Imagine . . .
all your patient information in one view
<table>
<thead>
<tr>
<th>TABLE OF CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Referring Physician Portal Log In</strong> ........................................... Pg 3</td>
</tr>
<tr>
<td><strong>WEB PORTAL</strong></td>
</tr>
<tr>
<td>Usage of PatientKeeper ............................................................. Pg 4</td>
</tr>
<tr>
<td>Patient List .................................................................................. Pg 5</td>
</tr>
<tr>
<td>Adding Patients to your Patient List .......................................... Pg 5-6</td>
</tr>
<tr>
<td>Referring Physician Portal Modules ........................................... Pg 7-9</td>
</tr>
<tr>
<td>Overview ...................................................................................... Pg 7</td>
</tr>
<tr>
<td>Patient Detail .............................................................................. Pg 7</td>
</tr>
<tr>
<td>Visits ............................................................................................. Pg 7</td>
</tr>
<tr>
<td>Allergies ....................................................................................... Pg 8</td>
</tr>
<tr>
<td>Clinical Notes ............................................................................... Pg 8</td>
</tr>
<tr>
<td>Lab Results .................................................................................... Pg 8</td>
</tr>
<tr>
<td>Test Results .................................................................................. Pg 9</td>
</tr>
<tr>
<td>Vital Signs .................................................................................... Pg 9</td>
</tr>
<tr>
<td>Intake/Output ............................................................................... Pg 9</td>
</tr>
<tr>
<td>Troubleshooting ............................................................................ Pg 10</td>
</tr>
</tbody>
</table>
Referring Physician Portal

Logging in:

1. Open a Web browser

   Supported Browsers:
   - Internet Explorer 9
   - Internet Explorer 10
   - Google Chrome
   - Apple Safari
   - Firefox 11
   - Firefox 12

2. Go to: www.vcuhsconnect.org

3. Log in with credentials
Usage of PatientKeeper

VCU Medical Center clinical data can be viewed in PatientKeeper.

**Viewing Clinical Data:**
A.) **Select a patient** by clicking on them within the patient list.
   1.) This list displays the patients name, reason for visit, age, sex, # of days in hospital, and location.

B.) **Modules** - Select the type of clinical information to be viewed.

C.) The **results** for that clinical result module are displayed here. To view the details contained with the result, click on the desired result.

D.) The **details** of the result are displayed in this pane.

**Note:** Future enhancements will include viewing of Orders.
UNDERSTANDING THE IMPORTANCE OF PATIENT LISTS

The majority of your patients should appear on the list automatically if they are in-house or discharged within the last 3 days.

This list will display the patients in which you have a relationship with as a PCP or Referring Physician.

Adding Patients to your Patient List

Your Patient List appears on the left side of the window. If you need to add a patient to your list, you will need to add the patient manually.

To add patients to your Patient List, click Manage and select Add Patient from the drop-down list.

NOTE: To Remove a patient from your Patient List, follow the same process and select Remove Patient.

Step 1: Type in the search criteria for your patient. EX: MRN=Medical Record Number, Last and First name.

Step 2: Make sure ‘Include Past Visits’ is checked if you are attempting to view a patient that has been discharged.

Step 3: Hit Enter or click Search for Visits button.
Step 4: The visit type can be sorted by hitting the header column type. This will assist with locating the appropriate visit.

Step 5: Click the appropriate visit.

Step 6: Click the Add button.

This message appears momentarily.

Step 7: Click Close at the bottom of the window.

The patient is then displayed on your list.

IMPORTANT: It is imperative that you select the correct patient and encounter after verifying that you’re working with the correct patient information. JACHO standards require that you use multiple criteria to identify your patient - name with DOB is recommended. In addition to using the DOB as a patient identifier, you can also use other criteria such as the MRN.
Overview Modules

This module lets you view multiple panes at once.

Example:

1. Visits
2. Visit Detail

Patient Detail Modules

This module displays Patient demographics and current visit details.

Visits Modules

This displays all visits based on your Date Filter.
Referring Physician Portal Modules

Allergies Module
This displays a list of all known allergies for the given patient. The details of the allergies can be viewed in the lower pane.

Lab Results Module
This displays any lab results the patient has on file. Lab results are organized into panels, components and lists.

Clinical Notes
This displays all notes documented in Patient Keeper. It also gives you the ability to search for your key words and mark your document as important.
Referring Physician Portal Modules

Test Results Module
This shows you a summarized list of the text-based clinical results of tests that have been performed on a patient.

Vital Signs Module
This displays a list of recent vital sign readings.

Intake/Output Module
The I/Os displays a history of intake/output measurements for a particular patient. Currently the following are not available in I/Os:

- Continuous Infusions
- Medications
**TROUBLESHOOTING**

<table>
<thead>
<tr>
<th>POP-UP BLOCKERS (WEB PORTAL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are a few reasons why your Patient List may not appear. If your Patient List does not appear at all after logging in, it may be due to a Pop-Up Blocker setting. PatientKeeper application uses pop-up windows, so if your setting is blocking them, the “block” has to be turned off.</td>
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</tbody>
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**Step 1:** Within the Internet Explorer toolbar, select **Tools**, then **Pop-Up Blocker**.

**Step 2:** Make sure there is no check mark next to “Turn On Pop-up Blocker” (as shown in the example above).

<table>
<thead>
<tr>
<th>PATIENTKEEPER USES 2 WINDOWS</th>
</tr>
</thead>
<tbody>
<tr>
<td>After you have logged into the PatientKeeper application, the Patient List opens in a separate window from the Login window. Both windows need to remain open for the application to remain open.</td>
</tr>
</tbody>
</table>

Also, only one session of PatientKeeper can be open on any given PC. If you have trouble logging in, verify that there is only one instance open.

**Additional Problems**

**VCUHSCconnect Support**

- Community Physician Offices please contact support at (804) 297-6630.

- MCV Physicians please contact the Service Desk at (804) 828-6447.

- To request a VCUHSCconnect Account please complete the following form and fax to the number included. [Access Request Form](#)