What is PowerChart Outreach?
PowerChart Outreach is a web-based application that provides real-time access to your patient’s information from encounters (inpatient or outpatient visits) with PSHMC.

How Does it Work?
When a patient is registered for either an inpatient or outpatient visit, we identify the referring and primary care physicians. From this information, the system recognizes a relationship or your connection with the patient. This relationship will drive the web-based patient list and your ability to view patient’s data.

Can I view all patient’s in my practice or just my own patients?
In the initial setup, we will build you and any other providers in your practice into a provider group. This allows you to see data for patients who are primarily seen by other physicians in your practice.

Navigating PowerChart Outreach

- Go to the following web address to find a link to log into PC Outreach: http://www.hmc.psu.edu/docs/
- Once you click on the above link, the following window will open.

Type in your Connected™ Username and Password. Click the Login button.
The following window will open which is known as the **HOME** page. Note the small house in the upper left hand of the window. To get back to the **HOME** page at any time, click on the house.

Once you log in, the first thing you will want to do is pull up your list of patients. You can determine what patients to view by using the area above outlined in red as follows:

- The field beside “Show” allows you to search for just your patients or all patients in your practice.

- The “Admitted within” dropdown give you choices of how far back to search:

- Once you have selected the search criteria, click the VIEW button. *It may take a moment for your list to load and you will not see an hourglass while this is happening.*
When your patient list opens it will appear as follows:  
Note: In the example below I searched for All My Patients for All Days.

To see information about a patient, click on the patient’s name.  
Note: throughout the application where you see BLUE TEXT, this indicates a link (such as a patient’s name), and you can click on this link for additional information.
As you move through the menu, remember that anytime you see **BLUE TEXT**, you can click on the text to see additional information.

Following are lab results. If you click on the words **WBC(u)** shown below, you will get the reference range.

![Laboratory Results](image1)

You are able to search years back by clicking on the word **Change…**

Following is a list of Radiology results. If you click on the exam name, the report will open as shown below for the **Hand XR**.

![Radiology Results](image2)

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This report is a medical document and should be treated as confidential information.

<PEI NN STATE Milton S. Hershey Medical Center>
<1-800-243-1455>

X-RAY HAND 3 OR MORE VIEWS LEFT

PATIENT: CONNECTEDTEST, EMER
MRN: 1482928
DATE OF BIRTH: 05/29/1968
GENDER: Female
NOTE TYPE: Hand XR
AUTHOR: Eggle, Douglas F
NOTE DATE: May 01, 2005
NOTE STATUS: Final

X-RAY HAND 3 OR MORE VIEWS LEFT
PATIENT NAME: CONNECTEDTEST, EMER
PATIENT MRN: 01482928
PATIENT DOB: 05/29/1968
EXAM DATE OF SERVICE: 03/01/2005
EXAMINITD: 01/01/10
When you are finished viewing your patient, you can click on the **house** to go back to the **HOME** page to view other patients. When finished viewing the application, click the Log Out button on the right of the window.

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**Can I print information from PowerChart Outreach?**
Yes, right click on the page you would like to print and choose Print. The page will print to your default printer.

**What is the Physician and Practice’s Responsibility?**
- Assign Accountability for the Practice
- **EACH** user must sign the Access and Confidentiality Agreement
- Patient Authorization Form
  - Needs to be signed by the patient and maintained by your office
- Complete training material

**What is the Patient’s Responsibility?**
- At time of registration at PSHMC:
  - Must list you as either the PCP or referring physician in order for the relationship to be established
- To remove a relationship:
  - Patient or Practice must write to PSHMC to remove a relationship at the address identified in the Patient Authorization form.

**SUPPORT – TROUBLESHOOTING**
- For PC Outreach related support:
  - PSHMC Technical Support Center (TSC) at (717) 531-6281
- Service Level Expectations:
  - Issues will be treated as routine requests and addressed Monday through Friday 8 am – 5pm
  - Issues opened outside of this timeframe will be addressed during the next business day
- **Example of items we will assist with:**
  - Passwords reset (handled by the Technical Support Center)
  - Application functionality (tickets will be logged to our on call team)
    - I don’t see my patient
    - The webpage is not loading
    - I am missing a certain piece of data that I expected to see, etc.
• Example of items Hershey Medical Center will not be assisting with:
  – Hardware Issues
  – Internet Connection Issues
  – Home PC Support

PC Hardware Requirements
  – Adobe Acrobat 7 (for viewing pdf documents)
  – Web Browsers Supported
  – Internet Explorer 6 server pack 2 or greater (IE 6 SP2+)
  – Broadband Internet Connection
  – Pop-up blockers must be disabled

Known Issues
Following are 2 known issues that have been identified with the PowerChart Outreach application:

EKGs
  • Current code will NOT allow EKGs to load
  • An Error page will load
  • Users will have to rely on current paper process
  • Projected fix – late 2007

Date Fields documented from a Power Form
  • Ex: Last Menstrual Period (LMP) will display incorrectly
  • No projected fix date

• For general questions or comments, e-mail Connected@hmc.psu.edu.