Student Guide to EHR Go

I. INTRODUCTION

Welcome to the EHR Go educational EHR system. '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 referred to 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.

EHR Go is an educational (or academic) version of an EHR designed to help you develop necessary proficiencies prior to entering the workforce. You'll gain experience with using an EHR in a variety of applications where it's okay if you make a mistake. The skills that you will gain are invaluable and will prepare you for using any EHR that you encounter in your professional practice.

II. QUICK FACTS

- To create a new EHR Go account, a **Student Program Key** is needed. Check with your instructor if you did not receive one or if it doesn't start with the letter "S". EHR Go cannot give out the program key.
- EHR Go is web-based and can be accessed from any location with an internet connection through any browser.
- EHR Go is compatible with Macs and PCs and is optimized for 7" tablets. See Appendix for mobile browser requirements.
- Find more information under the Help section after you've logged in.
- Our 24/7 Help Desk is available at support@ehrgo.com or 877-907-2186.

III. CREATING YOUR ACCOUNT

If you already have an EHR Go account, please skip to *Section V* of this guide to log-in. If you're a brand-new user, please go to www.ehrgo.com and select **Subscribe** in the upper, right-hand corner.
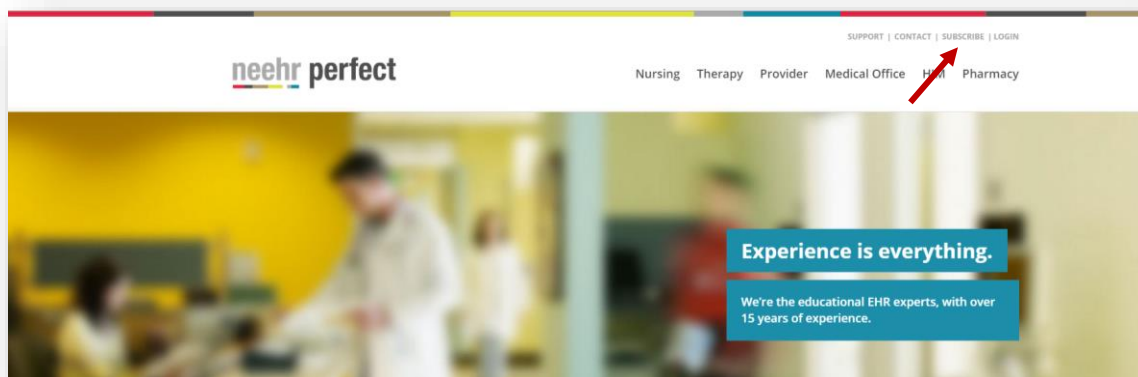
You will now be at the EHR Go Registration page shown below.

Enter the **Student Program Key** code that you received - this is a six-digit alphanumeric code beginning with "S". If you did not receive one, or it does not begin with the letter "S", please check with your instructor.

> *Note!* *The EHR Go Help Desk cannot give out Program Keys – you must receive them from the EHR Go 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 or 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 select **Create Account**.

* Mandatory fields.

First name: *

Middle initial: *

☐ *I don't have a Middle Initial*

Last name: *

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

☐ **I Acknowledge: *** My username and password won't work in the EHR (on desktop or mobile) until I've purchased a Neehr Perfect subscription. Check here to acknowledge. Note: Until you have this subscription, you'll receive a message that your username and password are invalid.

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 *Section IV* of this guide to apply your subscription.
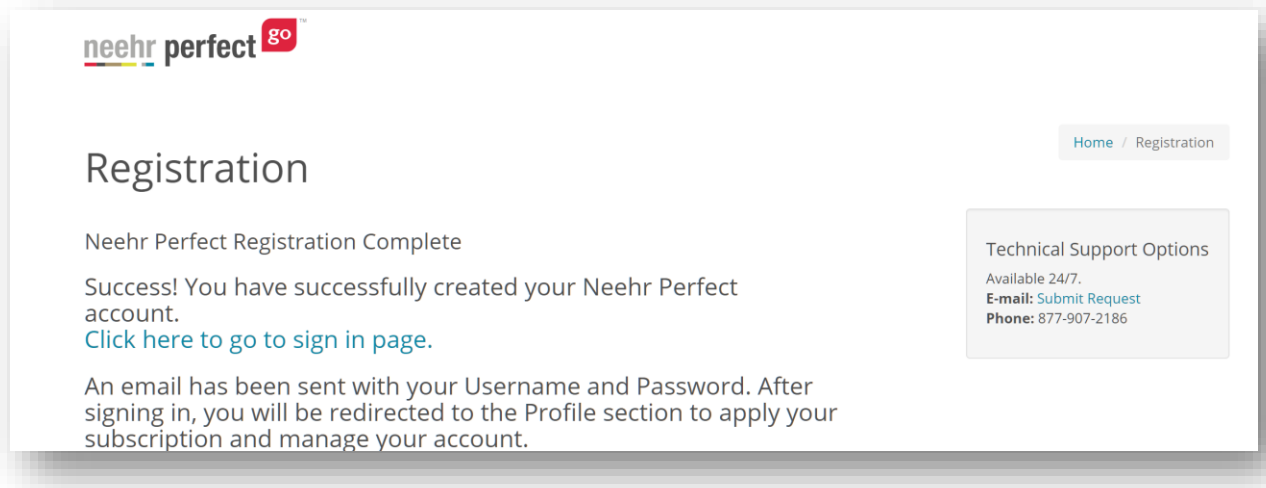

Possible error messages:

1. <u>The requested Username is already in use</u>: Another EHR Go user has already chosen that username. Please select another username to proceed.
2. <u>The email address you entered is associated with an existing account</u>: 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.

IV. APPLYING YOUR SUBSCRIPTION

EHR Go requires a subscription for use and you'll be prompted to apply or purchase a subscription the first time you log-in. Open your browser and go to www.ehrgo.com to begin the log-in process. Select **Login** in the upper, right corner.
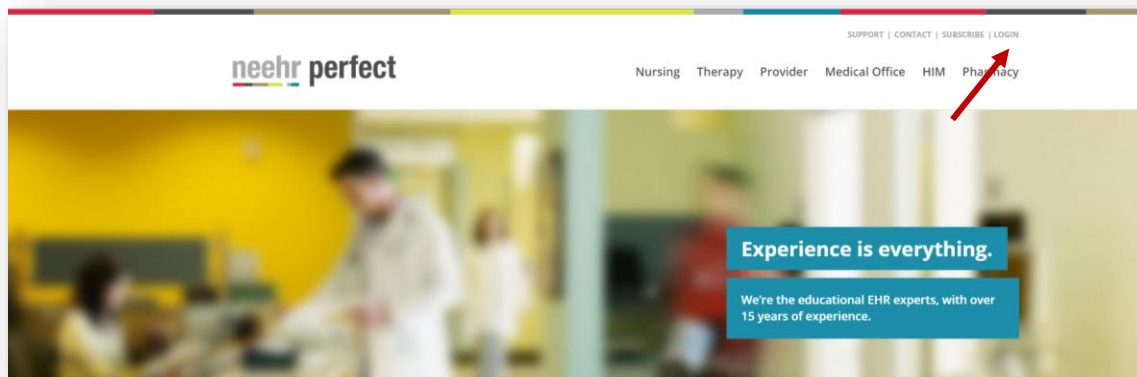
Enter your Username and Password that you setup or received by email. Then click **Sign In**.

The first time you log-in, you'll be prompted to review and accept the End User Agreement; then you will be brought to the EHR Go Network.

After accepting the Agreement, you will be redirected to your profile. Select the **Apply a Subscription** link.

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. You'll then be brought to the eCommerce page to enter your credit card or bank account information.

First Name:	Student
Last Name:	Student
License Status:	Unlicensed
License Expiration:	

Student Subscription Options

If you already have purchased an activation code from your school's bookstore, 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	Purchase
Two Year (Up to 24 Months) Student Subscription *Two Year (Up to 24 Months) Student Subscription to Neehr Perfect Educational EHR*	$ 195.00	Purchase
Extended (Up to 18 Months) Student Subscription *Extended (Up to 18 Months) Student Subscription to Neehr Perfect Educational EHR*	$ 155.00	Purchase
Annual (Up to 12 Months) Student Subscription *Annual (Up to 12 Months) Student Subscription to Neehr Perfect Educational EHR*	$ 120.00	Purchase
Academic Year (Up to 40 Weeks) Student Subscription *Academic Year (Up to 40 Weeks) Student Subscription to Neehr Perfect Educational EHR*	$ 105.00	Purchase
Semester (Up to 16 Weeks) Student Subscription *Semester (Up to 16 Weeks) Student Subscription to Neehr Perfect Educational EHR*	$ 65.00	Purchase
Quarter (Up to 12 Weeks) Student Subscription	$ 45.00	Purchase

After applying or purchasing the subscription, you will receive a confirmation message and can then navigate EHR Go.

V.   LOGGING IN TO EHR GO

Open your preferred browser and go to www.ehrgo.com to begin the login process. Select **Login** in the upper, right corner.
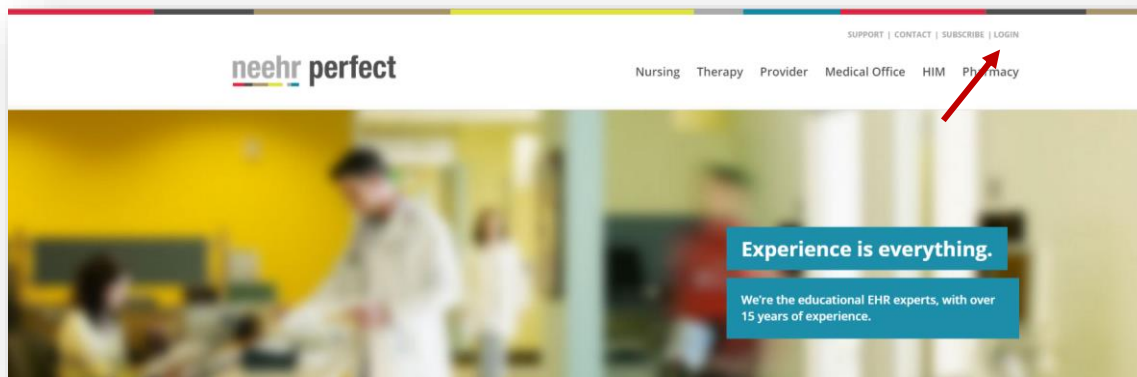
Enter your Username and Password that you setup or received by email. Then click **Sign In**.

If you have forgotten your Username and/or Password, select the link **Forgot your username or password?** and enter the email address you used when you created your account. Your credentials will be resent to that email address immediately. Do not create a new account!

VI. LIBRARY

As a student user, you'll be brought to the Library tab in EHR Go when initially logging in. At first, you will only see an EHR Orientation activity and a Student Portfolio listed. Your instructor(s) must assign all other activities and patients in order for you to access them and for them to appear in your library.
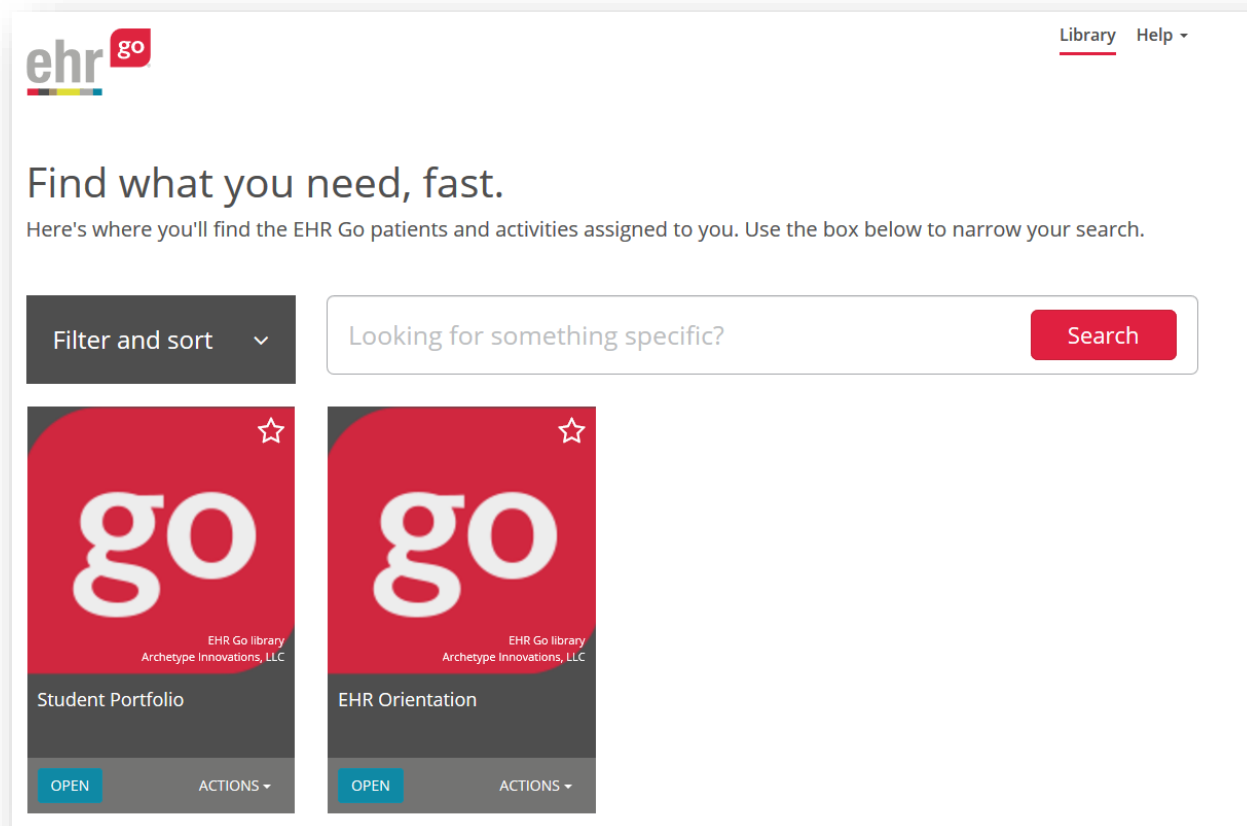
EHR Orientation Activity:

The EHR Orientation activity should be completed first before completing any other activities in EHR Go Check with your instructor to find out when you should complete the activity and how to submit your work. The orientation activity is intended to familiarize you with all aspects of a patient chart and how an EHR is used by various members of the healthcare team. It will lay the foundation for future activities that are more specific to your discipline. Please see the *Student Experience* section of this guide for information on how to access and complete the orientation activity.

Student Portfolio:

The student portfolio is an initially blank patient chart where you are free to document anything. Your instructor will indicate when to use your portfolio for completing certain activities in EHR Go. Common uses include clinical documentation, skills check offs, practicing SOAP documentation and care plans, and partner work.

The majority of other activities you'll be assigned in EHR Go involve a case patient. Case patients are fictitious patients intended to reflect how an EHR is used in practice. They will include detailed health history and medical information. Case patients are based on real health information to simulate what you will encounter in your profession.

Activities in EHR Go fall under three main categories:

Knowledge: Knowledge activities are designed to promote knowledge acquisition, critical thinking and concept review. These activities require you to analyze important details in the patient's electronic health record for greater meaning.

Skills: Skills activities introduce you to important psychomotor skills and documentation basics for healthcare. Skills activities include note documentation, skills practice, medication administration, health assessment, provider decision-making, care planning, as well as scheduling, insurance, and claims.

Application: Application activities bring knowledge and skills to life in a realistic clinical encounter. Application activities are designed for simulation and other hands-on experiences.

Your instructor may also assign you patients in EHR Go These are case patients that include a chart but do not include a pre-loaded activity. Your instructor may assign patients if he or she develops their own activity or provides instructions on what to do in the patient's chart.

Patients will be listed by the actual patient name versus an activity name in the activity list under the Library tab.
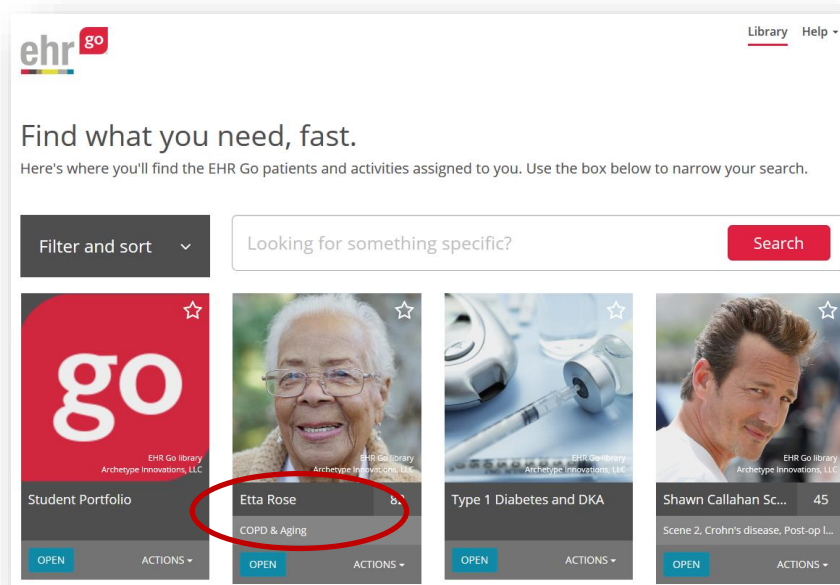
VII. RECEIVING ASSIGNMENTS FROM YOUR INSTRUCTOR

As mentioned previously, a faculty user (your instructor) needs to assign an activity in order for you to view and complete it. Each activity or patient is assigned individually through a unique web link such as:

http://web21.ehrgo.com/activity/detail/id/sample (note, this is not a functional link).

Depending on your instructor's preference, you may receive the link in your learning management system (LMS), by email, or through another method. For each activity or patient, **you need to click on the link or copy and paste it into your web browser to access the activity or patient initially**. You will be prompted to log in to see the activity or patient if you're not currently logged in to EHR Go. See the next section on what to expect once you select an activity or patient.

Hint: After you have clicked the link once, the activity or patient will appear by name in your Library when you log in to www.ehrgo.com directly.
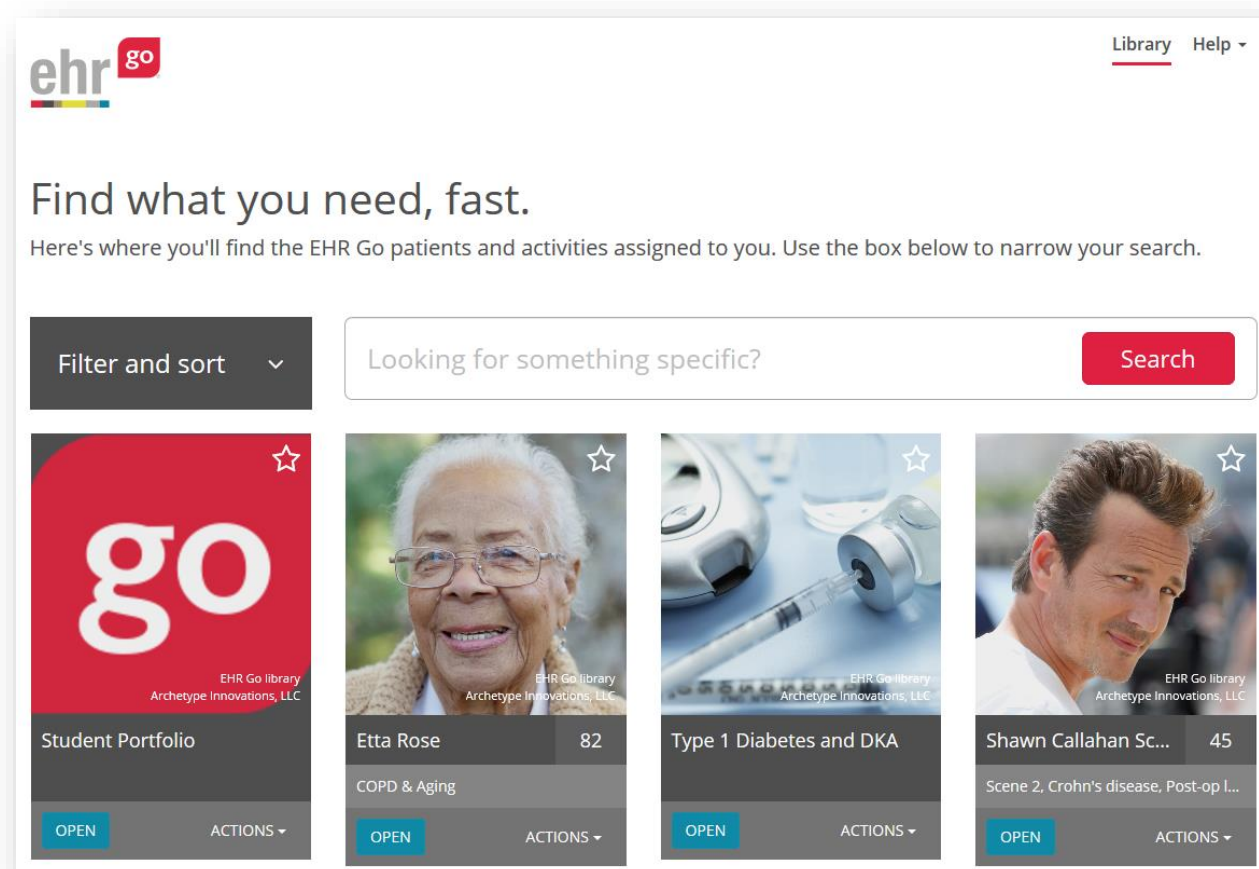
VIII.   STUDENT EXPERIENCE

Once you have selected an activity or patient, either through the link provided by your instructor or through the Library (if you've previously selected the link), a simple three-step process will unfold:
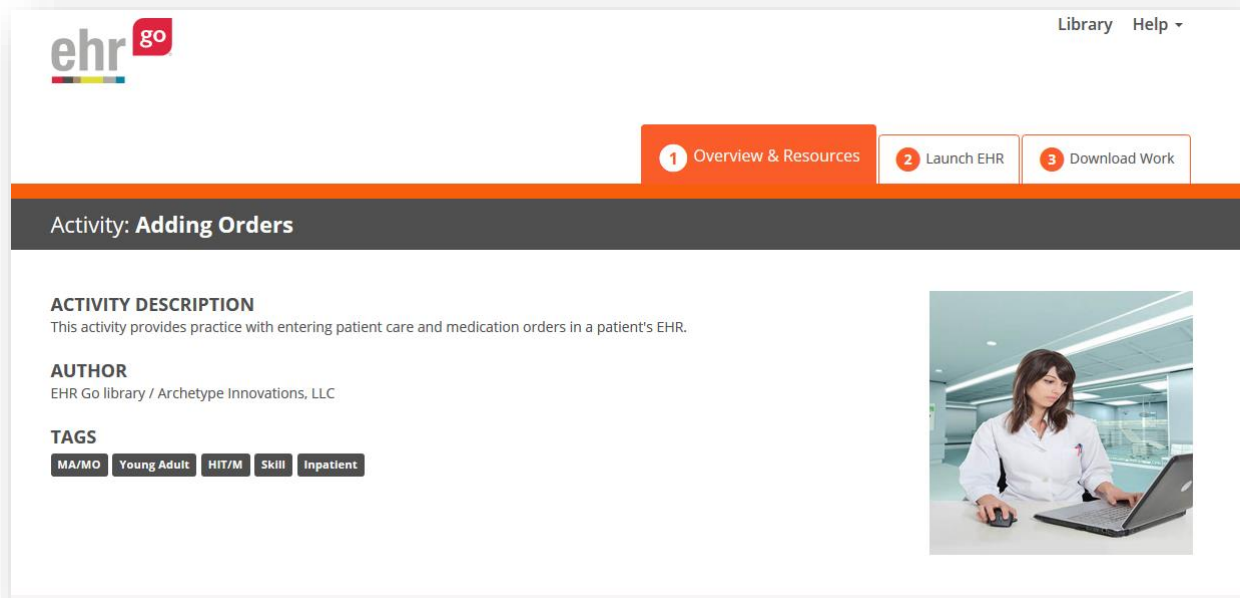
Hint: At any time, return to your Library by clicking the Library tab in the upper, right corner:
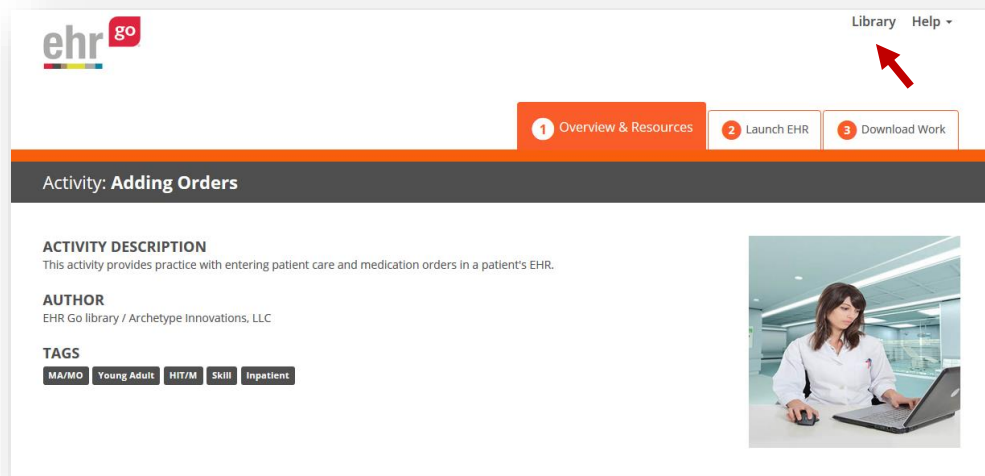
Step 1: Overview & Resources

If the assignment is an activity, this is where you will find the activity document along with any other supplemental materials. If the assignment is a patient, you may also see information such as barcodes, clinical support documents, and more. Click the download icon shown below to open a file. Depending on your web browser, you may also need to click the file after it has been downloaded to open it.

Step 2: Launch EHR

Go here to launch the EHR for the activity or patient. Each time you access the EHR for a particular activity or patient, the session is stored so you can return right where you left off. If it's your first time accessing a chart for an activity or patient, select **New Session.** If you have accessed a chart previously, you can decide to continue a previous session by selecting **Resume**. More about this is described in the *EHR Sessions* section of this guide.

Step 3: Download work

All of the work you do in an EHR session is tracked in a PDF document called a Progress Report found in this section. After completing work on an activity or patient, you will need to download the Progress Report corresponding to the EHR Session and submit it to your instructor. Activities in Go instruct you to submit your work through your LMS. Your instructor will let you know if they prefer another submission method such as by email, or even printing a hard copy. This is described further in the next section.

Important Note: Some activities will have you complete responses in the Microsoft Word activity document and submit that file as your work instead of the Progress Report. Check the instructions for each activity in the *Submit your Work* section when assigned.

IX. EHR SESSIONS AND SUBMITTING WORK

For additional information on navigating the Go EHR, please refer to the Help section after logging in and review the additional guides available. This section describes how the EHR is accessed and how the user sessions are maintained and does not go into detail about navigating a chart.

Important Note: Each user sees his or her own session, or instance, of a chart in EHR Go Changes made to charts are not visible by anyone else. Your instructor cannot see your work directly in the chart. You must submit a Progress Report for your instructor to see what you have done in the EHR.

When the EHR is launched for a particular activity or patient, a unique "session" is created. You may choose to start a new session which launches the EHR in its original state or you may choose to resume a previous session. Any changes made in the EHR during the session are stored and you may return at a later time.

As a student user, you will see the session options for an activity after selecting **2: Launch EHR** (see *Student Experience* section). If it is the first time you're accessing the chart for a particular activity or patient, you won't see any previous sessions listed, select **New Session**.
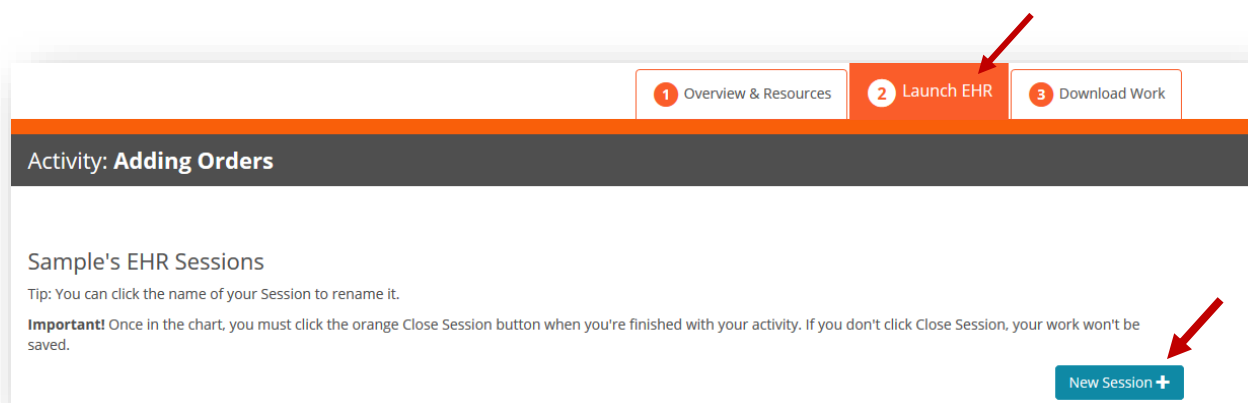
Or if you have accessed the chart previously and want to continue the session, select **Resume** to launch the chart for a particular session and continue where you last left off.
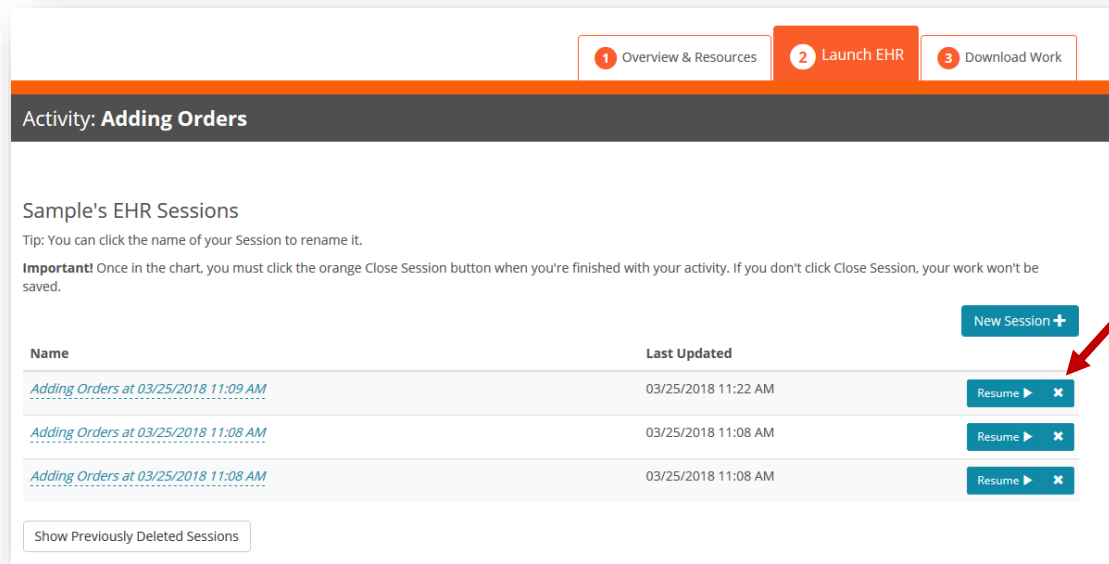
Once the EHR is launched, any changes that are made to the chart are tracked as part of the session. When you're finished, select **Close Session** (do not hit back in your browser) to exit the chart and return to the activity details screen. Important! This is how your work is saved. Do not close your browser window or tab without clicking Close Session.
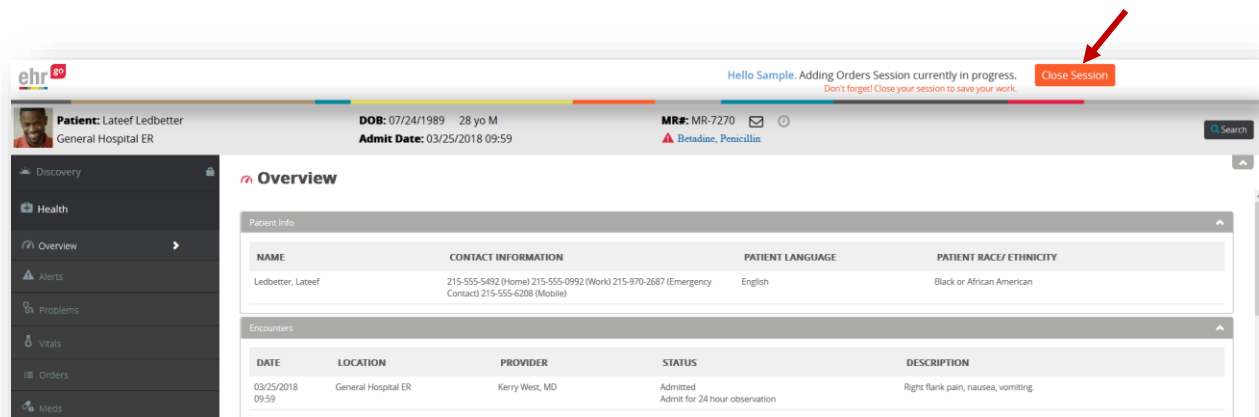
To assist with keeping track of EHR sessions, you may rename them as needed by simply clicking on the session name. Once finished, select the check (√) symbol to save the new name.

Click and type a new name here. Then select the check mark to save.

As a student user, the EHR sessions are particularly useful because it is how your work is tracked when completing an activity. You may close an EHR session and return at a later time to continue working on an activity or patient. If you'd like to start over before submitting your work, start a New Session.

Once you are finished, go to **3: Download Work** and select the session that you'd like to submit and click **Download** to generate your Progress Report for the session.


The Progress Report contains all of your work in the EHR session and is submitted to your instructor as an answer sheet to many of the activities. Save the PDF file in a safe place and then submit it to your instructor. Activities in EHR Go instruct you to submit the file through your LMS.

Your instructor will indicate if your work should be submitted through another method such as by email or even by printing your Progress Report and turning in a hard copy.

Reminder: Some activities in EHR Go require you to submit your answers in the Microsoft Word activity document instead of through the Progress Report. Check the instructions of each activity before submitting your work.

X.   HELP

The Help tab in EHR Go includes resources for students including FAQs, guides, and contact information for support.
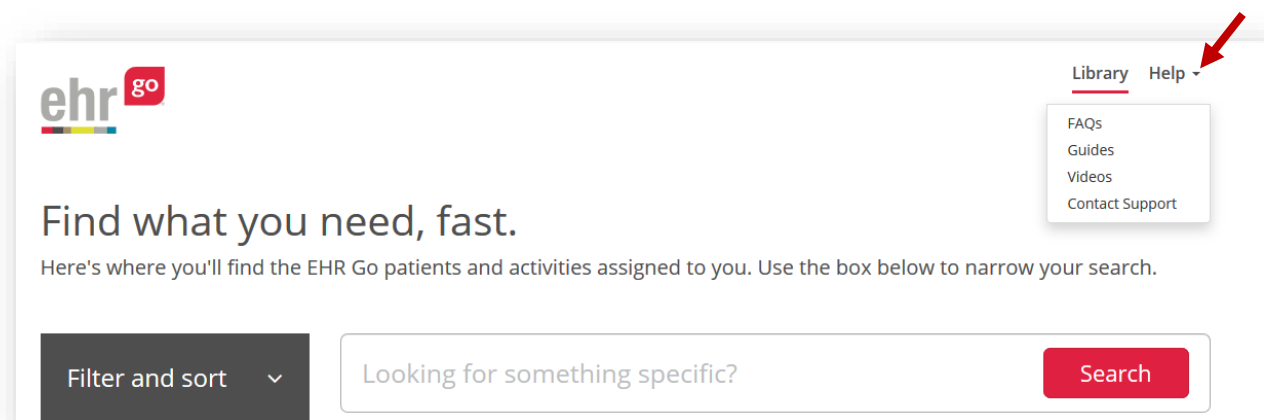
Help Desk

Can't find what you need under Help? The EHR Go Help Desk is available 24 hours per day, 7 days a week. Contact the Help Desk for assistance with account creation, logging in, basic navigation, and troubleshooting. You may reach the Help Desk by emailing support@ehrgo.com or calling 877-907-2186.
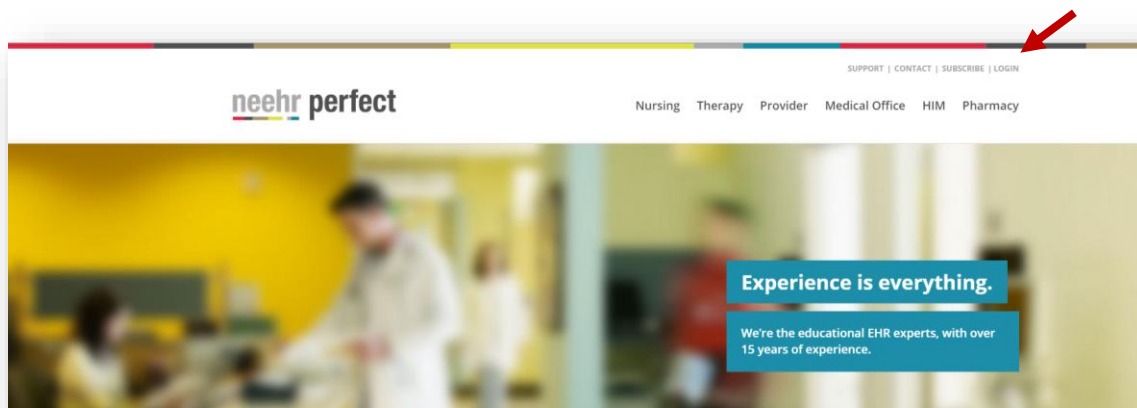
Note: The Help Desk will not assist with completing assignments. Check with your instructor if you have questions about assignments in EHR Go.

XI. FREQUENTLY ASKED QUESTIONS

The following questions and answers are related to accessing EHR Go After logging in, please check out the FAQs section under the Help menu for additional information.

How do I get my username and password if I've forgotten them?

If you've forgotten your EHR Go credentials, simply select the **Login** link from www.ehrgo.com then **Forgot your Username and/or Password?**. Enter the email address you used when creating your account and you'll receive an email immediately with your credentials. You do not need to reset your password.

How do I change my username and/or password?

Please follow these steps to change your username and/or password:

1. Login to www.ehrgo.com
2. Select your name in the upper, right corner
3. Select **Edit my Profile**

4. Enter a new username, password, and/or email address then **Save Changes**.

How do I add a new subscription to my existing account?

If you already have an EHR Go account with a subscription that has expired, or you'd like to extend your current access, please do not create a new account. Follow these steps:

1. Login to www.ehrgo.com
2. Select your name in the upper, right corner.
3. Select **Apply a Subscription**. Enter the new activation code you received from your instructor. (Note: it's not possible to use the same activation code twice).
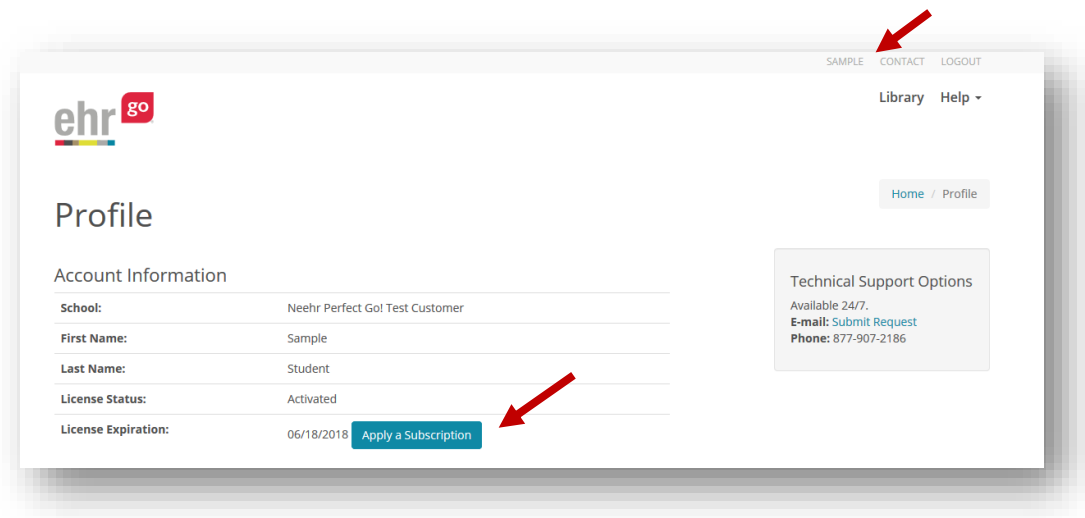
Can I use EHR Go on a tablet?

Yes! EHR Go is optimized for use on mobile devices that are 7" or larger. This includes iPad®, iPad Mini®, Samsung Galaxy Tab®, Google Nexus 9®, and more.

Access to EHR Go on a tablet is through a browser, not an app. Simply launch your mobile browser, go to www.ehrgo.com, and login. Ensure you are running a compatible version of your mobile browser and contact the Help Desk with any questions.

EHR Go Mobile Browser Requirements:

- iOS based devices:
    - Safari Mobile
    - Chrome Mobile
- Android based devices:
    - Chrome Mobile
- Windows RT based devices:
    - Internet Explorer 11