

Reliance Community Health Record Quick Tips

Before You Log-In to Reliance CHR:

Activities performed using Reliance Community Health Record will be monitored on a routine basis to identify and protect against misuse. Misuse of Reliance includes accessing or viewing information on a relative or acquaintance with whom no clinical relationship or need to know exists.

Evidence of misuse is subject to: Disciplinary action by Reliance, including suspension or termination as a User; Fines and penalties assessed by federal, state and local agencies; Reporting to federal or state agencies; being held liable for any damages to Reliance; Legal action by the patient/consumer.

Log In to Reliance

Web Access: <https://reliancehie.net>

Username: _____

Temporary Password: _____

1. In the log-in window, enter your Username and Password.
2. If you need to reset your password, you may do so from this screen. Be prepared to answer your 3 security questions, in order to reset your own password.
3. If you are locked out of Reliance and your “Forgot Password” process does not work please call Reliance Support at 855-290-5443 option 1

Patient Search

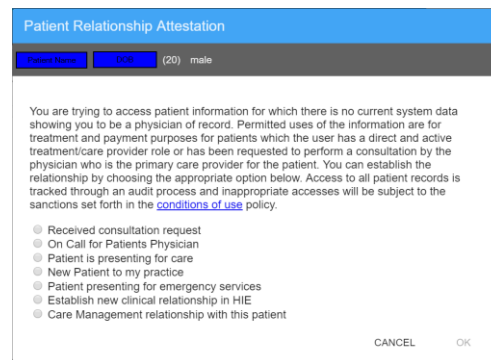
To Find a patient in our CHR complete the following steps

1. Fill in the required fields (which are marked with an asterisk). All other fields are optional and are used for narrowing the search results. **Note:**
 - a. A metaphone search is allowed on the last name field.
 - b. The first name field can be entered as a wild card search with three or more characters: *JON* produces *Joni, Jonas, and Jonathan* as results.
 - c. The format for the date of birth should be *mm/dd/yyyy*.
2. Click Search.
3. Click on the correct patient in the search results.
4. If the user has been added to a group that is granted PHI Access, he or she can proceed from this point to approved pages according to the user's VHR roles. Depending on configuration, the user may be asked to choose a reason for access or to agree to certain terms.

If only one patient results from the search, that patient is automatically selected, and the user is redirected to the landing page.


Patient Relationship Attestation

For each patient that you are accessing you will be prompted to define a patient relationship. In order to access the health record the user must select an option then click **OK**. Relationships will be remembered for 6 months.



How to View & Print Records

Viewing Records

When in **View Records Mode**, it is possible to click on an item with an  icon into focus for additional detail.

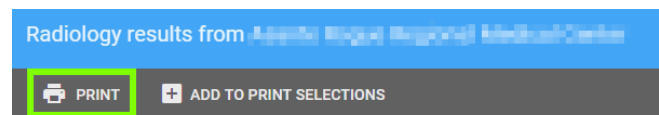


The Community Health Record allows multiple print options. You may print a single document or multiple documents. You can also view a list of all your selected items to print in a single view. Please see below for instructions on how to complete each option.

Printing Records

Single document printing

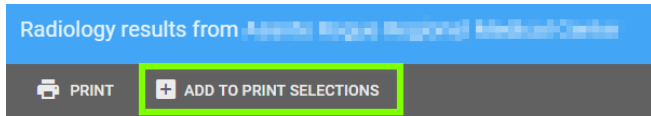
1. While still in the record viewing screen, print the record by pressing **PRINT**



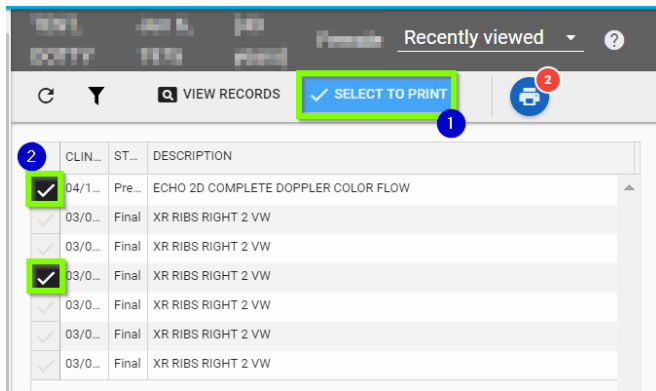
Multiple document printing

1. While still in the record viewing screen add a document to the print list by pressing **ADD TO PRINT SELECTIONS**

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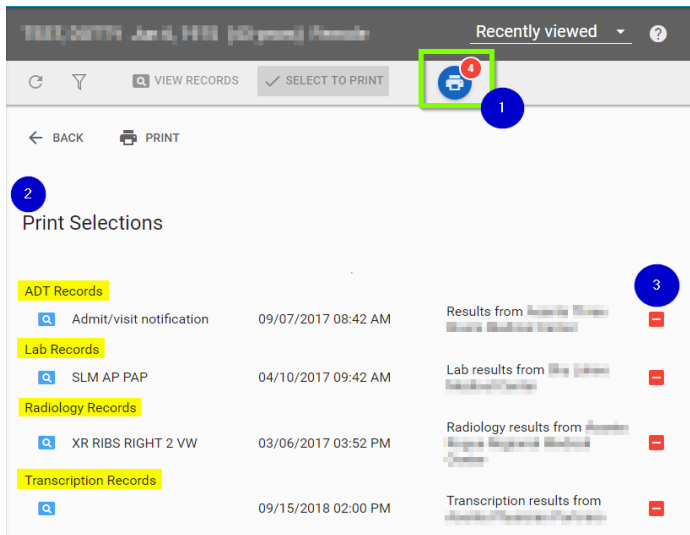


2. You can select multiple documents by using the **SELECT TO PRINT** button at the upper right corner of any Tab and then clicking the check on the left of the corresponding document as displayed below.



Viewing your print selections

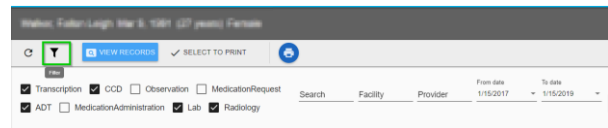
1. Click the **Printer icon**
2. Review your **Print Selections**.
3. You can remove a document from your print queue by clicking on the symbol to the right of the document.



Filtering / Sorting Data

By default, all clinical data is displayed in reverse chronological order. To Sort and/or find data on a tab the user can click on the *Funnel icon* and filter the displayed data by specific parameters. Filtering options are dependent on the tab. The common filtering options on each tab are

- Facility
- Providers
- From Date / To Date
- Search (a free text option)

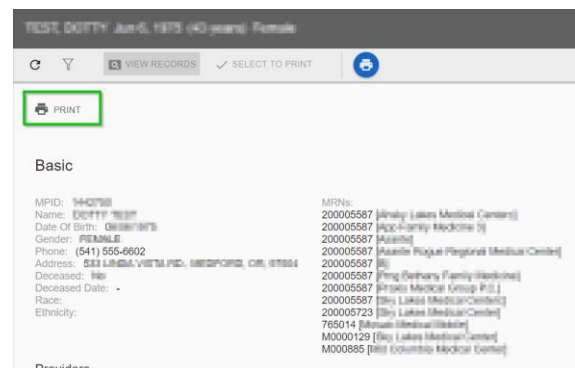


Viewing Clinical Details

Patient Information

The **Patient Info** page is designed to display important background information on a patient:

- **Basic:** demographic information contributed from most recent data contributor
- **Providers:** the provider(s) associated to the clinical date
- **Allergies:** recorded allergies
- **Medications:** recorded medications
- **Problems:** recorded diagnosis
- **Medical Insurance:** the patient's insurance company



To Print all information on this page, click the print icon and follow the prompts. When on this page, both *VIEW RECORDS* and *SELECT TO PRINT* are disabled on the toolbar.

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Patient Summary

The Patient Information page provides a birds-eye view of the patient, which includes the five most recent records for each of the following categories:

- Admits/Discharges/Registrations
- Labs
- Radiology
- Transcribed Reports
- Medications List
- Filled Medications

Enter any restrictions at the top of the Summary page to apply any filters. Click on any Category Name to jump to that page and see the full list of records for that category. Click on any individual record to view more details.

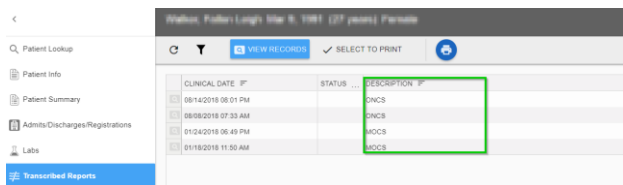
Labs

This tab allows you to view and print specific clinical results. A result list of discreet patient results will be available sorted by most recent first.

Each result list will include Date, Results Type, Description, Alerts, Ordering, Facility and Status.

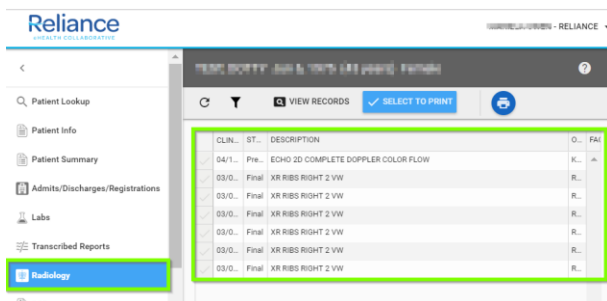
Transcribed Reports

This tab lists all the transcribed reports that are not already found on the ADT, Lab and Radiology pages. The type of transcription can vary depending on the source. The **DESCRIPTION** column will best define the type of transcription in the list.



Radiology

Access radiology records within the Radiology tab.



Medications List

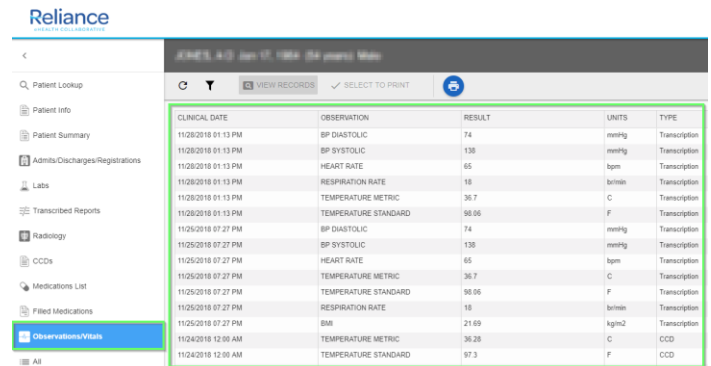
This page lists all the medications prescribed to the patient. The **PROVIDER** column defines the prescriber of the medication. The **FACILITY** defines which org that submitted the data for that clinical date. It differs from the filled medication tab in that it does not have dosage instructions included.

Filled Medications

This page lists all the medications that a patient has had filled at a pharmacy. Details are based on claims data that have been submitted by pharmacies. The FACILITY column defines who submitted the claim.

Observations/Vitals

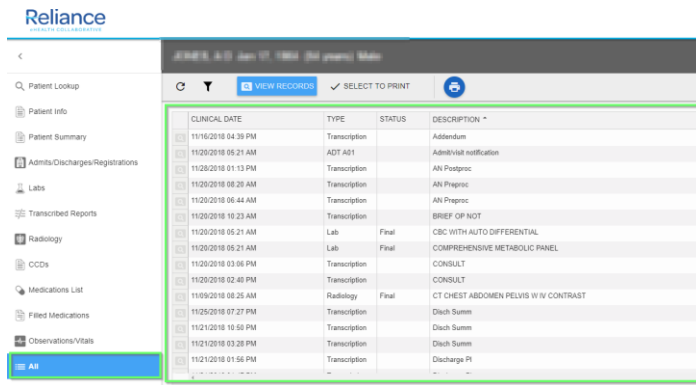
The Observations/Vitals page displays the vital measurements of the patient, such as temperature, BMI, and weight. When on this page, both **VIEW RECORDS** and **SELECT TO PRINT** are disabled on the toolbar.



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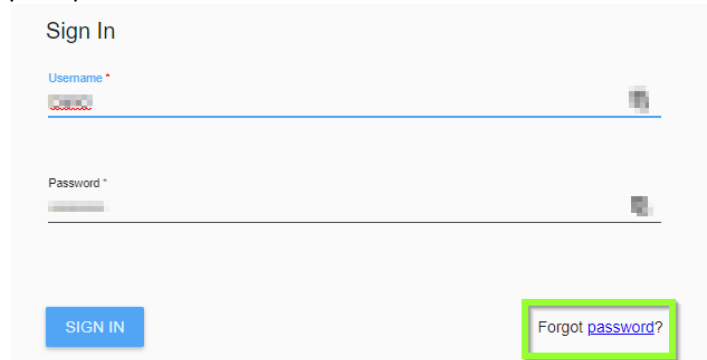
All Tab

This tab contains a list of **all** patient records within the CHR in a single location. The default view lists the most recent records first. The user can view, filter and/or print the ADT's, Transcriptions, Radiological and Lab records for the patient.



Password Resets

If you have forgotten your password, you can click on the **Forgot Password** option on the login page and follow the prompts.



Help Features

User's have 3 options to access **Help** in navigating the system.

1. **Click the** **icon and it will bring you to the Reliance website where you can find user guides, FAQs, and forms to complete if you would like to add/remove users.**
2. **Call-** the Reliance Helpdesk number is on the footer of all pages.
3. **Email** The Reliance Helpdesk email address is on the footer of all pages.

Password Resets

All users can reset their own passwords. This action is dependent on the **Security questions** that you have set up with your profile. To change your security questions do the following

1. Click drop down arrow next to your name.
2. Click on the Account option
3. Select the Security Questions tab and enter your answers.
4. Press Save or reset store your answers.

