External Reviewers

Accessing Christiana Care Health System PowerChart®

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.

Loggir	gging into Christiana Care			
Step	Instruction	Reference		
1	Using Microsoft Edge or Chrome, navigate to: <u>https://christianacare.org</u> .			
2	Click on Login which is located at the top right corner of the page.	English About Us Eor Drofessionals Make a Gift Pay Your Bill Emergency Login +3 Care ~ Wellness ~ Visit Us ~ Locations Find a Provider Search Q Visit Us + For Patients + Medical Records FOR PATIENTS Der PATIENTS Der PATIENTS Weare dedicated to supporting the health system. Erer et dedicated to supporting the health system. Erer et dedicated to supporting the health system. Erer et dedicated to support the health system.		
	Click on ChristianaCare Login .	Login Patient Portals Learn more Our Patient Portals a secure personal website that allows you to be more informed about your health records. If you are already a patient but don't have an account, then you can create an account using the Self-Enroll link below Patient Portal Login → Self-Enroll for a Portal Account → For Health Professionals The following links are for ChristianaCare students and caregivers. ChristianaCare Login → Learning Space Login →		



	owerChart [®] 1	Fipsheet	
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2	Enter your Username (801#) and Password.		
	Before you login, make sure any external device is already connected to your computer (i.e. 2 nd 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.	Authenticator	
	Enter the code from the Authenticator app into the Password field and click Submit .	CITRIX DESKTOP	 Enter your username and password, Sign In Prompted for a Microsoft verification code Retrieve the verification code from <i>uthenticator uthenticator Control password Utgets Control password Utgets Utgets Control password Utgets Utgets Control password Utgets Utgets Control password Utgets Utgets</i>

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Accessing PowerChart®

Step	Instruction	Reference
1	On the Applications page, left click on the PowerChart Prod icon.	Image: Market of Market o
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.	PowerChart Prod
3	On the Log on screen, enter your Username (801#) and Password. Click the OK button.	CERRIERVORKS® 0111 010001000000000000000000000000000



Ρ	owerChart®	Tipsheet	
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4	Your home screen within PowerChart will open.	Stared - Destroy Viewer Power-Chart Opprior for Bomberg Statute R. Task Edit View Patient Ohnt Links Notifications Patient List Help /> Joinent Ling Multi-Patient Task List Persperator Tasking (Social Patient List Link) //> Task Edit View Patient Task List Persperator Tasking (Social Patient List Link) //> //>	tion 📓 Medical Record Request 🖲 Charge Viewer 🛞 Encounter Location History Viewer 📜 🔩 Docume 1 Messau 1
	You can minimize PowerChart if you need to get back to the desktop screen or use the "X" to close when you are finished.	Patient List 우 값 가 내 약 가 값 다 Patient III Highmark Audit/patient III ReleaseSMD Primary Care Provider Paper Query Patient List - Highmark - Office V Paper Query Patient List - Highmark - Office V Paper Query Patient List - Highmark - ED Highmark Audit/patients - Primary Care Provider Highmark - Inspectent Hume/Lucation/DOID[ag] Exc/UND[FTR[Length of Stag/Mational Series] Admitted Distances[Admitted Distance] Admitted Distances[Admitted Distance] Admitted Distances[Admitted Distance] Admitted Distances[Admitted Distance] Admitted Distances[Admitted Distances] Admitted Distances] Admitted Distances (Admitted Distances] Admitted Distances] Admitted Distances (Admitted Distances] Admitted Distances] Admitted Distances] Admitted Distances (Admitted Distances] Admitted	

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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).	PowerChart Organizer for McGugan, Michele Iask Edit View Patient Chart Links Notific	
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 .	Medify Patient Lists X Available lists Active lists Determine Reviewer Activa Determine Reviewer	
3	Once all of the lists are moved under Active lists, click OK .	Modify Patient Lists Available lists Available lists External Reviewer Actna Mere CK Cancel	
4	The Patient List(s) will load. You are ready to access the members by visit type now.	Patient List	



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Using	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:	Patient List		
3	The Properties for the list will open showing the Encounter Types for your Patient List. Do NOT uncheck these choices .	Customize Query Patient List Properties Encounter Type Plan Usemame Admission Date Please specify the encounter types you wish to qualify patients I Emergency I Urgent Care		
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.	Customize Query Patient List Properties X Encounter Type Plan Usemane Admission Date Please enter the admission date range: O None Image: State Stat		



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	cernal Reviewers	ChristianaCare ^{**}		
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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.	Patient List Patient List Image: State of the sta		
	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 .	1985 26 years Fr Display Priority > 1996 25 years M Patient Snapshot 1966 55 years M Provider Information 1972 49 years Fr Provider Information 1975 65 years Fr Inactivate Relationship 1996 25 years Fr Inactivate Relationship 1996 25 years Fr Sort 1996 25 years Fr Add/View Sticky Notes 1996 25 years Fr Sort 1996 25 years Fr Add/View Sticky Notes 1996 25 years Fr Add View Sticky Notes 1996 25 years M Customize Columns 1996 31 years Fr Add to a Patient List > 1998 32 years M Paste Ctrl+V 1998 32 years Fr Open Patient Chart >		
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	Change Search Criteria		
	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.	Clinical Notes - Document Lookup Filtered By Date Range From: 12/20/2020 To: 02/18/2022 Admission - Current		
	Click "OK".	Admission - Current Number of Documents All Documents 0K		

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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 .	 By type By status By date Performed by 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.	 IPHO PHONEE RECOLD 10 19 2021 1320 E3 Holf 11/18/2021 811 EST - CHR, Emergency, 6100355002 Admission Insurance Info 11/18/2021 02:10 EST Financial Responsibility Acknowledgement 11/1 Critical Test Result Communication Nete 11/18/2021 02:10 EST ED RKK Completion 11/18/2021 02:12 EST Hardin ED Patient Discharge Instructions 11/18/2021 02:10 EST ED Assessment 11/18/2021 02:22 EST Thompson ED Assessment 11/18/2021 02:20 EST Thompson 	Confidential Indicator: INSURANCE 1 (Blue Cross Blue Shield) Verified Insurance Jun: Ins Co Advess: Ins Co Advess: Ins Co Advess: Policy Number: Group Number: Autorization Number: Subscriber:	
	Within this document, scroll to the bottom to verify the payer for the encounter.	E Drussing Oppart 17 18/2021 05:05 Freemin E Dryscien Record 17/18/2021 05:85 Free M LABRPT 11/18/2021 05:15 EST System, Lab Auto LABRPT 11/18/2021 03:10 EST System, Lab Auto	Prelation to Sube: Salt Suberibe Birthdate:	
	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.	Adm Ins Info Administrative Notes Anetherisia Callback/Follow Up Consents. Consults Discharge Instruction		
	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.	Discharge Planning Discharge Summary Discharge		
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.	-	<i>by External Reviewers</i> job aid for g in the correct encounter and how	

PowerChart[®] Tipsheet External Reviewers Accessing Christiana Care Health System PowerChart [®]			ChristianaCare April 2022
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.	Image: Stress of the stres	