

# Physician/Provider EMR Guidance Packet

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## Electronic Medical Record (EMR) Access

The Good Samaritan Society (GSS) uses **PointClickCare (PCC)** for electronic documentation and uses **Resident Spaces** for an electronic repository for scanned clinical documents.

1. When at the GSS location, we recommend that you ask for a Tablet computer for your use in the EMR applications. These tablets are configured to use the GSS Private network to access the EMR applications.
2. When at the GSS location, if you prefer to use your own computer device:
  - a. Please be aware that you can access PCC but there is no access to Resident Spaces unless **remote access** has been activated for you.
  - b. Internet Explorer is the approved browser for PCC. Other browsers such as Mozilla, Safari (iPad) and Chrome will run PCC but are not officially approved by PCC to run all functionality.
3. Using your own computer device when NOT at the GSS location:
  - a. This requires **remote access** which allows access to PCC and Resident Spaces outside of the location (office or home) using Citrix.
  - b. You need to be setup with remote access before you can use it. Please contact the Administrator, DNS, or HIM at the location to get the process started.
  - c. Once you have been setup with remote access, the location will provide you with the process for the initial login to Citrix which involves accessing the Good Samaritan Citrix Login page and enrolling in password self-service, installing Citrix, etc. The Remote Access-Detailed Process has the instructions.
  - d. Detailed instructions and frequently asked questions document may be obtained from the location staff or from this site: <https://citrix.good-sam.com/vpn/faq.html>

### Citrix Login FAQ

Please use the following PDF documents to view Frequently Asked Questions and answers.



[Citrix FAQ](#)



[Remote Access Password Reset](#)



[Remote Access - Detailed Process](#)



[Remote Access - Summary Process](#)

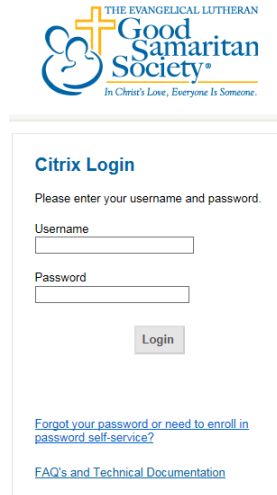


[Remote Access - Pocket Reference](#)

# Physician/Provider EMR Guidance Packet

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- e. For subsequent logins using remote access:
  - i. Website for remote access: <https://citrix.good-sam.com>
  - ii. Hint: do not enter 'www' and do not enter the address into a search field such as Google, Bing, etc.
  - iii. On the Citrix Login screen, enter your GSDS username and password.



- iv. You will be directed to the Citrix Receiver web page.
  - For access to PCC and/or Resident Spaces (Document Search): Select PointClickCare. (Access to Resident Spaces is within PCC.) Then go to Step 4 under PCC Login section.



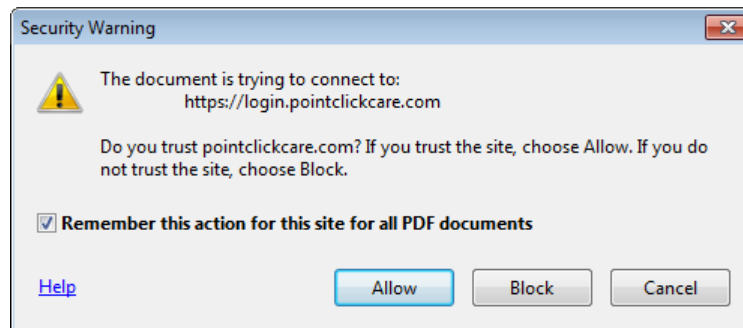
# Physician/Provider EMR Guidance Packet

## PCC Access

1. The GSS location will provide you with a username and password to login to PCC (referred to as your GSDS username and password).
  - a. **Note:** Please contact the Center For Solutions (CFS) at 1-877-447-7237 if needing assistance with username and password.
  - b. Follow step 2 or 3 below.
2. **Access to PCC using a center tablet computer when at the location:**
  - a. From the EMR Tablet Startpage, click the **Medical Record** icon.
  - b. Then go to Step 4 to login to PCC.



3. **Access to PCC using your own computer device when at the location:**
  - a. Use the GSS Vendor wireless network.
  - b. Internet Explorer is the approved browser for PCC. Other browsers such as Mozilla, Safari (iPad) and Chrome will run PCC but are not officially approved by PCC to run all functionality.
  - c. The web address for PCC is: <https://login.pointclickcare.com/home/userLogin.xhtml>
  - d. If you receive a Security Warning pop-up window about trusting the PCC site:
    - i. Put checkmark in “Remember this action for this site for all PDF documents” and then click **Allow** button.

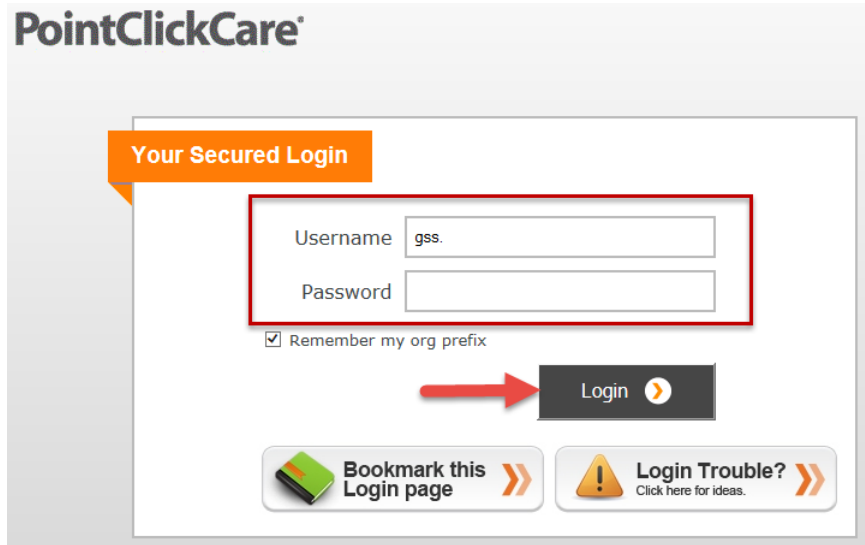


- e. Then go to Step 4 to login to PCC.

# Physician/Provider EMR Guidance Packet

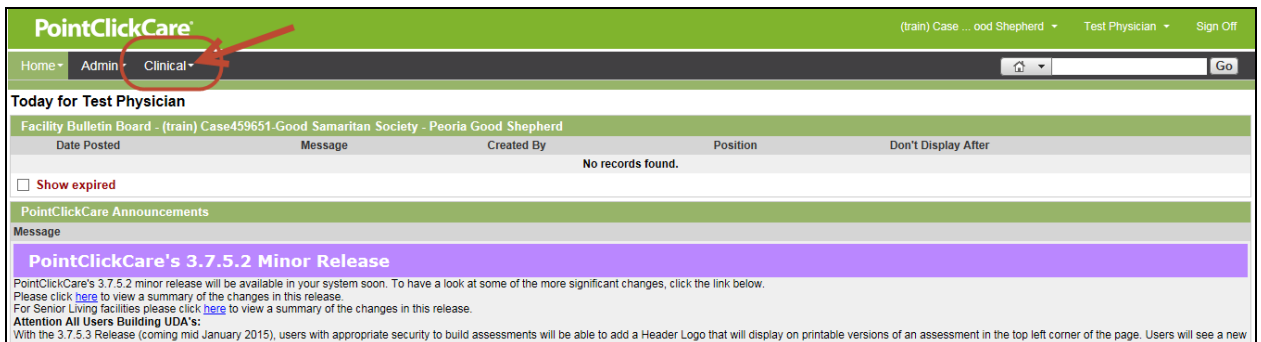
## PCC Login

- On the PCC Login screen, enter your GSDS username and password and click **Login**.  
**Note:** your username will have a prefix of **gss**.

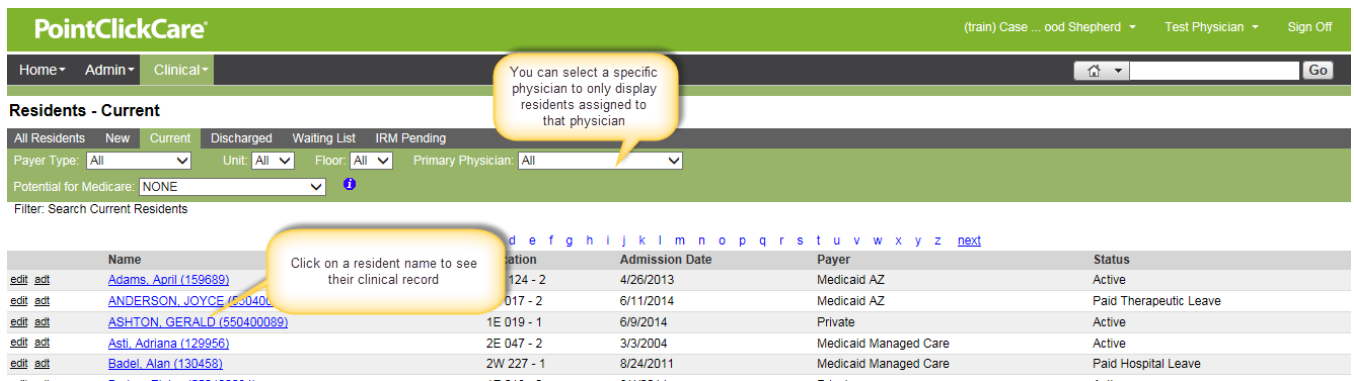


## Resident's Clinical Record in PCC

- Once logged into PCC, you will see the Home Page. Choose the **Clinical** tab.



- Select the resident to see their clinical record.



## Physician/Provider EMR Guidance Packet

7. **Resident's legal medical record** components/modules that may be helpful with your visit are listed as follows (as displayed below):

The screenshot displays the PointClickCare EMR interface. At the top, there is a green header with the 'PointClickCare' logo. Below this is a navigation bar with 'Home', 'Admin', and 'Clinical' tabs. The main content area shows a patient profile for 'SUDEEP PUNIA'. The profile includes a placeholder for a photo, a status of 'Current', location '2W 227-1', gender 'Male', and date of birth '3/14/1919'. There are 'Edit' and 'Print' buttons. Below the profile, there is a section for 'Allergies: Sulfamethoxazole' and 'Code Status: Do not resuscitate (DNR)'. At the bottom, there is a navigation menu with tabs for 'Dash', 'Profile', 'Census', 'Med Diag', 'Allergy', 'Immun', 'Orders', 'Wts/Vitals', 'MDS', 'Assmnts', 'Prog Note', 'Care Plan', and 'Tasks'. The 'Dash' tab is selected. Below the menu are 'Resident Dashboard' and 'Printable View' buttons.

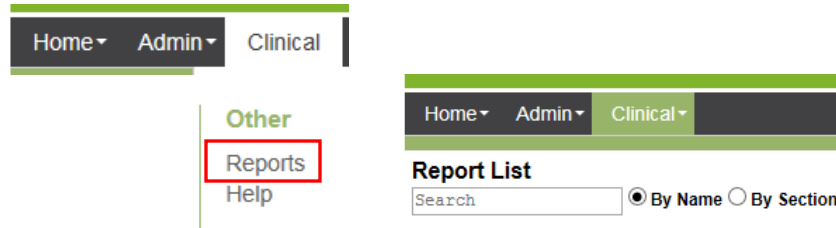
- a. The **Dashboard (Dash)** within each resident's record in PCC offers the following information panes that may be helpful to your visit:
  - v. Most recent weights and vitals
  - vi. High priority progress notes (which include incidents, infection, mood/behavior, and vital signs – significant changes)
  - vii. Advance Directive
  - viii. Current diet
  - ix. Current medications ordered
  - x. Active medical diagnosis
- b. **Profile** (may view/display Admission Record)
- c. **Medical Diagnosis**
- d. **Allergies**
- e. **Immunizations**
- f. **Orders**
- g. **Weights/Vitals**
- h. **MDS (Minimum Data Set)**
- i. **Assessments** (User Defined Assessments - UDAs) which include data collection and assessments such as: Pain, Falls, Wound, Nursing Admit, Nutritional, etc.)
- j. **Progress Notes** –
  - i. To see all the progress notes: View All > All Notes
  - ii. May sort by custom filter: View All > Custom > Put checkmark in Type box > Select a type such as Communication/ Visit with Physician, Health Status, Mood/Behavior, etc > Put checkmark in Effective Date Range box > enter date range > Save
- k. **Care Plan** – the print link next to the active care plan will display the current comprehensive care plan to view
- l. **Tasks** (Point of Care documentation)

**Note:** Point of Care (POC) is an area in the PCC application where direct caregivers (e.g. C.N.A's, Activity staff, Dietary staff) document responses and outcomes to cares delivered.

# Physician/Provider EMR Guidance Packet

## Reports in PCC

1. Hover over Clinical > Other > Reports > type name of report in the search box > select the report name link



The reports that may be helpful with your visit include the following:

### a. General

#### i. Progress Notes \*NEW\*

- May filter by Progress Note Type: Put checkmark in Progress Note Type box > Change link > Clear All > Select the type(s) you want\* > Update
  - \* Types such as Communication/Visit with Physician, eAdmin Record Default Note (will note responses, for example, to PRN medication administration), Health Status, Mood/Behavior
- May filter by Effective Date Range, e.g. 03/01/2017 to 03/31/2017
- Run Report button to display report

- #### ii. MD/Nursing Communications
- this report may be helpful in viewing the resident’s current weights/vitals, diagnoses, progress notes within a date range, etc.

### b. Point of Care

- #### i. Document Survey Report V2
- includes tasks and responses to interventions/ tasks (Point of Care - POC Documentation) as in: Bowel & bladder documentation, food and fluid intake, mood & behavior, activities, ADLs, etc.
- #### ii. Nutrition Report
- this report looks at a week ending by date selected; displays decreased intake, average meal intake % over past 4 weeks and any weight change

### c. Weights and Vitals

- #### i. Weights and Vitals Summary
- includes: weight, height, blood pressure, temperature, pulse, respirations, oxygen saturation, blood sugar

### d. Orders

- #### i. Order Summary Report or Medication Review Report:
- to review current consolidated orders. These reports include active medical diagnosis, active orders (medications/treatments/other), active Advance Directive, active Diet order, etc.
- #### ii. Administration Record (Medication, Treatment, Enteral Feed)
- #### iii. Diet Type Report
- #### iv. Order Listing Report
- to display a list of orders based on selected criteria. For example, for a resident by a specific medication class, such as antidepressants or anticoagulants.

## PCC Sign Off

**Note:** If you need to access Resident Spaces, do not sign out of PCC yet! Follow the section below on Resident Spaces-Retrieve Access.

To logout of PCC, click **Sign Off** in upper right corner of screen.

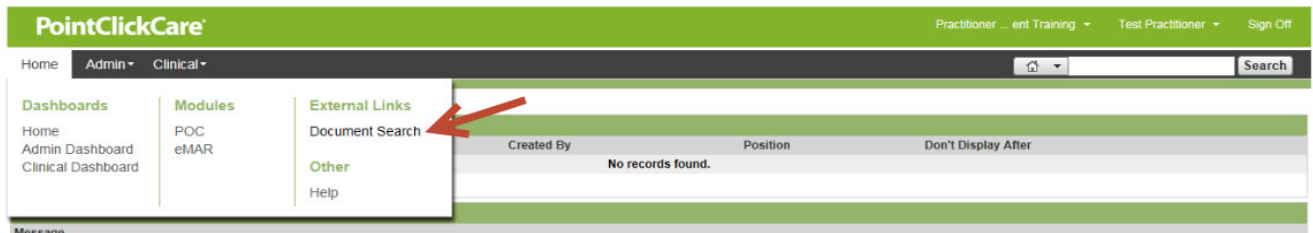


# Physician/Provider EMR Guidance Packet

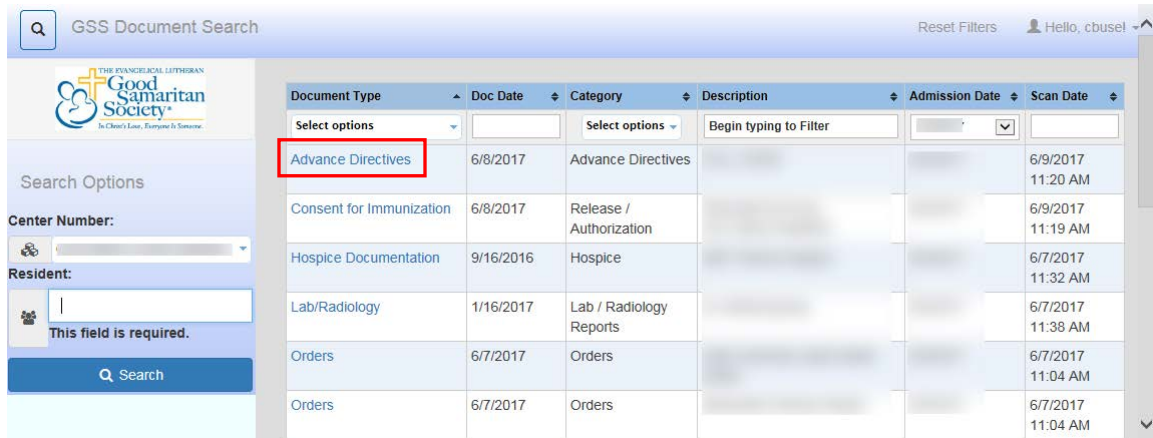
## Resident Spaces-Retrieve Access

Resident Spaces is the repository of scanned clinical documents that are part of the legal medical record for each resident.

1. **There is no access to Resident Spaces using your own computer device when at the location.** Please use a GSS tablet computer to access Resident Spaces. Follow step 2 below.
2. **Access to Resident Spaces using a center tablet computer when at the location or when using remote access:**
  - a. While logged into PCC and in a resident's clinical record, do the following steps:
    - i. Hover over the **Home** tab (do not click the Home tab)
    - ii. Click **Document Search** under External Links

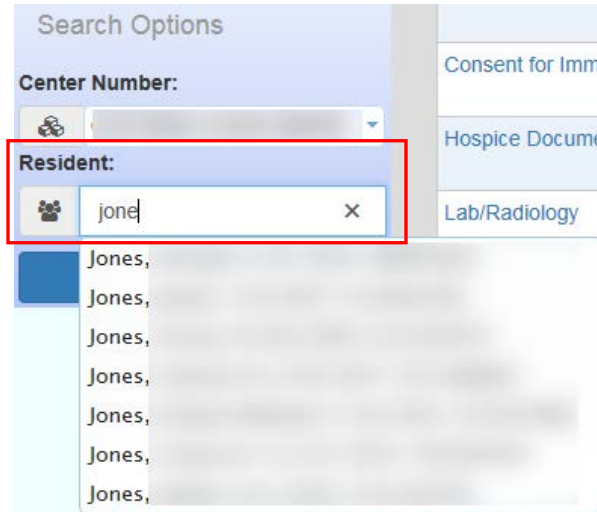


- iii. Resident Spaces will load in a separate window.
  - This method is the most efficient because it automatically logs you into Resident Spaces and displays the resident's clinical documents.
  - Click on the document link to view it.



# Physician/Provider EMR Guidance Packet

- iv. If you need to search for a different resident's clinical documents:
  - In the **Resident** box, enter part of the resident's name, DOB, or MRN. Then select the resident from the list and click the **Search** button. This will display the resident's scanned clinical documents.
  - Click on the document link to view it.

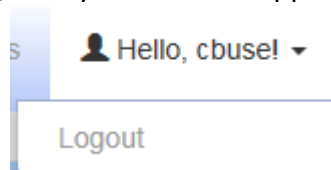


- v. **Note:** You may have the PCC and Resident Spaces applications open simultaneously and toggle between the two as needed.



## Resident Spaces Logout

To logout of Resident Spaces, click your name in upper right corner of screen and then click **Logout**.



## Practitioner Engagement

Practitioner Engagement allows physicians, physician assistants, and nurse practitioners to electronically sign phone/verbal orders and order reviews in PCC either remotely or at the center.

- Check with your location to verify this functionality is available.