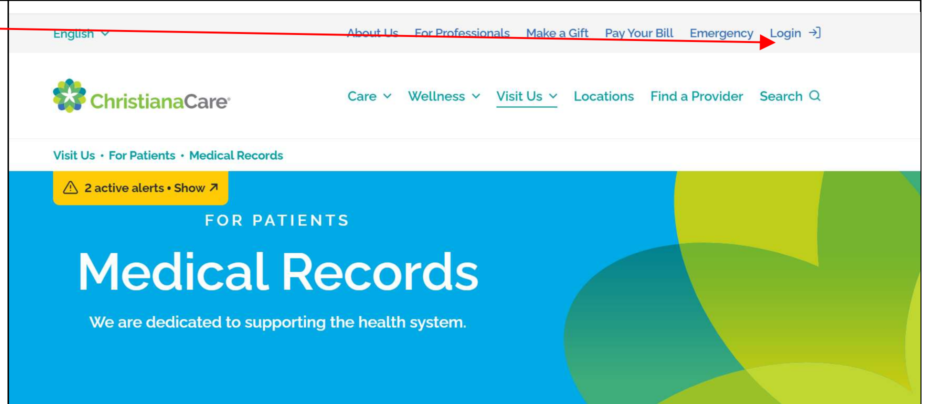
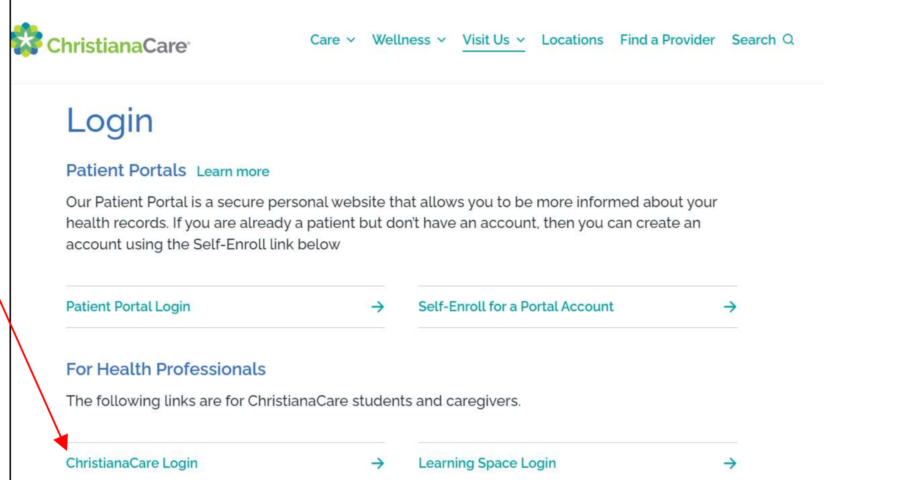
PowerChart® Tipsheet

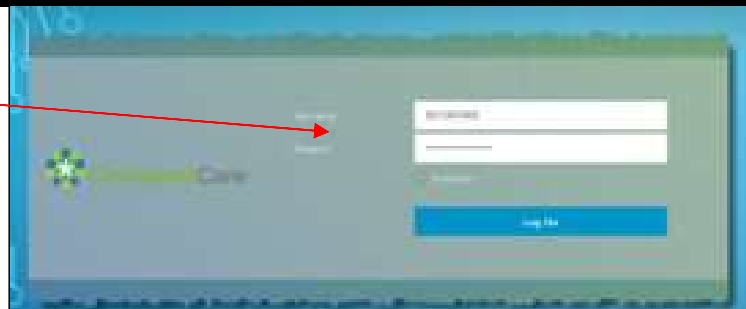
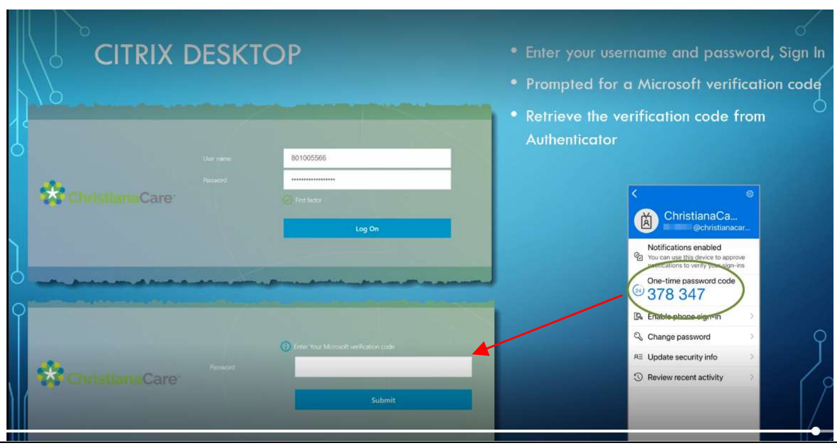
External Reviewers

Accessing Christiana Care Health System PowerChart® **April 2022**

External Reviewers can access the ChristianaCare EMR, Cerner PowerChart®, securely using Multi-Factor Authentication (MFA) and remotely logging on to the application. **Logging in once/month is required to retain access to ChristianaCare systems.**

Accessing a list of your assigned patients to review in PowerChart® requires a one-time set-up for Patient Lists. See *Set-up of External Reviewer Patient List* for step-by-step instructions.

Logging into Christiana Care		
Step	**Instruction**	**Reference**
1	Using Microsoft Edge or Chrome, navigate to: https://christianacare.org.	
2	Click on **Login** which is located at the top right corner of the page.	
	Click on **ChristianaCare Login.**	

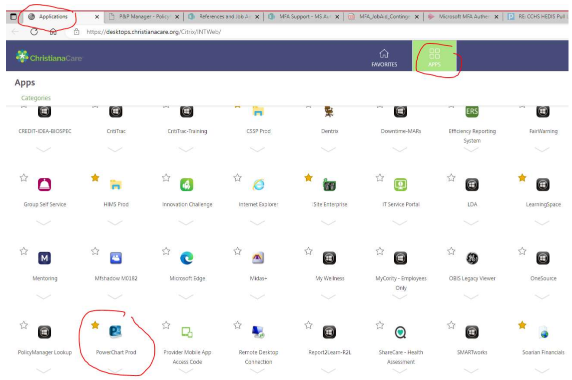
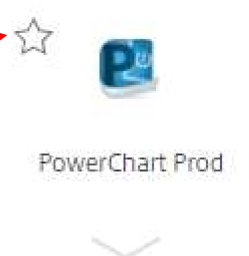
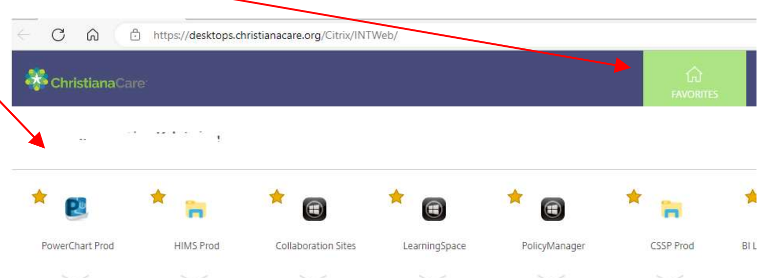
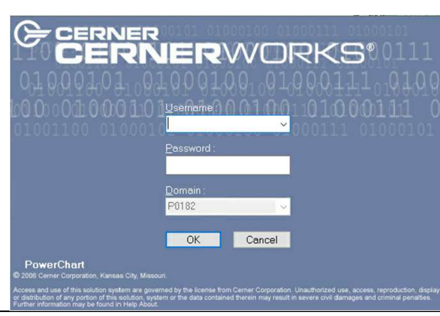
2	Enter your Username (801#) and Password. Before you login, make sure any external device is already connected to your computer (i.e. 2nd monitor, mouse, etc…). Click **Log On.**	
3	You will then be prompted for Multi-Factor Authentication (MS Authenticate). Go to the Authenticator application on your phone. Enter the code from the Authenticator app into the Password field and click **Submit**.	 

PowerChart® Tipsheet

External Reviewers

Accessing Christiana Care Health System PowerChart® April 2022

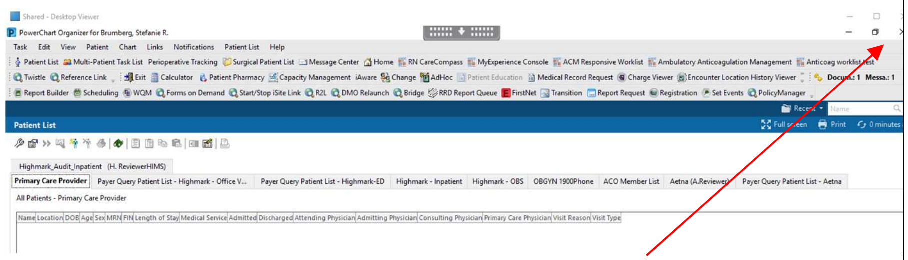
Accessing PowerChart®

Step	Instruction	Reference
1	On the Applications page, left click on the **PowerChart Prod** icon.	
2	You can save this icon as a Favorite by clicking the **star**. This will add the app to your **Favorites**. The application will now be found on the FAVORITES Page: Note: The applications page does time-out. If you click on the icon and nothing appears to happen, refresh the page and try again.	 
3	On the Log on screen, enter your Username (801#) and Password. Click the **OK** button.	

PowerChart® Tipsheet

External Reviewers

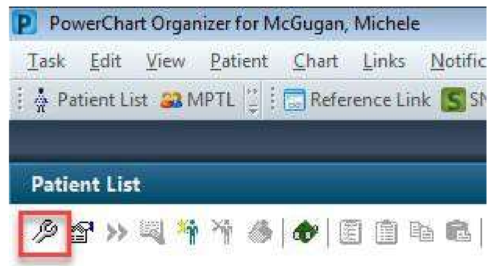
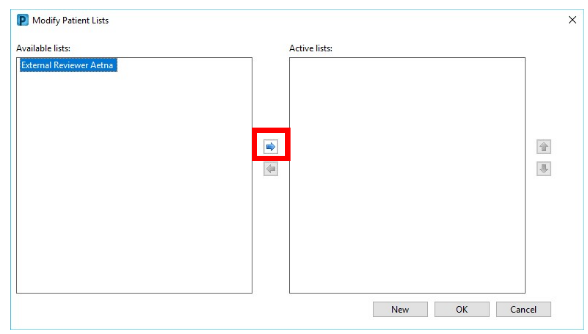
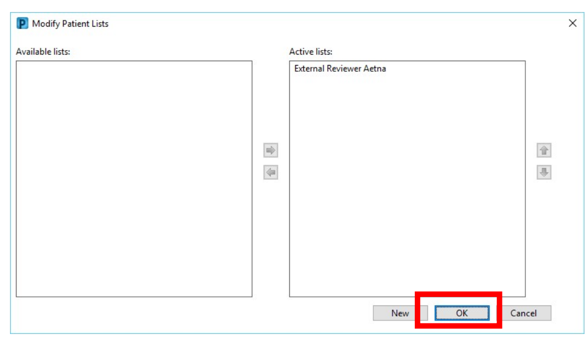
Accessing Christiana Care Health System PowerChart® **April 2022**

4	Your home screen within PowerChart will open. You can minimize PowerChart if you need to get back to the desktop screen or use the "X" to close when you are finished.	

PowerChart® Tipsheet

External Reviewers

Accessing Christiana Care Health System PowerChart® **April 2022**

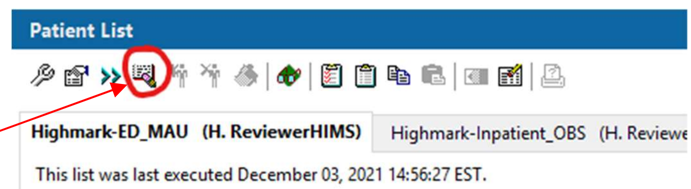
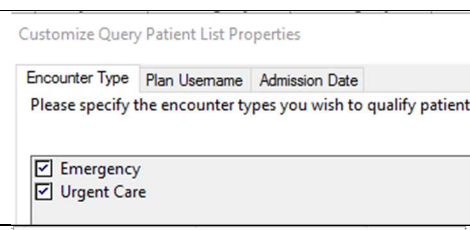
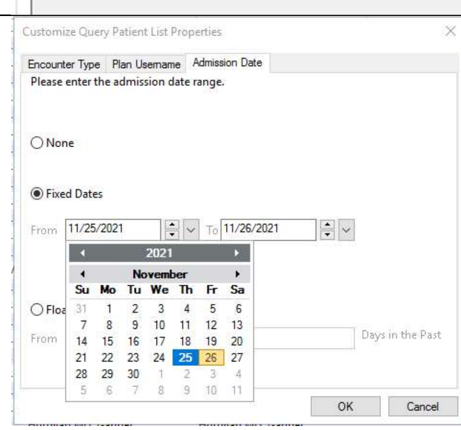
Set-up of External Reviewer Patient List		****You will only have to do this set up one time****
Step	**Instruction**	**Reference**
1	When PowerChart opens, the Patient List screen displays. Click on the **wrench** in the Patient List toolbar (left side of screen).	
2	On the Modify Patient Lists window, your Patient Lists will be pre-populated under Available lists *(Aetna is shown here as an example).* There may be multiple lists for each provider. The name of the list will indicate the type of data contained in the list. **Move** each of the lists from the Available lists to the Active list column by highlighting them and then clicking on the **blue right arrow**.	
3	Once all of the lists are moved under Active lists, click **OK**.	
4	The Patient List(s) will load. You are ready to access the members by visit type now.	

PowerChart® Tipsheet

External Reviewers

Accessing Christiana Care Health System PowerChart® **April 2022**

Using the Patient List and Navigating the patient record

Step	Instruction	Reference
1	Each Patient List is configured to display **one** day of visits for your payer by visit or level of care encounter type. *However, once you select and open an encounter, all visit records for the patient, regardless of visit type/level of care, will be accessible.*	
2	Select the tab that corresponds to the visit you are seeking. Then, add the patient to the list by updating the date range of the Patient List with the Admit Date of the visit you are seeking. Click on the **Properties** icon:	
3	The Properties for the list will open showing the Encounter Types for your Patient List. **Do NOT uncheck these choices**.	
4	Click on the **Admission Date** tab and change the "Fixed Dates" by putting the Admission Date or Start Date of the encounter in the "From" field and the day after that date in the "To" field. Click OK. *It is **VERY IMPORTANT** to use just one full day and DO NOT put the exact same date in the From and To field. If you do, no patients will appear on the list.*	

PowerChart® Tipsheet

External Reviewers

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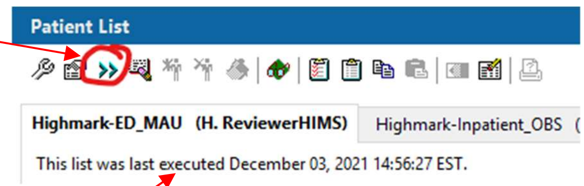
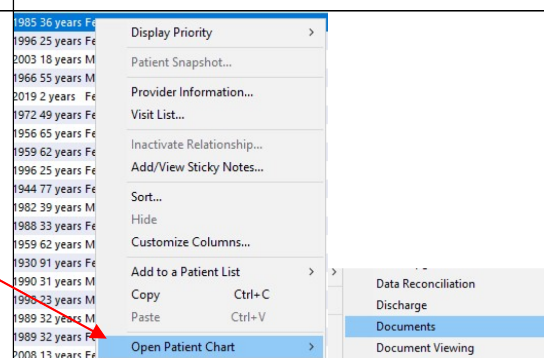
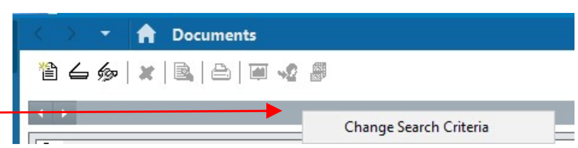
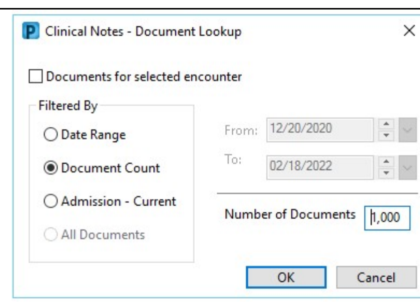
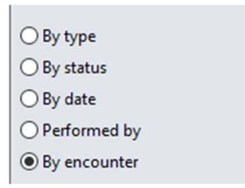
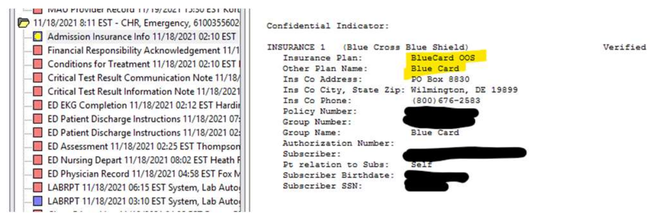
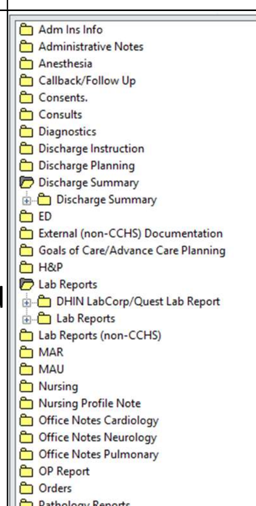
Accessing Christiana Care Health System PowerChart® April 2022

5	Click on the blue/green arrows to **Execute** the list. It will take a minute or two to re-execute each time this is done. It will be most productive to organize the patients that you are seeking by Visit Type and Admit Date so that you do not need to re-execute between each patient. Once the list has finished running, it will show the date/time of last execution.	
6	Locate the patient by last name. Right mouse click on the selected patient and click on **Open Patient Chart**. Then, select **Documents**.	
7	Once on the Documents Menu, right mouse click anywhere on the grey bar and select **Change Search Criteria**. This is an IMPORTANT step to make sure you are seeing all of the visits and documents for the patient and has to be done once every time you open PowerChart.	
8	In the window that appears, change from Date Range to Document Count and enter **1000** in the **Number of Documents** field. Click "OK".	

9	Your view of the Documents in the chart will default to the last view you set. You can change the view by making a selection in the bottom left of the screen. Recommendation is to start **By encounter**. However, if you are searching for a very specific document, you can select **By type**.	
10	Next, verify your payer for the encounter. Double click to open each encounter that you wish to review and open the **Admission Insurance Info** document. Within this document, scroll to the bottom to verify the payer for the encounter. You may review documents within each encounter for the payer you are auditing. If your payer is not listed as the payer, close the encounter and do not review the contents.	
11	Each document within the Document Menu can be opened by double clicking on it in the document tree. In the by Type view shown here, you can easily see all of the results or notes written for the patient. Just be sure to remain in the date range of the encounters where your payer paid the claim.	
12	Once you have found document(s) you need to print, you must be in the Encounter where the documents are placed. If documents are in more than one encounter, they need to be printed from each encounter individually.	Follow the ***Printing by External Reviewers*** job aid for instructions on being in the correct encounter and how to print documents.

13	While in a record, be sure to click the **Refresh** button in the upper right corner to view the most recent information that may have been added since first opening the chart.	
14	To return to the Patient List, click the **Patient List** button in the toolbar or close the patient's chart by clicking the **X** next to the patient's name.