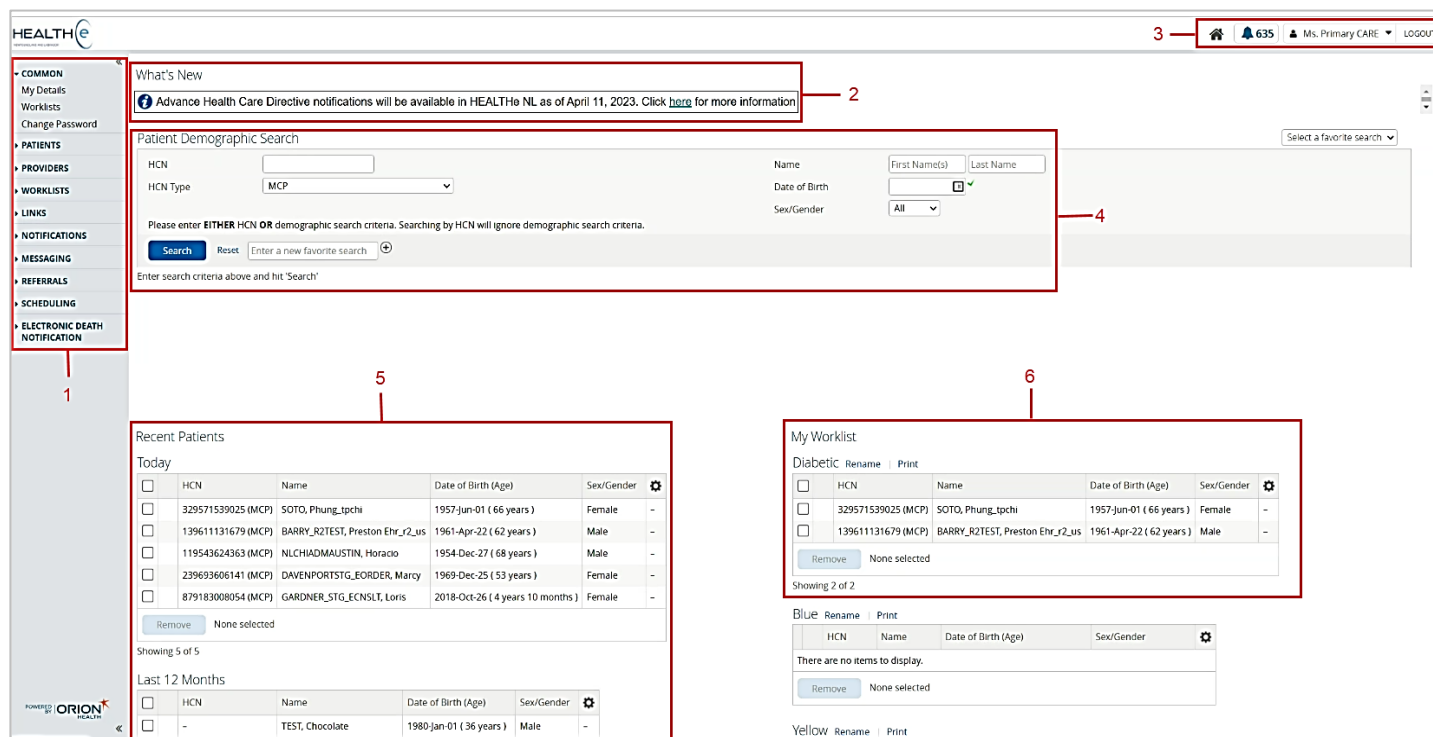
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## 1. Clinician Homepage

The **Clinician Homepage** (*Figure 1*) is your own, personalized view of:

- Your recent patients
- The patient demographics search
- Any worklists you may have set up.



The screenshot shows the Clinician Homepage interface. Callout 1 points to the left sidebar menu. Callout 2 points to the 'What's New' notification banner. Callout 3 points to the top right header area. Callout 4 points to the Patient Demographic Search form. Callout 5 points to the Recent Patients table. Callout 6 points to the My Worklist section.

**Figure 1: Clinician Homepage**

- Clinical Portal Menu:** Provides access to administrative functionality within HEALTHe NL. This is the menu you will see when you don't have a specific patient in context. Below you can see all the options available in each menu.

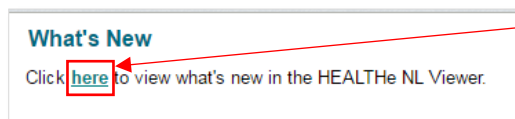
	1	2	3	4	5	6	7	8
1	COMMON	COMMON	PATIENTS	PROVIDERS	WORKLISTS	LINKS	MESSAGING	REFERRALS
2	PATIENTS	My Details Worklists Change Password	Patient Demographic Search	Provider Demographic Search	Red Yellow Green Blue Orange Purple	Training Material e-Therapeutics NL Pharmacy Board Quick Reference Guide CDC Contact Info Terms and Conditions How to change the Time Zone in HEALTHe NL	Inbox	Cardiac Cath. Lab My Referral Dashboard
3	PROVIDERS		Recent Patients Worklists					Telehealth eOrdering
4	WORKLISTS							
5	LINKS							
6	REFERRALS							
7	MESSAGING							
8	SCHEDULING							

**e-Therapeutics:**  
Username: nlchi  
Password: 0114922

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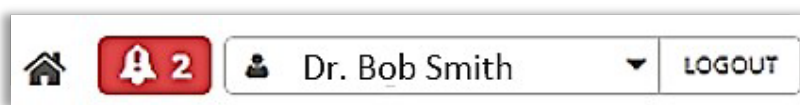


2. **What's New:** Provides a quick reference of changes, enhancements, and other items of note in HEALTHe NL. By clicking on the link "[here](#)", a PDF file opens in a new window displaying what's new in HEALTHe NL.




Click here to open the  
PDF file displaying what's  
new in HEALTHe NL

3. **Global Menu:** Displays unread message indicator, user's name, and the **Home**, **Help** and **log out** items are available from this menu. Global menu is accessible from any screen within HEALTHe NL.



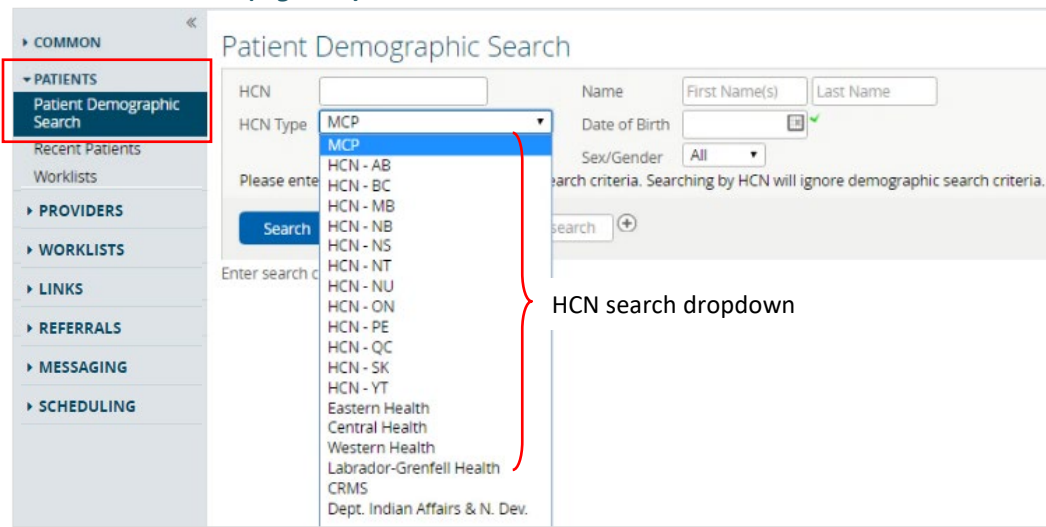
If one or more of the messages has been identified with High importance, a red exclamation mark **!** will appear next to the left of the message indicator.

4. **Patient Demographic Search:** The Patient Search screen displays search fields enabling the user to search for a patient directly from the Clinician Homepage.
- Patient search results will be displayed after you input search criteria and click "Search"
5. **Recent Patients:** Displays the patient records the user has previously viewed. However, if you have not used HEALTHe NL previously, this list will not be populated yet.
- Today
  - The last 7 days
  - The last 4 weeks
  - The last 12 months
6. **My Worklist:** This area contains lists (by default named red, blue, yellow, green, orange and purple) that you can customize with your own, intuitive names (i.e. "My Diabetic Patients"). Click on the "Rename" button (next to the worklist name), then enter custom name and click "save". To learn more about this, see [Configuring My Worklists: Renaming "My Worklist"](#) section on the "Other features" training module.
- By default all the worklists are displayed in the Clinician Homepage. However you can select one specific worklist to show on your Clinician Homepage. Under COMMON menu (found on the Clinical Portal Menu) click on the "My Details" link, "My Details" page will open. On the "Clinician Homepage" section click the  icon, all the available worklist will be displayed, select the worklist to show and then click "Update Preferences". Please note only one favourite worklist can be selected. To learn more about this, see [My Details Page: Selecting a Worklist to display in the Clinician Homepage](#) section on the "Other features" training module.

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## 2. Patient Search

The Patient Search uses the Provincial Client Registry to search for and retrieve patients. The **Patient Demographic Search** can be accessed from the **Clinician Homepage** or from the **PATIENTS** menu on the Clinical Portal Menu (*Figure 2*).



*Figure 2: Patient Demographic Search*

You can search for a patient record by searching by patient's HCN or personal details depending on the role assigned to your user account. Please note only certain users will be able to search by patient's first and last name (i.e. Users in Emergency departments). Most of the users will get "limited search" as part of their role meaning that they will be able to search for a user by HCN only.

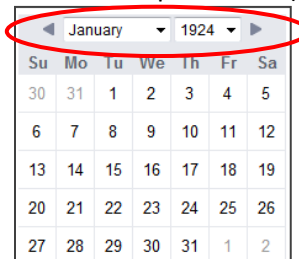
- Searching by HCN:** It is recommended to search a patient by the MCP number. If the patient's MCP number is not available, HEALTHe NL allows the user to search by other HCN. *Figure 2* above displays the additional HCN available to select from. By default the MCP number appears on the "HCN Type" field. To change it to a different HCN click on the arrow that appears on the "HCN Type" field  and a dropdown list containing all the available HCN will appear. Select the proper HCN. Then on the HCN field above enter the corresponding HCN number. For the Health Care Numbers per Regional Zones (i.e. Eastern Zone HCN: 000011089999) ensure you type all the numbers that appear in the number including zeroes and that the corresponding local Regional Zone is selected, then click search.
- Searching by patient's personal details:** Users will be able to search by patient's personal details only if their role is set up for that. It is recommended to search with complete first and last name, combined with the patient's date of birth and then click Search.
  - Wild cards do not work for patient demographics searches (e.g. % or \*).
  - Both first and last name are required when using demographic search.
  - A minimum of two characters are required for both first name and last name. You can use the calendar function (circled in red, below) to choose a Date of Birth, or you can manually enter the date of birth in the format that is displayed (yyyy-mm-dd), in particular for patients with date of birth before 1924.



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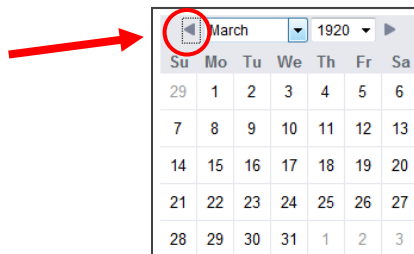
- To use the calendar function to select a Date of Birth before 1924 follow the next steps.

1. Open your calendar by clicking the  calendar icon, then select the lowest month/year available from the dropdown list ( January 1924)

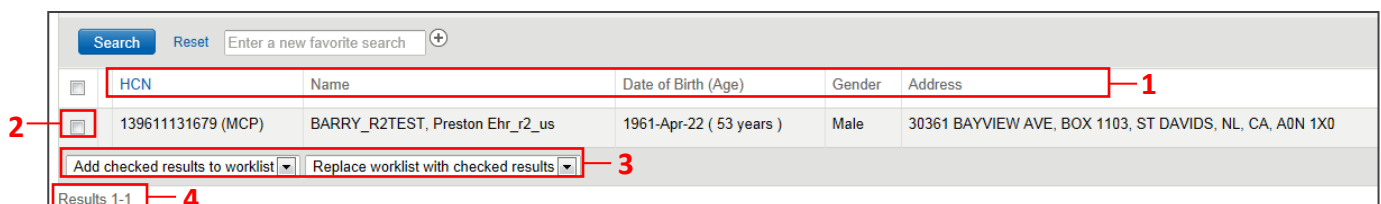


2. Click the month arrow to navigate to the date of birth you are looking for. The year will automatically change to the previous year when you pass on the 12 months of the year. (e.g. March 1920)

Month  
arrow



- When you have finished entering your search criteria, click “search”. Every search returns a maximum of 25 results. Please note if more than 25 results are found you will receive a message asking you to refine your search criteria. Items displayed on every search section after clicking “search” (**Figure 3**):
  1. Header of the information (columns: HCN, Name, Date of birth (Age), Gender, and Address): The header appears only in the first screen of results, if there are more results available to see, when you scroll down to see them the header disappears;
  2. Checkbox next to every result found;
  3. “Add checked results to worklist” and “Replace worklist with checked results” ; and
  4. Total number of results found (i.e. Results 1-13); this item and item 3 above will appear at the bottom of the search results. If more than 4 results are found, you will have to scroll down to the bottom to see the total results found and the “Add checked results to worklist” & “Replace worklist with checked results” (**Figure 4 and Figure 5**).



**Figure 3: Search results section displaying 1 result**

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Every search returns a maximum of 25 results, if a scroll bar appears in the right side of the search section, as shown in **Figure 4** and **5** below it means there are more results available to view and you will have to scroll down through the list to see them.

Search   Reset   Enter a new favorite search   +						Scrollbar
<input type="checkbox"/>	HCN	Name	Date of Birth (Age)	Gender	Address	Header
<input type="checkbox"/>		SMITH, Sarah	1973-Oct-11 ( 40 years )	Female	131 MCNABB, ST. JOHN'S, NL, CA, A2B 2C3	
<input type="checkbox"/>	111111111113 (MCP)	HOLIDAY, Boy	1998-Jun-06 ( 16 years 3 months )	Male	GENERAL DELIVERY	
<input type="checkbox"/>		SMITH, Sara Melanie	1999-Jan-23 ( 15 years 8 months )	Female	123 HAPPY LANE	
<input type="checkbox"/>		SMITH, Sara Jean		Unknown		


**Figure 4: Search results section with more than 4 results found. (Top section displaying 4 results of 13)**

You will have to scroll down to the bottom of the search section to see the “Add checked results to worklist”, “Replace worklist with checked results” and the total number of results found. When you scroll down to see more results, the header disappears. (**Figure 5**)

Search   Reset   Enter a new favorite search   +						Header disappears.
<input type="checkbox"/>		SMITH, Sally Jane	1998-Feb-04 ( 16 years 7 months )	Female	30 DOVE ROAD, CORNER BROOK, NL, CA, A1S1A1	
<input type="checkbox"/>		SMITH, Sally Nurstrain		Female		
<input type="checkbox"/>		JACK, Cindy Sara	1989-Jan-04 ( 25 years )	Female	12 NORTH WEST, SHESHATSHIU, NL, CA	
<input type="button" value="Add checked results to worklist"/> <input type="button" value="Replace worklist with checked results"/>						These items appear at the bottom of the search section. If more than 4 results found you will have to scroll down to see them.
Results 1-13						

**Figure 5: Search results section with more than 4 results found. (Bottom section displaying the last 3 results of 13)**

#### Important Note:

- When a patient is added to a worklist from search results (either by selecting “Add a patient to a Worklist” or “Replace worklist with checked results”), the screen must be refreshed before you will see that the patient has been successfully added to the worklist. To refresh the screen you can click “F5”, or  “Home” button found at the top in the global menu.
- The results returned by a search are typically sorted in ascending order by the patient's name. The results can be sorted by any column by clicking its title; click a second time to reverse the sort.
- When search results have been sorted by any column other than the default, that column name is shown in **blue** (**Figure 6**).

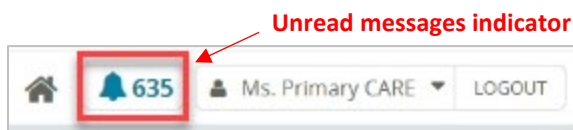
Search   Reset   Enter a new favorite search   +						Address
<input type="checkbox"/>	HCN	Name	Date of Birth (Age)	Gender		
<input type="checkbox"/>	111111111113 (MCP)	HOLIDAY, Boy	1998-Jun-06 ( 16 years 4 months )	Male		GENERAL DELIVERY
<input type="checkbox"/>		SMITH, Sara		Female		FIRST, GANDER, NL, 41541
<input type="checkbox"/>		SMITH, Sara		Female		FIRST, GANDER, NL, 41541
<input type="checkbox"/>		SMITH, Sally Jane	1998-Feb-04 ( 16 years 8 months )	Female		30 DOVE ROAD, CORNER BROOK, NL, CA, A1S1A1

**Figure 6: Search results sorted by "Address" column.**

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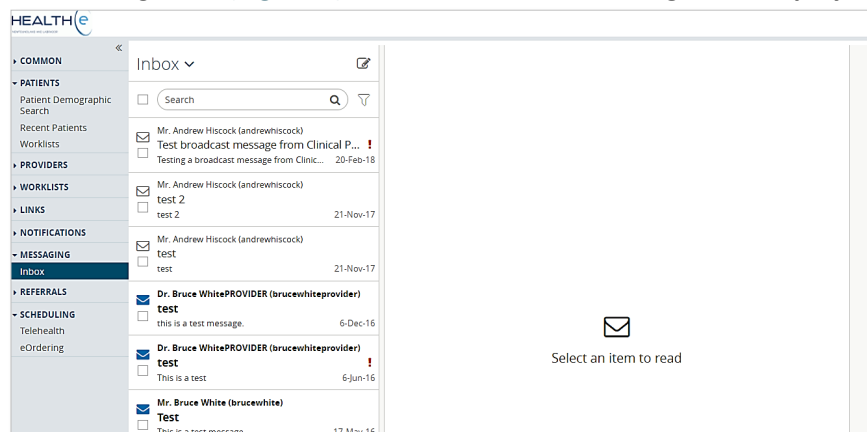
### 3. Messaging Inbox

- When there are **messages** to view, the unread messages indicator will appear in the global menu displaying the number of new messages received (**Figure 7**). To learn more about “Global Menu” go to [Global Menu](#) section.



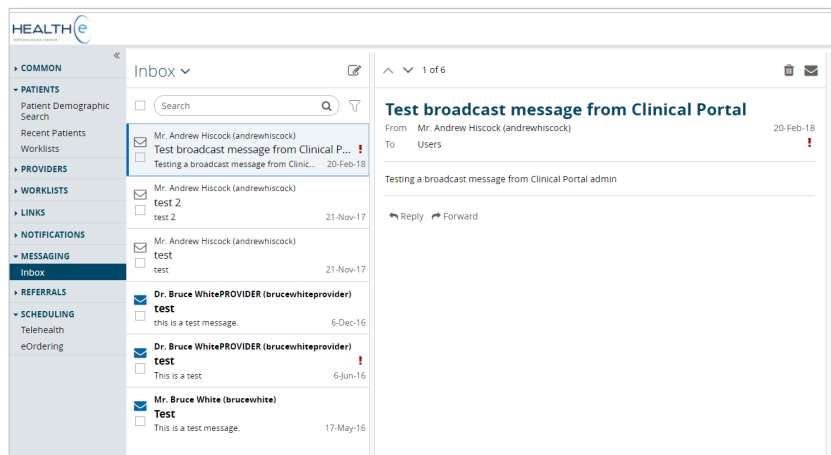
**Figure 7: Global menu showing the unread messages indicator**

- The number of unread messages is displayed on the unread message indicator. You can click the unread message indicator to access your messaging inbox, or from the Clinical Portal Menu click **MESSAGING > Received messages**, and your messages will be displayed in the screen. Messages are sorted by date in descending order (**Figure 8**). A maximum of 50 messages are displayed per page.



**Figure 8: Messaging Inbox**


To view a message, click on the message row and the detail will appear on the right side (**Figure 9**).



**Figure 9: Test message detail**

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- To delete a message, select the Message then click the trash icon  (Figure 10).
  - Please note that there is no prompt to ask if you are sure you want to delete this message. By clicking “Delete” the message will be immediately deleted.

Click the  
trash icon to  
delete a  
message

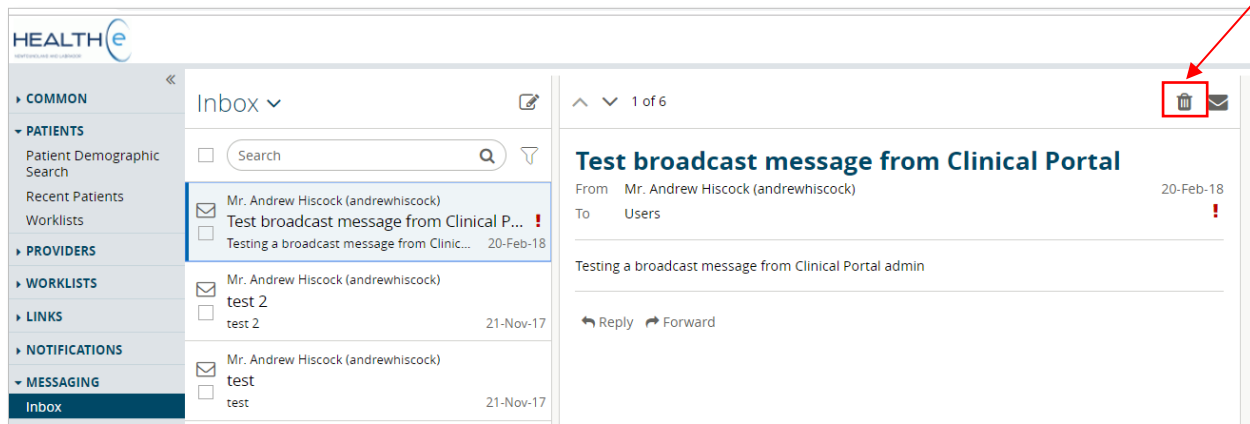
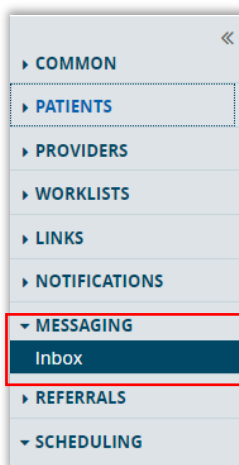


Figure 10: Deleting a Message

- Messages can also be accessed through the Clinical Portal Menu by clicking MESSAGING > Inbox (Figure 11).



Click “Inbox” to open your  
Messaging Inbox

Figure 11: Clinical Portal Menu

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## 4. Recent Patients Worklist

- The **Recent Patients** worklist displays the names of the patients the user has previously viewed (if any were viewed) classified by the following periods: *(Figure 12)*

Recent Patients					
<b>Today</b>					
<input type="checkbox"/>	HCN	Name	Date of Birth (Age)	Gender	
<input type="checkbox"/>	1111111111113 (MCP)	HOLIDAY, Boy	1998-Jun-06 ( 16 years 4 months )	Male	–
Remove None selected					
Showing 1 of 1					
<b>Last 7 Days</b>					
<input type="checkbox"/>	HCN	Name	Date of Birth (Age)	Gender	
<input type="checkbox"/>	139611131679 (MCP)	BARRY_R2TEST, Preston Ehr_r2_us	1961-Apr-22 ( 53 years )	Male	–
<input type="checkbox"/>	899702837639 (MCP)	ZZBRENTON, Christaehr	1970-Oct-09 ( 44 years )	Female	–
Remove None selected					
Showing 2 of 2					
<b>Last 4 Weeks</b>					
<input type="checkbox"/>	HCN	Name	Date of Birth (Age)	Gender	
<input type="checkbox"/>	529652262575 (MCP)	MCGRATH, Tim Dis	1965-Aug-13 ( 49 years )	Male	–
<input type="checkbox"/>	–	ZZBRENTON, Bg Of Christaehr	2013-Dec-11 ( 44 weeks 0 days )	Female	–
<input type="checkbox"/>	–	SMITH, Sally Jane	1998-Feb-04 ( 16 years 8 months )	Female	–
<input type="checkbox"/>	849582858452 (MCP)	HURLEY, Stacey Christa	1958-Oct-11 ( 56 years )	Female	–
<input type="checkbox"/>	279681566188 (MCP)	CULL, Stacy Christa	1968-Jun-04 ( 46 years )	Female	–
<input type="checkbox"/>	769742518541 (MCP)	STACEY, Selena Kristy	1974-Sep-07 ( 40 years )	Female	–
<input type="checkbox"/>	329652898738 (MCP)	FLAKE, Snow Dis	1965-Oct-15 ( 49 years )	Female	–
<input type="checkbox"/>	629732895398 (MCP)	PECKFORD_R2TEST, Kristy Ehr_r2_	1973-Sep-25 ( 41 years )	Female	–
<input type="checkbox"/>	679871897550 (MCP)	RAIN, Summer Dis	1987-Jul-07 ( 27 years )	Female	–
Remove None selected					
Showing 9 of 9					
<b>Last 12 Months</b>					
<input type="checkbox"/>	HCN	Name	Date of Birth (Age)	Gender	
<input type="checkbox"/>	529642873623 (MCP)	MCGRATH, Reuben Tim	1964-Sep-23 ( 50 years )	Male	–
<input type="checkbox"/>	–	SMITH, Sarah	1973-Oct-11 ( 41 years )	Female	–

**Figure 12: Recent Patients Worklist**

- The Recent patients are system-managed lists and are automatically populated based on viewing of patient records. If you are a new user, these lists will not be populated, but will fill up over time as you look at patient profiles.
- Recent patients** worklist can be sorted by the column headings “HCN”, “Name”, “Date of birth”, or “Gender”. However when this is done, all patients will appear as one Recent Patients list. This sorting will remain until the user clicks ‘**Remove Sorting**’ that appears next to Recent Patients header: when this is clicked the Recent Patients lists return to the original classification.
- Patients can be removed from the **Recent Patients** list by selecting the box to the left of the patient’s name and selecting “Remove”.
- The maximum amount of patients in a **Recent Patients** Worklist is 50 between all the periods identified (Today, Last 7 days, Last 4 weeks, and Last 12 Months). After this limit is reached, the least frequently access patient will be removed from the list.

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