



Neehr Perfect 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.

II. QUICK FACTS

- To create a new Neehr Perfect account, a Neehr Perfect account manager or an existing faculty user from within your program must invite you to Neehr Perfect. When you are invited to Neehr Perfect, you will receive an email with directions for creating your account.
- 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 reset, 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 [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.
- Our Teaching Team is here to help you select EHR activities to meet your objectives. Please contact teaching@neehrperfect.com 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.

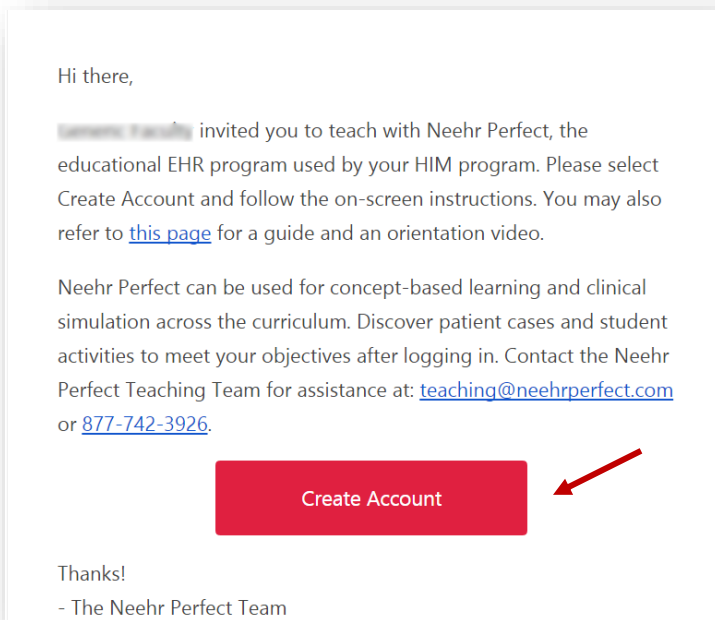
III. CREATING YOUR ACCOUNT

If you already have a Neehr Perfect account, please skip to the next section.

If you're a brand new user, you should receive an email invitation to Neehr Perfect from an account manager at Neehr Perfect or from an existing faculty user within your program. If you have not received an invitation, please contact the Neehr Perfect key contact for your program and ask them to invite you. If you received a Faculty Program Key code from the key contact at your school (the former method for adding users), please skip to #2 below.

1. If you've been invited to create a Neehr Perfect faculty account by email.

Click on the **Create Account** button in the email.



After clicking the **Create Account** button in the email you received, 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: *

I don't have a Middle Initial

Last name: *

Title: *

Telephone No.: *

Email address: *

Please create your username and password for accessing Neehr Perfect

Username: *

Password: *

Confirm password: *

Hints:

Your Username must be between 6 and 20 characters long.
Your Password must be between 8 and 20 characters long.
The following special characters are not allowed:
^:;''/? <> [] { }

[Create Account](#)

If your account creation was successful, you will see the following confirmation page and will receive an email with your credentials for future reference. Proceed to the next section of this guide to log-in.

Registration

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.

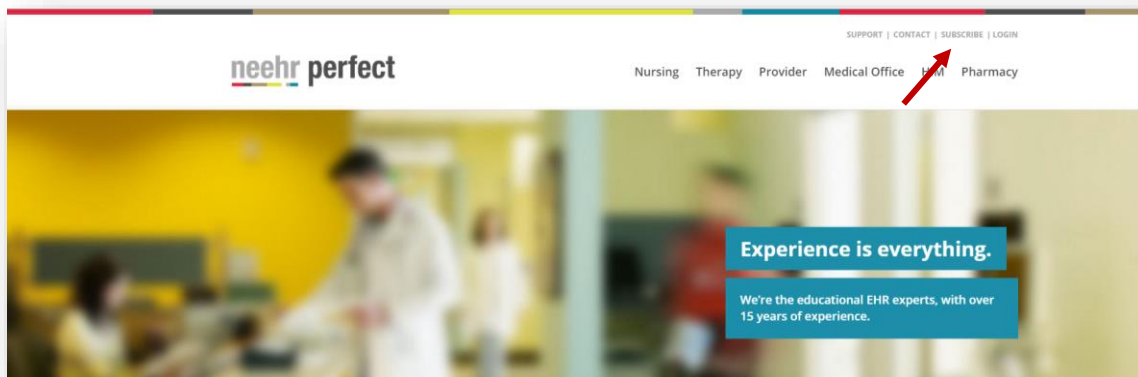
Possible error messages:

- The requested Username is already in use: Another Neehr Perfect user has already chosen that username. Please select another username to proceed.

- 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 login credentials resent and you will receive an email immediately.

2. If you received a Faculty Program Key code from a colleague within your program.

If you received a Faculty Program Key code (short code that begins with the letter "F") from a colleague at your school, you can still use that code to create 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 Faculty Program Key code that you received - this is a six-digit alphanumeric code beginning with "F".

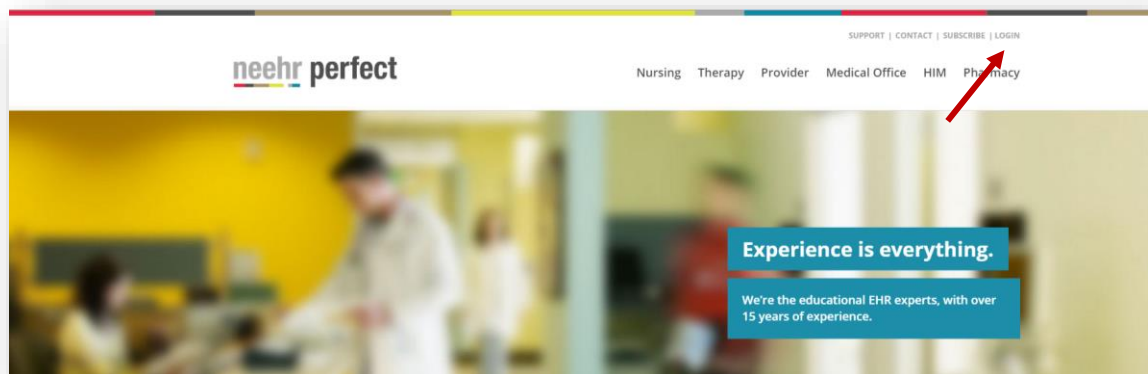
After selecting **Validate Program Key**, you will be asked to create your account. Follow the same steps outlined under #1.

IV. MY ACCOUNT ALREADY EXISTS

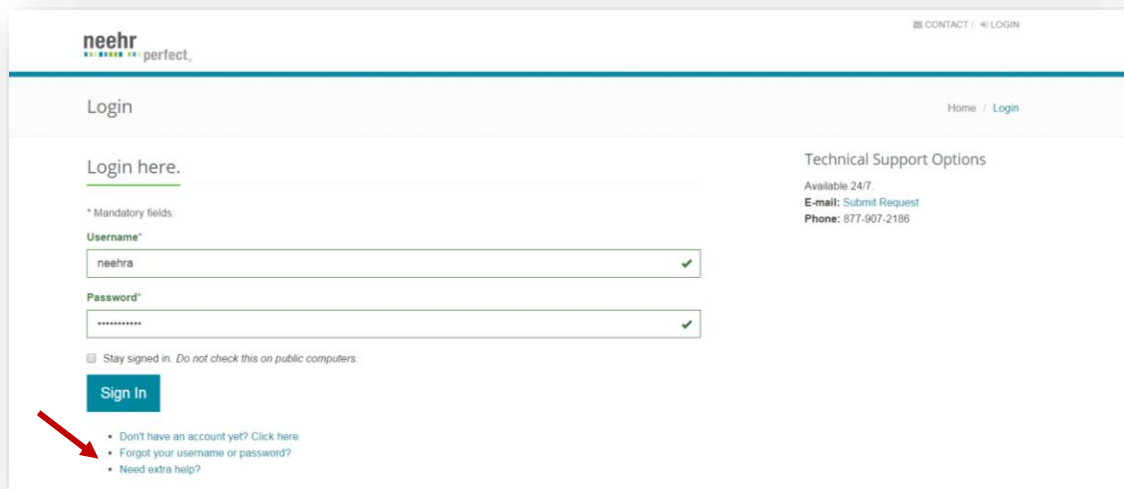
*Please skip this section if your account was created successfully above.

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.



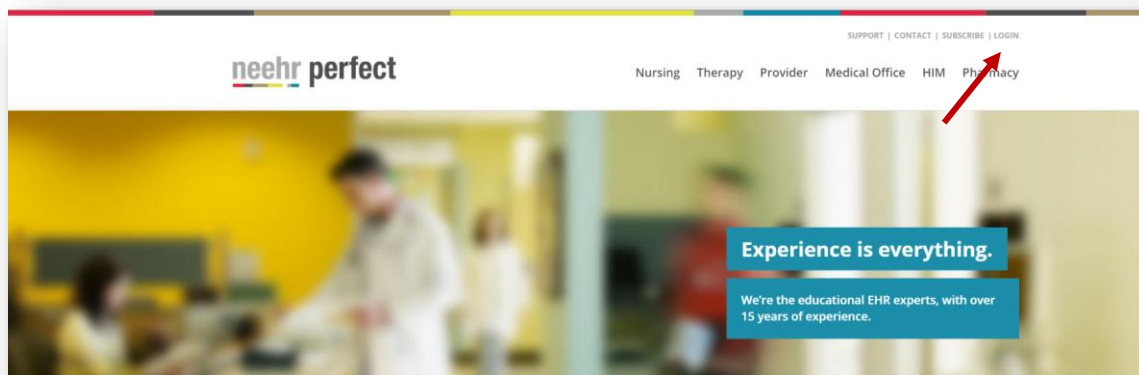
3. Then select the 'Forgot Username and/or Password?' link shown below.



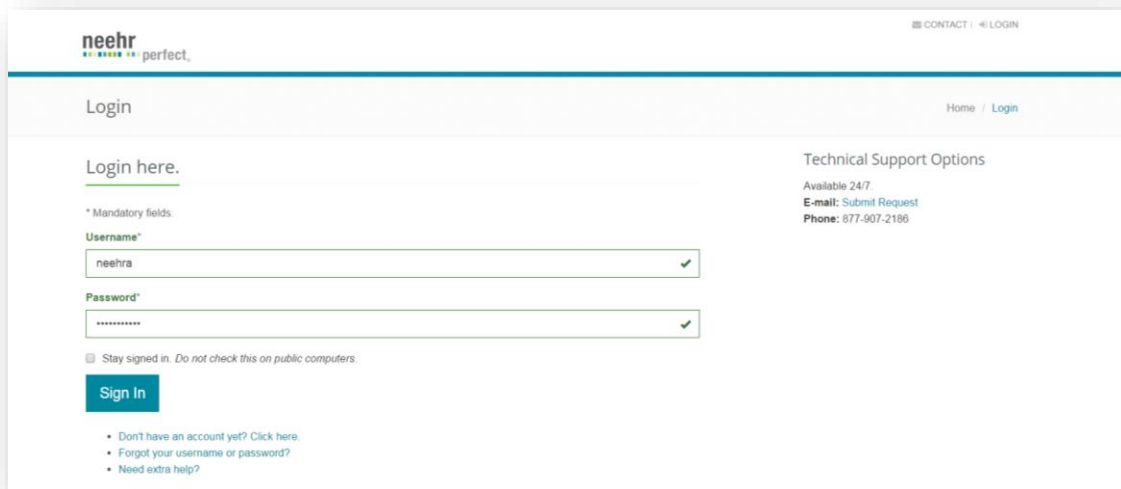
4. Enter the email address associated with your account and press Submit.
5. Check your email! You will have an email waiting with your Neehr Perfect credentials. Check your spam/junk folder if you did not receive it.
6. Return to www.neehrperfect.com and enter your Username and Password to log-in. Proceed to Section V of this guide.

V. LOGGING IN TO NEEHR PERFECT

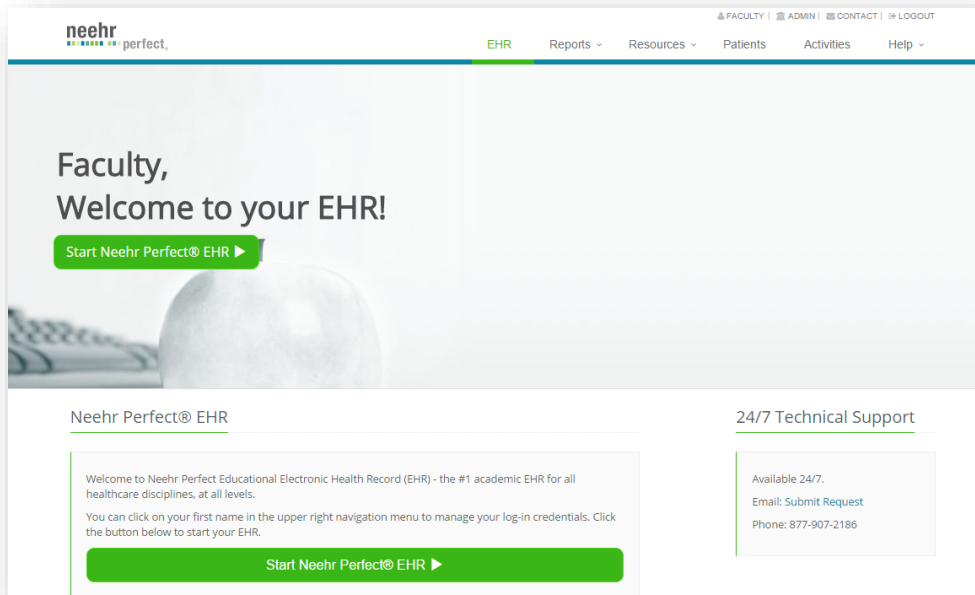
Open your browser and go to www.neehrperfect.com to begin the login process. Select **Login** in the upper, right corner.



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

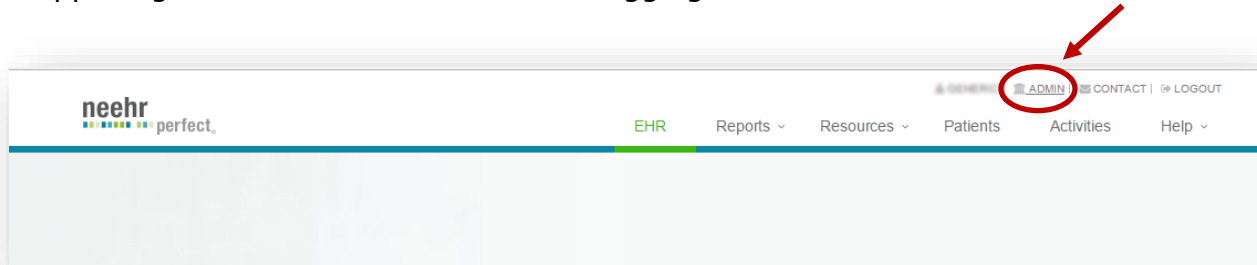


The first time you log-in, you'll be prompted to review and accept the End User Agreement. Then you will be brought directly to the Faculty Collaboration Network section of Neehr Perfect. Here you may choose to navigate the Network or launch the EHR. The Faculty Collaboration Network is described further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

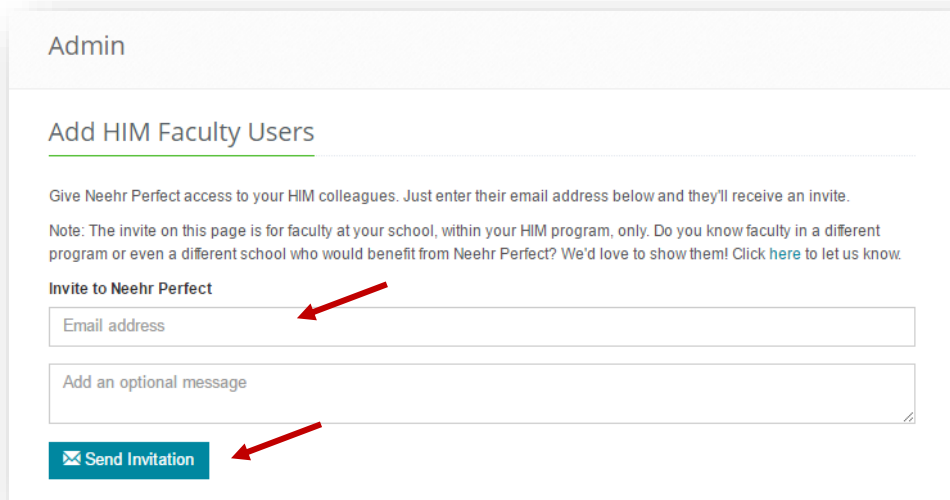


VI. ADDING FACULTY USERS TO NEEHR PERFECT

To add faculty users from your program to Neehr Perfect, click on the **Admin** link in the upper right corner of the screen after logging in.



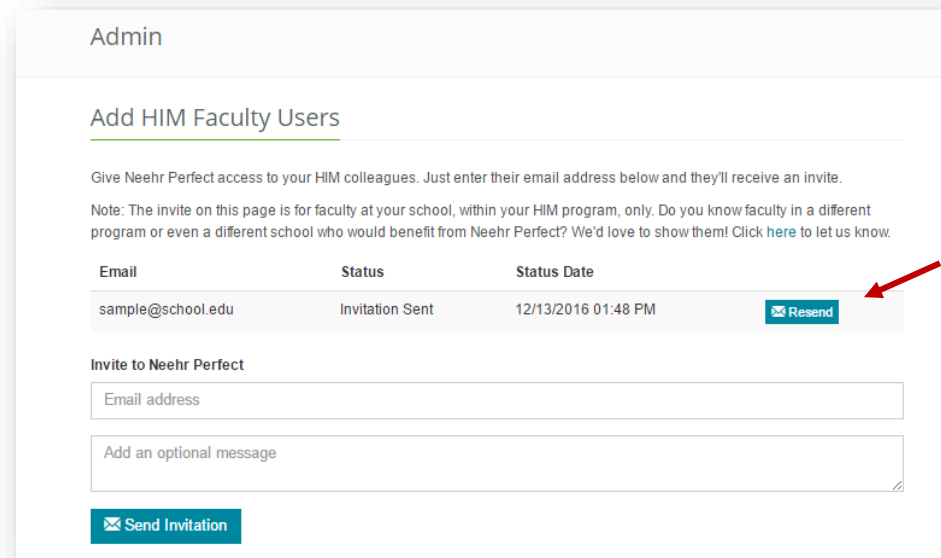
You will see an area where you can add faculty users from your program by entering their email address(es) in the box below "Invite to Neehr Perfect". You can also choose to add an optional message to them if desired. When finished, click on the **Send Invitation** button below and your colleague(s) will receive an email inviting them to create a Neehr Perfect faculty account.



Please note that you should only invite faculty users from within your own program. However, if you know faculty in a different program at your school or even from a different school who would benefit from Neehr Perfect, click the link to let us know and we will reach out to them with product information.

After inviting a colleague from within your program, you will be able to see their email address, the status of your invitation, the status date and time, and an option

to resend the invitation if they have not created their account yet. Simply click the **Resend** button to resend the invitation. The status will show as: Invitation Sent, Invitation Viewed, or Account Created.

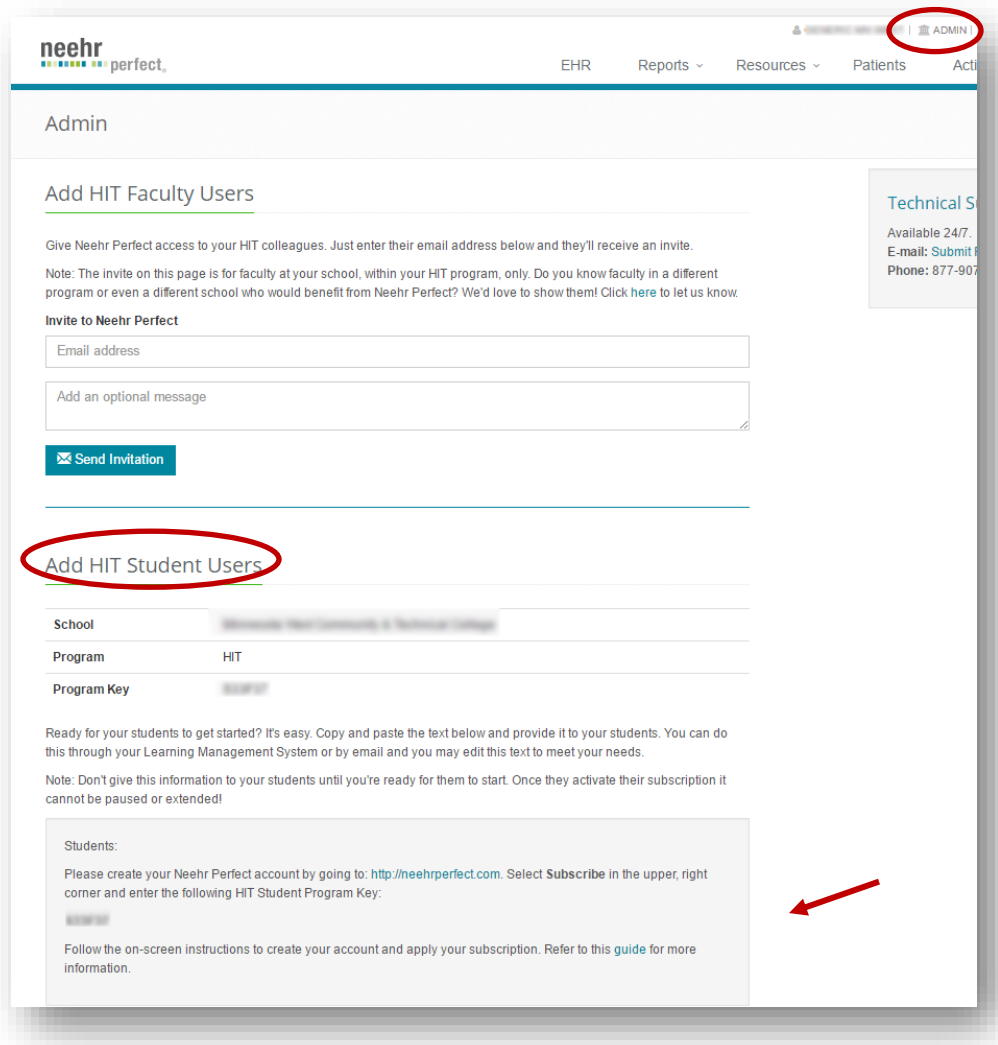


VII. ADDING STUDENT USERS TO NEEHR PERFECT

When you are ready to start your students in Neehr Perfect, you will find the information to provide to the students in the same area where you add new faculty users. After logging in to neehrperfect.com and clicking on the **Admin** link in the upper, right corner of the screen, you and your colleagues will be provided with the student access details to provide to students. This information will include your program's Student Program Key code and a link to the Student Guide. Neehr Perfect has provided sample text to provide to students through your Learning Management System (e.g. Blackboard, Moodle, etc.) or via email. You may edit this text to meet your needs.

If students purchase their own subscriptions online or through the bookstore:

Below is a sample screenshot of what your student access details will look like.



If your program purchases subscriptions for the students: You will need to request an activation code from Neehr Perfect if you have not already received it. You can click the link provided to request the activation code from Neehr Perfect.

Below is a sample screenshot of what your student access details will look like.

Add HIM Student Users

School	[REDACTED]
Program	HIM
Program Key	[REDACTED]

Ready for your students to get started? First, request an Activation Code from Neehr Perfect for their subscriptions if you haven't already received it. Submit a request [here](#).

Then, copy and paste the text below and provide it to your students along with the activation code. You can do this through your Learning Management System or by email and you may edit this text to meet your needs.

Students:

Please create your Neehr Perfect account by going to: <http://neehrperfect.com>. Select **Subscribe** in the upper, right corner and enter the following HIM Student Program Key:

[REDACTED]

Follow the on-screen instructions to create your account then log-in. After logging in, you'll be prompted to enter an Activation Code to apply your subscription. Your activation code is:

[Enter unique activation code here before sending to students]

Refer to this [guide](#) for more information.

VIII. LAUNCHING THE EHR

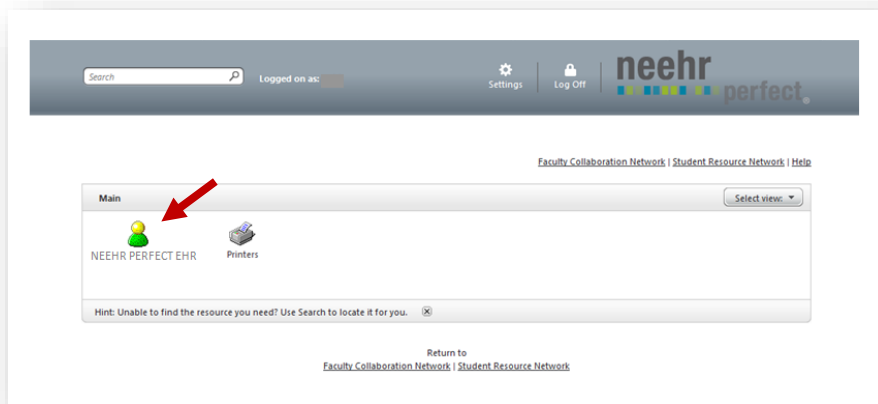
As a faculty user, you will see the Faculty Collaboration Network when you log in at neehrperfect.com. If you are currently in another area of the site, please click on the **EHR** link in the upper right corner of the screen to launch the EHR.

The screenshot shows the Neehr Perfect website interface. At the top right, the navigation menu includes 'EHR', 'Reports', 'Resources', 'Patients', 'Activities', and 'Help'. The 'EHR' link is circled in red. Below the navigation is a large banner with the text 'Faculty, Welcome to your EHR!' and a green button labeled 'Start Neehr Perfect® EHR'. A red arrow points to this button. Below the banner, there are two columns of content. The left column contains a welcome message and another 'Start Neehr Perfect® EHR' button. The right column is titled '24/7 Technical Support' and lists contact information: 'Available 24/7.', 'Email: [Submit Request](#)', and 'Phone: 877-907-2186'.

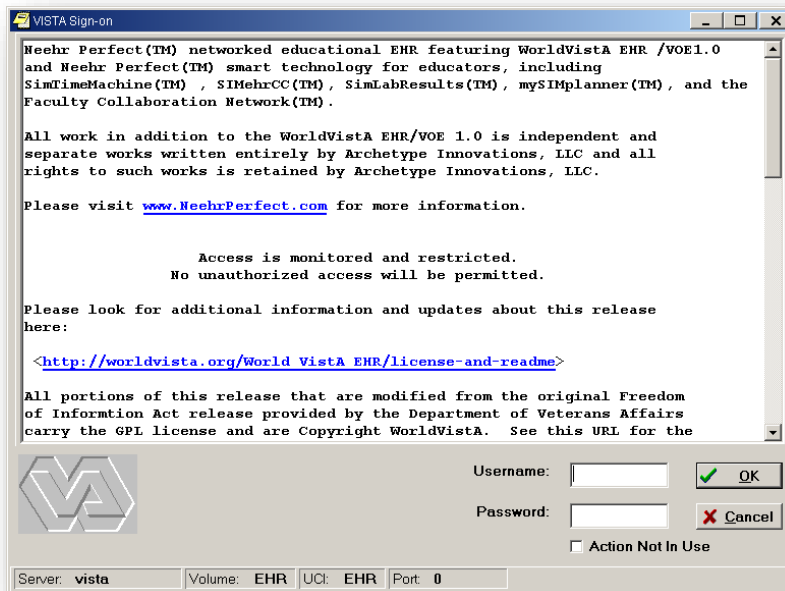
Select **Start Neehr Perfect EHR**.

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 [Guide on Installing the Citrix Plugin](#) if you need additional information about installing the plugin.

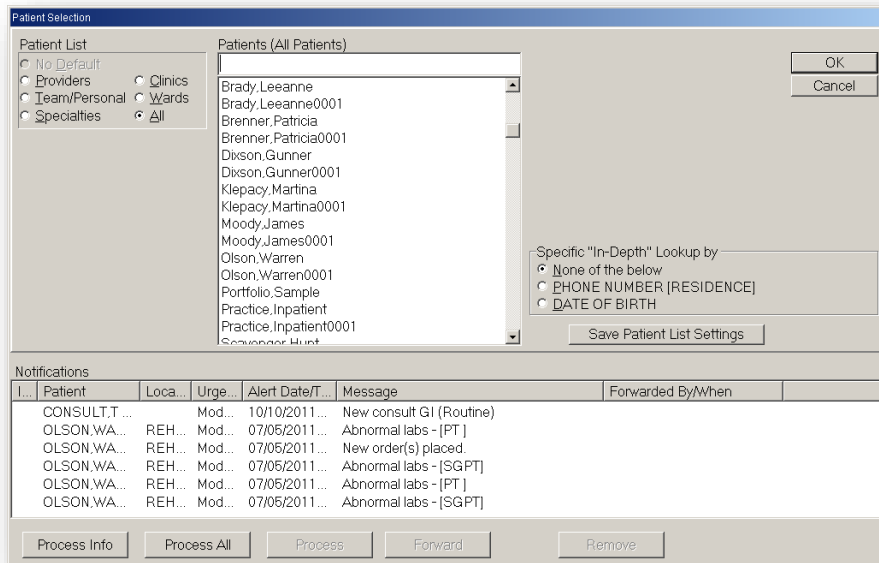
After the plugin is installed, launch the EHR by selecting the icon labeled with EHR (the name of your school's EHR will vary from what's shown below and you may see additional icons).



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



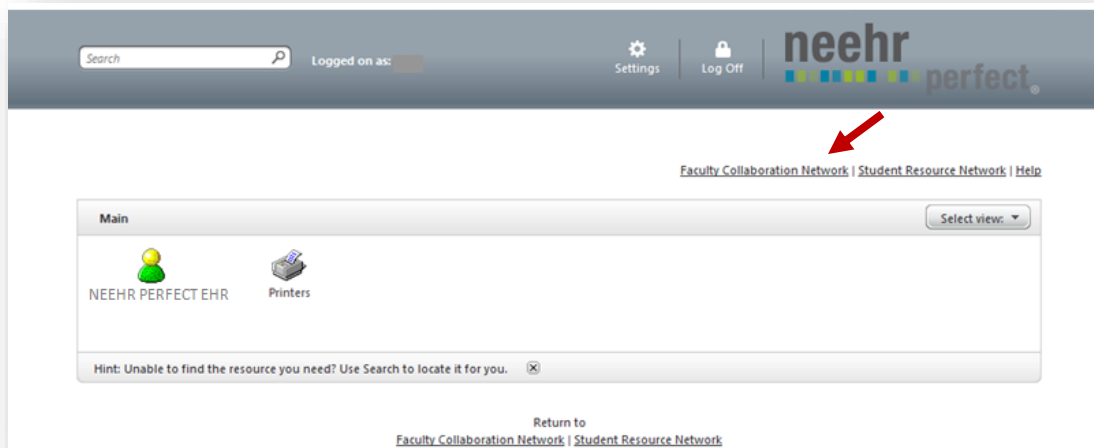
Congratulations - you are now in the EHR! You will now see the patient selection list and may select any patient chart to proceed.



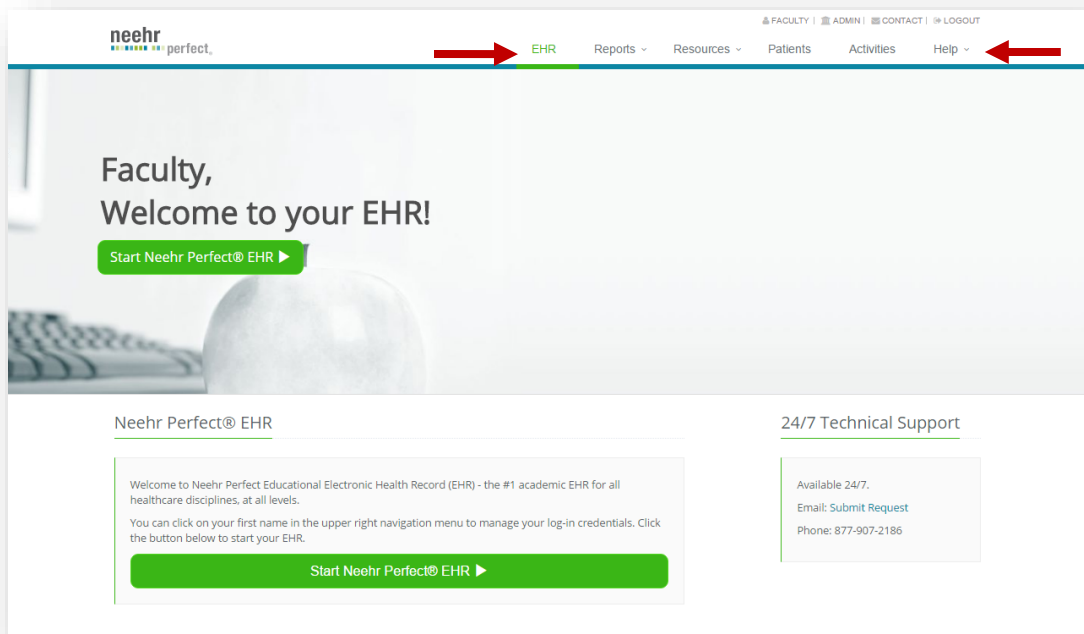
IX. YOUR RESOURCES

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.



EHR:

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 (*Start Neehr Perfect EHR*)
2. A listing of upcoming community learning events
3. Other Neehr Perfect news and updates

Reports:

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.

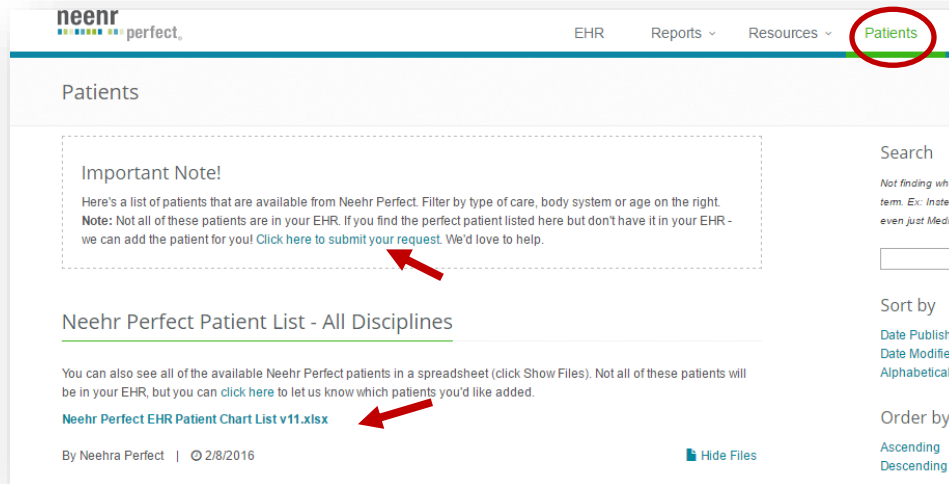
Important! Report content is not extracted from the EHR until 11pm (in your time zone) and will not appear in myEHRreports until the following morning. The only report that captures real-time information is the User Activity Report which shows when users logged in to www.neehrperfect.com.

Resources:

Here is where the barcode generator, formulary, and list of templates are available. Please refer to additional guides about generating barcodes and administering medication as needed. The templates listing summarizes the note documentation templates that are available in the EHR. 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.

Patients:

This tab lists all of the patient charts that are available from Neehr Perfect. The very first option in the list is a full patient listing. Click "Show Files" to download the listing. 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 or click the link in the "Important Note" section to submit your request.



Activities:

Student activities and answer keys are found in this tab. The activities displayed vary by program/discipline. Students do not have access to the activities tab. A faculty user must download the activity document and assign it to the students through your learning management system or other preferred method. Use the answer key to review and grade your students' work when complete.

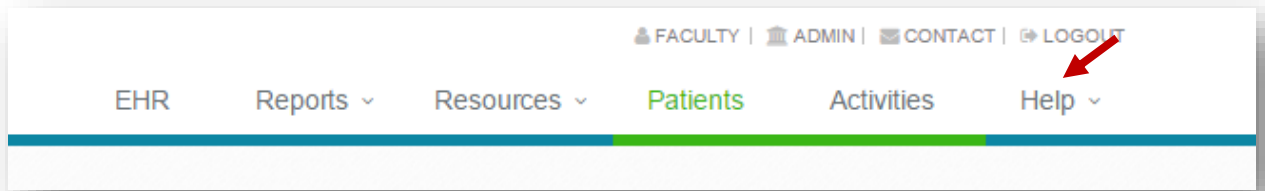
Help:

The Help section contains answers to frequently asked questions (FAQs), user guides, and videos on a variety of applications in the EHR. To learn more about the EHR, watch videos and review guides as your convenience.

Neehr Perfect Teaching Team

The Neehr Perfect teaching 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. They are experts at finding creative ways to add Neehr Perfect into your existing curriculum and objectives

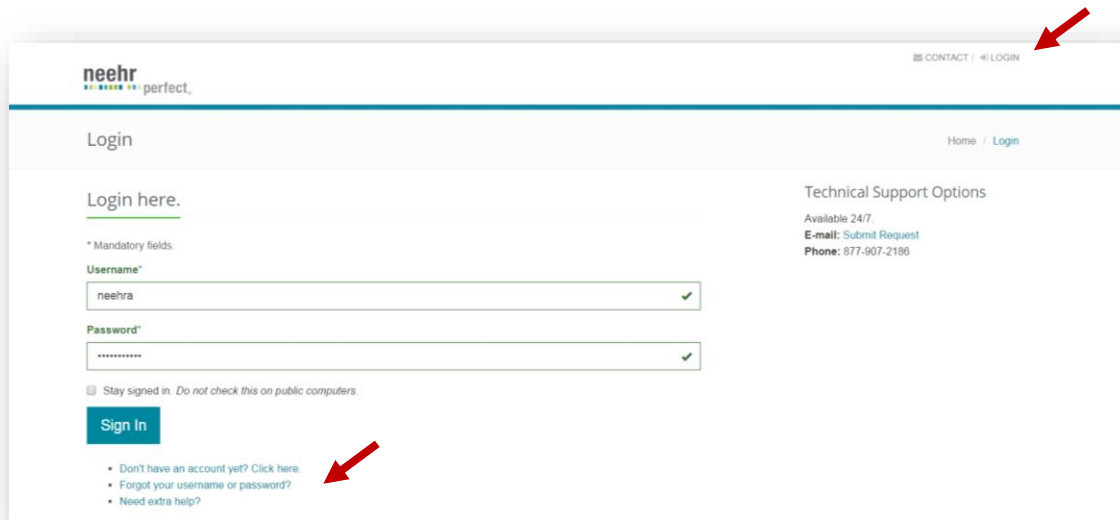
You can reach the teaching team either to ask a question by emailing teaching@neehrperfect.com.



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 22) 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.

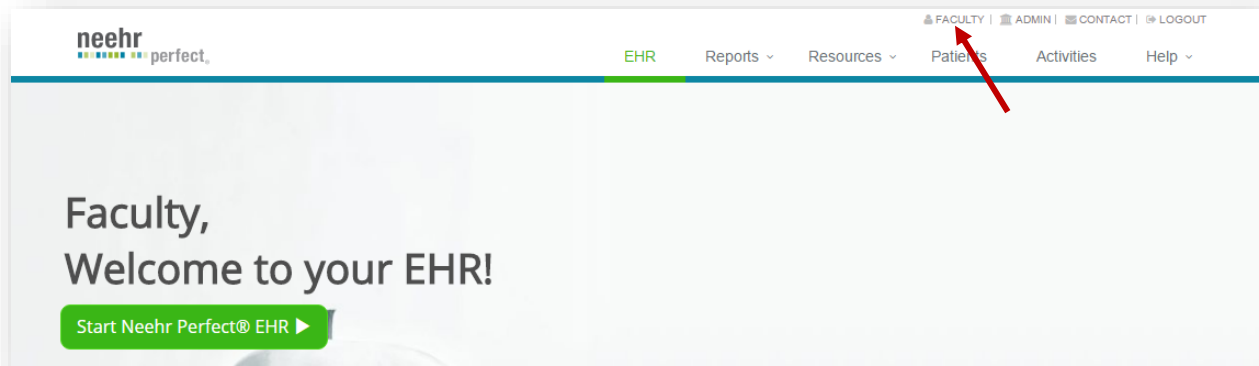


X. APPENDIX

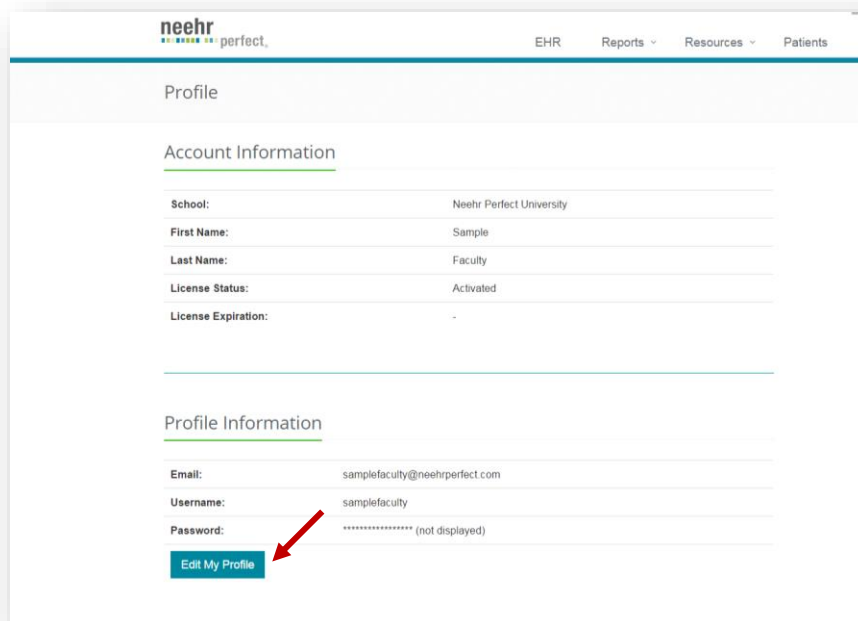
Changing your Neehr Perfect Username and Password

You have the ability to change your Neehr Perfect credentials (Username and Password) at any time.

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



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.

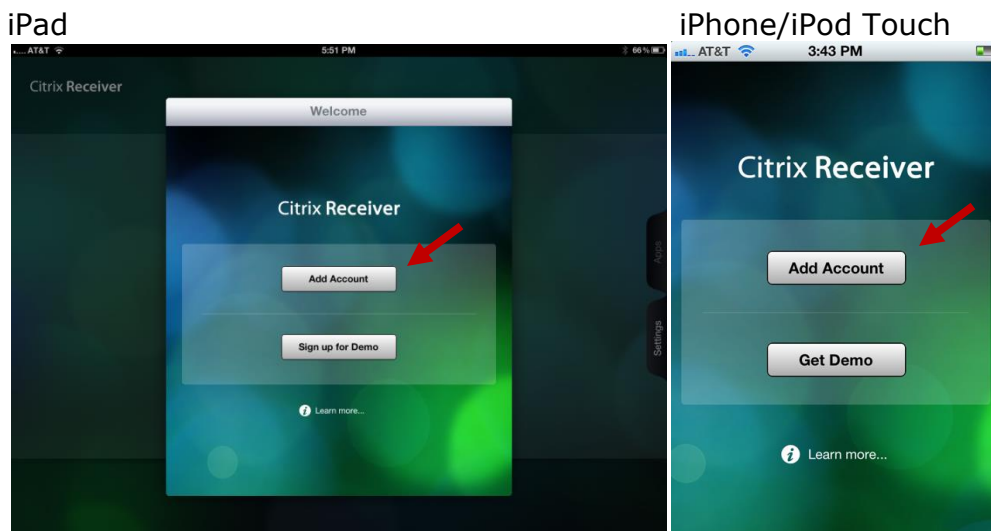
Using Neehr Perfect on tablets and mobile devices

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*).

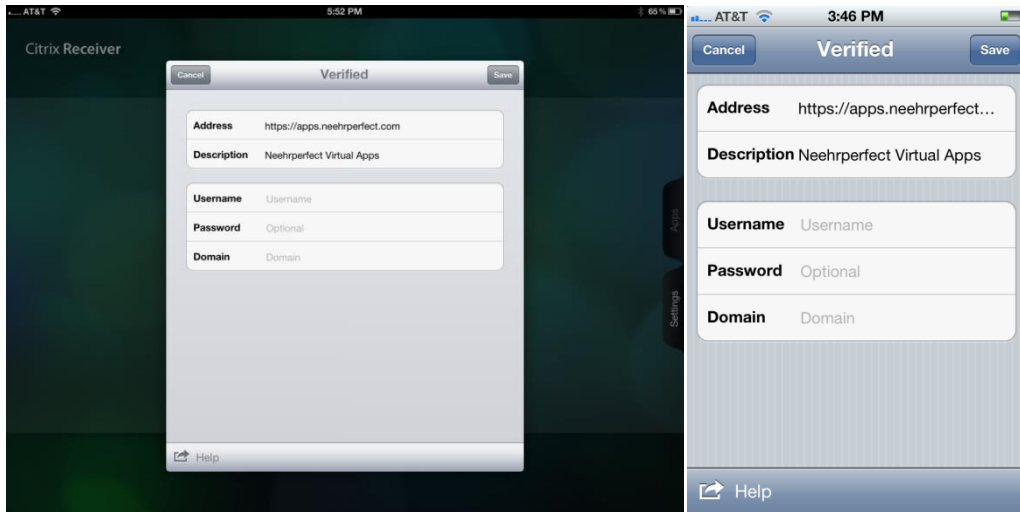
Note! The Citrix App developers frequently make changes that may cause the steps and/or screen views to appear different from what is described below.

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.

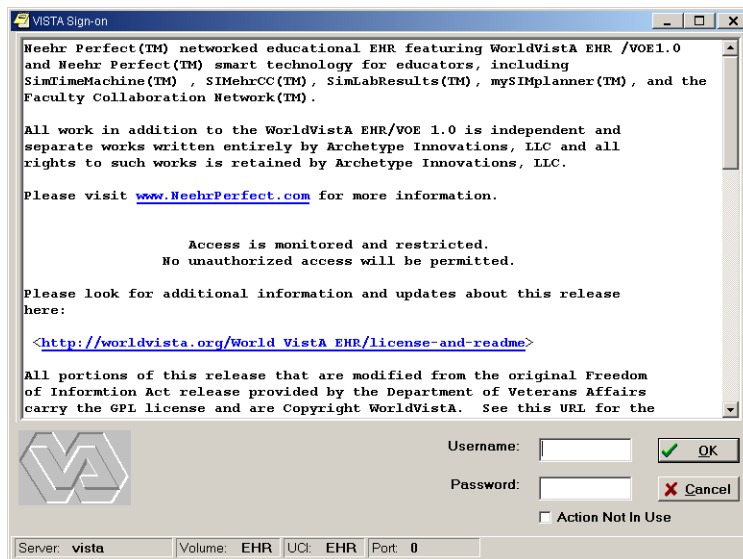


4. Enter '<https://apps.neehrperfect.com>' as the Address (note the 's' in https) then **Next**.

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 14.
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.**

