



# VIRTUAL HEALTH RECORD (VHR) MANUAL

## A User Guide for the SHARE Online Portal

Version 2.14.7 March 2020

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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 <u>https://sharearkansas.com</u>. Check with your project champion if you are unsure of how to access the system.



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.

<u> </u>	System use is for authorized users only. All activities on this system may be monitored. Fur his system implies consent to this monitoring. Appropriate action will be taken in response of this system, in accordance with appropriate corporate policy and/or local law or regulation	ther use of to misuse h.
kenningentennen	Security Question 1	Step 4
	What was your childhood nickname?	
	Security Question 2	
	What was your high school mascot?	
Step 5	A	

### **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.



csults Patients	Advanced Filter: Patients				
	Search Type 🔘 My Pa	itients   All Patients	\$	Clear Search Criteria	Advanced 5
iant Actions	Search Requirements • Last Name and Gen	der and Date of Birth			
Refresh List	Reason For Search				
	Search Reason*	Treatment		~	Step 1
	Demographic Search				
	Last Name*	Mouse	Gender*	Female	
	First Name	minnie	Date of Birth*	01/01/1958	
	Street 1		Street 2		
	City		State		
	Country		ZIP Code		
	Identifier Search				
	Patient Alias		Insurance Plan ID		
	Phone Number				

**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.

st 🚯	RE	Arkansas SHARE - SHAREAR Bond, James   Shared
ly Results Patients		Artisprof Gazz
Patient Actions	Patients	A BADA ADATISTICS
S Betresh List	1 item found. Date of Birth: 01/01/1958 First Name: minnle / Gender: Fir Last Name: mouse / Clear Search	
	Community Name	Date of Birth Gender Voice #
	275464 Mouse, Minne A	01/01/1959 F (501) 240-017
	Patient Details Chow 2	
	Current Name: House, Menie A Date of Filter UnUU/295 Gender: F SSN: ******35	

#### **Consent to Access**

When accessing the VHR, you <u>must</u> 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.

	SHARE Usage Terms and Conditions
Sten 1	I am an Authorized User of SHARE as defined by CHIT Privacy Policy and agree to comply with all SHARE policies and procedures including the requirement to maintain the confidentiality and security of all SHARE data. 1) agree to use SHARE only for legitimate purposes and to comply with all applicable law and regulations. 2) agree not to copy, maintain, print or gather data supplied through SHARE in any way other than as permitted by the Participation Agreement and the end-user features of the system. 3) I understand that my access to SHARE will be terminated for violation of any of these laws or regulations, and I agree to immediately report any suspected privacy or security incident to CHIT by calling 501-218-5401 4) I have a treatment relationship with this patient and accept the terms of SHARE participation.
$\rightarrow$	D   accept these terms and conditions
	Continue: Step 2

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.

<b>SHARE</b>					Arka	ansas SHARE - SHAREAR Mouse, Minnie
Patients Patient » Jamesbond, Test2 Test	<u>Clic</u>	k here for n	ew search			
Jamesbond, Test2 Te	est m 01/01/1965	(50 yrs) (Community ID:278987)				
SHARE Usage Term: I am an Authorized User of SHARE as def 1) l agree to use SHARE only for legitimat 2) l agree not to copy, maintain, print or ga 3) I understand that my access to SHARE	s and Condit ined by OHIT Privacy Poli e purposes and to comply ther data supplied through will be terminated for viola	tions cy and agree to comply with all S with all applicable law and regula n SHARE in any way other than a ation of any of these laws or regul	HARE policies and procedures including the requirement t titons. Is permitted by the Participation Agreement and the end-us ations, and I agree to immediately report any suspected pr	o maintain the confidentiality and so ser features of the system, rivacy or security incident to OHIT b	ecurity of all SHARE data	a
Vou Do Not Have Co     Patients have the ability or p     the glass" to view the patient's data. Acces	onsent To Vie	ew This Patient's	y declare their data to be available only in emergency situa	ations. This patient has declared the	eir information private. Ye	ou will be required to "break
You can not manage consent	Anthre	Annual Te	Authorize Facility	Effective On	Eurise On	

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 Unlock Consent Data



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".

onsent: Break The Glass	[
Note:	
Overridable Opt-Out patient health information is available from the data sources lis below. In emergency situations, you may break the glass and unlock the data from sources	ited those
Step 3 What is your reason for breaking the glass?	
This is a patient emergency situation and I require emergency access This is a public health emergency situation and I require emergency access	lass Cancel
	Chan A

## **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.

Provider Directory Mirth Result	ts Web Mail					Bond, Ja	mes (jamesbond) *	Sign Or
Wy Results Patients Patients Mouse, Minnie A	Entrange					Arka	Insas SHARE - SH Bond, James	AREAR   Shared
Patient Actions  Back to List Download CCD	Mouse, Minnie A a 9413 FROZEN LAND DR, LITTLE RO	F 01/01/1959 (56 yrs) (Commu DCK, AR 72209 Tabs	inity ID:275464)					
Download CCDA Download CCDA CCD Download Summary PDF Starte Summary Send Summary to Me Configure Layout	Summary More Patient Information	Patient Document						
	Laboratories (5) Documents (0) Date Name	Imaging (1) Other Orders (0) Source	Ambulatory Encounters ( Date Type	1) Inpatient Encounters (4) Source	Problems (4) Title	Procedures (0) Reported	Source	
	May 19 Complete blood count     Apr 23 PROTIME-INR	TEST TEST	Apr 28 E	HEADACHE ATRIAL FIBRIL	Jun 01 LATION Jun 01	TEST		
	Apr 23 POCT GLUCOSE	TEST V			CARDIAC DYS	P TYPE Jun 01	TEST	~
$\langle$	Medications (3) Allergies (3)	>	Vitals (6)		Documentation (2)			
	Date Name Jan 15 METFORMIN 1MG TAB(	Source TEST 2	Name Blood Pressure Location	Value Collected Left Arm	Date May 20	Name DischargeSummary	Source TEST	
	Jan 15 Counadin 1MG TAB(IN	TEST	Blood Piressure Position Blood Pressure Source WEIGHT Pulse Rate HEIGHT	Siting Automatic Ouff 200 Ros 79 5% ft	Apr 23	нр	TEST	
1.1								

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.

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	Mouse, Mi	nnie A F 0	1/01/1959 (56 yrs) (Commu	nity ID 275464)				
<ul> <li>Back to List</li> </ul>	9413 FROZEN LANE	DR, LITTLE ROCK,	AR 72209					
	Summar More Pat	ient Information Patie	nt Documents					
		Demogra	phic		Contact		Address	
		Name Minnie A M	ouse		Phone (501) 240-0172		9413 FROZEN LANE	) DR 2200 LIS
	Date	Gender F		*	Fax Email		LITTLE ROOK, ANY	2205 03
	Other Information	Advance Directive	s Consent Facilities	Insurance Info Next of Kin	Patient Aliases Provider	s Support Persons		
	Bi	th Place	2011	Dri	ver's License			
	Marit	al Status DIVORCE	D		Race Black or African	American		
	Cit	izenship			Ethnicity 2186-5			
	Care Managemer Languages	nt Status			ine of Death			
	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
<u>Back to List</u>
🐴 Download Summary PDF
属 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.

	Provider Directory Mirth Res	ults Web Mail			Bond, James (jamesbon
	My Results Patients Patient * Mouse, Minnie A	RE di Eduqu			Arkansas SHARE Bond,
Step 1	Patient Actions Back to List Download CCD Download CCDA CCD Townhoad Summary Share Summary Share Summary to Me Configure Layout	Mouse, Minnie A r onor 9413 Share Summary Sum Lab Cash for Recipients and S Recipient Adams, Crystal J 1530 N. CHURC Step 2	/1959 (56 yrs) (Community ID 275494) end Destination Fac: (870) 802-2037 Swed Direct Address (PDD) Fac: (870) 802-2037 Swed Direct Address (PDD) Fac: (870) 802-2037	Add Recipient Add Recipient Step 3	x           0)           orted         Source           11         TEST           14         TEST           15         TEST           16         TEST           17         TEST           18         TEST           11         TEST           11         TEST           11         TEST           11         TEST           11         TEST
	Sh	Manage Saved Search for Recipients and Send Recipient Aclin, Richard 612 S. 12th Street x v Step 4	Destination Direct Address (CCD) Use Email Subject and Body Defaults diophas@sharear.net	Add Recipient	×
				Step 5	Cancel

#### **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

**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.

by Results attents	ore coverte								
	-								Advanced Se
Report Actions	My Re:	sults							
S Bofresh List	1-20 of 3	35 14 4   <b>&gt; &gt;</b>	Received: 1 Month	Clear Search					
	Fingo	Patient Narvo	Туре	Detaile		Source	Relationship	Reported	Received
		Test, Shikha R	Ambulatory Encounter	O · E · E*ER		TEST		Apr 28	Jul 17
Abnormal		Test, Shikha R	Medication	METFORMIN 1MG TAB(INDERAL) (6	2756-142-02)	TEST		Apr 28	Jul 17
Critical		Test, Shkha R	Medication Courtadin 1M3 TAB(INDERAL) (00056-0169)			TEST		Apr 28	Jul 17
🛆 Severe 🗌 🗌 Test, Shikha P		Test, Shikha R	Impatent Droowier C - MED Laboratory PREGNANCY TEST SERUM			TEST		Mar 24	Jul 17
2 Preliminary	Test, Shikha R					TEST		Apr 28	Jul 17
		Test, Shikha R	Ambulatory Encounter	O - E - E*ER - OVERDOSE		TEST		Apr 28	Jul 17
DEmergency	gency Test, Shikha R	Test, Shikha R	Ambulatory Encounter	<ul> <li>Choose desired report for</li> </ul>	TEST		Jun 01	Jul 17	
0 Contribution		Test, Shikha R	t, Shikha R Diagnostic Imaging ABDOMEN 1 VW KUB	viowing	TEST		Apr 23	Jul 17	
Componita		Test, Shikha R	Ambulatory Encounter	O - N - XR*X-RAY - ABD PAIN	viewing	TEST		Apr 23	Jul 17
	0 0 40	Mouse, Minnie A	Inpatient Encounter	Emergency - ER PT		TEST		Jan 20	Jul 15
		Mouse, Minnie A	Clinical Documentation	DischargeSummary		TEST		May 20	Jul 15
		Mouse, Minnie A	Ambulatory Encounter	O - E - E*ER - BLOODY STOOL, UNA	BLE TO URINATE, THINKS	TEST		Apr 20	Jul 15
		Mouse, Minnie A.	Medication	Couradin 1M3 TAB(INDERAL) (0005	6-0169)	TEST		Apr 28	Jul 15
		Nouse, Minnie A	Medication	METFORMIN 1MG TAB(INDERAL) (6	2756-142-02)	TEST		Apr 28	Jul 15
		Mouse, Minnie A.	Medication	METFORMIN 1MG TAB(INDERAL) (6	2756-142-02)	TEST		Apr.28	Jul 15
		Muuse, Minnie A	Inpatient Encounter	Native Hawaiian or Other Pacific Island	Ser - BLOODY STOOL, UNABLE TO URINATE, THINKS	TEST		Apr 20	Jul 15
		Mouse, Minnie A	Laboratory	Complete blood count (CBC) with auto	mated 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	GTT 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 <sup>Download Report</sup>. The report will open into a PDF file.

- Downlo	ad Report ink Mil Oppinization	Share Contin Mo							
CONTRO									
Mous	Mouse, Minnie A 1/1/1958 F								
Flag: 0	Flag: General, Low, High   Abnormal ! 🐓 🋧 Critical 0 0 0 Severe: 🛕 O O								
Order	Info	Providers Or	Order	Source Information					
Order	Clinical Documentation			Source Received On	SHARE TEST				
Colle	cted May 20, 2015 4:41:00 PM			Received on	00110, 2010 4, 1920 F M				
Statu	Final								
Place	r F_20150520164900_F_20 Id 4900_1306384WRMC	15052016							
Filler Order	F_20150520164900_F_20 Id 4900_1306384WRMC	15052016							
Disch	argeSummary								
Statu	s Placer Field 1	Placer Field 2	Filler Field 1	Filler Field 2	Reported On				
F			MR	PROGNOTE					
Notes									
SHAP SHAP 1710 Bate 870- 870- Prog Pati Mous	E System E Medical Center Harrison Street sville, AR 72501 262-1209 262-1294 ress Note ent:								

## Step 2: Click the save icon.Step 3: Navigate to the appropriate folder and save your document.

Patient. Minnie Mouse			Generated at 08/03/2015 02:4			
				Save As		
Minnie Mous	Winnie Mouse         413 FROZEN LAND DR LITTLE ROCK, AR 72209         * 01/01/1958         ontact:       5012400172       MRN:       275464         uardian:       Next of Kin:       VISA COLE (501)952-7533	Table of Content	Save in Recent Places Desktop	Deskop     OHIT 2014 Q1     File folder     Pres Releases     File folder     Safe Realing execution	QLImplementation status	
F 01/01/1958 Contact: 5012400172 Guardian:	MRN: Next of Kin:	275464 VISA COLE		Libraries Libraries Computer Q	Sales vipeline reports File folder SHARE PPTs File folder User Group File folder File folder	Strake new logo occurrents File folder Training stuff File folder Adobe Acrobat Document SJS K8 ************************************
RESULTS	_	(501)952-7533		Step 3 compu	Save as type: Adobe PDF Files ( : Save to folder of uter	rpd) Carcel
Order Type: Clinica	Documenta	Save a copy Shift+Chi+S	20/2015 04:41 PM			
	Step 2					

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 Share 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 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.

		L.	2. En	ter destinati			
cipient		System Direct Address: minniemouse@trest.sharear.net (CD) Direct Address: minniemouse@trest.sharear.net (CD)					
Raturi, Sh	ikha TEST SHARE no pro x +						
	1	Ad-Hoc Direct Address (CCD) Direct Address (PDF) Fax		V.			
L. Ch	oose Recipient		Save a	nd Send to Me Cancel			
ouse, M	innie A 1/1/1958 F						
ıg: Gene	ral, Low, High   Abnormal: 🗄 🎍 🔶 C	Critical \varTheta 🧿 💿 Severe: 🛕 😋 🔾					
Order Info		Providers On Order	Source Information				
rder /pe	Clinical Documentation		Source SHA	SHARE TEST Jul 15, 2015 4:19:29 PM			
hattallo	May 20, 2015 4:41:00 PM						
n	Final						
n tatus							
n latus lacer rder Id	F_20150520164900_F_2015052016 4900_1306384WRMC						

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.

		Advanced Filter					-	$\rightarrow$ (	Advanced Sea
Report Actions	My Results	Quick Searches	Step	2	Clear Search Criteria				
G Refresh List	Displaying all 8 items Received	Received 0	Last hour Last 24 hours Last 7 days		All Types     Ambulatory Encounter     Inpatient Encounter	Scorts TEST	Relationatio	Reported Apr 28	Received Jul 17
I Abnormal Critical A Severe	Mouse, Minnie A     Mouse, Minnie A     Mouse, Minnie A		Range     Anytime		Medication     Labs     Desumentation	TEST TEST TEST		May 19 Apr 23 Apr 23	Jul 15 Jul 15 Jul 15
Z Proliminary	O Mouse, Minnie A     Mouse, Minnie A     Duck: Donald W		2		Imaging     Other Orders	TEST TEST TEST		Apr 23 Apr 23 Mar 26	Jul 15 Jul 13 Jul 13
Confidential	35269999, Test2 Test	Demographic Cri	iteria			TEST		08/13/2014	Jul 10
	* <u>-</u>	Last Name Date of Birth	Sten	First Name Patient ID	0				
		Patient ID Patient ID Patient ID Patient ID							

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

Results Patients	ARE • Recente Exchange	Step 4	l I		Arkar Lombas, D	Isas SHARE - Ieborati   Change S	SHAREAR Site   Shared
Report Actions	My Results						Advanced Sea
Dofrech List	Displaying all 8 items Received	1 1 Month Tyr	e Laboratory Clear Search				
Concernent Frie	Chaptering of Chanta Treasure	Tree	Detain	Source	Relationship	Recorded	Beratund
	Test, Shikha R	Laboratory	PREGNANCY TEST.SERUM	TEST		Apr 28	Jul 17
Abnormal	I Mouse, Minnie A	Laboratory	Complete blood count (CBC) with automated white blood cell (WBC) differential	TEST		May 19	Jul 15
Critical	I Mouse, Minnie A	Laboratory	POCT GLUCOSE	TEST		Apr 23	Jul 15
A Severe	Mouse, Minnie A	Laboratory	GTT 2 HOUR	TEST		Apr 23	Jul 15
2 Preliminary	🕞 🕕 Mouse, Minnie A	Laboratory	PROTIME-INR	TEST		Apr 23	Jul 15
and the second se	I Mouse, Minnie A	Laboratory	RENAL CHEM 10	TEST		Apr 23	Jul 13
Emergency	Duck, Donald W	Laboratory	BODY FLUID CELL COUNT WITH DIFFERENTIAL	TEST		Mar 26	Jul 13
	1 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 <u>support@sharearkansas.com</u>.

For more information about SHARE, please go to <u>www.SHAREarkansas.com</u>.