D-Hconnect

Dartmouth-Hitchcock’s branding of the Epic product *Epic CareLink*

D-Hconnect Basics

* **What information is available within DHconnect?**  
  DHconnect provides view-only access to the patient’s full electronic medical record, including lab results, diagnostic test results, hospitalization records, procedural information, discharge instructions, progress notes, medications, allergies, medical history and more.
* **Who should sign up for DHconnect?**  
  Users who regularly need access to patient results and who are not employed by DHMC (e.g. external private practice providers, physician office staff, nursing homes, etc) should sign up for DHconnect. Administrators/Directors/Managers at facilities will be responsible for submitting account requests and signing confidentiality agreements.
* **How long does a Primary Care Provider have access to a patient’s medical record?**  
  External Providers who have been identified in the system by the patient as the patient’s Primary Care Provider will have access to the medical record, for as long as the provider is indicated as such.
* **How long will other providers with a relationship to the patient have access to the medical record?**  
  Other providers with a temporary relationship to the patient, such as admitting, consulting, and referring physician, will have access to a patient’s electronic medical record for 90 days following the encounter.
* **Is there a fee for using DHconnect?**  
  Dartmouth-Hitchcock provides DHconnect at no cost to those who refer their patients to DHMC for care.

Account Information

* **How Do I get a D-Hconnect account?**To become a D-Hconnect user, complete the sign up form. Participation with D-Hconnect requires a signed agreement between your organization and Dartmouth-Hitchcock. Once you have submitted the online form, a member of the D-Hconnect Support team will contact you.
* **Is there a charge to use D-Hconnect?**No, D-Hconnect is provided as a free service to providers and healthcare organizations. There are minimal requirements for computer capability; see [technical requirements](http://med.dartmouth-hitchcock.org/documents/pdf/DHconnect_citrix_technical_requirements.pdf) (PDF).
* **How will I be trained?**D-Hconnect is a read-only view of the eD-H clinical record; it is very easy and intuitive to navigate. We will offer informational videos, remote access learning, or group presentations. There will also be help cards available to print or view online. As always, the D-Hconnect Support team will be available to assist with training. Refer to the Training page for more information
* **Who at my practice can get an account?**The medical director of your practice can designate appropriate individuals who can use D-Hconnect. Generally this access should mirror the local EMR access that exists within the practice. Typically this includes all providers, nurses, referral coordinators and scheduling coordinators.
* **Are my patients' consents still good under the new system?**Yes, all current patient consents will carry over to D-Hconnect. You can continue to use the same patient consent form to acquire patient consents under D-Hconnect.

# Accessing D-Hconnect

* **Once I have a D-Hconnect account, do I log in at the website?**Access to D-Hconnect uses a secure Citrix Portal. A member of the D-Hconnect Support team will contact you regarding this access when you sign up to participate in D-Hconnect.
* **Is it secure?**Yes. D-Hconnect will encrypt all data communication between your computer and our server. There will be no patient data stored in your web browser's cache, and our servers are maintained behind a firewall in a secure data center.
* **Can I use a Mac?**Yes. Citrix Receiver is available for MacOS.
* **Can I use a smart-phone? An iPad or other tablet?**Yes, Citrix Receiver is available for iOS, Android, Chrome, Linux, and even Windows Phone. The output is optimized for viewing on a larger screen, so a cell phone will require zooming in and out.
* **Can I get access to a patient who shows up in my ED?**With patient consent, you can access the complete D-H medical record, including current information within D-Hconnect and historical information in Legacy CIS. If you are unable to obtain patient consent, records can be faxed to you by calling (603) 650-5000 and asking for Release of Information, which is staffed 24/7.
* **What is Legacy CIS**  
  Legacy CIS is a read only view of our previous EMR. We replaced CIS with eD-H on April 2, 2011. D-Hconnect contains problem lists, medications, operative histories and other discrete clinical data migrated from CIS, and all documentation of care provided on or after our go-live date is stored there as well. Prior office notes and other reports will remain in Legacy CIS, accessible through a link within D-Hconnect.
* **I've never used CIS, does this require different training?**CIS does require different training. However, it is a much simpler EMR to use, and you may find training to be unnecessary. If you do require training, contact the D-Hconnect Support team to set up an appointment.
* **Can I view images?**Yes. You will have access to radiology images in our PACS system, as well as scanned documents and uploaded photographs in the patient chart.
* **Can I enter a referral?**Providers can enter referral orders in D-Hconnect to request labs and appointments for specialty care. Other staff at your practice will have access to the referral module to request appointments and check the status of referrals in process.
* **I forgot my password or the system doesn't recognize my password**  
  If you attempt to login 5 times within 10 minutes unsuccessfully, the system will lock your account. Your account will automatically be unlocked 10 minutes from the last bad attempt. If you do not remember your password, call DHconnect Support at 603.653.3272 for assistance.
* **Who do I call if I have other problems?**   
  You can call D-Hconnect Support team at (603) 653-3272, or email [DHconnect@hitchcock.org](mailto:DHconnect@hitchcock.org).

# Communication

* **Can I send you electronic information?**You cannot send electronic information unless it is attached to a referral for a specific patient. For referrals, you can attach electronic notes, images and other documents that will avoid duplicate assessment or assist with scheduling the appointment request.
* **Will I still get notes via email, fax, or mail as I have specified my preference?**
  + If you currently receive routine clinical communication from Dartmouth Hitchcock via mail or fax, that mode will continue with our new system. If you currently receive links to notes in your e mail, you will need to access D Hconnect to view electronic communication.
  + To protect personal health information (PHI), D-Hconnect utilizes secure messaging. If you sign up for email, you will receive an email notification that you have a message in your D-Hconnect In Basket. Logging into D-Hconnect is the only way to access your In Basket.
* **Can I have someone else at my practice check my In Basket?**You can designate another user to access and manage your inbox. This user will need a separate D-Hconnect account, and will be required to sign and adhere to the agreement.  
  More about In Baskets: <http://med.dartmouth-hitchcock.org/referrals/faq_inbasket.html>
* **How timely will the data I'll have access to be?**All clinical data is available real time. You will need to log into D-Hconnect to view the data.
* **Do I use both D-Hconnect and the Connection Center?**You can use either service to manage the care of your patients. Feel free to call the DHconnect Support team at (603) 653-3272 or email [DHconnect@hitchcock.org](mailto:dhconnect@hitchcock.org) for consultation on how best to utilize these tools**.**

# In Basket Messages

* Here you will find an explanation of the purpose of the In Basket message, answers to related questions, and links to the login page and other helpful D Hconnect resources.

## Background

* In Basket is the secure messaging system that is a part of both eD H and D Hconnect. eD H is the new electronic medical record system implemented by Dartmouth-Hitchcock (D H); the system includes a web based portal for referring physicians called D Hconnect.
* Providers and staff from non Dartmouth Hitchcock hospitals and practices who had used the CIS Affiliate (also known as AIS) system to access electronic medical record information have been set up with access to D Hconnect. Instructions for accessing the system have been distributed to users either directly or through their local IT or clinical operations departments.
* The In Basket is accessed by logging in to D Hconnect and clicking on the In Basket tab near the top of the screen.
* If an In Basket message has not been read after 4 days, the system sends an e mail message to the internet e mail address on file for the recipient.

## Questions

* **Where can I learn more about D-Hconnect?**  
  This website contains a good overview of D-Hconnect. You also have access to D-Hconnect training when you log in to the D-Hconnect Citrix portal at [https://dhapps.hitchcock.org](https://dhapps.hitchcock.org/).
* **How can I learn to use the D-Hconnect In Basket?**  
  There is an on-line lesson about In Basket at the D-Hconnect Practice and Training site, which you access by logging in to the D-Hconnect Citrix portal at [https://dhapps.hitchcock.org](https://dhapps.hitchcock.org/). You will also find instructions for having a delegate check messages for you.
* **What makes the In Basket system "secure"?**  
  Unlike standard Internet e-mail, which travels between different computer systems over the internet in an unencrypted form, In Basket messages all stay within the eD-H systems hosted at Dartmouth-Hitchcock. That system is in a secure data center. Users access their In Basket through the eD-H or D-Hconnect client software, which use encrypted communication and never leave any data on your local computer.
* **What kind of information will I be receiving in my In Basket?**  
  There are several types of In Basket messages that could be sent to you. A common example would be a letter or forwarded encounter report from a specialist at Dartmouth-Hitchcock who has seen one of your patients. You might also receive "Staff Messages" which are similar in form to traditional e-mail messages. Some messages are automatically generated by the system, such as result messages for labs you might have ordered.
* **Can I send In Basket messages?**  
  Yes, you can reply to messages you receive and you can compose staff messages to Dartmouth-Hitchcock providers or other D-Hconnect users. If you haven't corresponded with a specific provider via In Basket in the past, don't rely solely on an In Basket message for critical communication - use the phone to confirm that they monitor their In Basket and get the message.
* **I used to get links to clinical information from Dartmouth-Hitchcock in my e-mail. Can I still get information that way?**  
  Those links were sent from our old CIS system, and that system did not take advantage of the latest enhanced security processes that are integral to the In Basket system. In addition, new notes and reports are not being stored in CIS - they are in eD-H now. We are obligated to use the best available technology to protect confidential clinical information, and In Basket is the right tool to do that.
* **Can I have my assistant check for these messages?**   
  Yes. Your assistant would log in to their own D-Hconnect account to do that. First, you must log in to D-Hconnect and grant permission to your assistant to "attach" to your In Basket. Your assistant can then make that attachment and view (and act upon) messages sent to you. [Download an instruction sheet](http://med.dartmouth-hitchcock.org/documents/pdf/Attaching_InBasket.pdf) (PDF)
* **Can I request to have information faxed or mailed to me instead of sent to my In Basket?**  
  Yes, we can change your communication preference to Fax (or U.S. Mail). Please note, however, that as long as you have D-Hconnect access, your In Basket will be visible to other users and some messages will still arrive there. So it is important to check your In Basket regularly (or delegate someone in your office to attach to your In Basket and check it).
* **I've asked to have all information faxed to me, but I'm still getting messages sent to my In Basket?**  
  If you are a D-Hconnect user, you have an In Basket that is visible to other eD-H and D-Hconnect users. Most of the routine clinical correspondence you get will be sent via your preferred method (fax or mail) but there is no way to prevent other users from sending you an In Basket message
* **Is there a way to ensure that no information is sent to my In Basket?**  
  The only way to guarantee that is to deactivate your D-Hconnect account. That would take away your ability to log in to the Dartmouth-Hitchcock system and view the electronic health records of your patients. It is possible to deactivate your account while keeping accounts for other staff in your practice.
* **I will be checking my In Basket on a regular basis, but not every day. Can I stop the reminder e-mail messages from coming?**  
  Yes, e-mail your request to dhconnect@hitchcock.org . We will want to confirm that you understand the significance of this change. We can turn off the e-mail for an individual user or change the minimum interval between reminder e-mail messages (the default is 2 days).
* **My Nurse/MA/Secretary has a D-Hconnect account. Do they have In Baskets?**  
  Yes, every D-Hconnect user has an In Basket, and that can be a useful tool for communicating with their counterparts at Dartmouth-Hitchcock. Users who are not doctors or mid-levels (users who would never be named as a PCP or referring provider) will not be sent the kinds of clinical information that providers receive in those roles.
* **I work in a clinic and I attach to the in baskets of several of the providers here and I get reminder e-mail messages for all of them. Is there a way to tell from the message which provider has unread messages?**  
  It is not possible to tell from the e-mail message itself which provider has the message(s) waiting. However, as soon as you log in to D-Hconnect and access your attached In Baskets, you will see that the providers with unread messages are highlighted. You will need to look at only the highlighted In Baskets for the new messages.

# Training Information

There are multiple options for training:

* **Online training**This consists of a live environment demonstrating the different features of D-Hconnect for Provider and Staff templates populated only by test patients. If you have a D-Hconnect account, and have already installed Citrix Receiver, click the following link to log in and access D-Hconnect Practice and Training:  
  [https://dhapps.hitchcock.org](https://dhapps.hitchcock.org/)
* **Reference cards**We are continually adding new materials and quick reference sheets on both the training module within Citrix and on this website. The following documents will help you navigate D-Hconnect and learn some easy ways of completing some tasks.
  + [Navigating D-Hconnect](http://med.dartmouth-hitchcock.org/documents/pdf/navigating_dhconnect_2017.pdf) (PDF)
  + [Finding a Patient](http://med.dartmouth-hitchcock.org/documents/pdf/finding_a_patient_2017.pdf) (PDF)
  + [Attaching InBasket](http://med.dartmouth-hitchcock.org/documents/pdf/Attaching_InBasket.pdf) (PDF)
  + [Using Results Review](http://med.dartmouth-hitchcock.org/documents/pdf/using_results_review_2017.pdf) (PDF)
  + [Viewing and Printing Lab Results](http://med.dartmouth-hitchcock.org/documents/pdf/viewing_and_printing_lab_results_2017.pdf) (PDF)
* **Group presentations/training**D-Hconnect staff will be available to do group training. We encourage you to view the online training before committing to a group training. Email [DHconnect@hitchcock.org](mailto:dhconnect@hitchcock.org) if you are interested in scheduling group training.

