Cerner PowerChart View-Only Quick Start Guide

- IU Health is allowing affiliated providers and their employees to use the CSGate remote access system to view and print medical records that have been created in the PowerChart EMR for all patients.
- Remember, Cerner will keep a log of every record you view, so only view records needed to do your job. However, training is a valid business purpose, so you can explore a little with your practice’s patients.
- To access medical records, you must first log into the IU Health network (Called MHG for Methodist Hospital Group). All computers at IU Health Paoli, Bedford, and Bloomington are now on the MHG network.
- You can use https://csgate.iuhealth.org to log in from a computer not on the MHG network. To do this, you must also use IU Health’s Multi-Factor Authentication System.
- Once you log into CSGate, the applications accessed from there will need the Citrix Receiver to run. You can download this at: http://www.citrix.com/go/receiver.html
- Please note: your screen make look different than the screenshots. There are many different user-types in Cerner, so your menu may vary.
- After logging into CSGate, there are two ways you can see the medical records:
  1. Use CareWeb to see lab results, radiology reports, and transcription. CareWeb is maintained by IHIE (the Indiana Health Information Exchange). Because we are logging in through IU Health, we can only see records in CareWeb created at IU Health.
  2. Use Cerner PowerChart to see those records, and everything in the patient’s chart. This document focuses on Powerchart. We have another document on CareWeb.
Logging into CSGate

To log into CSGate, type: csgate.iuhealth.org into your browser’s address bar and you will automatically be redirected to the log-in page. I am using Google Chrome in Windows 7.

After you respond to the Multi-Factor Authentication text or phone call, the CSGate Home Page will load. It contains links to many applications, most of them you won’t have rights to. The applications are in alphabetical order with folders first. We want to open Cerner Home Remote.
Citrix will take a while to load. Then an Internet Explorer window will open on the remote server. You can think of this as the Cerner menu. We have rights to access PowerChart PROD (for production). It is the teal-green icon. You may have to scroll down to see it!

Your User Name for Cerner PowerChart is the same as your IU Health Network ID. However, the password is maintained separately. You can make them the same, but you may be asked to change them at different times. Remember that IU Health requires passwords to have at least ten characters, and at least one number and letter.

The first time you use PowerChart, log in with your IU Health ID in both the User Name & Password fields. You will immediately be prompted to change your password.
Because IU Health has many locations, there may be many patients with the same name. You may need to narrow your search options. Entering Birth Date will help you find the correct patient. You may sort by any column by clicking on the title. Sorting by Birth Date may be very useful.

IU Health has many test patients. Most of the last names start ZyxTest. There are many named ZyxTestBloom, ZyxTestBedford, ZyxTestMorgan, or ZyxTestPaoli. They periodically delete and add them. We will use some from 2015 here.

For most of us in the Southern region, PowerChart will open to the Messages window, but your landing window may be different. All PowerChart windows have a Patient Search Box in the upper right. Enter the last name (and a comma then the first name) and press the Enter key, or you can do an advanced search by clicking the magnifying glass.
Your patient’s information will load in a separate window. You will probably land on the Ambulatory Viewpoint section. The active section of the patient’s chart will appear highlighted in blue in the left-hand menu.

Select your patient, select visit you want (although it really doesn’t matter), and click on the OK button. Or double-click on the patient, but then you will be asked to select a visit too.
There are many sections in PowerChart, but most of what you will need is in three places.

1. In the Results Review section, you can find Labs, Radiology, Pathology, and Allied Health.

2. In the Clinical Notes Section, you can find dictated or templated notes by physicians and other medical providers. You can also find the facesheet and scanned documents.

3. Scanned insurance cards are found on the Patient Menu in the Images feature.

You may find other sections useful. You can always use a test patient to check out the program.

Changing the Default Menu Tab

Since you usually are using Cerner to find specific results, you probably want to change where you land. To do this, right click on the menu tab you would prefer to land on. Here, I’ve positioned my mouse over Results Review, and clicked on the right-hand mouse button. (I am right handed, so I use the left mouse button as my main button). Now, I just have to click on “Set as Default View” to do just that! The other place you may want to land is Clinical Notes if you mainly need transcription.
The default time frame is 5 days previous to today until tomorrow. There are ways to change this for the session, or forever, which is shown starting on the next page. If you do not see the result you want, you can customize the date range. Here, I have right-clicked on the highlighted date scroll bar. Now I will select Change Search Criteria….
If you want to change the date-range so that it is longer every time you open Powerchart, you can do that too.

Here, I’ve clicked on Options on the main PowerChart menu. You can see Properties about two thirds of the way down. We need to choose Properties.
Changing the Default Date Range

Properties always opens on the Settings tab. We want the Defaults tab.

I've clicked on the Defaults tab. As you can see, I've changed my clinical range to 12 months back. Once you've changed the settings for the Lab Results tab as you want, click on the Save button, then you can close the window. You must change your defaults for each tab on Results Review.
Now we can see all of the labs for this patient. The date range here is 1 Jan to 24 April 2015. Columns will be blank if there are no results for the test for that date and time of service.

(Of course, you can make your window bigger. I’m limiting the size of mine so we can see more.)

Notice the check boxes for type of labs. You can limit what you see by unchecking lab types you do not need. Please also notice the scroll bars below and to the right of the table. You can use these to see more results. The drop-down list of result types is also handy to find only what you need.
Here is the drop-down list for this patient.

With two clicks, you can find what you really want to see.

Please notice the set of radio buttons, Table, Group, and List. Lab Results always opens in Table view, but I find List view very helpful, especially for printing. Group just switches the rows and columns, which may make seeing all of your results easier.
Viewing Lab Results

- Limiting the date range and choosing to view by List or Group, you can get a decent copy of labs.
- To print the results you are seeing, click on the Print link.

Printing Lab Results

- This is what will print when I select List then Print.
- I have printed to a PDF printer so we can see it easily.

A problem with printing lab results in Cerner is that the patient’s date of birth is missing.
Other types of tests are available in the Results Review section. Radiology and Pathology are self-explanatory. Diagnostics will hold most Allied Health results. The other tabs are mostly inpatient, but feel free to look.
To view a specific result, double-click on the name of the report in the column under the date of service. If there is a second listing for a specific test for the same date of service, it will usually be for the image.

This report looks pretty good. Click on the Printer icon, and you will be able to choose your printer.
Text Reports in PowerChart

Text reports in Powerchart are in the Clinical Notes section. Here I have scrolled down in the menu and clicked on that option.

Facesheet in Powerchart

Each encounter will have a facesheet, with demographic information. Double-click on the Registration/Administrative Records folder. (To get to a particular note, you have to drill-down through the folders.)

Click on the + sign next to Face Sheet to expand the folder.
Here we see all of the facesheets available for this patient. **Double-click** on the red box date of service you want.

The Face Sheet will load in the window. You can adjust the view by clicking the View icon which will drop-down a menu. I will click on Fit To Width.
Fit to Width makes the Facesheet much more readable. You must use the scroll bar and the page buttons to move through the document.

As you scroll down on the second page, you will find insurance information.
Printing the Facesheet

To print the Face Sheet, you will need to use the Printer button in the red rectangle. The other print buttons in the window will not print the Face Sheet, but just the patient’s demographics!

Always look for the Printer button below the document, and use that first. If there is no button below, look for one above.

You will be able to choose any printer installed on your computer. Next we will look at other text notes.
Again, you can choose any printer installed on your computer.

To see this Procedure Notes, I have double-clicked on the folder Inpatient/Observation/Day Surgery, then the Procedure Notes folder then Procedure Notes-Staff folder. Then I double-clicked on the date of the report I wanted to see. Please Note: There is no print button below the report, so either Print button will work here.
To View Images such as Insurance Cards, Drivers Licenses, and Radiology, click on Patient on the menu bar at the top of your screen, and on click View Images.

The Document Image window will open very slowly. You will need to navigate through the folders to find what you want. The menu bar at the bottom of this window is just like that on the Facesheet window.
From PowerChart, you can access CareWeb simply by double-clicking on the CareWeb link.

You will be automatically logged in, and the information for the patient you were viewing in PowerChart will be automatically loaded.
Final Thoughts

- There are many test patients in CareWeb. Just search for Xyztest or Zyxtest. The records of these test patients mimic the records of real patients, so they are an excellent way to explore the system.
- The only thing you can change in PowerChart or CareWeb is to add your name to the log of the users who have viewed the record, so don’t be afraid to click to see what happens.
- Accessing actual patient records in the course of caring for those patients is what this is all about.

Please, Always LOG OUT!

1. PowerChart is not picky, so you can exit from the Task menu or click on the X in the upper right-hand corner.
2. However, CareWeb works best if you click on Logout.
3. Make sure you click on the Log Off lock icon on the CSGate Home Page. It is in the upper-right corner of your browser window. Failing to Log Off may prevent CSGate from reloading until you reboot your computer!

What is HealthLINC?

HealthLINC is a health information exchange committed to improving care in Southern Indiana. HealthLINC is organized to coordinate health care information by providing a community-wide clinical data and information exchange to the health care community.

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