

IMPORTANT
INFORMATION

MEDITECH
OVERVIEW

TOOLBAR
DEFINITIONS

PATIENT
SEARCH

DATA
SOURCES

PRINTING
REPORTS

HIPAA

GET HELP

Meditech 5.6

Office Staff Access Guide

Using MEDITECH 5.6 to retrieve patient records for
HCA South Atlantic Hospitals

(does not apply to Memorial Satilla Health, Memorial Health Savannah & Memorial Health Meadows)

(click the boxes to the left to navigate through this guide)

Physician Services

Last Updated: 5/25/2022



South Atlantic
Division

Patient Access Restrictions

Due to HIPAA and privacy regulations, clinical support staff should only be accessing records on a need to know basis for patients that have a system relationship to Providers within the users Provider group or for whom the user has access to the proper search criteria (Last Name, First Name, Date of Birth and Full SSN or Medical Record Number).

The default access for all new users in Meditech is as follows:

- The patient has a link established (system relationship) with a Provider associated with the user's Provider Group within the hospital's electronic medical record.
- If this condition **does not exist** for a patient, users will be unable to access any records information on that patient. For examples of what creates a system relationship, please see the next page.

How Do Providers Request System Access?

- If Providers in your group would like to request system access and are not credentialed at the facility, please have them reach out to the Medical Staff Services office at the facility.

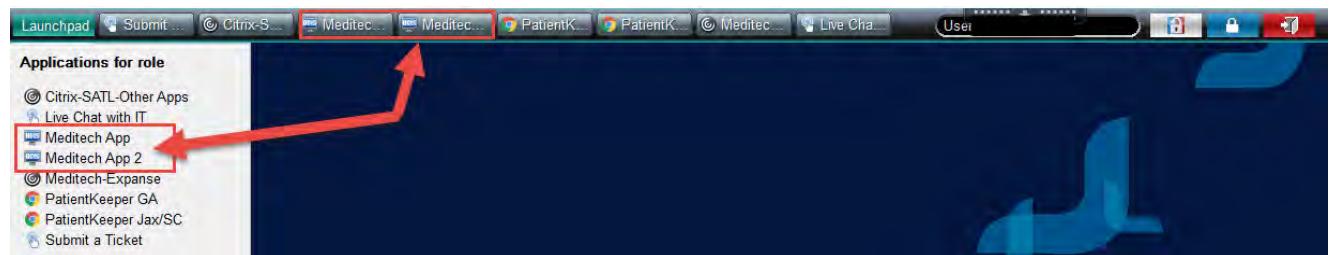
If you have questions or concerns, please reach out to the Service Desk at 888-252-3397.

System Relationships to Providers

- **Common Ways System Relationships are Established (others may apply):**
 - Patient identifies Group Provider as their Primary Care Provider upon registration
 - Group Providers have ordered tests on the patient & are listed as the Ordering Provider.
 - Group Providers have referred the patient to the facility for various reasons & are listed as the Referring Provider.
 - Providers within the facility have entered a Consult order for the Group Provider (note: If a Provider consults or documents on a patient but no Consult Order has been entered, this will not establish a relationship)
- **Note:** Clinical Support Staff will typically not have access to patients who have visited the ED and are coming to the office for a follow-up referral. This is due to the fact that the Group Provider has not seen them in the facility and no Consult Order has been written to the Group Provider. In this case, the recommendation is to contact Medical Records to fulfill the request.

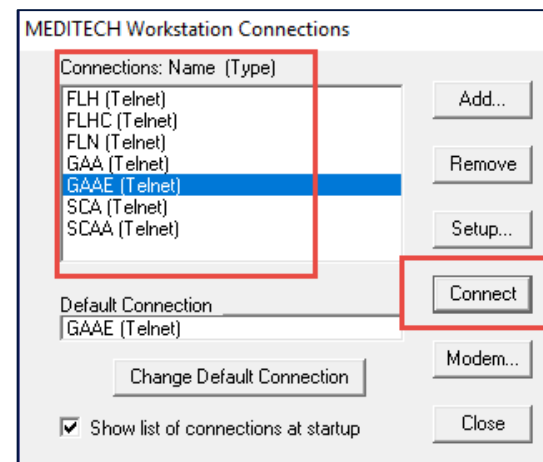
Access Meditech 5.6

- Meditech provides view-only access for clinical information on patients seen at requested facilities in the HCA South Atlantic Division (*except Memorial Satilla Health, Memorial Savannah and Memorial Health Meadows*). Your welcome email will indicate the facilities you have access to.
- After logging into the remote VDI system, launch Meditech App from the toolbar at top of patient portal desktop or from the Meditech icon on the desktop.
 - Meditech-App and Meditech-App 2 are available buttons on the toolbar. It does not matter which one you pick, both will open the same systems. There are two buttons to allow two open sessions at one time. **DO NOT pick Meditech-Expense** – this is for another system and other hospitals in South Atlantic.
- Meditech should sign in automatically. If prompted with Workstation Connections, see the next page for choices.



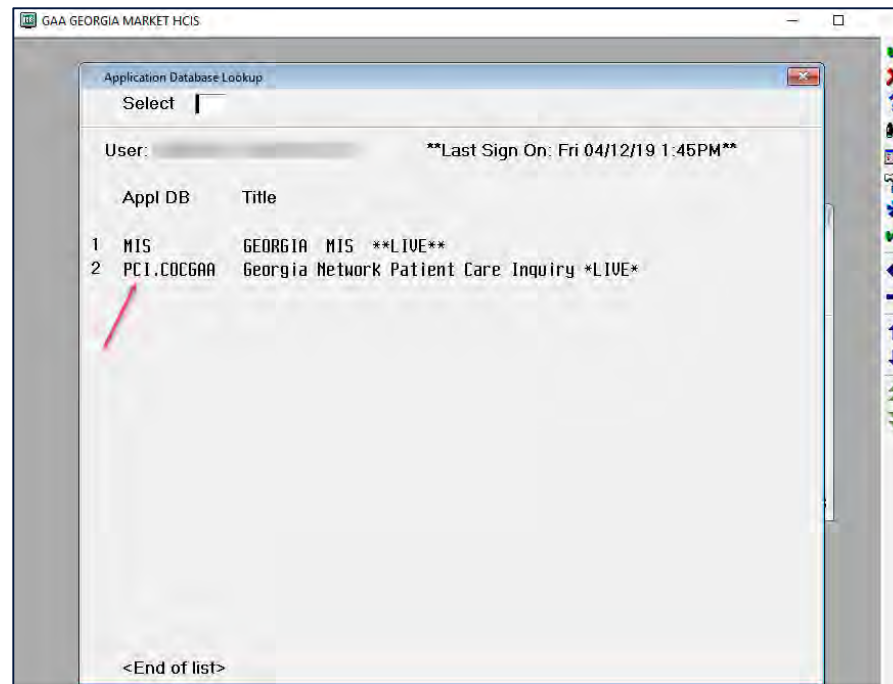
Access Meditech 5.6

- If you are prompted with MEDITECH Workstation Connections, select the connection based on the information below & click Connect:
 - **FLH / FLHC** – Jacksonville hospitals
 - **GAA / GAEE** – Georgia hospitals
 - **SCA / SCAA** – South Carolina hospitals
- *If you receive a “TELNET session being redirected. Please signon again” message, hit **Enter** then select the second connection above to sign on. (Ex. You select SCA, receive the message, then choose SCAA from the connections list).*



Meditech Overview

- If prompted, choose Option #2 – PCI (most users will automatically open to the PCI records search screen)
 - Click with mouse or type “2” in the Select box and hit Enter.
- Turn your CAPS LOCK on as some areas in Meditech require all uppercase characters.



Meditech Overview

- Use the Meditech toolbar, the keyboard or a combination of both to navigate through the system (see next slide for a review of the toolbar).

- Keyboard Functions:

- F11 – Exit
- F12 – Save
- F9 – Lookup (lists choices available to choose)
- Right Arrow – Navigate to next screen
- Left Arrow – Back to previous screen

Toolbar Definitions

- Below are the definitions of the toolbar icons. They are used by clicking the icon with your mouse.

- Green check mark - File or OK
- Red X – Exit
- Blue question mark – On line help
- Binoculars– List of choices to choose
- Green check mark *all – selects all items on list
- Blue right arrow – Opens to next screen
- Blue left arrow – Go's back to previous screen
- Blue up arrow - moves up one space
- Blue down arrow - move down one space
- Double green arrows – act as page up and page down



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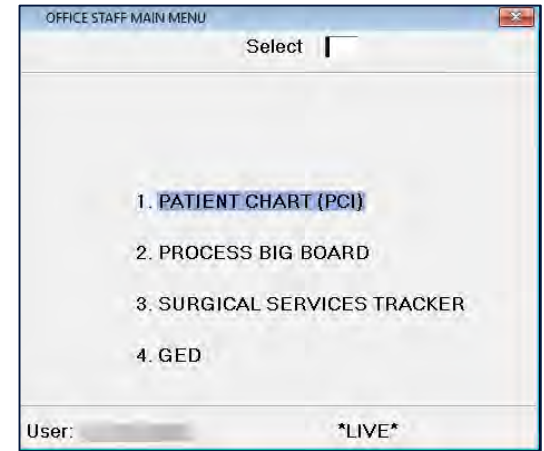
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DATA
SOURCES

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REPORTS

HIPAA

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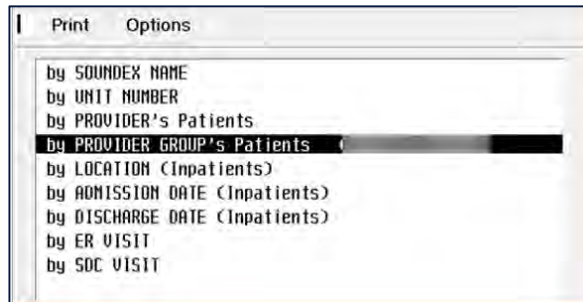


Patient Chart (PCI)

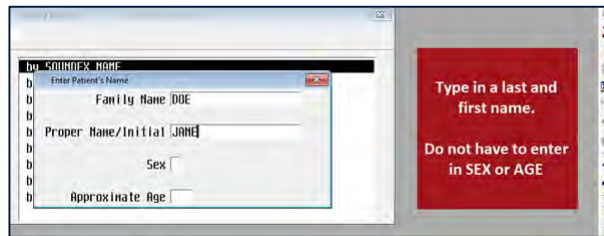
Patient Chart (PCI) is available for viewing a patients clinical data. Once you enter into PCI, you have sever search options to pull patients information.

PCI – Patient Search Options

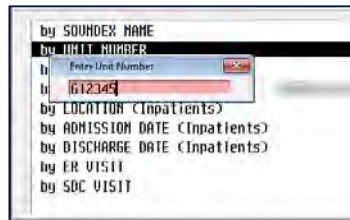
- There are multiple options to find patients, dependent on what information you have available.



- Soundex Name – Search for patient by name, based on how a name sounds vs. spelled.



- Unit Number – Search by facility medical record number – prefixed by facility identifier.

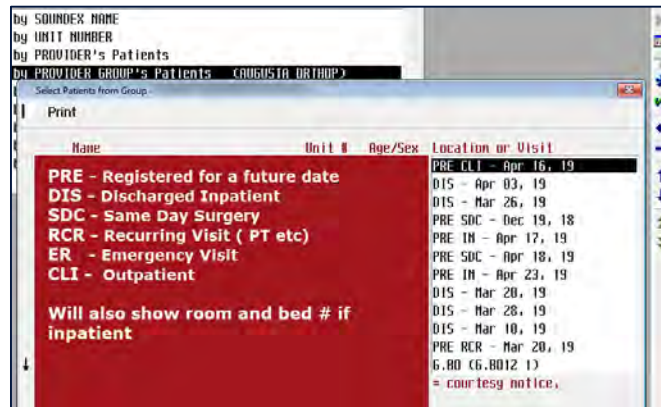


PCI – Patient Search Options

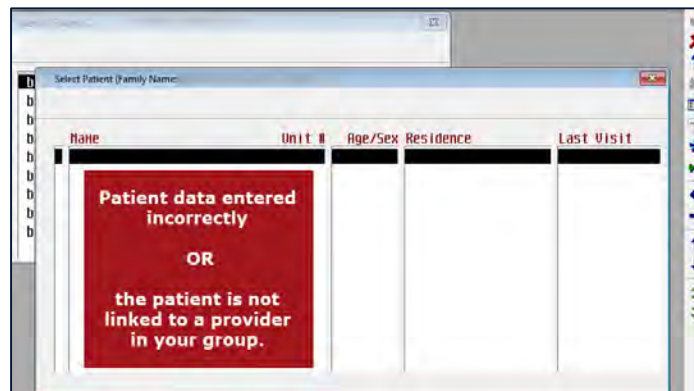
- **Provider's Patients** – Lists providers in your group to choose from.
- **Provider Group's Patients** - Shows patients (ED, Inpatient, Outpatient, etc.) who have established a system relationship to Providers associated with the group.
- **Location** – Search by facility inpatient locations.
- **Admission Date** – Search patients by admission date.
- **Discharge Date** – Search patients by discharge date.
- **ER Visit** – Search patients by date of ER visit.
- **SDC Visit** – Search patients by date of SDC visit

PCI – Patient Search – Tips for Searching

- Soundex Name - Enter a full or partial name.
- Provider Groups – Will list patients in alphabetical order with their most recent visit to the right of the name.



- Upon searching, if the patient list screen opens with a blank bolded line. No physician/patient link is established or the account is no longer active.



PCI – Data Sources

- **Departmental Reports** – Includes H&P’s, Consults, Discharge Summaries, Operative Reports, EKG reports, Echocardiograms, Nuclear Medicine, Stress Tests, etc.
- **Admissions Demographic Data** – Equivalent to a patient face sheet.
- **Laser Facesheet** – Printable patient face sheet
- **Lab Results** – Includes all laboratory reports.
- **Radiology Reports** – Includes all radiology reports.
- **Orders** – Lists all orders for patient on specified visit.
- **Blood Bank History** – Includes all blood bank information.
- **Blood Bank Test** – Includes all blood bank tests and results.
- **HBO Flow Sheet** – Includes HBO data
- **Visit History** – List of visits by Admit Date and reason.

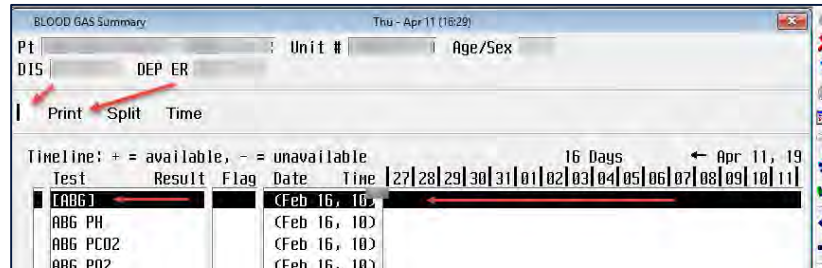
Departmental Reports
Admissions Demographic Data
LASER FACESHEET
Laboratory Data
CHEMISTRY
COAGULATION
HEMATOLOGY
URINE/STOOL
Radiology Reports
MAMMOGRAPHY
MAGNETIC RESONANCE IMAGING
RADIOLOGY
Orders
Blood Bank History
Blood Bank Tests
HBO FLOW SHEET
Visit History

PCI – Printing Reports

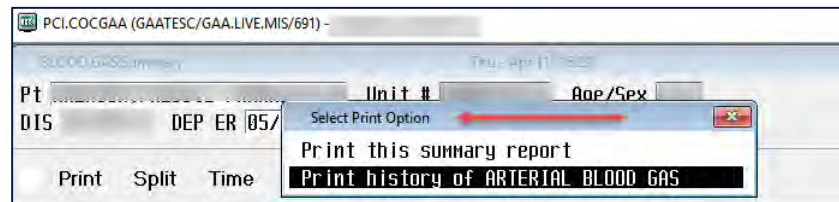
- Reports can be printed from Meditech as long as there is a printer installed on the local workstation.
- The session selects the default printer on the workstation to print to.
- HCA does not provide support for printing issues beyond basic remote portal troubleshooting. Setting the default printer and other local issues should be managed by Practice IT.

PCI – Printing Reports

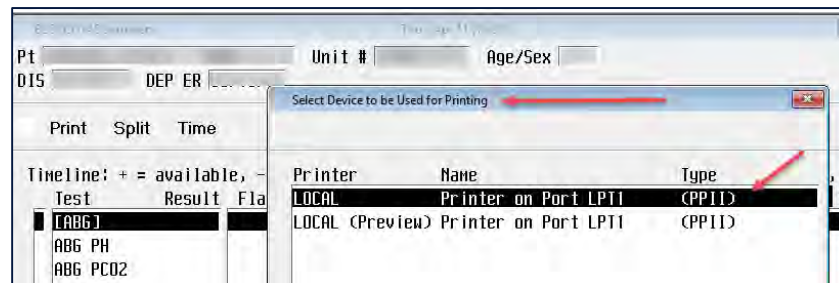
- Highlight item for printing
- Click PRINT at top of screen or type a P in the box where cursor is blinking.



- Select Print option window, hit ENTER key.



- Select Device window, take what is defaulted and hit ENTER key again.



HIPAA – General Safeguards for Electronic Media

- **General Safeguards for Electronic Media**
 - Workforce members must take appropriate safeguards to limit disclosure of PHI (patient health information) at workstations and other areas where computer monitors may be located:
 - Computer monitors must be positioned away from the direct view of the general public.
 - Password protected screensavers must be in place on computer monitors.
 - Passwords must not be displayed or viewable (e.g., attached to the monitor).
 - Refer to Corporate Information Security Physical Security Standards for more details.
 - Corporate Information Security maintains Policies, Standards, guidance, and procedures which outline comprehensive administrative, physical and technical safeguards to PHI which is stored on electronic media (ePHI), including detailed encryption requirements. For the purposes of this policy, facilities must ensure that:
 - No media (e.g., cellular telephones, flash or “thumb” drives, laptop computers, workstations) are used to access or store PHI without appropriate encryption and authorization. Refer to Corporate Information Security Standards for more details.
 - No personal media may be used to connect to the Company network, or to access or store PHI (or any type of Company data) unless specifically approved using the procedures outlined in Information Security Guidance: Connecting Non-Company PCs. This guidance defines the approval process and the specific data safeguards that must be in place (including, but not limited to, encryption).
 - Only mobile devices with sufficient security controls, including encryption capabilities, may connect to the Company network. Required approvals vary, and are listed on the Mobile Device Request Form. Completed Forms with signed approvals must be sent to the Corporate IT&S Asset Management team for final review and approval. See references below for more information about which devices are allowed to connect, the types of data access permitted, and the approval process. Also refer to the Information Security site on Atlas, and the Asset Management Mobile Device Portal on Atlas.
 - All Company employees, workforce members, and any other individuals who have potential access to Company sensitive data (including PHI), must sign the Company Confidentiality and Security Agreement (CSA) pursuant to the Information Confidentiality and Security Agreements Policy, IS.SEC.005.



Questions? Need Assistance?

888-252-3397

**Call the Service Desk Anytime,
Anywhere!**

- **Password resets & Account Unlocks**
- **Device Support**
- **Urgent After Hours Issues**
- **General inquiries**