

Neehr Perfect® Educational EHR

STUDENT GUIDE

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I. INTRODUCTION

Welcome to the Neehr Perfect® educational EHR. EHR stands for Electronic Health Record and is used by hospitals, clinics, and medical offices to manage all aspects of a patient's health information. It may also be known as an Electronic Medical Record (EMR). An EHR replaces paper charting with a more robust and reliable system that can be accessed by the entire healthcare team.

EHRs are now common in the healthcare industry and are mandatory for all U.S. facilities taking part in the Meaningful Use national program. Hospitals report that a lack of EHR experience and understanding among new employees is a significant problem that can lead to patient care errors. Training new and existing employees to safely and effectively use EHRs is a major cost contributor in healthcare organizations.

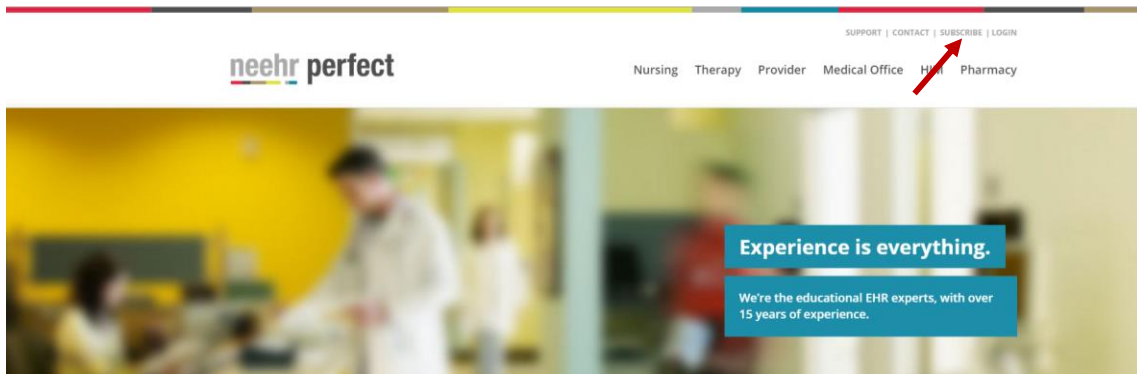
Neehr Perfect is an educational (or academic) version of an EHR designed to help you develop necessary proficiencies prior to entering the workforce. It is based off of the most widely-used, certified EHR system in practice, so you'll gain experience with a real EHR in a simulated environment where it's okay if you make a mistake. The skills that you will gain are invaluable and will prepare you for using an EHR in your professional practice.

II. QUICK FACTS

- In order to create a new Neehr Perfect account, you need a student **Program Key**. This is a 6-digit code beginning with an 'S'. Check with your instructor if you did not receive one. The Neehr Perfect Help Desk cannot give out Program Keys – you must receive it from your instructor.
- If you already have an existing Neehr Perfect 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 log-in 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.
- User guides and other help materials are located in the online Student Resource Network portion of Neehr Perfect. There is also a Help menu within the EHR with additional information.
- The Neehr Perfect Help Desk is available 24/7 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 from your instructor - this is a six-digit alphanumeric code beginning with “S”. If you did not receive one, please check with the 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 school.** 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 click Create Account.

Please fill out the following additional information.

*** Mandatory fields.**

First name: *

Middle initial: *

Last name: *

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:
 ^ : ; ' / ? < > [] { }

[Create Account](#)

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

Technical Support Options
 Available 24/7,
E-mail: [Submit Request](#)
Phone: 877-907-2186

If your account creation was successful, you will see the confirmation page below 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 apply your subscription.


neehr perfect. Welcome, Student - [Profile](#) | [Logout](#)

[ourEHR](#) [myEHRreports](#) [Help](#)

Neehr Perfect Registration Complete

Success! You have successfully created your Neehr Perfect account.
[Click here to go to sign in page.](#)

An email has been sent with your Username and Password. After signing in, you will be redirected to the Profile section to apply your subscription and manage your account.



Technical Support Options
 Available 24/7,
E-mail: [Submit Request](#)
Phone: 877-907-2186

Possible error messages:

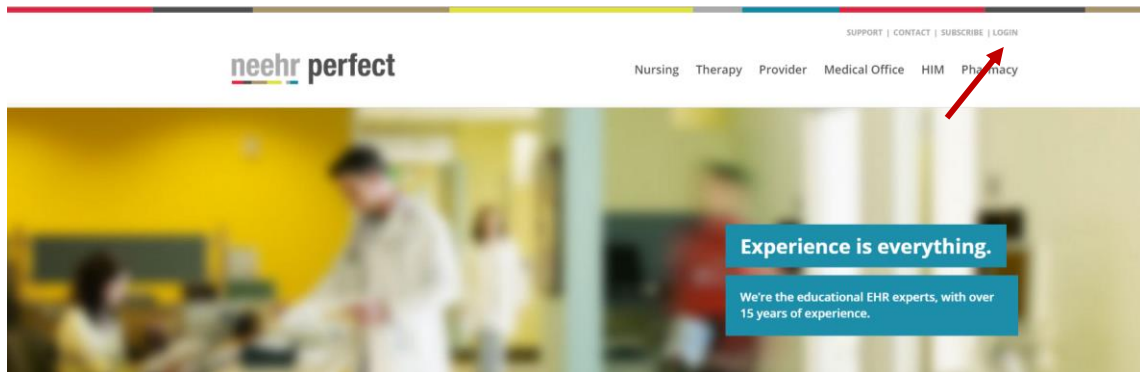
1. The requested Username is already in use: Another Neehr Perfect user has already chosen that username. Please select another username to proceed.
2. The email address you entered is associated with an existing account: You already have an existing account and DO NOT need to create a new one. Click 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.

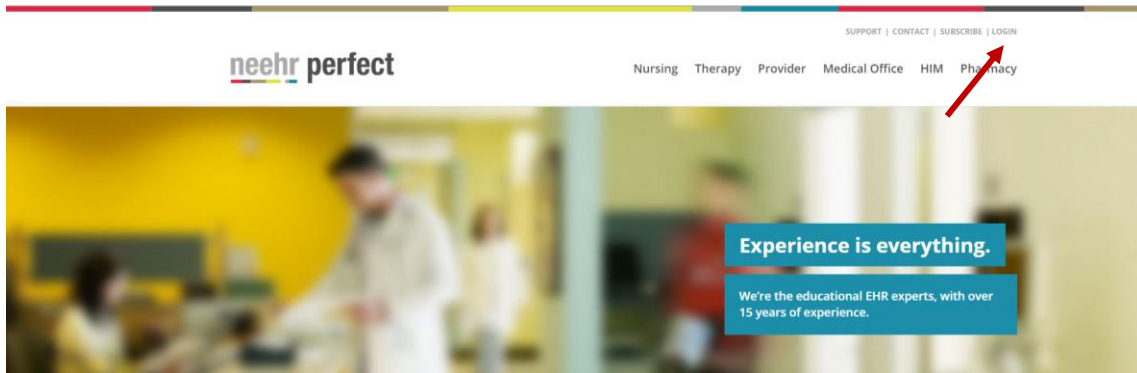


3. Then select **Forgot Username and/or Password?** and enter the email address associated with your account.

4. 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.
5. Return to www.neehrperfect.com, select **Login** and enter your Username and Password.


V. APPLYING YOUR SUBSCRIPTION

Neehr Perfect requires a subscription for use and you'll be prompted to apply or purchase a subscription the first time you log-in or if your previous subscription has expired. Open your browser and go to <http://www.neehrperfect.com> to begin the log-in process. Select **Login** in the upper, right corner.



Enter your Username and Password that you created previously. 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 redirected to your Account Information section of the Student Resource Network. Select the **Apply a Subscription** link.



[SAMPLE](#) | [CONTACT](#) | [LOGOUT](#)

[EHR](#)
[Reports](#)
[Help](#)

Profile

Home / Profile

Account Information

School:

Neehr Perfect University - Bookstore Purchase

First Name:

Sample

Last Name:

Student

License Status:

Activated

License Expiration:

10/27/2015

Apply a Subscription

Profile Information

Email:

student@neehrperfect.com

Username:

XXXXXXXXXX

Password:

***** (not displayed)

Edit My Profile

Technical Support Options

Available 24/7
E-mail: [Submit Request](#)
Phone: 877-907-2186

Depending on how your school's account is setup, you may be prompted to enter an activation code and/or purchase a subscription online. Activation codes may be obtained through some bookstores or may come from your instructor. Check with your instructor if you're unsure how your subscription is managed.

If you received an activation code, enter it and select **Apply**. Otherwise, if you're purchasing online select **Purchase** next to the subscription term you'd like to buy (leave the Activation Code field blank). You'll then be brought to the eCommerce page to enter your credit card or bank account information. Subscriptions are non-refundable and can be renewed at the end of the subscription period as needed.

Account Information

School:

Neehr Perfect University - Bookstore Purchase

First Name:

Sample

Last Name:

Student

License Status:

Unlicensed

License Expiration:

Student Subscription Options

If you already have an activation code, please enter the activation code you received in the field below. Otherwise, select the subscription term you wish to purchase.

Activation Code

Apply

Note: All Neehr Perfect subscription orders are non-refundable. By purchasing a subscription, you acknowledge and accept the terms of the [Individual User Subscription Agreement](#).

Product	Price	
Three Year (Up to 36 Months) Student Subscription Three Year (Up to 36 Months) Student Subscription to Neehr Perfect Educational EHR	\$ 285.00	<div>Purchase</div>
Two Year (Up to 24 Months) Student Subscription Two Year (Up to 24 Months) Student Subscription to Neehr Perfect Educational EHR	\$ 195.00	<div>Purchase</div>
Extended (Up to 18 Months) Student Subscription	\$ 155.00	<div>Purchase</div>

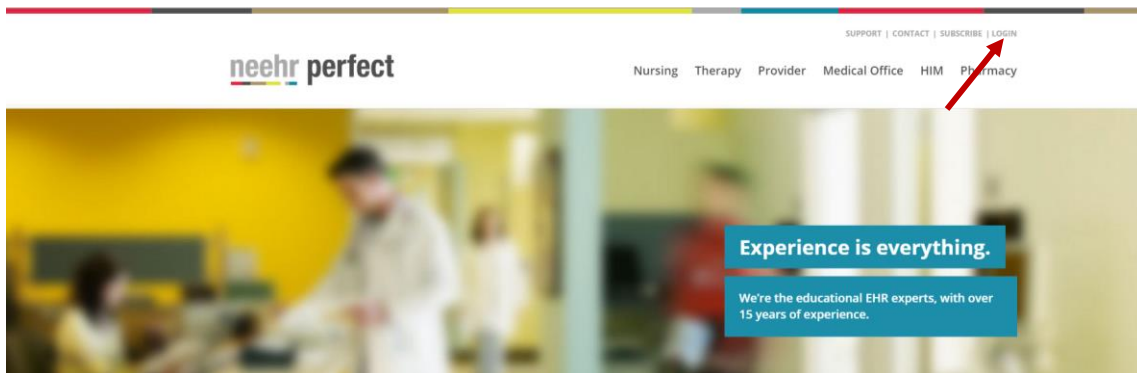
Technical Support Options

Available 24/7
E-mail: [Submit Request](#)
Phone: 877-907-2186

After applying or purchasing the subscription, you will receive a confirmation message and can then navigate Neehr Perfect. Feel free to explore the Student Resource Network (see Section VIII) or select the **EHR** tab to proceed to the Neehr Perfect EHR.

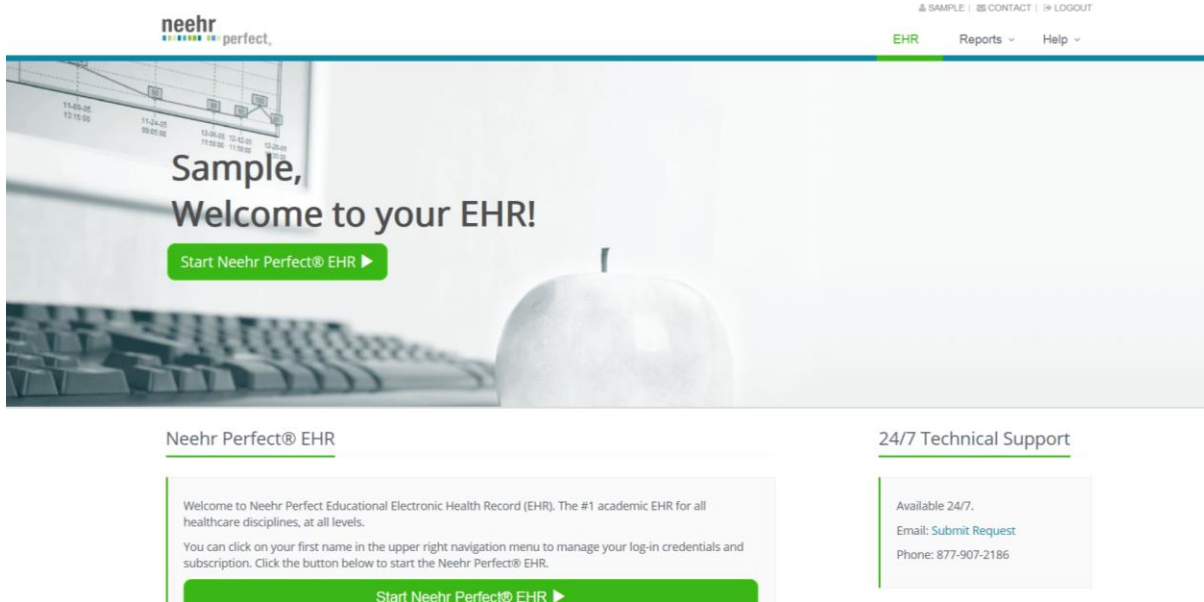
VI. LOGGING IN TO NEEHR PERFECT

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



Enter the Username and Password that you created previously. 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 Student Resource Network. Here you may choose to navigate the Network or launch the EHR. The Student Resource Network is described further in the next section of this document.

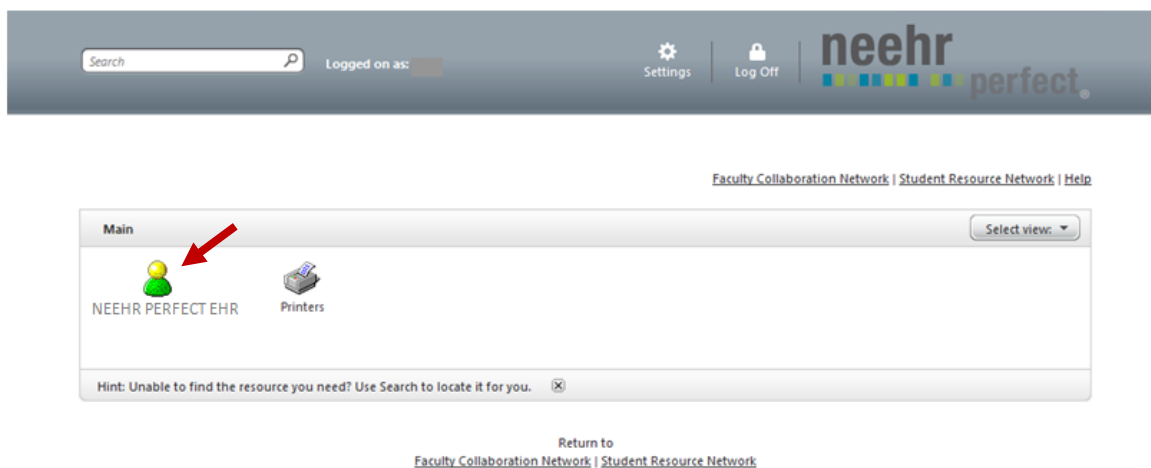


VII. LAUNCHING THE EHR

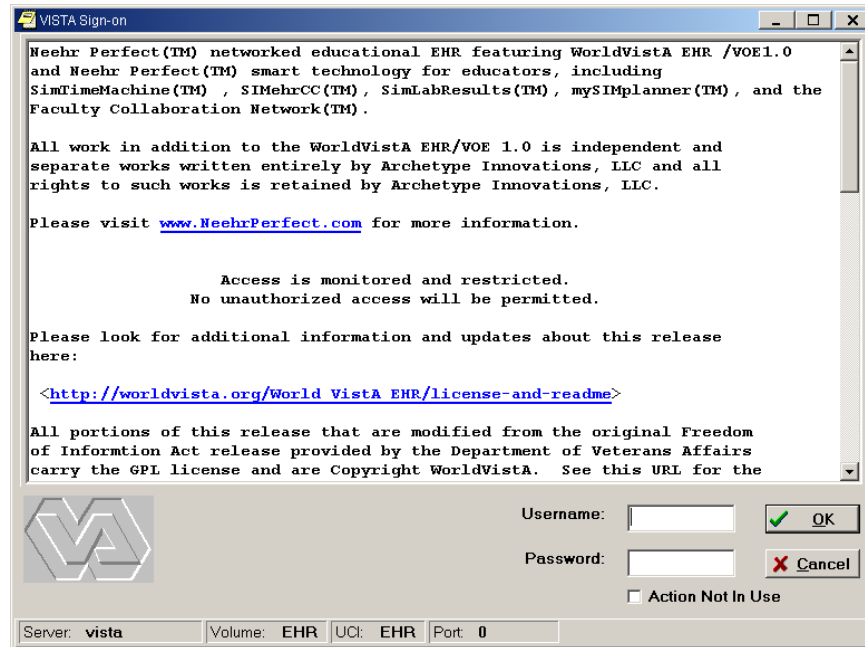
Select **Start Neehr Perfect EHR** shown in the previous screenshot above to launch the EHR.

When logging in to the EHR for the first time, you'll 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, enter the Username and Password then select **OK**.

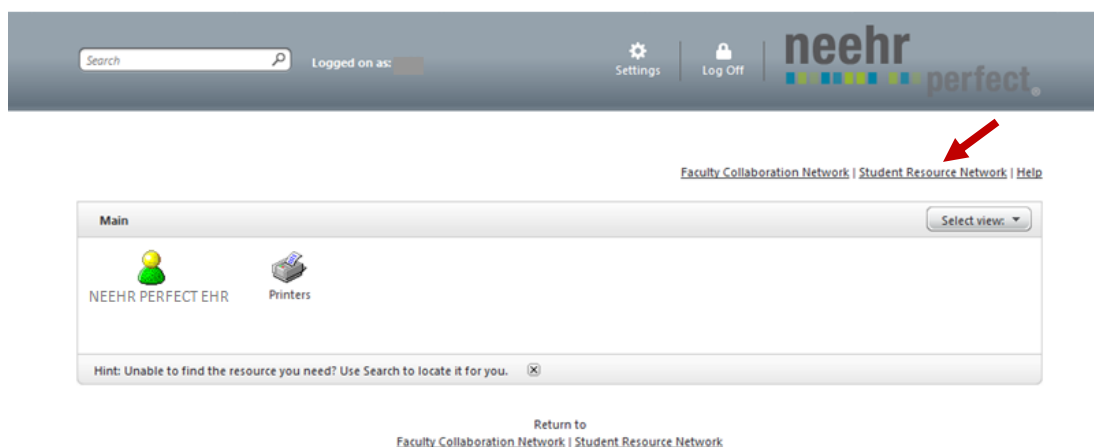


Congratulations - you are now in the EHR! Your instructor will provide additional information about the next steps.

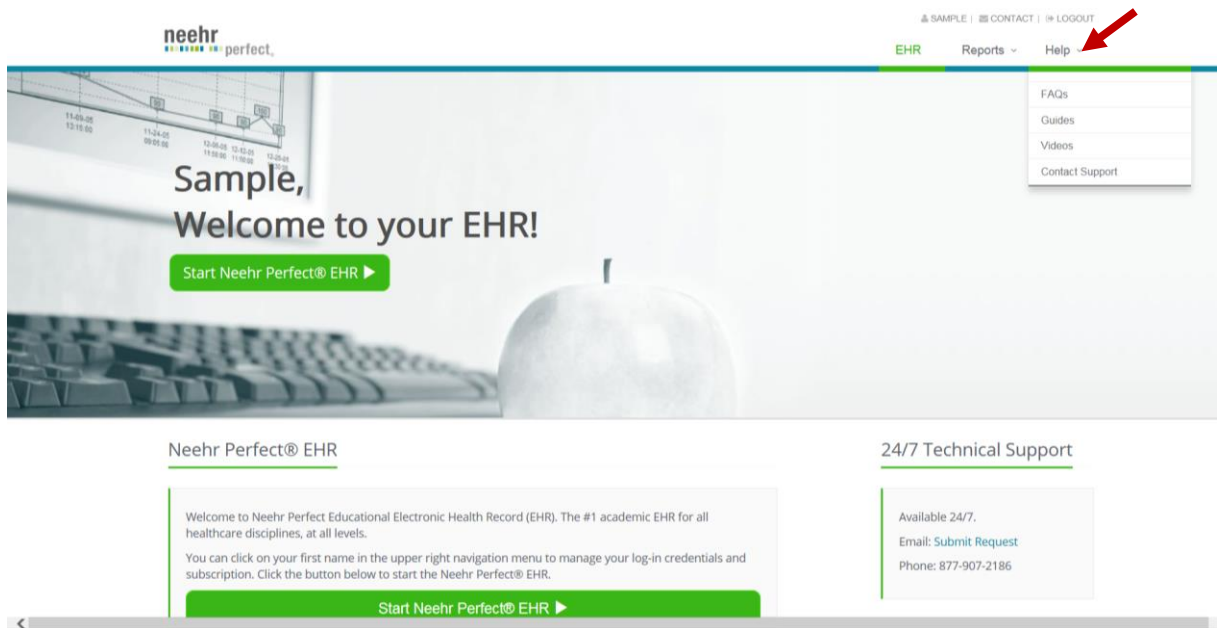
VIII. YOUR RESOURCES

Student Resource Network

The Neehr Perfect Student Resource Network contains video tutorials, user guides, and other materials for learning how to use the EHR. Your instructor may ask you to review the information or you can explore on your own. You're automatically brought to the Student Resource 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 Student Resource Network, select the **Help** tab to view FAQs, guides, and more.



Help Desk

The Neehr Perfect Help Desk is available 24 hours per day, 7 days a week. 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. Please review the Troubleshooting/FAQ section (page 15) for answers to commonly asked questions.

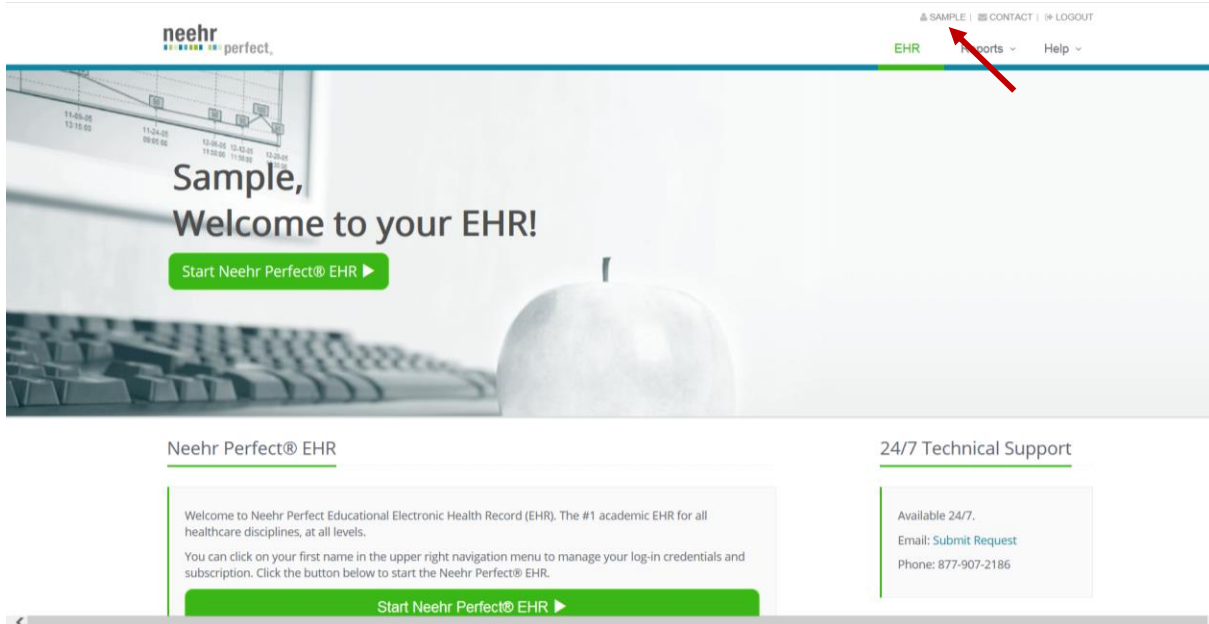
If you've forgotten your Neehr Perfect credentials, simply select **Login** from www.neehrperfect.com then **Forgot your Username and/or Password?** shown below and complete the information. You'll receive an email immediately with your credentials.

IX. APPENDIX

Managing your Account

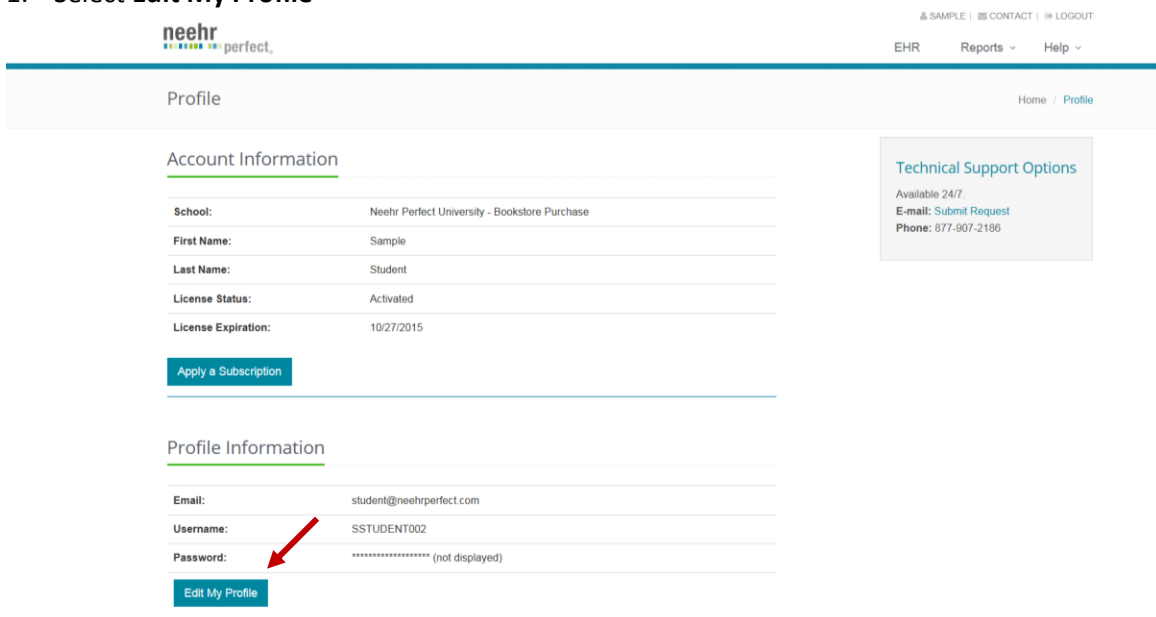
You have the ability to change your Neehr Perfect credentials (Username and Password) and/or apply a new subscription at any time.

Log in to www.neehrperfect.com then select *your name* in the upper, right corner.



To change your Username and/or Password:

1. Select Edit My Profile



2. 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: ^ : ; “ ’ / ? < > [] { }
3. Click **Save Changes** when finished. You will receive an email confirmation.

To add another subscription:

1. Select **Apply a Subscription**

The screenshot shows the Neehr Perfect user interface. At the top, there is a navigation bar with the logo 'neehr perfect.' on the left and links for 'SAMPLE', 'CONTACT', and 'LOGOUT' on the right. Below the navigation bar, there are links for 'EHR', 'Reports', and 'Help'. The main content area is titled 'Profile' and includes a breadcrumb trail 'Home / Profile'. The 'Account Information' section contains fields for 'School' (Neehr Perfect University - Bookstore Purchase), 'First Name' (Sample), 'Last Name' (Student), 'License Status' (Activated), and 'License Expiration' (10/27/2015). A red arrow points to the 'Apply a Subscription' button. The 'Profile Information' section contains fields for 'Email' (student@neehrperfect.com), 'Username' (SSTUDENT002), and 'Password' (masked with asterisks). An 'Edit My Profile' button is located at the bottom of the profile information section. A 'Technical Support Options' box on the right side of the page provides contact information: 'Available 24/7', 'E-mail: Submit Request', and 'Phone: 877-907-2186'.

2. You will be able to apply another subscription as you did in Section V. Please note that subscriptions are non-refundable and non-transferrable.

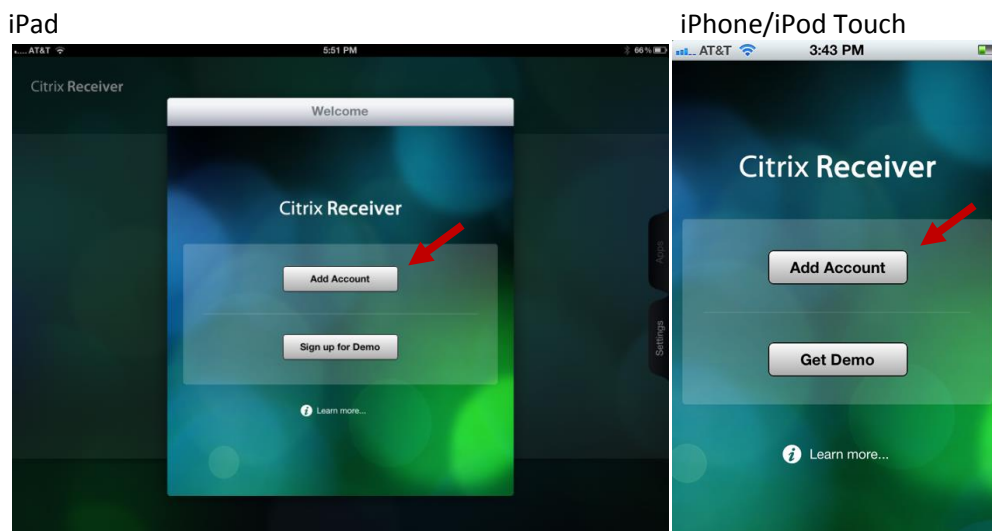
Using Neehr Perfect on tablets and mobile devices

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

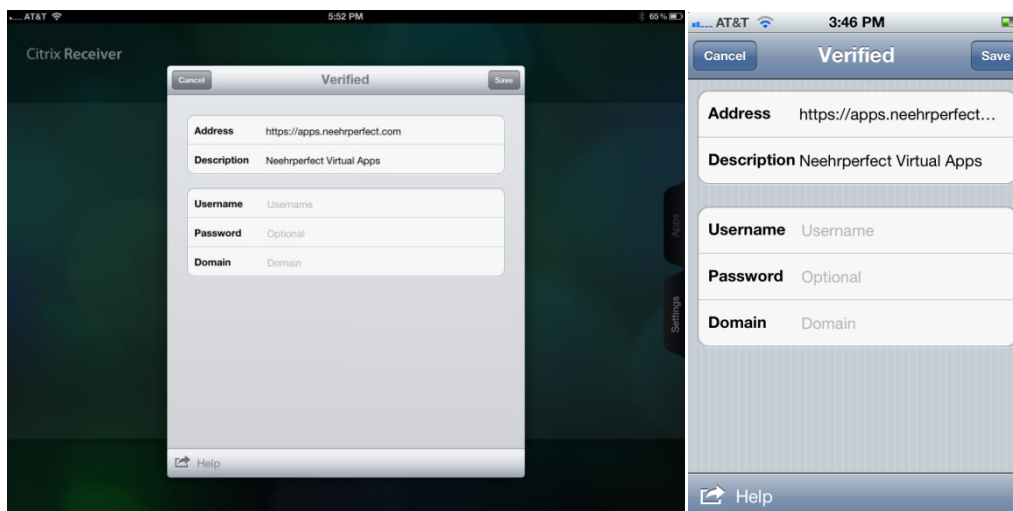
- Apple iPad®, iPhone®, iPod touch®, and any Android® device running Android 4.2 (Jelly Bean) or higher (*although the Citrix Receiver App may be installed on other devices, its use with Neehr Perfect is not yet supported*).

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

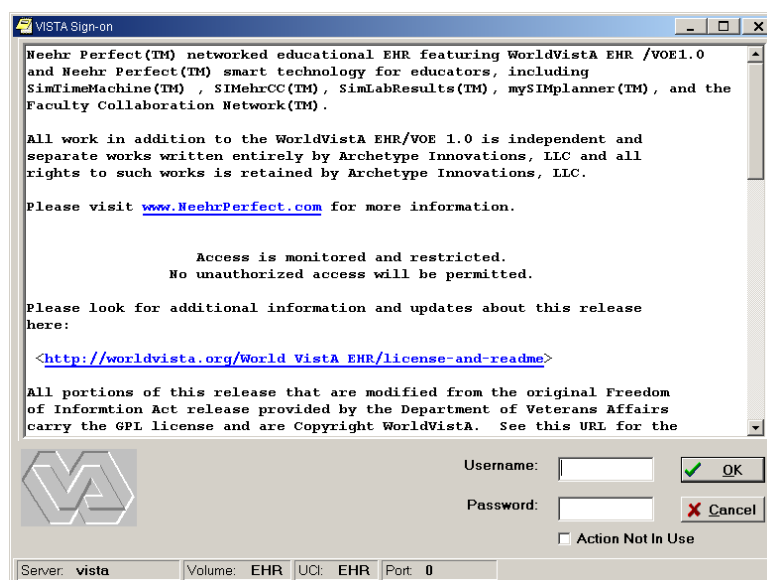
1. Download and install the free Citrix Receiver application from the App Store (search for “Citrix Receiver”).
2. After the Citrix Receiver has been installed, select the **Receiver** icon to open the application.
3. Select Add New Account.



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 log-in 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**.

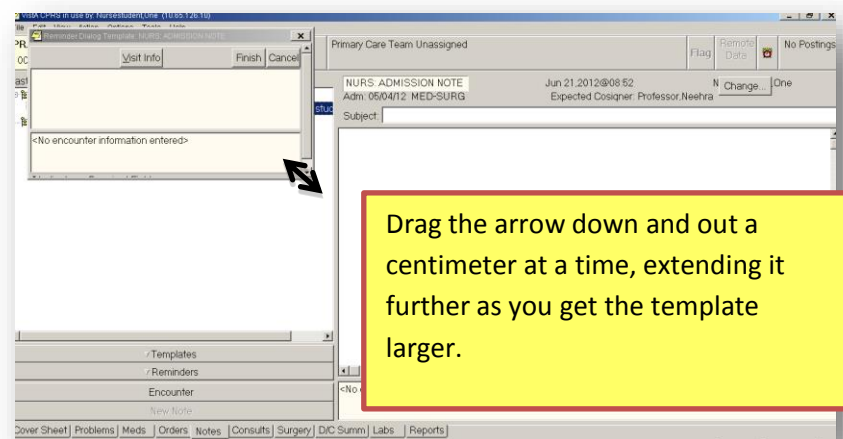


- a. **Important!** The period key (.) on the numerical keyboard of the iPad DOES NOT work for Username and Password fields. If your credentials contain a period (.), you must use the period key in the alphabet keyboard.
 - b. A font size of 8pt is recommended for optimal viewing of the EHR on an iPad.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

1. **I don't know my Program Key and/or Activation Code:** Please contact the Neehr Perfect faculty contact at your school to receive it. The Neehr Perfect Help Desk cannot give out this information.
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 'Username and Password not working?' link under the Login section at www.neehrperfect.com. After completing the web form, you'll receive your credentials by email immediately. See Page 10.
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 main 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 FAQs' in the Student Resource 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.**



PR 100

Reminder Dialog Template NURS: ADMISSION NOTE

GENERAL ADMISSION INFORMATION...

MRSA TESTING/ISOLATION PRECAUTIONS

PAIN ASSESSMENT...

MEDICATIONS, IMMUNIZATIONS, ALLERGIES...

PERSONAL PROPERTY AND ASSISTIVE DEVICES...

ADVANCE DIRECTIVES...

SYSTEMS REVIEW...

NUTRITION SCREEN...

SKIN RISK ASSESSMENT...

FALL RISK ASSESSMENT...

REHAB ASSESSMENT

Visit Info Finish Cancel

<No encounter information entered>

* Indicates a Required Field

Reminders

Encounter

New Note

Cover Sheet Problems Meds Orders Notes Consults Surgery D/C Summ Labs Reports

Flag Remote Data No Postings

Jun 21, 2012 @ 08:52 N Change... One

Expected Cosigner: Professor Neehra