



# **VIRTUAL HEALTH RECORD (VHR) MANUAL**

## **A User Guide for the SHARE Online Portal**

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# What is the SHARE Virtual Health Record?

The SHARE Virtual Health Record (VHR) is a secure, online portal that retrieves and shows all available health data for a patient that has been gathered from all participating SHARE providers. It provides a single, consolidated view of a patient’s health history at the point of care, enabling more accurate diagnoses, faster and more effective treatment and better outcomes for patients. You can access the VHR from anywhere with an Internet connection and a compatible internet browser. The VHR displays information as a traditional clinical chart, with tabs to separate patient information into groups for easy chart review.

## Logging into SHARE

There are different ways you can login to SHARE. You may install an icon on your desktop or you can go directly through an internet browser with the URL <https://sharearkansas.com>. Check with your project champion if you are unsure of how to access the system.

**Step 1:** Click the **LOGIN** dropdown and choose VHR.



**Step 2:** Enter user ID and password and click **Login**.



**Step 3:** Enter your new password following the onscreen guidelines and click **Change**.

As a first time user, you will set security questions. These security questions will be used when you need to reset your password.

**Step 4:** Choose an appropriate security question in the dropdown menu.

**Step 5:** Answer question in the text field below the question and click **Save**. Please note: You must answer 2 questions.

## Patient Search

Once logged in, the patient search screen displays or you can click on “Advanced Search” in the home page. The last name and date of birth are the minimum required fields to complete a patient search. Additional fields may be completed if desired.

**Step 1:** Enter patient’s last name and date of birth, then click **Submit**.

**Step 2:** To verify this is the correct patient before opening the record, hover your mouse over the patient name and it will show the last 4 digits of the patient’s social security number. If this is the correct patient, click on the patient name to continue.

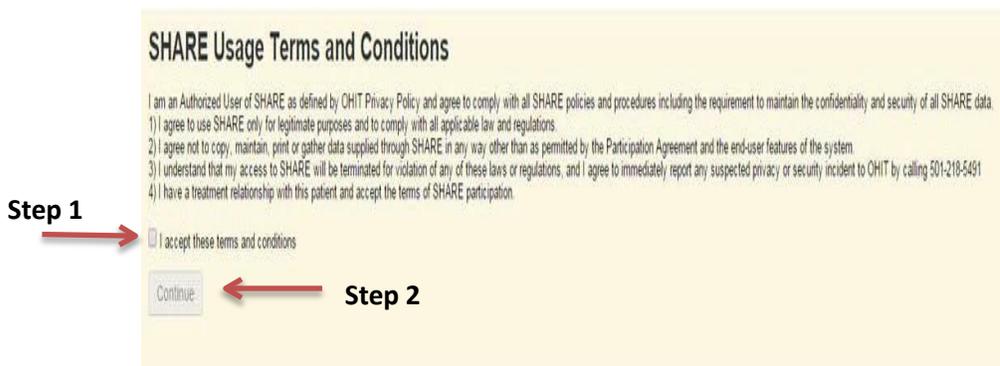


## Consent to Access

When accessing the VHR, you must agree to the Usage Terms and Conditions to access the patient’s medical information. Click the submit button or press enter key on computer keyboard to continue. The “Consent to Access” screen appears next and you must agree to the terms of agreement set by SHARE.

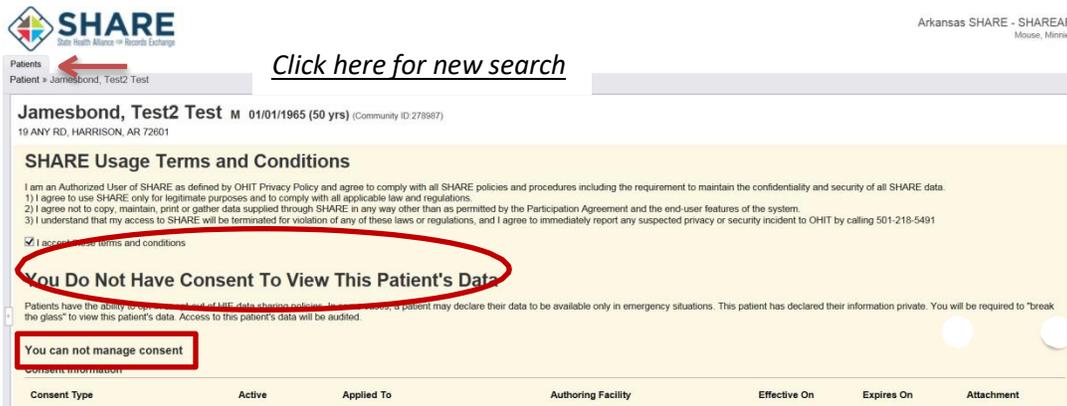
**Step 1:** Click “I accept” the “Usage Terms and Conditions.”

**Step 2:** Click “Continue” to view the patient’s medical information.



A patient may choose to Opt-Out of SHARE, thus NOT allowing their information to be viewable in the VHR. If you are searching for a patient who has opted out, when you click the “Submit” button you will see a message “You Do Not Have Consent to View This Patient’s Data”.

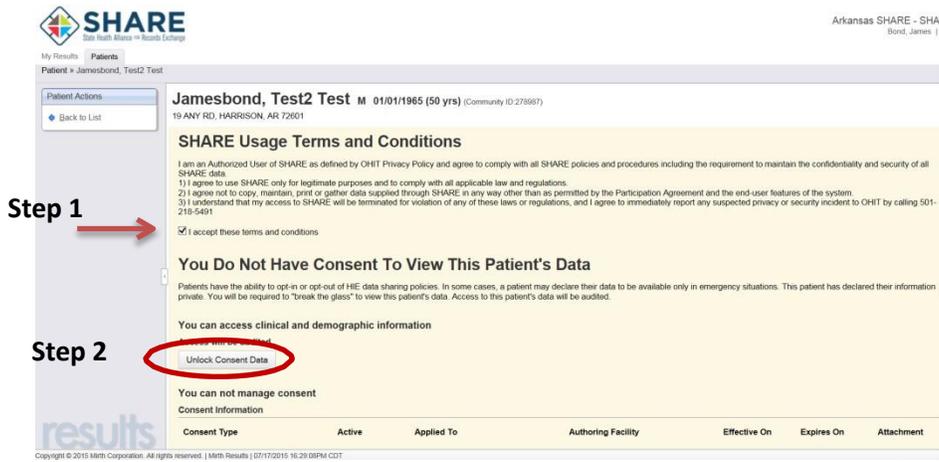
If you have been assigned a secondary clinical user role or a non-clinical user role, you cannot manage consent or view records of patients who have chosen to opt-out. You will need to return to the “Patients” tab to perform a new search.



If you have been assigned a Primary Clinical Role, you may “break the glass” by:

**Step 1:** Accept the terms and conditions

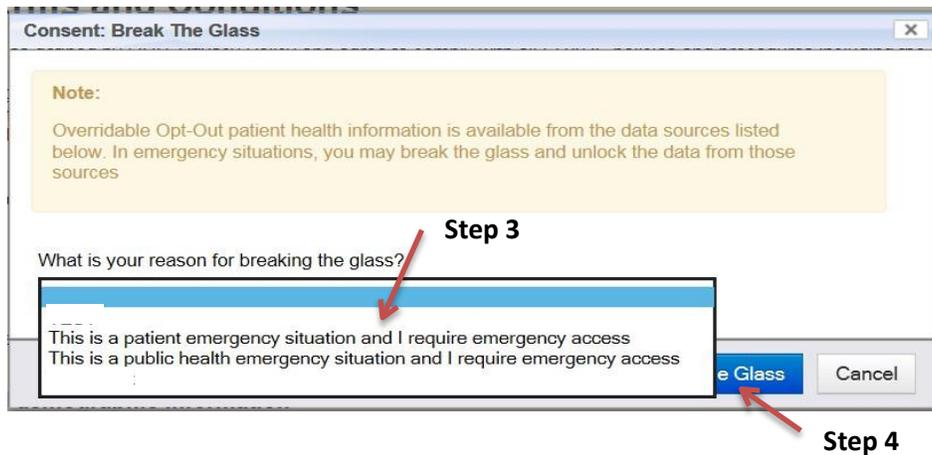
**Step 2:** Click the  .



You will then be prompted to establish the reason for breaking the glass.

**Step 3:** Select the appropriate reason

**Step 4:** Click “Break the Glass”.



## Patient Chart Navigation

This section contains instructions for navigating through the various tabs included in each patient’s chart. Please note: these tabs may be customized by the user for easy viewing and will be addressed later in this manual.

Once inside the patient chart, you can easily navigate each tab and folder for patient information.

Within the patient health record, there are three tabs: **Summary**, **More Patient Information** and **Patient Documents**.

The **Summary Tab** displays important health information about your patient such as laboratory results, radiology reports, transcribed documents, medications, vitals, etc. The data is displayed in folders and shows the most recent reports available. To access this data, click on the desired report to open. In this example, we will open a lab result by clicking Complete Blood Count.

**Step 2:** View the results of the report.

Flag Name	Value	Units	Interpretation	Range	Status	Reported On	Source	Document
WHITE BLOOD COUNT	9.1	ThousandsPerMicroLiter [Number Concentration Units]		4.5-11.0	F	May 19, 2015 11:26:05 PM	SHARE Center	
RED BLOOD COUNT	5.13	MillionsPerMicroLiter [Number Concentration Units]		4.2-5.4	F	May 19, 2015 11:26:05 PM	SHARE Center	

The **More Patient Information tab** provides additional information about the patient such as demographics, consent, facilities, insurance information, next of kin, patient aliases, providers and support persons. This information is viewable by clicking the desired tab. Please note: The Advance Directives tab is currently not being utilized by SHARE.

**Patient Actions**  
 Back to List

**Mouse, Minnie A** F 01/01/1959 (56 yrs) (Community ID 275464)  
 9413 FROZEN LAND DR, LITTLE ROCK, AR 72209

Summary **More Patient Information** Patient Documents

Demographic	Contact	Address
<b>Name</b> Minnie A. Mouse <b>Date of Birth</b> 01/01/1959 <b>Gender</b> F	<b>Phone</b> (501) 240-0172 <b>Alt. Phone</b> (501) 364-1189 <b>Fax</b> <b>Email</b>	9413 FROZEN LAND DR LITTLE ROCK, AR 72209 US

Other Information Advance Directives Consent Facilities Insurance Info Next of Kin Patient Aliases Providers Support Persons

Birth Place	Marital Status	Driver's License
	DIVORCED	
Citizenship	Race	Race
	Black or African American	Black or African American
Religion	Ethnicity	Ethnicity
NOP	2186-5	2186-5
Time of Death		

Care Management Status

Languages

Language	Preferred	Expressed Signed	Expressed Spoken	Expressed Written	Recv. Signed	Recv. Spoken	Recv. Written
ENGLISH							

**Patient Documents:** At this time SHARE does not utilize the **Patient Documents** section.

## Patient Actions

On the left panel, you will see all the patient actions available:

**Patient Actions**

- Back to List
- Download Summary PDF
- Share Summary
- Send Summary to Me
- Configure Layout

**Back to List** – takes you back to the patient search list.

**Download Summary PDF** - It typically contains the same data as a CCD, but in a formal format with a table of contents. It can be saved to a file as a document in PDF format.

**Share Summary** – allows you to send a patient summary in CCD format or PDF format to another secure messaging user.

**Send Summary to Me** – allows you to send the summary to your own secure messaging inbox.

**Configure Layout** – allows you to configure your patient summary layout for visual ease.

## Sharing a Patient Summary

To assist in transitioning or referring a patient to another provider, SHARE allows a patient summary to be shared with providers and their staff via secure messaging. If they are a SHARE participant, the provider name can be found in the Recipient dropdown menu. If they are **not** a SHARE participant, you can choose your own provider as the Recipient and then enter the correct secure messaging address for the user you wish to share the summary with.

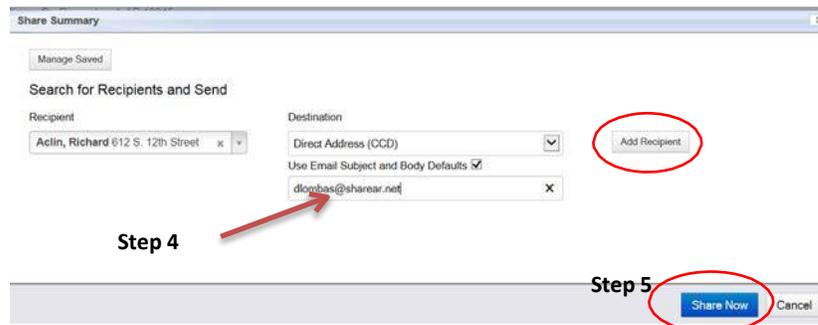
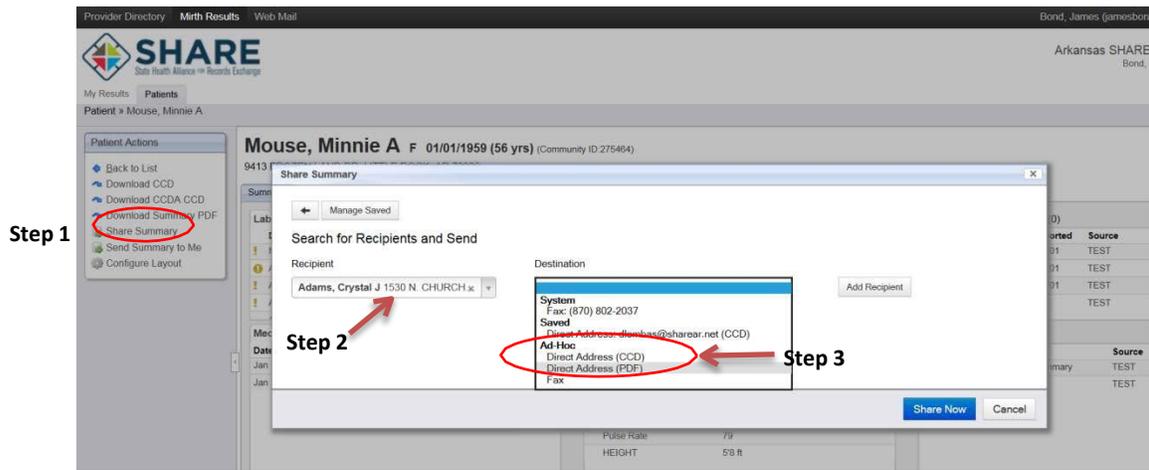
**Step 1:** Click Share Summary

**Step 2:** Choose Provider Recipient

**Step 3:** Under Ad Hoc, choose the format of the document you wish to send (CCD or PDF). (Fax is not an option because it is not a secure form of transmission)

**Step 4:** Enter the correct secure messaging address for the user you wish to send the email to. If you wish to send the summary to more than one recipient, click the Add Recipient button and add an additional secure messaging address.

**Step 5:** Click Share Now to send the email.



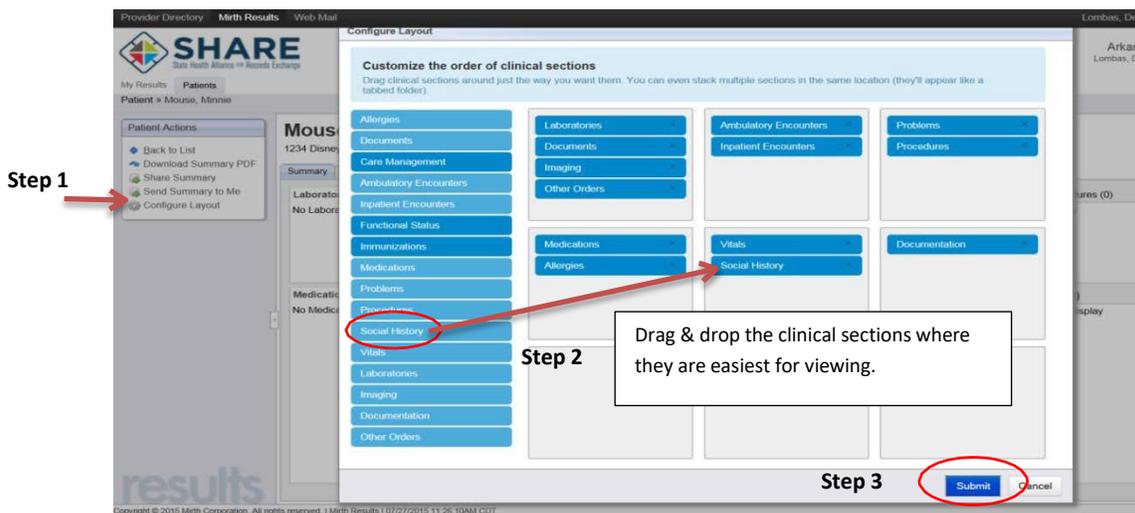
### Configuring the Screen Layout

End users may find it helpful to customize the windows of the Summary Screen for visual and workflow ease. This is a simple process of drag and drop.

**Step 1:** Click the  [Configure Layout](#) link.

**Step 2:** Click the mouse on the desired clinical section and drag it to the appropriate folder for viewing. You may stack multiple sections in the same location and they will appear as a tabbed folder.

**Step 3:** Once you are satisfied with the layout, click [Submit](#) button to save the layout changes.



## My Results

The **My Results** tab of the VHR may also be referred to as a clinical inbox. If one of your patients presents to a participating hospital, their admission or discharge information along with any test results may be automatically pushed to this tab if the provider is identified as a provider of record with the participating hospital. We often refer to this as an event notification. To view the event notifications, simply click on the notification you wish to view.

Arkansas SHARE - SHAREAR  
Lombas, Deborah | Change Site | Shared

My Results

Report Actions  
Refresh List

1-20 of 35 Received 1 Month Clear Search

Flag	Patient Name	Type	Details	Source	Relationship	Reported	Received
	Test, Shikha R	Ambulatory Encounter	O - E - E'ER	TEST		Apr 28	Jul 17
	Test, Shikha R	Medication	METFORMIN 1MG TAB(INDERAL) (82756-142-02)	TEST		Apr 28	Jul 17
	Test, Shikha R	Medication	Coumadin 1MG TAB(INDERAL) (00056-0169)	TEST		Apr 28	Jul 17
	Test, Shikha R	Inpatient Encounter	E - MED	TEST		Mar 24	Jul 17
	Test, Shikha R	Laboratory	PREGNANCY TEST,SERUM	TEST		Apr 28	Jul 17
	Test, Shikha R	Ambulatory Encounter	O - E - E'ER - OVERDOSE	TEST		Apr 28	Jul 17
	Test, Shikha R	Ambulatory Encounter	O	TEST		Jun 01	Jul 17
	Test, Shikha R	Diagnostic Imaging	ABDOMEN 1 VW KUB	TEST		Apr 23	Jul 17
	Test, Shikha R	Ambulatory Encounter	O - N - XR-X-RAY - ABD PAIN	TEST		Apr 23	Jul 17
	Mouse, Minnie A	Inpatient Encounter	Emergency - ER PT	TEST		Jan 20	Jul 15
	Mouse, Minnie A	Clinical Documentation	Discharge Summary	TEST		May 20	Jul 15
	Mouse, Minnie A	Ambulatory Encounter	O - E - E'ER - BLOODY STOOL UNABLE TO URINATE, THINKS	TEST		Apr 28	Jul 15
	Mouse, Minnie A	Medication	Coumadin 1MG TAB(INDERAL) (00056-0169)	TEST		Apr 28	Jul 15
	Mouse, Minnie A	Medication	METFORMIN 1MG TAB(INDERAL) (82756-142-02)	TEST		Apr 28	Jul 15
	Mouse, Minnie A	Medication	METFORMIN 1MG TAB(INDERAL) (82756-142-02)	TEST		Apr 28	Jul 15
	Mouse, Minnie A	Inpatient Encounter	Native Hawaiian or Other Pacific Islander - BLOODY STOOL UNABLE TO URINATE, THINKS	TEST		Apr 28	Jul 15
	Mouse, Minnie A	Laboratory	Complete blood count (CBC) with automated white blood cell (WBC) differential	TEST		May 19	Jul 15
	Mouse, Minnie A	Laboratory	POCT GLUCOSE	TEST		Apr 23	Jul 15
	Mouse, Minnie A	Inpatient Encounter	U - MC	TEST		Apr 23	Jul 15
	Mouse, Minnie A	Laboratory	OTT 2 HOUR	TEST		Apr 23	Jul 15

By clicking on the Discharge Summary, the report opens for viewing. You can now view the report and **download** it to your EMR as a PDF file or **share** it with another provider or clinical user.

## Download a Report

To **download the report** to a patient's file:

**Step 1:** Click [Download Report](#). The report will open into a PDF file.

**Step 1**

Download Report Link My Organization Share Send to Me

Mouse, Minnie A 1/1/1958 F

Flag: General, Low, High | Abnormal: Critical: Severe:

**Order Info**  
Order: Clinical Documentation  
Type: Clinical Documentation  
Collected: May 20, 2015 4:41:00 PM  
On: On  
Status: Final  
Placer: F\_20150520164900\_F\_2015052016  
Order Id: 4900\_1306384WRMC  
Filler: F\_20150520164900\_F\_2015052016  
Order Id: 4900\_1306384WRMC

**Providers On Order**

**Source Information**  
Source: SHARE TEST  
Received On: Jul 15, 2015 4:19:29 PM

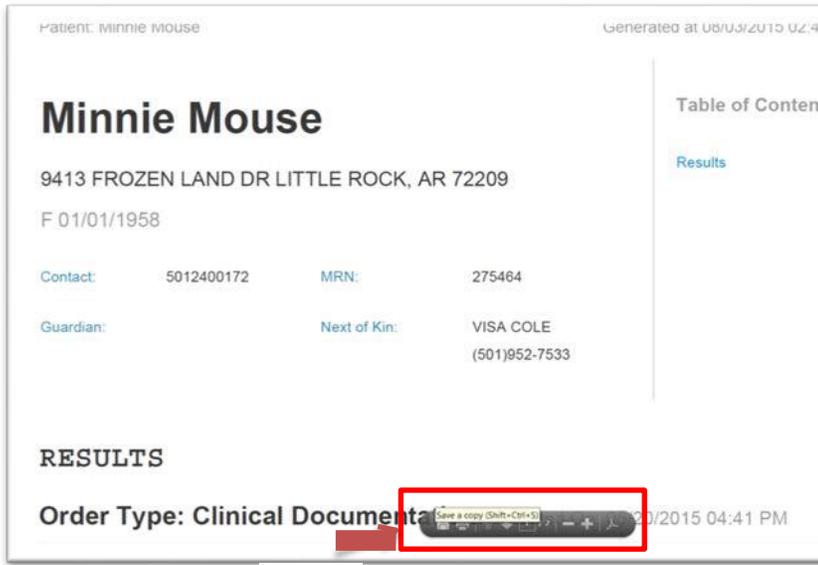
**DischargeSummary**

Status	Placer Field 1	Placer Field 2	Filler Field 1	Filler Field 2	Reported On
F			MR	PROGNOTE	

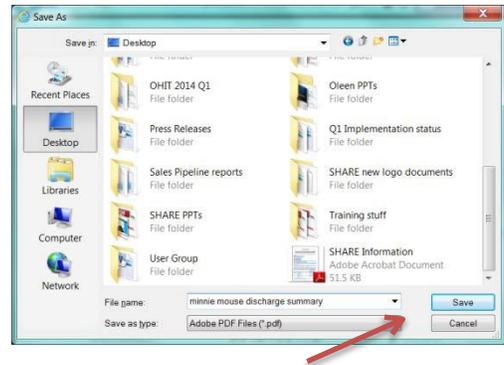
**Notes**  
SHARE System  
SHARE Medical Center  
1710 Harrison Street  
Batesville, AR 72501  
870-262-1200  
870-262-1294  
Progress Note  
Patient:  
Mouse, Minnie, A  
Dictated Date and Time: 05/20/15 1641  
Acct #: WV0023653281 Date of Admission: 05/20/15 Discharge date  
MR #: 020202020202

**Step 2:** Click the save icon.

**Step 3:** Navigate to the appropriate folder and save your document.



**Step 2**



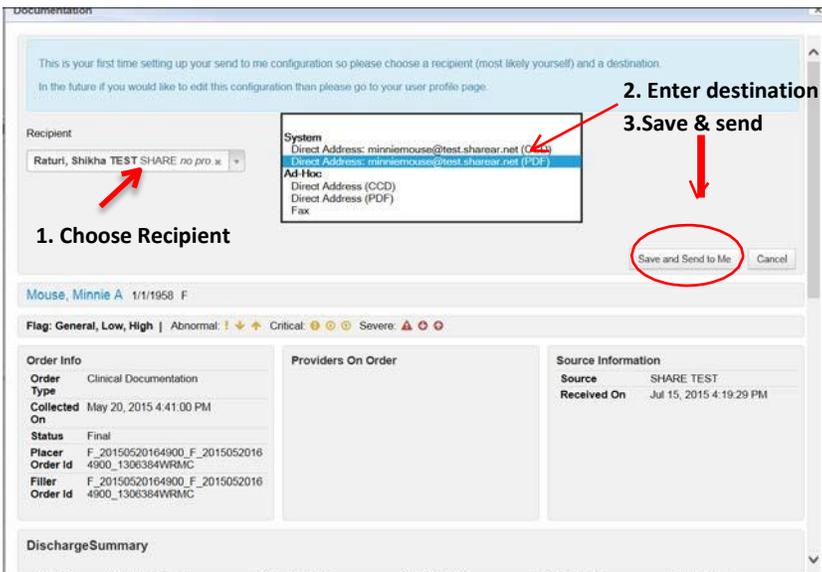
**Step 3: Save to folder on computer**

To **Share** the report with another provider or user, follow the same steps as **Sharing a Patient Summary** on page 7 after you choose the  icon in the open report.

### Send to Me

The **Send to Me** icon can be utilized to send the report to your own SHARE Secure Email inbox. If you are using integrated secure email provided by your EMR, the next report can potentially be populated within your EMR pending your module capability.

The first time you use this feature, you will be required to choose the recipient (most likely yourself or your provider) and input the secure messaging email address for delivery of the report. Last, click the **Save and Send to Me** button. You will receive a message that the report was successfully sent.

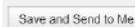


Once you complete the setup, it will automatically save the recipient and destination information so you do not have to retype it each time you want to send a report or summary to your own secure messaging inbox.

**Step 1:** Choose recipient

**Step 2:** Enter destination

**Step 3:** Click



## Filtering Event Notifications in My Results

Event Notifications may be routed to your Secure Messaging inbox or they may be found in My Results if the provider's NPI is captured in the HL7 message from the sending data source. Event Notifications in My Results can be filtered by encounter type, timeframe received or demographics.

To filter the notifications:

**Step 1:** Click the **Advanced Search** blue link in My Results.

**Step 2:** Select the appropriate filters or search criteria.

**Step 3:** You may choose the number of **results** to display on the screen (default = 100) and click **Submit**.

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Lombas, Deborah | Change Site | Shared

Step 1 → Advanced Search

Step 2 → Received: 1 Month

Step 3 → Results: 100, Submit

**Step 4:** All the notifications matching the search criteria now display in the My Results window. Click on the desired reports for viewing.

Provider Directory | My Results | Web Mail | Lombas, Deborah (dlombas) | Sign Out

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Lombas, Deborah | Change Site | Shared

Step 4

Report Actions: Abnormal, Critical, Severe, Preliminary, Emergency, Confidential

Flags	Patient Name	Type	Details	Source	Relationship	Reported	Received
	Test, Shikha R	Laboratory	PREGNANCY TEST.SERUM	TEST		Apr 28	Jul 17
!	Mouse, Minnie A	Laboratory	Complete blood count (CBC) with automated white blood cell (WBC) differential	TEST		May 19	Jul 15
!	Mouse, Minnie A	Laboratory	POCT GLUCOSE	TEST		Apr 23	Jul 15
!	Mouse, Minnie A	Laboratory	GTT 2 HOUR	TEST		Apr 23	Jul 15
!	Mouse, Minnie A	Laboratory	PROTIME-INR	TEST		Apr 23	Jul 15
!	Mouse, Minnie A	Laboratory	RENAL CHEM 10	TEST		Apr 23	Jul 13
!	Duck, Donald W	Laboratory	BODY FLUID CELL COUNT WITH DIFFERENTIAL	TEST		Mar 26	Jul 13
!	35269999, Test2 Test	Laboratory	HIV	TEST		08/13/2014	Jul 10

When reviewing the notifications, users may notice flags to the left of the patient name. These flags indicate the severity of the report and are easily defined by rolling the mouse over the icon or by comparing the icon to the menu on the left. By glancing at the flags, you can easily determine if the result should be reviewed quickly for proper patient follow up and care.

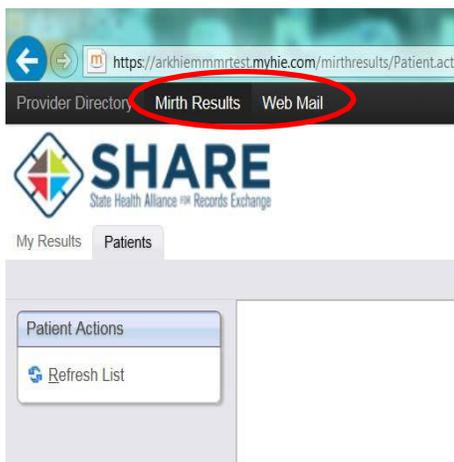
## Accessing Secure Messaging

SHARE users no longer need to remember two passwords for VHR and Secure Messaging. With our enhanced single sign on feature, SHARE users can simply login to the VHR and access their Secure Messaging inbox from within the application.

Click the **Web Mail** link in the black ribbon at the top of the internet page to access your Secure Messaging inbox.

To return to the VHR, simply click the **Mirth Results** link in the black ribbon.

**Please note:** Event Notifications for Patient Centered Medical Home (PCMH) providers will be routed to your secure messaging address and may also be found in the VHR My Results tab. The secure messaging address may be a SHARE address or another Direct HISP address. Your implementation specialist will obtain the address during the user creation process.



## Questions & Technical Support

If you experience issues with the virtual health record, please consult our Help Desk at 1-855-SHAREAR (855-742-7327) or email [support@sharearkansas.com](mailto:support@sharearkansas.com).

For more information about SHARE, please go to [www.SHAREarkansas.com](http://www.SHAREarkansas.com).