

INSTRUCTOR GUIDE

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I. INTRODUCTION

Welcome to the Neehr Perfect® system! NEEHR (Networked Educational Electronic Health Record) is a special type of EHR developed exclusively for education to prepare your students for their professional healthcare practice. Our goal is to maintain the most authentic healthcare technology experience for students to give them the confidence and competence to work with any EHR they may encounter in hospitals and clinics.

Neehr Perfect achieves this educational goal through the combination of a real EHR and simulated tools for faculty that will enable you to integrate the EHR into a variety of student activities. Neehr Perfect can be used at all levels of health professional education and in all disciplines. It is well-known as a great platform for experiential learning, simulation, clinical documentation, and interdisciplinary activities.

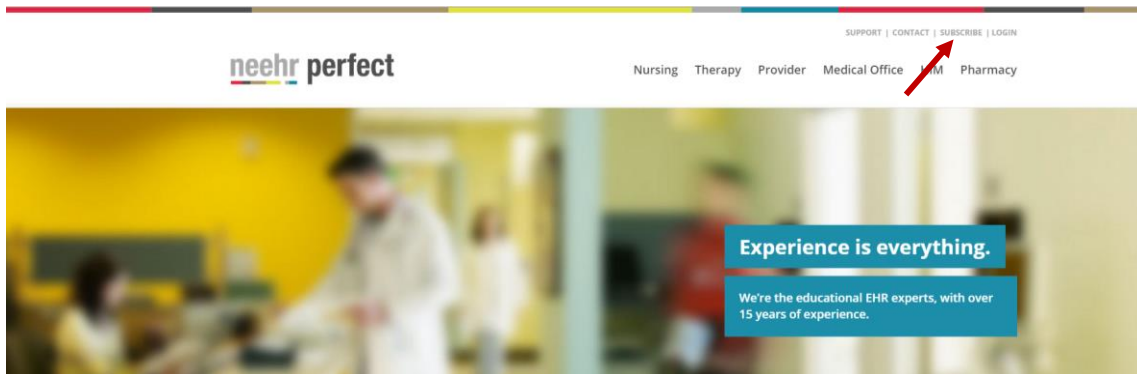
Many new faculty users of Neehr Perfect have never taught with or used an EHR previously. We provide training, support, and activities for even the most novice Neehr Perfect user. To help you make your use of Neehr Perfect a success, take advantage of our great services available to you including: orientation and training, curricular support for integration of the EHR into your courses, customizable patient scenarios and documentation templates, and more!

II. QUICK FACTS

- In order to create a new Neehr Perfect account, you need a faculty **Program Key**. Check with the Neehr Perfect faculty contact at your school if you did not receive one.
- If you already have an existing account, do not create a new one. Please see **Section IV** of this guide to have your username and password resent, if needed
- Neehr Perfect is web-based and can be accessed from any location with an internet connection. You will be prompted to install a plugin for your web browser the first time you login from any computer. Please see the [Quick Guide on Installing the Citrix Plugin](#) for more information.
- Neehr Perfect is compatible with Macs and PCs and can be used on some tablets and mobile devices. For a list of compatible mobile devices/tablets and specific instructions for use, refer to the Appendix.
- Live orientation webinars are offered frequently. Please register and attend one as a next step or watch a recorded option that was sent to the faculty contact in your program. See **Section VII** for more information.
- Our Curricular Support Team is here to help you to determine how to integrate the EHR into your existing course objectives and student activities. Please see **page 10** for more information.
- The Neehr Perfect Help Desk (24/7) is available for faculty and students by email: support@neehrperfect.com or by phone: 877-907-2186.

III. CREATING YOUR ACCOUNT

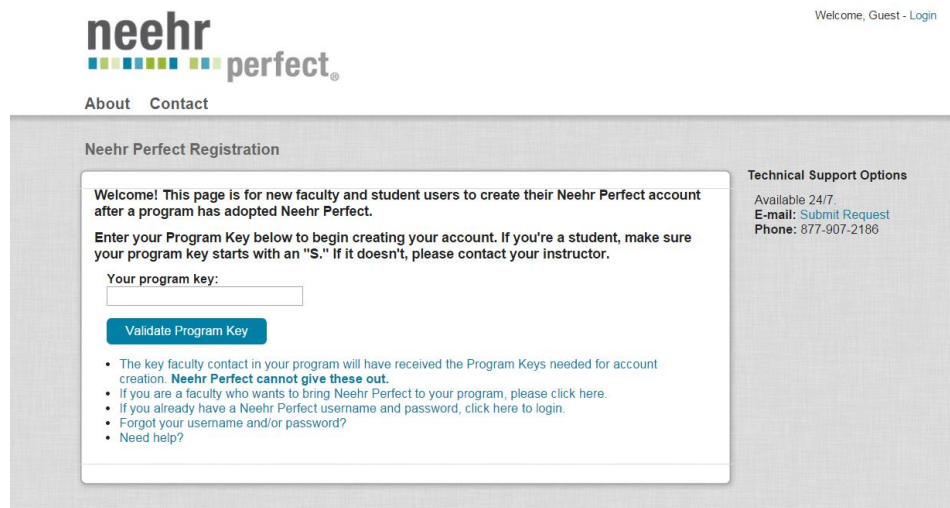
Go to www.neehrperfect.com and select **Subscribe** in the upper, right-hand corner.



You will now be at the Neehr Perfect Registration page shown below.

Enter the **Program Key** code that you received - this is a six-digit alphanumeric code beginning with "F". If you did not receive one, please check with your Neehr Perfect faculty contact at your school.

Note! The Neehr Perfect Help Desk cannot give out Program Keys – you must receive them from the Neehr Perfect faculty contact at your school.



After selecting Validate Program Key, you will be asked to create your account. Please enter your name and contact information. It is highly recommended that you enter the email address associated with your institution. This will be used in the future if you forget your login credentials.

Next, choose a Username and Password (you may want to write them down) then Create Account.

*** Mandatory fields.**

First name: *

Middle initial: *

Last name: *

Title: *

Telephone No.: *

Email address: *

Please create your username and password for accessing Neehr Perfect

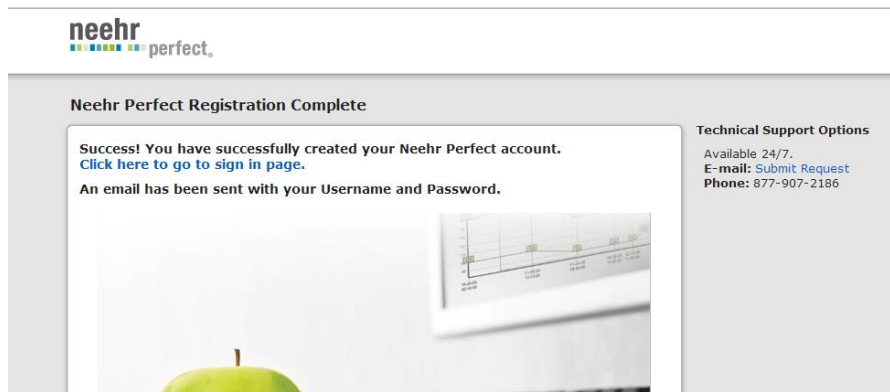
Username: * **Hints:**
 Your **Username** must be between 6 and 20 characters long.

Password: * Your **Password** must be between 8 and 20 characters long.

Confirm password: * The following special characters are not allowed:
 ^ : ; ' / ? < > [] { }

- [Already have an account? Go to sign in page.](#)
- [Need Help?](#)

If your account creation was successful, you will see the following confirmation page and will receive an email. The email will also include your Citrix Receiver login credentials for use on supported mobile devices (see Appendix). Check your spam/junk folders if you do not receive the email. Proceed to Section V of this guide to log-in.



Possible error messages:

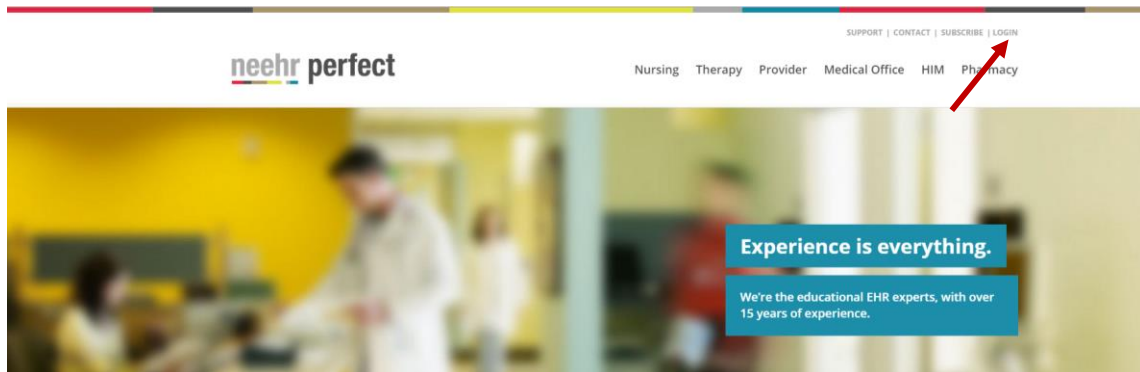
1. The requested Username is already in use: Another Neehr Perfect user has already chosen that username. Please select another username to proceed.
2. The email address you entered is associated with an existing account: You already have an existing account and DO NOT need to create a new one. Click the link to have your credentials resent and you will receive an email immediately. **See Section IV below.**

IV. MY ACCOUNT ALREADY EXISTS

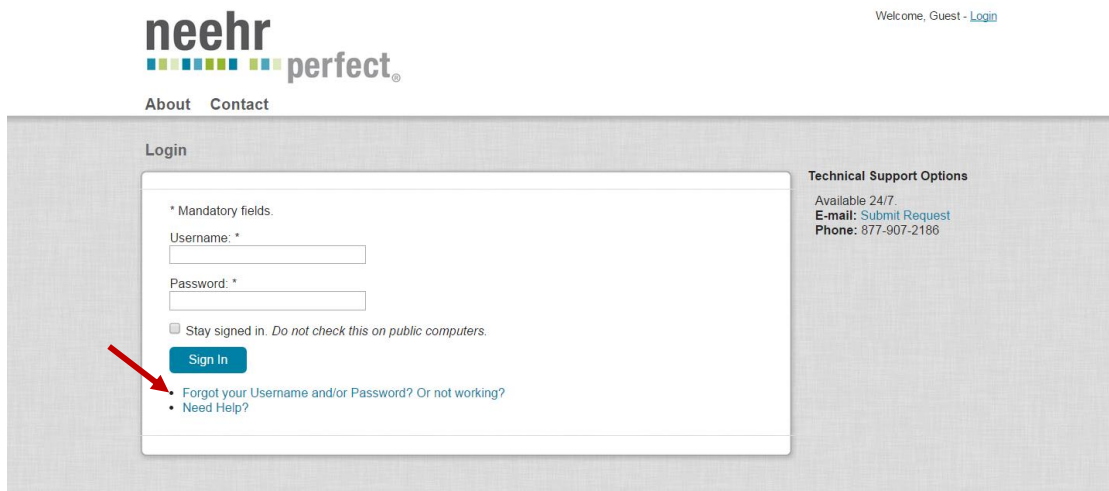
*Please skip this section if your account was created successfully above.

If you have been notified that you already have a Neehr Perfect account, please follow these steps to receive your credentials (Username and Password) and log-in. Do not create another account.

1. Go to www.neehrperfect.com
2. Select the **Login** link in the upper, right corner. There is no need to go to the Subscribe section.



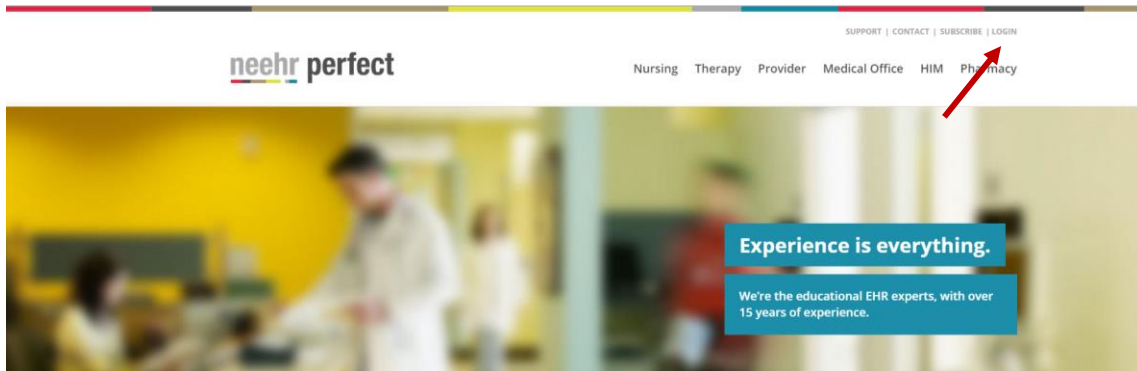
3. Then select the 'Forgot Username and/or Password?' link shown below.



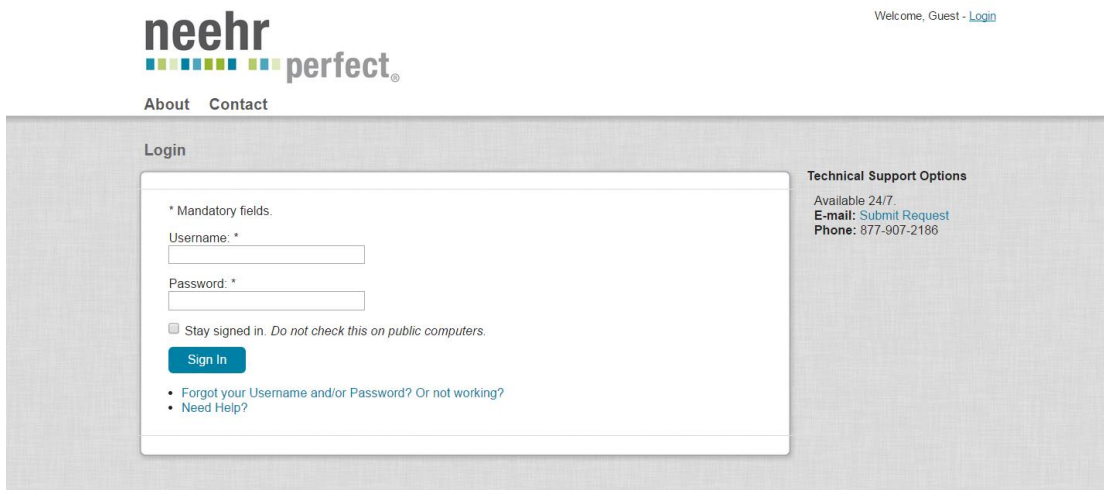
4. Enter the email address associated with your account and press Submit. If you're not sure what email address was used, check with the Neehr Perfect faculty contact at your school. Most likely, it is your school email address if you have one.
5. Check your email! You will have an email waiting with your Neehr Perfect credentials. Check your spam/junk folder if you did not receive it.
6. Return to www.neehrperfect.com and enter your Username and Password to log-in. Proceed to Section V of this guide.

V. LOGGING IN TO NEEHR PERFECT

Open your browser and go to www.neehrperfect.com to begin the login process. Select **Login** in the upper, right corner.



Enter your Username and Password that you setup or received by email. Then click Sign In.



The first time you log-in, you'll be prompted to review and accept the End User Agreement. Then you will be brought directly to the **Faculty Collaboration Network** section of Neehr Perfect. Here you may choose to navigate the Network or launch the EHR. The Faculty Collaboration Network is described further in Section VII.

ourEHR

[Click Here to Start the Neehr Perfect EHR](#)

Important Updates

Dec 2: New! Register for upcoming training events on the right side of this screen. You may still schedule a one-on-one by going to the 'Schedule Training' link at the top of this screen.

Oct. 31: New tabs were launched! Check out myEHRreports, thePatients, theTemplates.

Aug 1: You can now change your username and password by going to the Profile section.

Shortcuts

[Start ourEHR](#)
[ourEHR Help](#)

EHR Tools

[Download Formulary](#)
[Barcode Generator](#)
[EHR Template Lookup](#)
[Video Tutorials](#)

Upcoming Training Events

Dec. 11, 10:30a CST
Master Medications, Part 1
[Register](#)

Dec. 12, 11a CST
Faculty Orientation
[Register](#)

Dec. 17, 1p CST
Faculty Orientation
[Register](#)

Dec. 19, 1p CST
Master Medications, Part 2
[Register](#)

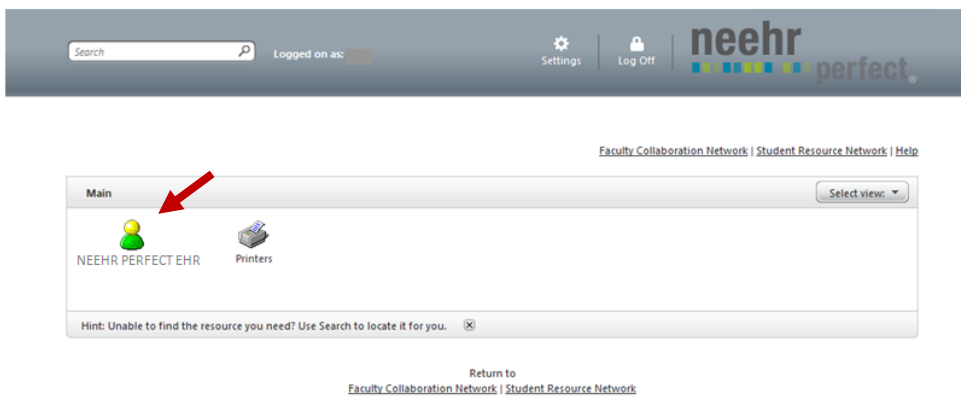
Jan 9, 10am CST
Easy Ways to Use Neehr Perfect
[Register](#)

VI. LAUNCHING THE EHR

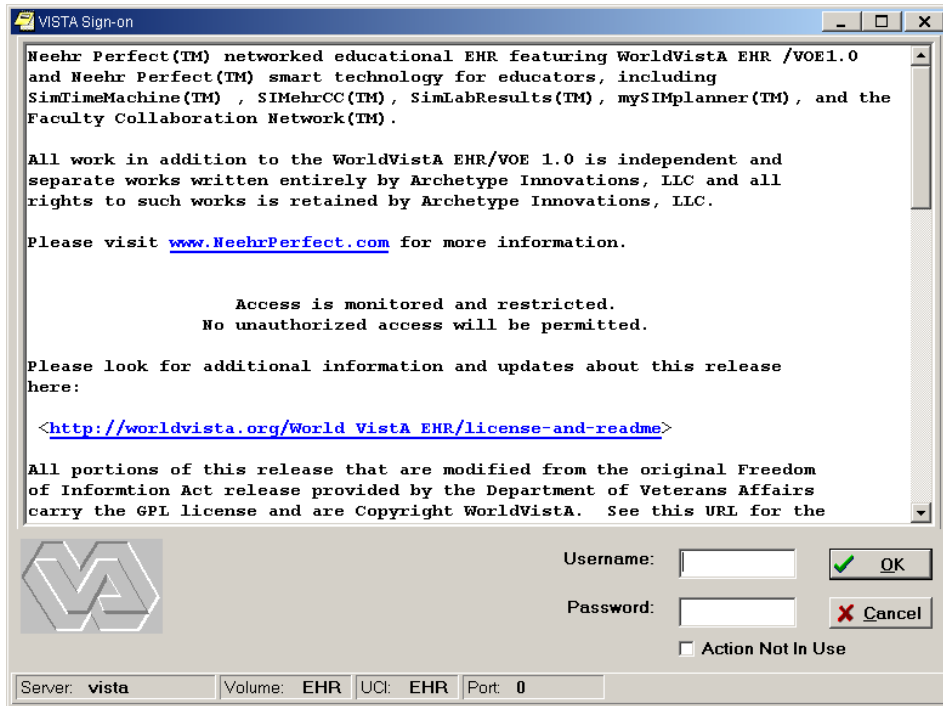
Select '[Click Here to Start the Neehr Perfect EHR](#)' shown in the previous screenshot above to launch the EHR.

If it is the first time you're using the EHR, you will be prompted to install a Citrix® plugin for your web browser. Please see the separate [Quick Guide on Installing the Citrix Plugin](#) if you need additional information about installing the plugin.

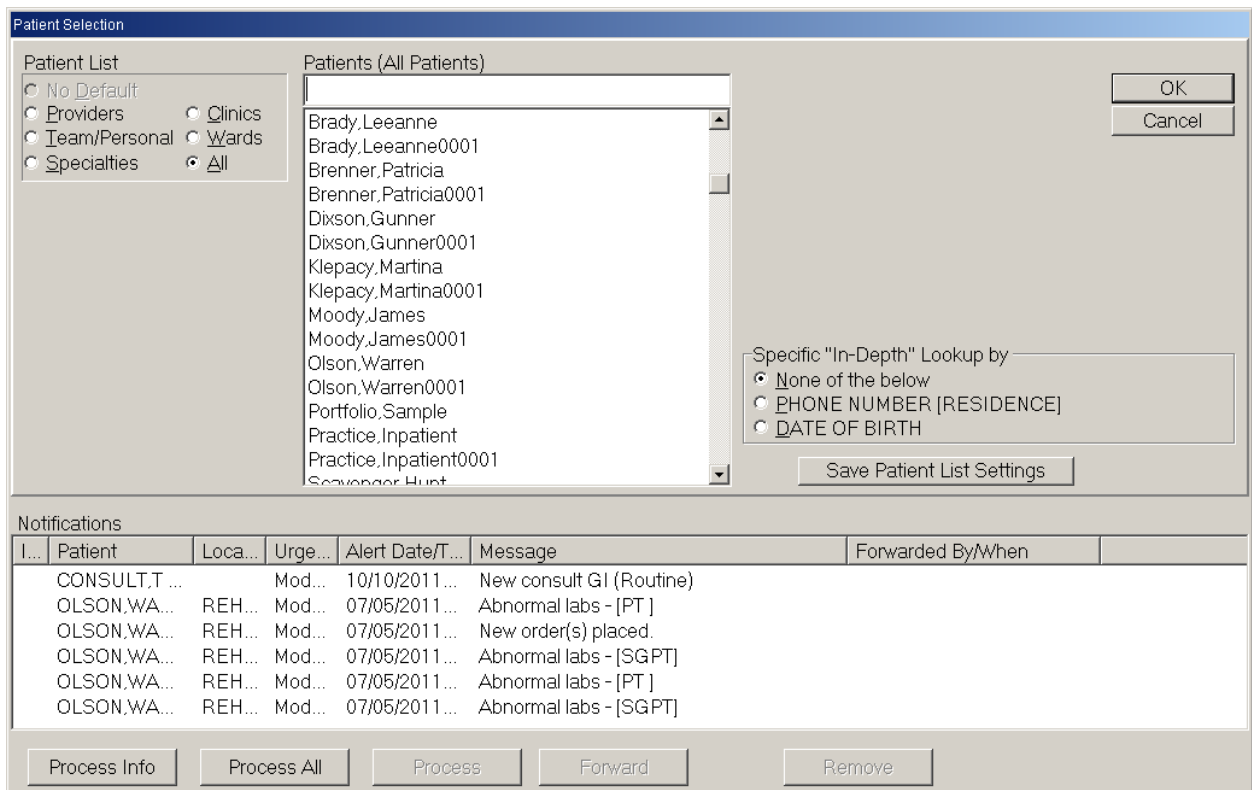
After the plugin is installed, launch the EHR by selecting the icon labeled with EHR (the name of your school's EHR will vary from what's shown below and you may see additional icons).



Next, again enter the Username and Password from your email then select OK.



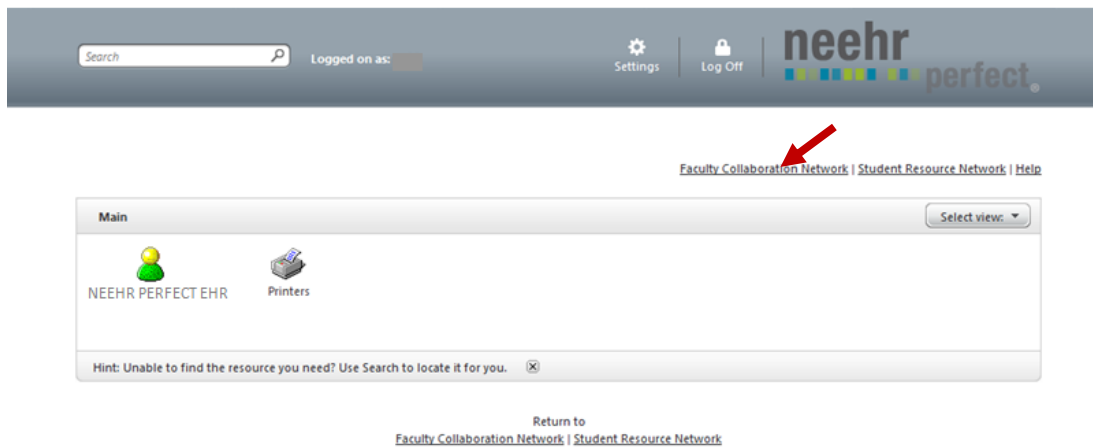
Congratulations - you are now in the EHR! You will now see the patient selection list and may select any patient chart to proceed.



VII. YOUR RESOURCES

Faculty Collaboration Network

The Neehr Perfect Faculty Collaboration Network contains video tutorials, user guides, and other materials for learning how to use the EHR. It also includes resources for integrating the EHR into your course(s) including sample course materials, student activities, case patient scenarios, and more. You can access the Faculty Collaboration Network when initially logging in from www.neehrperfect.com or if you're already in the EHR, then select the link shown below in your browser window.



Once you're in the Faculty Collaboration Network, you will see several tabs containing different information. Each tab is summarized briefly below. You may also change your username and password in the Profile section in the upper, right corner. See page 12 for more information.

Welcome, Neehra - Administration | Schedule Training | Profile | Logout

neehr perfect.

ourEHR myEHRreports thePatients theTemplates theCommunity About Contact Help

ourEHR

[Click Here to Start the Neehr Perfect EHR](#)

Important Updates

Dec 2: New! Register for upcoming training events on the right side of this screen. You may still schedule a one-on-one by going to the 'Schedule Training' link at the top of this screen.

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Faculty Orientation
Register

Dec. 19, 1p CST
Master Medications, Part 2
Register

Jan 9, 10am CST
Easy Ways to Use Neehr Perfect
Register

ourEHR:

This is your default home page when you initially login to the Faculty Collaboration Network (shown above). It includes:

1. Quick launch of your school's EHR (*Click Here to Start the Neehr Perfect EHR*)
2. A listing of upcoming faculty training sessions
3. Barcode generator for creating and printing patient wristbands and medication labels for charts in your EHR.
4. A shortcut to Video Tutorial (also found under the Help tab).

Next Step! Please register for an upcoming Faculty Orientation session from the listing on the right side of the ourEHR tab. These sessions are intended to help you feel comfortable navigating the different areas of Neehr Perfect and to begin to think about ways it can be used in your course(s). There will also be time allotted for answering questions. Note: A recorded version of the faculty orientation is also available.

myEHRreports:

This tab allows you to run a variety of reports regarding your program's EHR usage including students' note documentation, medication administration, login history, and access history for patient charts marked as sensitive. Additional information about these reports is provided in a separate Quick Guide.

Important! Report content is not extracted from the EHR until 11pm (in your time zone) and will not appear in myEHRreports until the following morning. The only report that captures real-time information is the User Activity Report which shows when users logged in to www.neehrperfect.com.

thePatients:

This tab lists all of the patient charts that are available from Neehr Perfect. Use the filtering options on the right side of the screen to narrow the list to those that meet your criteria. Some charts are already in your EHR and others may need to be added. Please email teaching@neehrperfect.com to request additional charts get added to your EHR as needed.

theTemplates:

This tab lists all available note documentation templates available from Neehr Perfect. Filtering options are on the right side of the screen. These templates are accessed in the EHR by selecting a patient chart, going to the Notes tab, and selecting New Note. If you don't see a documentation template in your EHR that is listed here, request to have it added by emailing teaching@neehrperfect.com.

theCommunity:

theCommunity contains a variety of material including: student activities, scavenger hunts, recordings of previously conducted training webinars, and helpful tools and guides. On the right-side of the screen, you may filter the list of content by discipline, type, and/or level. Content can be downloaded and edited prior to distributing to students.

Help:

The Help section contains user guides and video tutorials on a variety of applications in the EHR. These can be accessed at a convenient time and location as part of the Self-Guided Training Series portion of the implementation process or for troubleshooting. Watch a video then try the actions in your own EHR to aid in learning!

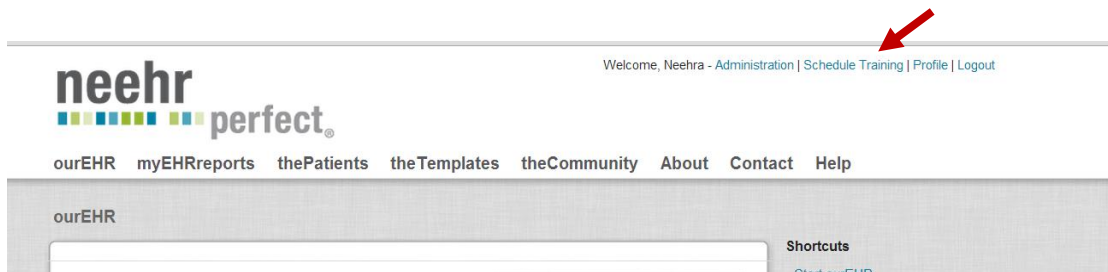
Curricular Support Specialists

The Neehr Perfect curricular support team consists of healthcare educators with experience in implementing the EHR throughout a variety of courses and programs. They are your resource for making the EHR an effective teaching tool. Some of the ways the curricular support team can help you include:

- Individual training specific to your needs and course(s)
- Template and note building
- Patient chart building
- Integrating the EHR into your lab, with simulation, and with skills/knowledge acquisition
- Using the EHR to teach confidentiality, multi-tasking, informatics, and meaningful use

- Finding creative ways to add Neehr Perfect into your existing curriculum and objectives

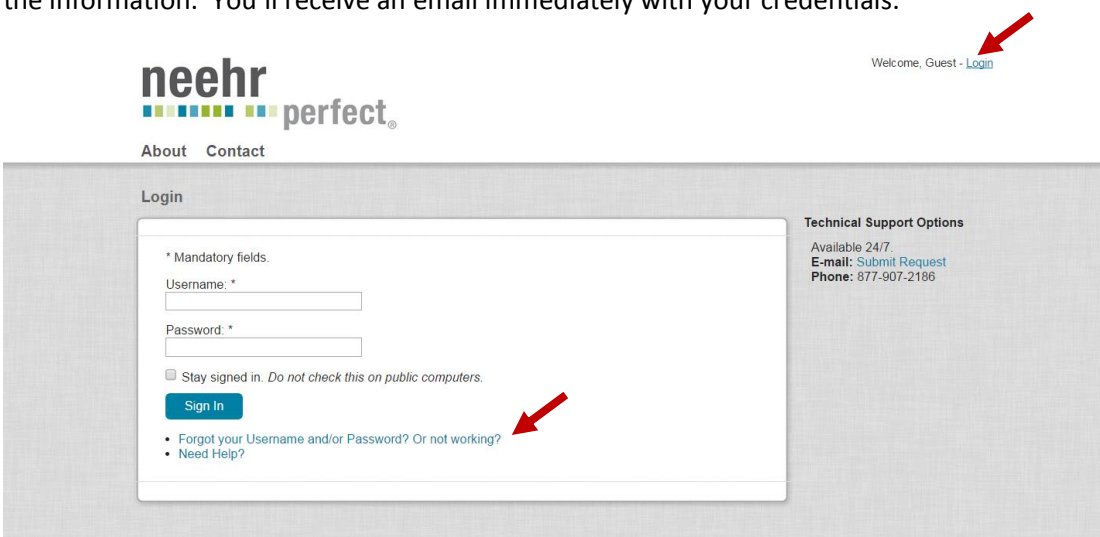
You can reach the curricular support team either to ask a question or to schedule training by emailing teaching@neehrperfect.com. You can also schedule a training session from within the Faculty Collaboration Network:



Help Desk

The Neehr Perfect Help Desk is available 24 hours per day, 7 days a week for faculty and students. A live technician will assist you with questions and any issues. You may contact the Help Desk by email: support@neehrperfect.com or by phone: 877-907-2186. You can also submit a support request through links on www.neehrperfect.com. Refer your students to the Help Desk instead of coming to you with technical questions. Please review the Troubleshooting/FAQ section (page 16) for answers to commonly asked questions.

If you've forgotten your Neehr Perfect credentials, simply select the 'Login' link from www.neehrperfect.com then 'Forgot your Username and/or Password?' shown below and complete the information. You'll receive an email immediately with your credentials.

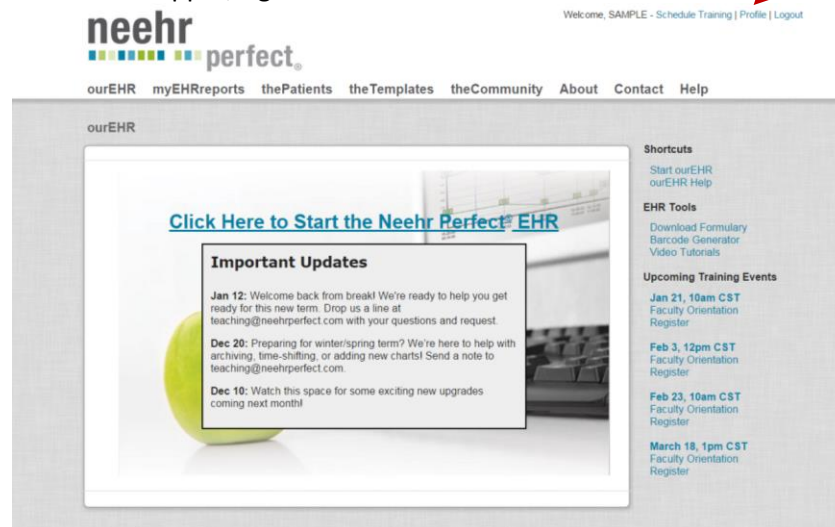


VIII. APPENDIX

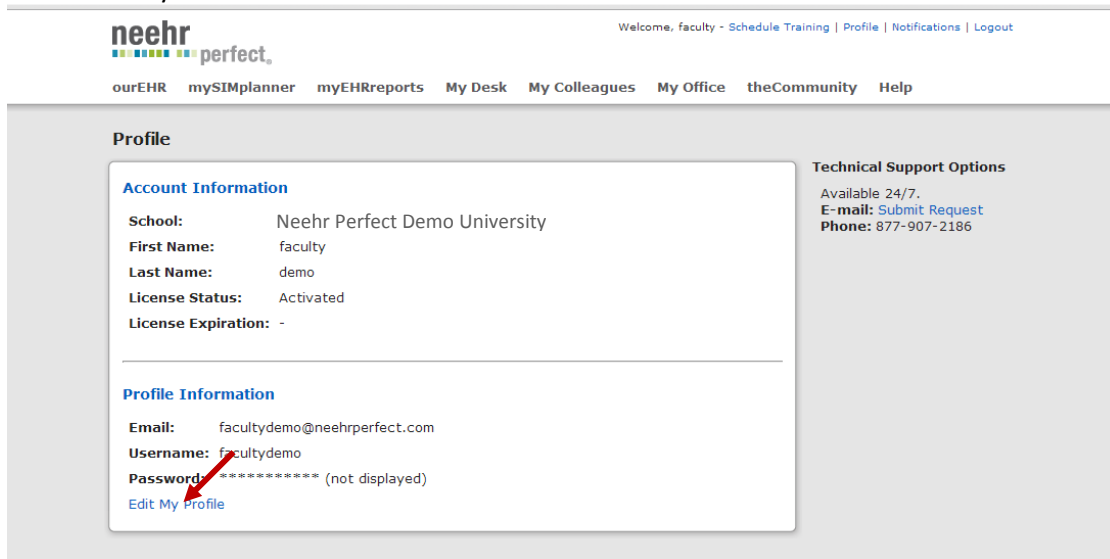
Changing your Neehr Perfect Username and Password

Your Username and Password may be changed from within the Faculty Collaboration Network

1. From www.neehrperfect.com, log in to the **Faculty Collaboration Network**
2. Select **Profile** in the upper, right corner



3. Select Edit My Profile



4. Here you may update your email address and change your username and/or password
 - a. Your Username must be between 6 and 20 characters in length.
 - b. Your Password must be between 8 and 20 characters in length.
 - c. The following characters are not allowed: ^ ; ' / ? < > [] { }

<p>License Status: Activated</p> <p>License Expiration: -</p> <hr/> <p>Profile Information</p> <p>Please Note: It may take up to 2 minutes for your changes to reflect in the EHR.</p> <p>Email: * <input type="text" value="facultydemo@nehrperfec"/></p> <p>Username: * <input type="text" value="facultydemo"/></p> <p>Change Password: <input type="text"/></p> <p>Confirm Change Password: <input type="text"/></p>	<p>characters long.</p> <p>Your Password must be between 8 and 20 characters long.</p> <p>The following special characters are not allowed: ^ ; ' / ? < > [] { }</p> <p>Technical Support Options</p> <p>Available 24/7. E-mail: Submit Request Phone: 877-907-2186</p>
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5. Select Save when finished. You will receive a confirmation email with your username and password if they were updated.

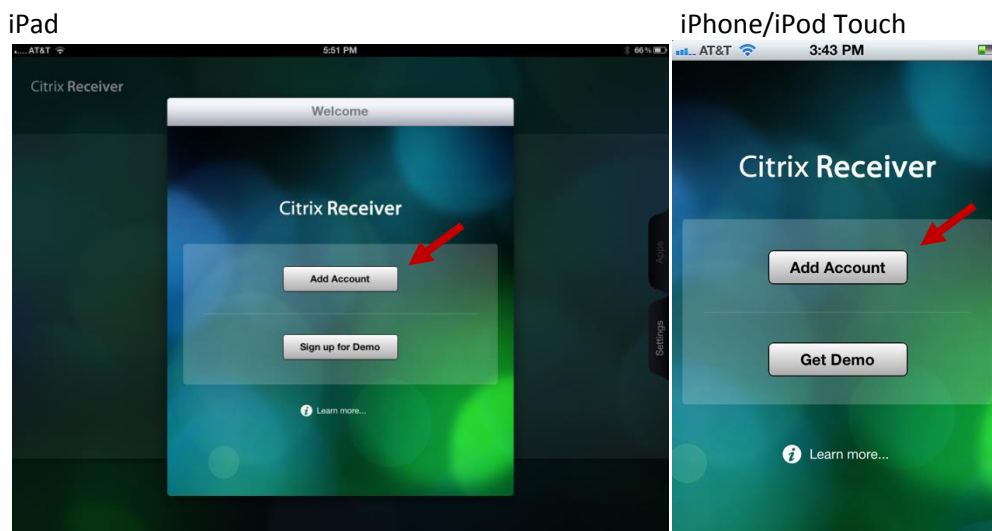
Using Neehr Perfect on tablets and mobile devices

The Neehr Perfect EHR may be accessed on the following devices through the use of a **Citrix Receiver App** instead of your web browser:

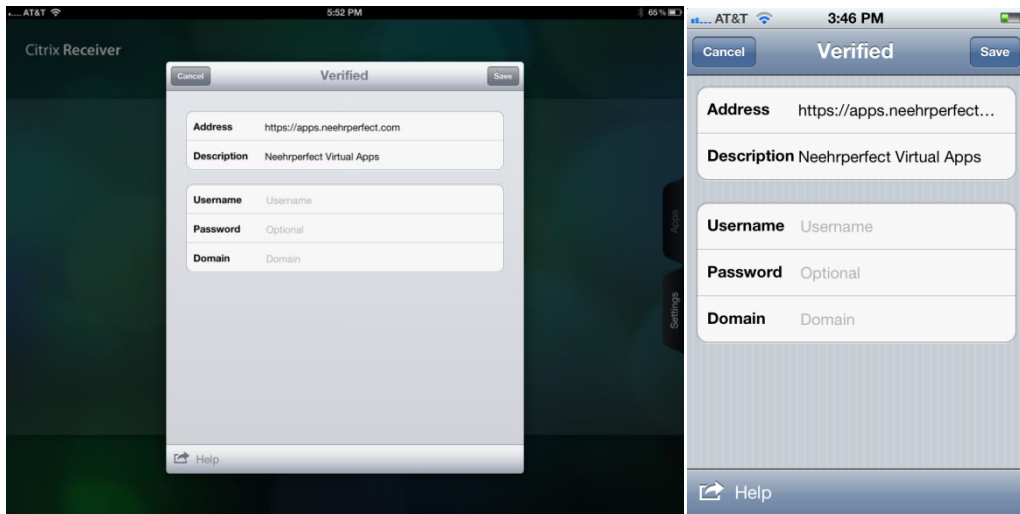
- Apple iPad®, iPhone®, iPod touch®, and any Android® device running Android 4.2 (Jelly Bean) or higher (*although the Citrix Receiver App may be installed on other devices, its use with Neehr Perfect is not yet supported*).

Note! The Citrix App developers frequently make changes that may cause the steps and/or screen views to appear different from what is described below.

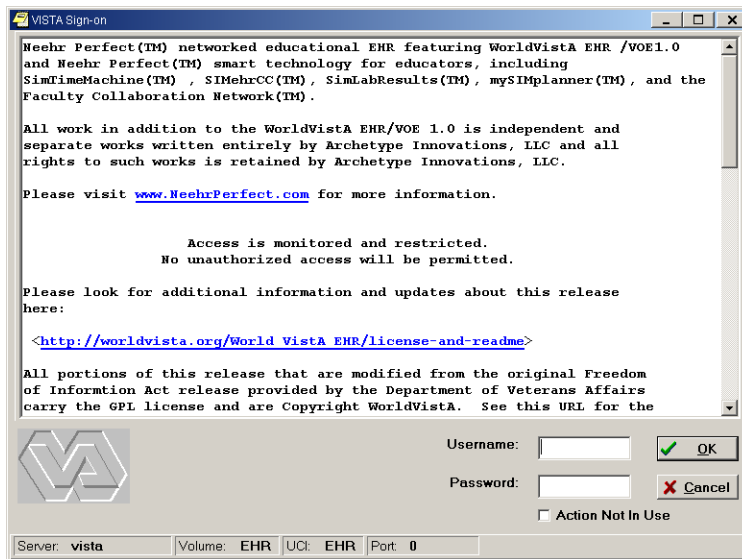
1. Download and install the free Citrix Receiver application from the App Store (search for “Citrix Receiver”).
2. After the Citrix Receiver has been installed, select the **Receiver** icon to open the application.
3. Select Add New Account.



4. Enter '<https://apps.neehrperfect.com>' as the Address (note the 's' in https) then **Next**.
5. After the address has been verified, you will be prompted to enter the Citrix Receiver credentials (username, password, domain) that were sent in the email you received when activating your account then press Save. **These credentials are different from your Neehr Perfect login credentials.** If you cannot locate the credentials, please contact the Help Desk.



6. Select the icon for your school's EHR and enter your Neehr Perfect **Username** and **Password**.



- a. **Important!** The period key (.) on the numerical keyboard of the iPad DOES NOT work for Username and Password fields. If your credentials contain a period (.), you must use the period key in the alphabet keyboard.
 - b. A font size of 8pt is recommended for optimal viewing of the EHR on an iPad. The font size can be changed in the **Edit Menu** within the EHR under Preferences|Font.
7. The Faculty Collaboration Network can be accessed by opening your web browser and going to www.neehrperfect.com. Select Login and enter your Username and Password.

Troubleshooting and FAQs

The following are questions/statements heard frequently by the Help Desk. Please keep this document stored so that you may reference it in the future (it's also located in the Faculty Collaboration Network).

1. **I don't know my Program Key:** Please contact the Neehr Perfect faculty contact at your school to receive it. The Neehr Perfect Help Desk cannot give out Program Keys.
2. **I get an error message when trying to install the plugin:** Refer to the [Quick Guide on Installing the Citrix Plugin](#) for more information. If you continue to experience difficulty, please contact the Help Desk.
3. **I forgot my credentials or I received a message that I already have a Neehr Perfect account:** Go to the 'Forgot Username and Password?' link under the Login section at www.neehrperfect.com. Enter the email address associated with your account and you'll receive your credentials by email immediately. See Page 9.
4. **My credentials aren't working:** If you're copying and pasting your credentials from your email or another document, occasionally an extra space gets incorporated at the end of one or more of your credentials. The system views this as an incorrect entry.
5. **The EHR keeps closing:** There are two common reasons your EHR session may close unexpectedly: 1) The internet connection was disrupted. The EHR requires a stable internet connection to stay active. 2) You have exceeded the 30 minute inactivity limit. A warning will appear when 45 seconds are remaining before the EHR closes. Please review the guide called "Saving, Timing-out, and Logging-out" in the Faculty Collaboration Network for additional information and suggestions.
6. **When I select a note, nothing is there:** This may happen the first time you use a note because the template needs to be enlarged. Place your cursor at the bottom right corner of the small box. A double arrow will appear. Click and drag the box to resize the window. **Other windows within the EHR may need to be resized as well.**

