

Online Guide to CEHR

By PCE Systems

Introduction

CEHR by PCE Systems the patient portal that allows healthcare providers to communicate and share information with the persons they serve. This guide is designed to help you understand the features of CEHR and what information you can view or receive from your provider.

CEHR is free, easy to use, confidential and available wherever you have internet access.

You and your authorized representative may setup a CEHR account to access your own health information. You can use CEHR to:

- Check on your lab results
- View appointments
- Send messages to your healthcare provider
- Sign documents
- Fill out forms
- Download or email your health data to another provider

To access CEHR, go to www.mycehr.com from any web browser on your computer or mobile device. First time logging in? Please contact staff to receive instructions.

If you have any questions or need help with CEHR please contact your healthcare provider.

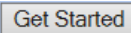


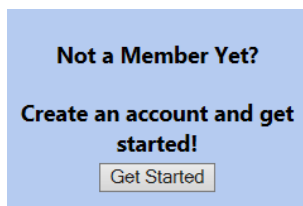
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Accessing Your Electronic Health Record

How to Create a New Account in CEHR

- Ask your Healthcare provider for Printed Instructions, which includes the web address for the Patient Portal, your Case Number, and a unique PIN that you'll use when registering your account
- The name of the Patient Portal is CEHR, or "Share" for short. This is a website that you can access from any web browser using an internet connection. The Printed Instructions that you receive from your Healthcare provider includes the website address.
- Once you are on the website for CEHR, click 



- A form will appear on the screen that you will need to complete to setup your account.
- Complete the form. You will need the information that is on the Printed Instructions (your Case Number and PIN) as well as an Email Address. If you are the Parent or Guardian of the person served, make sure you use their Date of Birth and check the box that you are the Parent or Guardian.

Please complete the information below to create a new account

Account Information

Your Name:
First Last

Create a User Name:*
(Example: JohnDoe24)

E-Mail:*
(Example: example1234@somemail.com)

Patient's Date of Birth:*

Check here if you are parent or guardian of the patient

Password:*

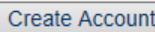
Confirm Password:*

Health Facility Information
This information must be provided to you by your health facility

Case Number:*

PIN:*

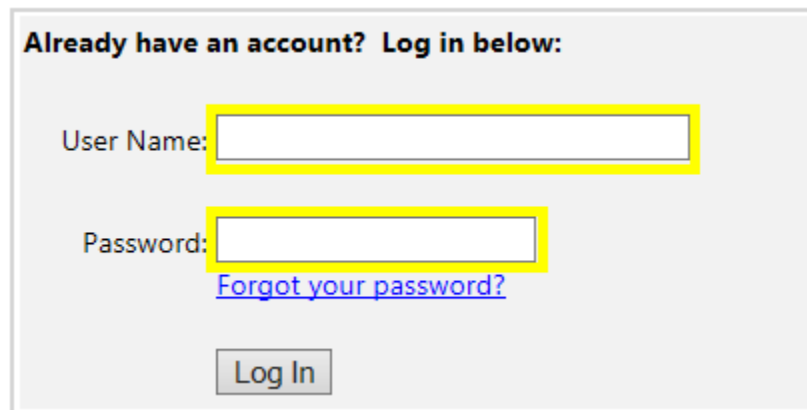
 

- Once the form is complete click 
- You will then see a list of things to read and agree with in order to use your electronic health record. For example, you will need to agree to not using your electronic health record for urgent situations – always call 9-1-1 for emergencies.
- If you have questions about what is on the screen, please talk to your Healthcare provider.

- Once you click Accept you will be on the Home Screen for the CEHR patient portal.

How to Login and Use the Portal

- Once you have an account with CEHR, from the login screen, enter your User Name and Password that you created when you setup your new account.



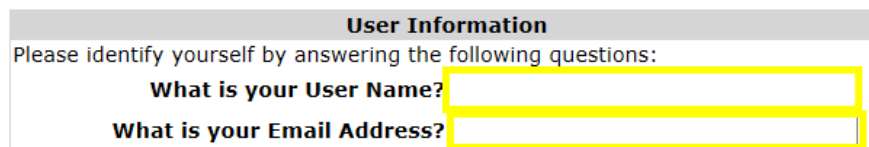
Already have an account? Log in below:

User Name:

Password:

[Forgot your password?](#)

- If you can't remember your password, click the link on the login screen: [Forgot your password?](#)
- Enter your User Name and your Email Address, then click Reset my Password.



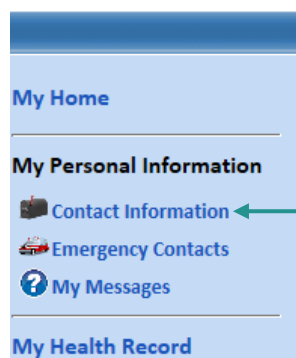
User Information

Please identify yourself by answering the following questions:

What is your User Name?

What is your Email Address?

- Open your email and locate the message that was sent to you from CEHR that includes a temporary password. Login with this password. You will be prompted to create a new password.
- The left side of your screen has the main parts of your health record. You can click on these titles to go to that page of your record.











Make a choice by clicking on any of these titles

- When you click on a title, a screen will open with information
- The information within CEHR is view-only, so feel free to browse and review your information

- There are four important navigation “buttons” at the top of the screen



-  - Click this button to get answers to questions on how to use CEHR
 -  - Click this button to take you to the main home screen
 -  - This button ends your session. When you are done or you leave your computer, you should ALWAYS click this button to logout. By logging out, you keep your information private and protected.
 -  - At the top left corner of the screen is an arrow pointing left. Click on it to go back one screen.
- Your health agency or healthcare provider is the one who will keep your health record current. In some cases, you can make changes to CEHR, for example to change your email address. If you do make any changes, please use the Save keys that you see on the screen. The navigation buttons, such as  and  do not save your information.
 -  - this picture of a calendar can be used to find a date quickly
 - * - this means that you must enter something in this field
 - Whenever you leave your computer, always click .
 - As a security measure, the system contains an automatic time-out/log off after a period of time when there is no activity.
 - At the bottom right of your screen, you will see the timer for the period of no activity. This indicates how long you have until you will be logged out, but the clock resets when you are clicking around the system and using it.

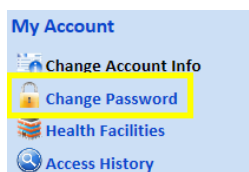
[Privacy and Terms of Use](#)

TIME-OUT IN: 29 Minutes, 6 Seconds

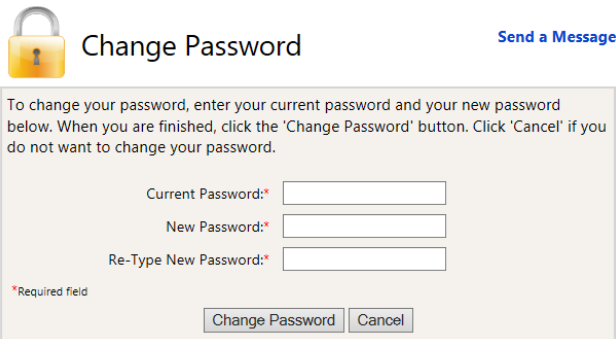
How to Create a Password

At times you will need to create a new password to keep your information secure.

- Under My Account, click on Change Password



- Follow the instructions to enter your current password and create a new password.



Change Password [Send a Message](#)

To change your password, enter your current password and your new password below. When you are finished, click the 'Change Password' button. Click 'Cancel' if you do not want to change your password.

Current Password:*

New Password:*

Re-Type New Password:*

*Required field

- Now it's time to think about your new password... please follow these rules:

DO select a password that contains at least 8 characters. A character can be a letter, number, or symbol. NO SPACES! 😊

DON'T use a password that is less than 8 characters.

DO include letters and numbers in your password.

DON'T use any identifying information (i.e. your name, birth date, login ID, etc.)

DO memorize your password. Choose a password that is easy for you to remember.

DON'T use all the same characters, i.e. 11111111 or aaaaaaaaa

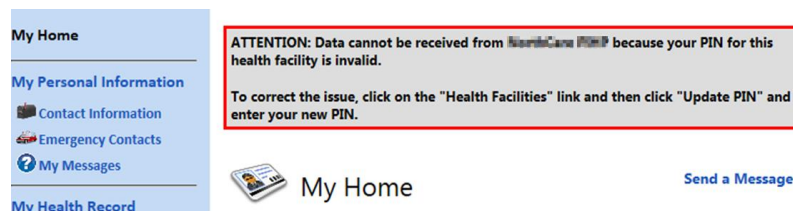
- Passwords are exact so if you use a capital letter, it must always be used when entering your password.
- Be sure to save this by clicking the button

Note: Every 180 days you will have to change your password to help keep your record safe

How to Update Your CEHR "PIN"

Your PIN is used to register a new account in CEHR and is included on the Printed Instructions. If you feel someone may have learned your Personal Identification Number (PIN), you will want to request your Healthcare provider to generate a new PIN. Once your Healthcare provider has changed it and printed new instructions, you will want to login to CEHR to complete these steps:

- You will see this message at the Main Menu. Your health data within CEHR will not appear until the new PIN is entered.



My Home

My Personal Information


- Contact Information
- Emergency Contacts
- My Messages

My Health Record

ATTENTION: Data cannot be received from ~~HealthCare PIM~~ because your PIN for this health facility is invalid.

To correct the issue, click on the "Health Facilities" link and then click "Update PIN" and enter your new PIN.

[Send a Message](#)

- Click on  **Mental Health Facilities** in the bottom left corner and click [Update PIN](#)



Health Facilities

[Send a Message](#)

You are able to use this CEHR system because you are registered with the health agency or agencies in the box below. If you need to change your registered PIN, click the Update PIN link and enter a new PIN.

You are registered with more than one health facility, but you can only view information from one facility at a time. You are currently viewing information from NorthCare PIHP. To change to a different facility, select it from the list below and click the 'Switch Health Facility' button.

If you were given a Case Number and PIN to another health agency you receive services from, click the 'Add Health Facility' button and follow the steps to register.

Health Facility	Case Number	PIN
<input type="radio"/> LifeWays Community Mental Health	09	LE
<input checked="" type="radio"/> NorthCare PIHP	99	NC Update PIN

[Switch Health Facility](#)[Add Health Facility](#)


- Enter your new PIN and your birthdate in this format: MM/DD/YYYY and then [SAVE](#)

How to Add a Health Facility to Your Portal

If you receive services by more than one healthcare agency that use PCE Systems, you can link those records together in CEHR so you can view information for both agencies.

Once you have an account in CEHR with the first healthcare agency, you can add the second agency under Health Facilities. Please ask your Healthcare provider for the Printed Instructions, as this will include some information that you need to enter to setup the second account.

There is not a limit to the number of Health Facilities you can add, but they must use PCE Systems.

- From the Main Menu, click  [Health Facilities](#)



Health Facilities

[Send a Message](#)

You are able to use this CEHR system because you are registered with the health agency or agencies in the box below. If you need to change your registered PIN, click the Update PIN link and enter a new PIN.

If you were given a Case Number and PIN to another health agency you receive services from, click the 'Add Health Facility' button and follow the steps to register.




















Health Facility	Case Number	PIN
██████████	██████████	**** Update PIN

[Add Health Facility](#)

- Click [Add Health Facility](#)
- Using the Printed Instructions from the second agency, enter your Case Number, the PIN and your birthdate in this format: MM/DD/YYYY and then [SAVE](#)

Reviewing Your Health Information

Here is a quick summary of the popular areas of the portal

My Home	My Personal Information – view your contact information and the emergency contacts that we have for you on file. Contact staff if this information needs to be updated. My Messages – send an electronic message to your agency and receive one back. If you get a new message from your agency, you will receive an email to let you know that you have a message.
My Personal Information  Contact Information  Emergency Contacts  My Messages	My Health Record – view information about your health; you can see your allergies, your diagnosis, the medications you are taking, details about those medications, blood pressure, weight and other vitals. When tests are done at a laboratory those results can be seen here. Continuity of Care – you can download a file of your basic healthcare information and send it privately and safely to other healthcare providers. Documents – view documents that your agency has sent to you so you can keep a copy or so you can electronically sign documents waiting for your signature.
My Health Record  Allergies  Continuity of Care  Diagnosis  Documents  Lab Test Results  Medications  Vitals	My Appointments – view future appointments. Contact staff if you need to cancel or schedule a new appointment.
My Appointments	Upload Documentation – upload your own health information and send it to your health provider Fill Out Forms – complete a form within CEHR and automatically send it to your provider.
Upload Documentation  Fill Out Forms	Resources – click here to find helpful information from your agency
Resources	My Account  Change Account Info  Change Password  Health Facilities  Access History
My Account  Change Account Info  Change Password  Health Facilities  Access History	

How to Send a Message

If you wish to inform your healthcare provider/health provider about something, you can click the Send a Message link on any page.



My Home

[Send a Message](#)

Welcome to your Community Electronic Health Records (CEHR). Below is a "menu" of items with your health information. The words next to the pictures are "links" to click on to see your information. If you need help understanding how to use CEHR, there is a "help" button above. Click on it and you may be able to get your questions answered. If not, ask the person in charge of your care.

A pop-up box will appear to write a note to staff. Select the person that you want to send the message to, type your note, and then click Send.

Send a Message ✕

In the 'Send To' line below, you will see a name. If this is the person you wish to message, type your message in the box below and click 'Send.' If you would like to send a message to someone else, click on the arrow and then select the name of the person you wish to message. Type your message and click the 'Send' button.

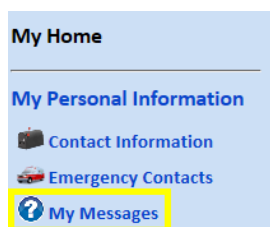
Warning: Do not use CEHR to contact your provider in an emergency. If this is an emergency, contact your provider directly by phone or call 911. CEHR should only be used to communicate non-urgent and non-critical questions to your care provider, such as information about your medications or test results or follow up questions from a recent visit.
Please contact your case manager by phone if you have not received a response after several days.

My Message

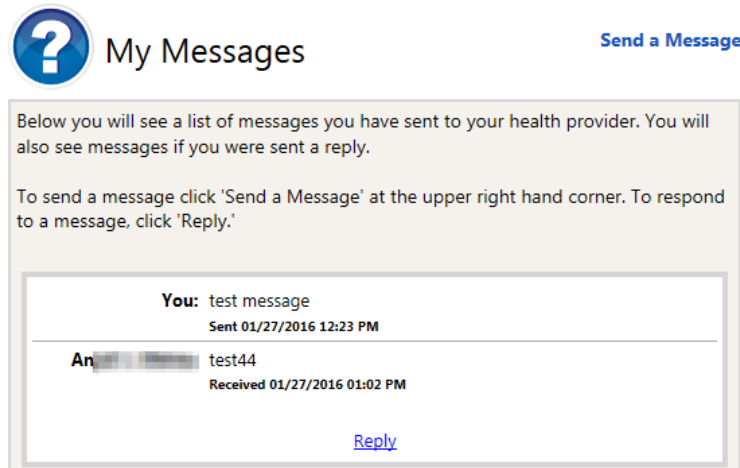
Send To: *Select a Recipient
[Name] (Case Manager)
[Name] (Care Team Member)

How to See if You Received any Messages

- When Staff reply to your message or send a new message, you will receive an Email to let you know that you have a message in CEHR to review.
- Once you login to CEHR, from the Main Menu, click My Messages



- You will see a list of all the messages that you have sent or received. Click Reply if needed.



My Messages [Send a Message](#)

Below you will see a list of messages you have sent to your health provider. You will also see messages if you were sent a reply.

To send a message click 'Send a Message' at the upper right hand corner. To respond to a message, click 'Reply.'

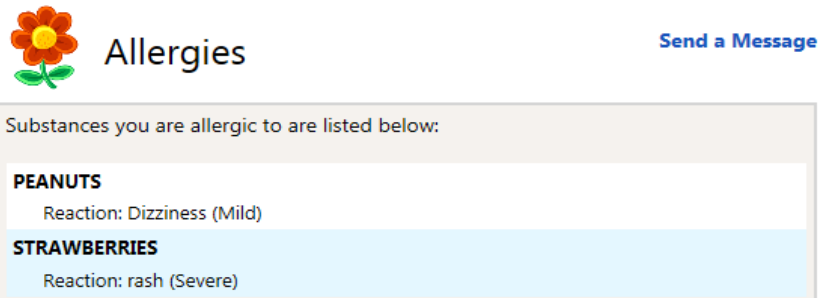
You: test message
Sent 01/27/2016 12:23 PM


An [redacted]: test44
Received 01/27/2016 01:02 PM

[Reply](#)

How to See Your Allergies

- From the Main Menu, click  **Allergies** and the following screen will appear:



 **Allergies** [Send a Message](#)

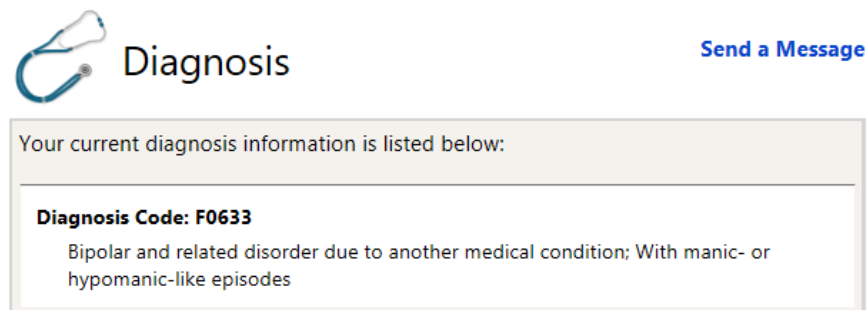
Substances you are allergic to are listed below:


PEANUTS
Reaction: Dizziness (Mild)

STRAWBERRIES
Reaction: rash (Severe)

How to See Your Current Diagnosis

- From the Main Menu, click  **Diagnosis** and the following screen will appear:




 **Diagnosis** [Send a Message](#)

Your current diagnosis information is listed below:

Diagnosis Code: F0633
Bipolar and related disorder due to another medical condition; With manic- or hypomanic-like episodes

How to See Your Lab Test Results

- From the Main Menu, click  **Lab Test Results** and the following screen will appear:



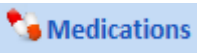
Lab Test Results

[Send a Message](#)

Your lab test results are listed below with the date they were reported. Note that this list may not include all test results received by your health provider:

COMPREHENSIVE METABOLIC Nov 30, 2015	Test Ordered By R[REDACTED]
	Test Performed By .
ALBUMIN	
Result: 4.5 G/DL	Abnormal Flag: N
ALK PHOS	
Result: 88 U/L	Abnormal Flag: N

How to See Your Current Medications

- From the Main Menu, click  **Medications** and the following screen will appear:



Medications

[Send a Message](#)

Your current medications are listed below:

Abilify - 10 mg Take 10 mg Once per day Medication Details
Fluphenazine Decanoate - Take 25mg intramuscular Once a Week Medication Details


- [Medication Details](#) – click this link to view more information about the medication. A window will open to CareNotes® and you can click the Language and view information about that medication. Close this window using the Log Out button or X in the top right corner. This will *not* log you out of the portal.

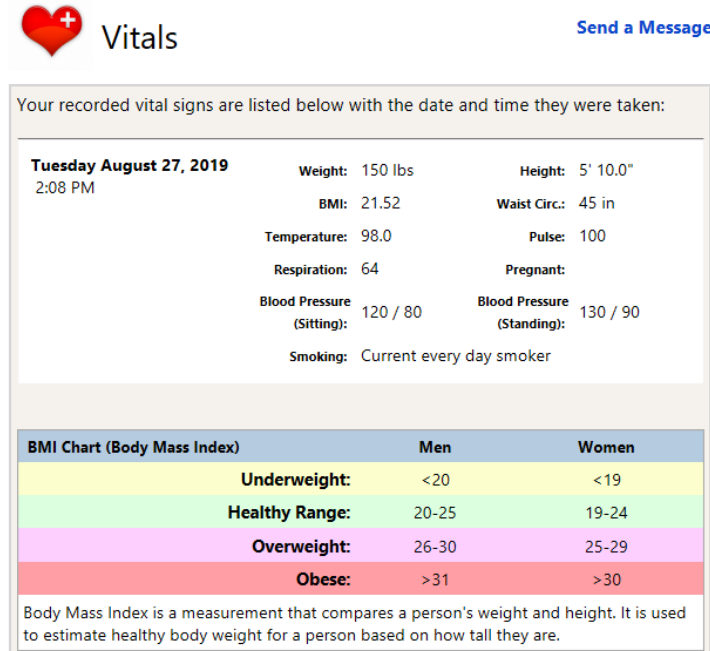
Log Out

IBM Micromedex® CareNotes®

Medication Titles	Document Type	Languages
Aripiprazole (Oral) (Liquid, Tablet, Tablet, Disintegrating)	DrugNote	English Spanish Portuguese (Bra...)
	Med Essential Fact Sheet	English Spanish Portuguese (Bra...)

How to See Your Vital Signs

- From the Main Menu, click  and the following screen will appear:



Vitals [Send a Message](#)

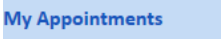
Your recorded vital signs are listed below with the date and time they were taken:

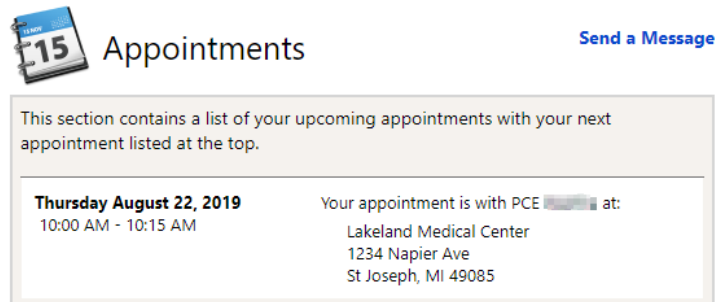
Tuesday August 27, 2019 2:08 PM	Weight: 150 lbs	Height: 5' 10.0"
	BMI: 21.52	Waist Circ.: 45 in
	Temperature: 98.0	Pulse: 100
	Respiration: 64	Pregnant:
	Blood Pressure (Sitting): 120 / 80	Blood Pressure (Standing): 130 / 90
	Smoking: Current every day smoker	

BMI Chart (Body Mass Index)	Men	Women
Underweight:	<20	<19
Healthy Range:	20-25	19-24
Overweight:	26-30	25-29
Obese:	>31	>30

Body Mass Index is a measurement that compares a person's weight and height. It is used to estimate healthy body weight for a person based on how tall they are.


How to See Your Upcoming Appointments

- From the Main Menu, click on the link  and the following screen will appear:



Appointments [Send a Message](#)

This section contains a list of your upcoming appointments with your next appointment listed at the top.

Thursday August 22, 2019 10:00 AM - 10:15 AM	Your appointment is with PCE  at: Lakeland Medical Center 1234 Napier Ave St Joseph, MI 49085
--	--

How to View Resources

Your agency make helpful resources available to you within CEHR. Follow the steps below to see the information:

- From the Main menu, click on  and the following screen will appear:



Resources

[Send a Message](#)

This page contains resources for you from your health provider. Click on one of the categories below to learn more.

[Diabetes](#)

- Click on one of the items that interests you.



Diabetes

[Send a Message](#)

Click on an area that interests you:

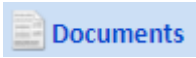
[Diabetes Information Poster](#)

[Go Back to Resources](#)

- The information will appear in a pop-up window.
- When you are finished looking at the information, click 'X' in the upper right corner to close the window.

Reviewing Your Documents

How to View and Sign Documents Sent by Your Health Provider

- You will receive an email if a document has been sent to CEHR
- From the Main Menu, click  **Documents** and the following screen will appear:



My Documents

[Send a Message](#)


The following clinical documents require your signature:

Date	Document	Notes	
08/21/2019	POS Meeting	Released to CEHR to collect signature	Review & Sign

All clinical documents released to you by your health provider are listed below:

Date	Document	Notes	
08/21/2019	POS Pre-Plan	test	View Document
08/21/2019	POS Meeting	Released to CEHR to collect signature	View Document
08/19/2019	PHQ-9		View Document


- You will see a [Review & Sign](#) if the document needs your signature. Click the link to sign the document

 **My Documents** [Send a Message](#)

The following clinical documents require your signature:


Date	Document	Notes	
08/28/2019	Care Plan	Released to CEHR to collect signature	Review & Sign

- The document displays as a PDF that you can scroll through to review.

 **My Documents** [Send a Message](#)

To sign this document:
 1.) Review the document. The document is included on this page below. Alternatively you may click [here](#) to download and review the document.
 2.) Enter your password and click "Sign".

If you are unsure about what to do contact your health care provider to discuss.



Click, hold and drag down this bar to see all of the document

- Once the document has been reviewed, scroll to the bottom of the page and enter their CEHR password and click Sign.

DOCUMENTATION REQUIRED
 Yes No

TAKING MEDICATION
 Provide/Assist Guide/Direct/Train/ N/A

When you put in your password and click the "Sign" button below, you will be signing this document using an "electronic signature". This acts just like a regular signature on paper. If you have any questions, have problems viewing or reading the document, or if you want to sign this on paper instead, please log out and contact your provider.

Name of the Signer

Password

[Sign](#) [Cancel](#)

- The document is removed from the list of documents to sign but remains on the screen for future viewing.

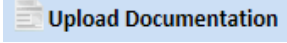
 **My Documents** [Send a Message](#)

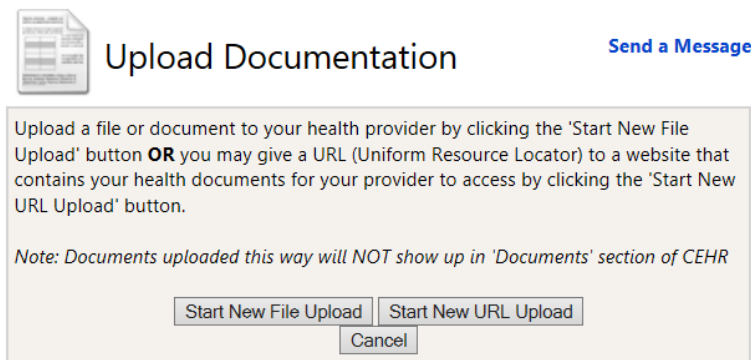
All clinical documents released to you by your health provider are listed below:


Date	Document	Notes	
08/28/2019	Care Plan	Released to CEHR to collect signature	View Document

How to Add Information into Your Record and Send to a Health Provider

If you want to send a document to your health provider from your computer or from a website, follow these steps:

- From the Main Menu, click  and the following screen will display:

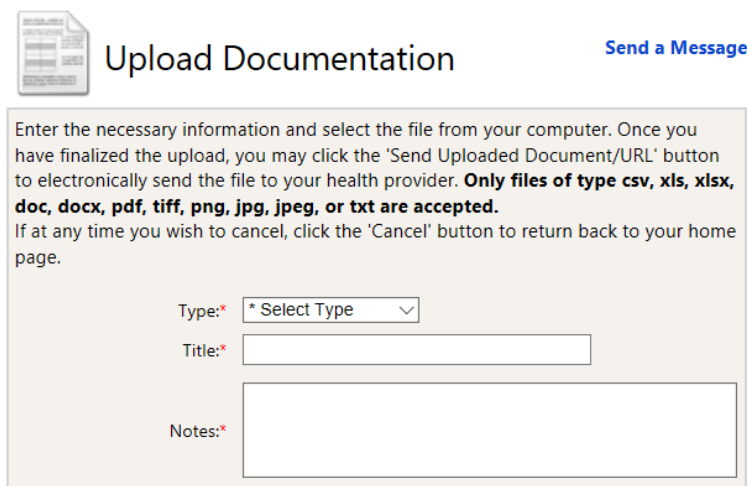



 **Upload Documentation** [Send a Message](#)

Upload a file or document to your health provider by clicking the 'Start New File Upload' button **OR** you may give a URL (Uniform Resource Locator) to a website that contains your health documents for your provider to access by clicking the 'Start New URL Upload' button.

Note: Documents uploaded this way will NOT show up in 'Documents' section of CEHR

- To upload a file from your computer, click
- Select the Type, enter a Title and a Note about the document



 **Upload Documentation** [Send a Message](#)

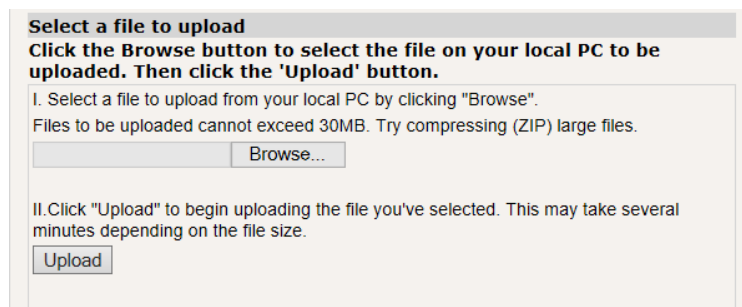
Enter the necessary information and select the file from your computer. Once you have finalized the upload, you may click the 'Send Uploaded Document/URL' button to electronically send the file to your health provider. **Only files of type csv, xls, xlsx, doc, docx, pdf, tiff, png, jpg, jpeg, or txt are accepted.**
If at any time you wish to cancel, click the 'Cancel' button to return back to your home page.

Type:*

Title:*

Notes:*

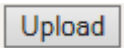
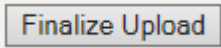
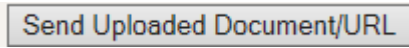
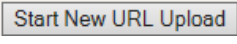
- Click and find the document on your computer

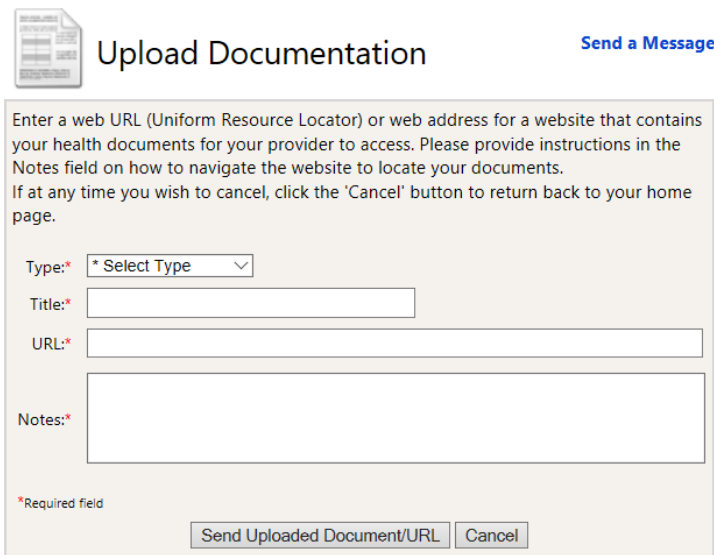


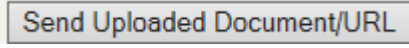
Select a file to upload
Click the **Browse** button to select the file on your local PC to be uploaded. Then click the **Upload** button.

I. Select a file to upload from your local PC by clicking "Browse".
Files to be uploaded cannot exceed 30MB. Try compressing (ZIP) large files.

II. Click "Upload" to begin uploading the file you've selected. This may take several minutes depending on the file size.


- Click 
- Click 
- Click . (“URL” means a website address and is used in the next example)
- In addition to documents, you can send a link to a web address to your health care provider. This should be used to share your personal health reports or data from online sources. Examples could be a fitness monitoring device/app or in-home health data tracking device so this information can be included in your health record.
- To upload a link to a web address, click 
- Select the Type, enter a Title, enter the web address into the URL field, and enter a Note about the document



- Click 
- The document or URL is now available to your health care provider to review in their system.

How to Fill Out Forms

You may receive a questionnaire or form from your health provider that they would like you to complete and return to them. To do so, follow these steps:

- From the Main Menu, click 



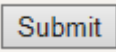
Fill Out Forms

[Send a Message](#)

This page contains forms that you may fill out and submit to your health provider. Click on one of the forms below to begin.

PHQ-9

Patient Health Questionnaire

- ▶ You will see blue links to the forms that your health care provider has made available in the portal.
- ▶ Click on the blue link of the form you wish to complete.
- ▶ Fill out the form and click 
- ▶ The form is now available to your health care provider to review in their system.

Sharing Your Information with Other Healthcare Providers


How to Share Your Health Data

You are able to download or send a Continuity of Care Document, or CCD, from within your patient portal. This document includes a summary of information that can be viewed or shared with other healthcare providers.

Example health data that is included in the CCD:

- Smoking Status
- Allergies
- Medications
- Diagnoses
- Vital Signs
- Lab Results
- Immunizations

The purpose of the CCD is to share with your other healthcare providers so they can incorporate it into their system and better understand your healthcare status.

- ▶ From the Main Menu, click  **Continuity of Care**
- ▶ Click [View My Continuity of Care Document \(HTML\)](#)



Continuity of Care Document

[Send a Message](#)

A Continuity of Care Document (CCD) is a file which contains your current personal and health information. It can be given to your other health care providers.

To **View** your CCD, click the link below:

[View My Continuity of Care Document \(HTML\)](#)

- A window will open and display your CCD. Review the information and determine if this would be helpful to share with your other healthcare providers.
- If you would like to download your CCD, you can choose to download an HTML or XML version. Both formats can be saved to your computer.
 - The HTML version looks like a webpage and is the “human readable” version.
 - The XML version is a format that can be imported into an Electronic Health Record. This is the format you would want to use if you decide to send the CCD to others healthcare providers who use an electronic record.



Continuity of Care Document

[Send a Message](#)

A Continuity of Care Document (CCD) is a file which contains your current personal and health information. It can be given to your other health care providers.

To **View** your CCD, click the link below:

[View My Continuity of Care Document \(HTML\)](#)

To **Download** your CCD, click the link below:

[Download My Continuity of Care Document \(HTML\)](#)

To **Download** an “XML” version of your CCD, which has codes and is used by computers, click the link below:

[Download My Continuity of Care Document \(XML\)](#)

- Instead of downloading, you also have the option of emailing the CCD right from the portal directly to your other healthcare provider.
- You can choose to send via email and just type the email address of a staff person who works at the other healthcare provider’s office, or you can send it using a “Direct” email address.
 - Send CCD Via Email should be used to enter an email address that was given to you by the healthcare provider. You could also send it to yourself as a test to see what they would see. Sending Via Email will include both the HTML and XML versions.
 - Send CCD Via Secure Email is used when you have what’s called a “Direct Email Address”. “Direct” is a special secure email that some healthcare providers have to send health information back and forth using encryption.
 - If you are unsure which email method to use, call your Healthcare Provider’s office to see if they have a Direct Email Address or a basic email that you could use to share your

CCD. Just let them know you are trying to share a CCD that includes your health data and they can guide you on where to send it.

To **Email** a copy of your CCD to a different health care provider, click the link below and then provide an email address:

[Send CCD Via Email](#)

If you have a special Direct email* address, you may **Securely Email** a copy of your CCD to a different health care provider. Click the link below and then provide a Direct email address.

[Send CCD Via Secure Email](#)

*A Direct email address is a special secure email address given to you by your health care provider.

When using a direct email address, your CCD will be sent securely and encrypted. Ask your health care provider if you are unsure about using Direct/secure email.

[END]