# 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.
- 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.
- 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

- 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.

Patient Relationship Attestation	
Patient Name (20) male	
You are trying to access patient information for which there is no current system data showing you to be a physician of record. Permitted uses of the information are for treatment and payment purposes for patients which the user has a direct and active treatment/care provider for or has been requested to perform a consultation by the physician who is the primary care provider for the patient. You can establish the relationship by choosing the appropriate option below. Access to all patient records is tracked through an audit process and inappropriate accesses will be subject to the sanctions set forth in the <u>conditions of use</u> policy. Received consultation request On Call for Patients Physician Patient is presenting for care New Patient to my practice Patient presenting for emergency services	4
<ul> <li>Establish new clinical relationship in HIE</li> <li>Care Management relationship with this patient</li> </ul>	- 1
CANCEL OK	

# How to View & Print Records

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

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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** 

Radiology results from Long Degree degre

#### Multiple document printing

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



Radiology re	sults from <b>Hands Mager</b>	gional Medical Center
🖶 PRINT	+ ADD TO PRINT SELECTIONS	

 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.

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	CLIN	ST	DESCRIPTION		
~	04/1	Pre	ECHO 2D COMPLETE DOPPLER COLOR FLOW		
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#### 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)

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C T Q VIEW RECORDS  V SELECT TO PRINT				
Transcription      CCD      Observation      MedicationRequest     ADT      MedicationAdministration      Lab      RedicationQy	Search Facility	Provider	From date 1/15/2017 ~	Te date 1/15/2019 ~

## **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

EST, DOTTY Jun 5, 1975 (KD years) Female				
C Y IN NEW RECORDS ✓ SELECT TO PRINT	0			
🖶 PRINT				
Basic				
MPID: 1+CTM	MRNs:			
Name: Dept Trimer Date Of Birth: General Million Gender: FEIMALE	200005587 200005587 200005587			
Phone: (541) 555-6602 Address: Stat Lindon Warth Mich. Instantion, on, article Deceased: No.	200005587 August Parata Parata Carden 200005587 August Parata Par			
Deceased Date: - Race: Ethnicity	200005587 200005587 200005723			
we many.	765014 M0000129 [			
Providers	M000885 [Intel Columbia Recical Denter]			

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.



#### **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.

<	Walker, Poller Lorgin Mar 8, 1	MT (27 pass) Panala
Q, Patient Lookup		SELECT TO PRINT
Patient Info	CLINICAL DATE	STATUS DESCRIPTION IF
Patient Summary	08/14/2018 08:01 PM	ones
Admits/Discharges/Registrations	08/08/2018 07:33 AM 01/24/2018 05:49 PM	oncs Mocs
Labs	01/18/2018 11:50 AM	MOCS
≢ Transcribed Reports		

# Radiology

Access radiology records within the Radiology tab.

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到生 Transcribed Reports	$\sim$	03/0	Final	XR RIBS RIGHT 2 VW	R	
📳 Radiology	~	03/0	Final	XR RIBS RIGHT 2 VW	R	
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## **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**

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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.

<	JONES. 4-0 Jan 17, 19				
Q, Patient Lookup		ECORDS 🗸 SELECT TO PRINT	0		
Patient Info	CLINICAL DATE	OBSERVATION	RESULT	UNITS	TYPE
Patient Summary	11/28/2018 01:13 PM	BP DIASTOLIC	74	mmHg	Transcription
	11/28/2018 01:13 PM	BP SYSTOLIC	138	mmHg	Transcription
Admits/Discharges/Registrations	11/28/2018 01:13 PM	HEART RATE	65	bpm	Transcription
Labs	11/28/2018 01:13 PM	RESPIRATION RATE	18	br/min	Transcription
	11/28/2018 01:13 PM	TEMPERATURE METRIC	36.7	c	Transcription
E Transcribed Reports	11/28/2018 01:13 PM	TEMPERATURE STANDARD	98.06	F	Transcription
Radiology	11/25/2018 07:27 PM	BP DIASTOLIC	74	mmHg	Transcription
	11/25/2018 07:27 PM	BP SYSTOLIC	138	mmHg	Transcription
CCDs	11/25/2018 07:27 PM	HEART RATE	65	bpm	Transcription
A destinations ( ) of	11/25/2018 07:27 PM	TEMPERATURE METRIC	36.7	с	Transcription
<ul> <li>Medications List</li> </ul>	11/25/2018 07:27 PM	TEMPERATURE STANDARD	98.06	F	Transcription
Filled Medications	11/25/2018 07:27 PM	RESPIRATION RATE	18	be/min	Transcription
	11/25/2018 07:27 PM	BMI	21.69	kg/m2	Transcription
Observations/Vitals	11/24/2018 12:00 AM	TEMPERATURE METRIC	36.28	с	CCD
- 44	11/24/2018 12:00 AM	TEMPERATURE STANDARD	97.3	F	CCD



#### 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.

#### Reliance

<	MEX. A:D Jan 17, 1861 (b) prani Male	
Q, Patient Lookup	T Q VIEW RECORDS SELECT TO PRINT	
Patient Info	CUNICAL DATE TYPE STATUS DESCRIPTION *	
Patient Summary	11/16/2018 04:39 PM Transcription Addendum	
<b>F</b>	11/20/2018 05:21 AM ADT A01 Admit/visit notification	
Admits/Discharges/Registrations	11/28/2018 01:13 PM Transcription AN Postproc	
且 Labs	11/20/2018 08:20 AM Transcription AN Preproc	
	11/20/2018 06:44 AM Transcription AN Preproc	
道 Transcribed Reports	11/20/2018 10:23 AM Transcription BRIEF OP NOT	
Radiology	11/20/2018 05:21 AM Lab Final CBC WITH AUTO DIFFERENTIAL	
( ( decoupy	11/20/2018 05:21 AM Lab Final COMPREHENSIVE METABOLIC PANEL	
CCDs	11/20/2018 03:06 PM Transcription CONSULT	
	11/20/2018 02:40 PM Transcription CONSULT	
Medications List	11/09/2018 08:25 AM Radiology Final CT CHEST ABDOMEN PELVIS W IV CONTRAST	
Filed Medications	11/25/2018 07:27 PM Transcription Disch Summ	
	11/21/2018 10:50 PM Transcription Disch Summ	
Observations/Vitals	11/21/2018 03.28 PM Transcription Disch Summ	
	11/21/2018 01:56 PM Transcription Discharge PI	

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#### **Help Features**

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

- 1. **Click** the **Click** 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
- Select the Security Questions tab and enter your answers.
- 4. Press Save or reset store your answers.

← Account		_		N - RELIANCE 🔻
USER ACCOUNT PASSWOR	3 SECURITY QUESTIONS	Θ	Account	2
Best friend's first name?	Paul	0	Help	
Hospital born in?	(autor)	Ů	Log Out	
Favorite color?	Pugite	_		

### Password Resets

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

Sign In	
Usemame *	
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Password *	
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SIGN IN	Forgot password?