



GLHC Inbox User Guide

The **GLHC Inbox** is a clinical document management tool accessed through the Great Lakes Health Connect (GLHC) Solution Center. The GLHC Inbox organizes and displays reports and results sent by participating hospitals. The GLHC Inbox replaces the process of receiving this information by fax machine.

Receiving reports and results in this common location and format (PDF) allows an organization and healthcare providers to simplify workflow and maintain high security standards. Reports and results are typically stored in the GLHC Inbox for 30 days.

GLHC Solution Center – Access to the GLHC Inbox

Access the GLHC Inbox and other GLHC solution through the Solution Center, www.hie.gl-hc.org/ccv. Username and password are required. Contact your organization's Administrator for login assistance.

What is Health Information Technology?

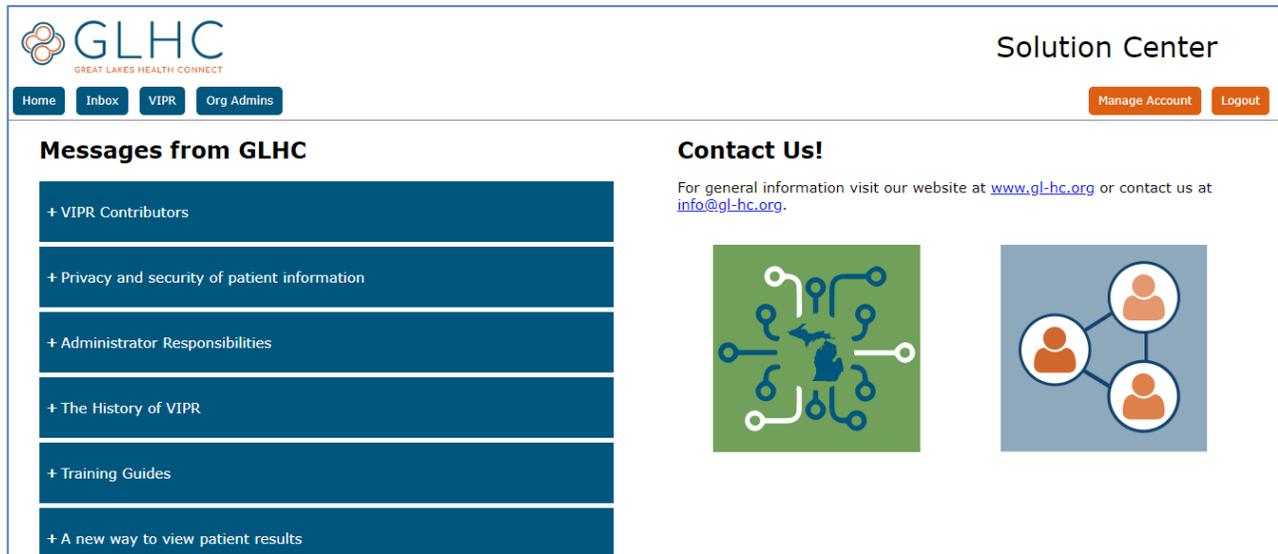
Healthcare organizations use technology in a variety of ways. In the past 10 years, the US healthcare system has transitioned to using electronic tools to organize health information about their patients. These tools, health information technology, help healthcare providers and organizations improve the quality of health care, prevent medical errors, reduce health

Contact Us!

For general information visit our website at www.gl-hc.org or contact us at info@gl-hc.org.

GLHC Home Page

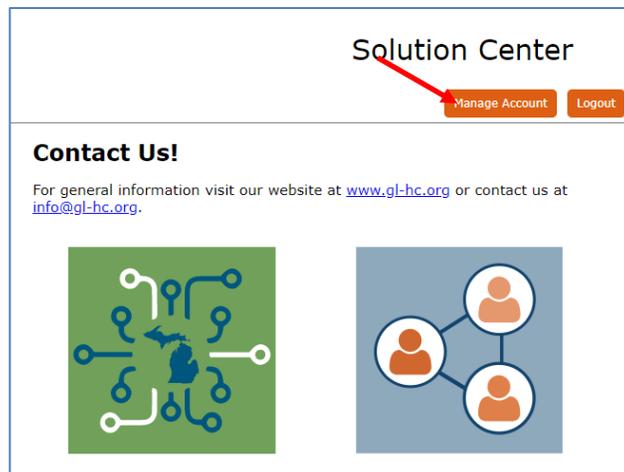
The Home page provides updates and additional information from GLHC.



The screenshot shows the GLHC Home Page interface. At the top left is the GLHC logo. To the right is the text "Solution Center". Below the logo are navigation buttons: "Home", "Inbox", "VIPR", and "Org Admins". On the far right are "Manage Account" and "Logout" buttons. The main content area is divided into two columns. The left column is titled "Messages from GLHC" and contains a list of links: "+ VIPR Contributors", "+ Privacy and security of patient information", "+ Administrator Responsibilities", "+ The History of VIPR", "+ Training Guides", and "+ A new way to view patient results". The right column is titled "Contact Us!" and contains the text: "For general information visit our website at www.gl-hc.org or contact us at info@gl-hc.org". Below this text are two icons: a green square with a white circuit-like pattern and a blue square with three white circles representing people.

Managing Your Account

To change your last name, demographics, email address, and/or challenge question and answer, click the **Manage Account** button.



This image is a close-up of the "Solution Center" header area. It shows the "Solution Center" text and the "Manage Account" and "Logout" buttons. A red arrow points from the "Solution Center" text to the "Manage Account" button.

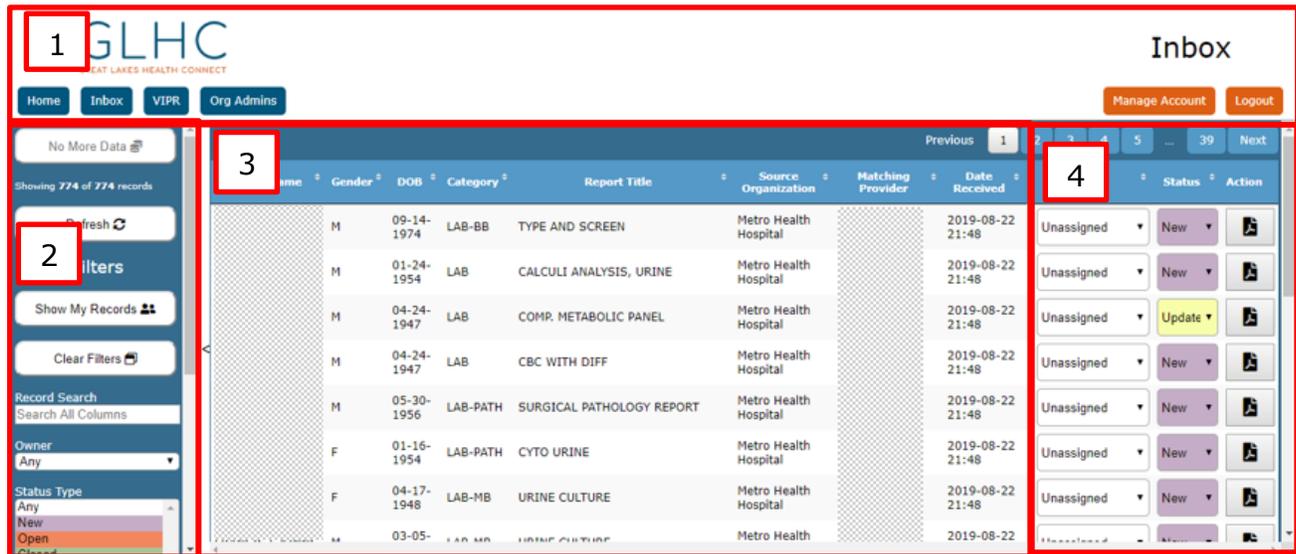
Opening the GLHC Inbox

Once logged in to the GLHC Solution Center, click on the Inbox button.



Sections of the GLHC Inbox

There are four sections of the GLHC Inbox.



The screenshot shows the GLHC Inbox interface. Section 1 is the top navigation bar with buttons for Home, Inbox, VIPR, and Org Admins. Section 2 is the left sidebar containing filters for Record Search, Owner, and Status Type. Section 3 is the main table of reports with columns for Name, Gender, DOB, Category, Report Title, Source Organization, Matching Provider, Date Received, Status, and Action. Section 4 is the right sidebar containing status and action buttons for each report, such as 'Unassigned', 'New', and 'Update'.

1. **Solution Center Navigation:** Buttons that navigate to other areas of the Solution Center.
2. **Inbox Control Bar:** Filter the Inbox to see different or more specific information.
3. **Inbox Details:** Results and reports sent to the organization.
4. **Inbox Actions:** Take action on a result or report.

1. Solution Center Navigation

This section takes the user to other areas of the Solution Center. This access is dependent on user security privileges, set by your Administrator.

Available buttons:

- **Home:** Access to GLHC Solution Center homepage that messages from GLHC and GLHC contact information
- **Inbox:** Access to the GLHC Inbox Solution.
- **VIPR:** Access to the Virtual Integrated Patient Record (VIPR), the GLHC longitudinal community health record
- **Manage Account:** Access to your account details
- **Logout:** Logout of the current session

2. Inbox Control Bar

The Inbox Control Bar provides option to filter what results and reports display in the Inbox Details section.

- **Load More:** The GLHC Inbox first displays the most recent 100 results. Click "Load More" to have additional results added to the GLHC Inbox viewer.
- **Show My Records:** Will only display results assigned to the logged in user.
- **Clear Filters:** Will remove all active filters.
- **Record Search:** This is a free text box to search for keywords.
- **Owner:** Search by assigned Owners.
- **Status Type:** Filters the results based on their status.
 - Any: Displays all record types (assigned by the application)
 - New: Results that are just received (assigned by the application)
 - Open: Results that are being worked on by staff (user selected)
 - Closed: Results that have been completed or printed by staff (user selected)
 - Updated: Results that have new data (assigned by the application)
 - Other: Optional status that can be used by the office for additional workflow (user selected)
- **Demographics:** Search based on demographic information, each field is free text.
- **Refresh:** Updates the GLHC Inbox with any new changes or results.
- **Records Per Page:** Changes the number of displayed records
- **Minimize Controls:** Click the "<" icon to minimize the Control Bar and expand the Inbox Details window. Click again to return the Control Car to default size.

Note: The search feature only searches the records in view (**Showing**), not all records within the GLHC Inbox. In the example below, the search would pertain to the 805 records in view, not the 17,504 total records.



3. Inbox Details

There are eight columns of information.

Patient Name	Gender	DOB	Category	Report Title	Source Organization	Ordering Provider	Date Received
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1. **Patient Name:** first and last name
2. **Gender:** reported gender
3. **DOB:** date of birth
4. **Category:** result type such as Lab, Pathology, Radiology, Transcription, etc.
5. **Report Title:** name of the report as labeled by the sending facility
6. **Source Organization:** name of the facility sending the result
7. **Ordering Provider:** name of the identified provider who ordered the result
8. **Date Received:** date that the result was delivered to the GLHC Inbox

4. Inbox Actions

There are three columns in this section.

1. **Owner:** assign the result to a staff member
2. **Status:** shows the current status, click the arrow to change the status
3. **Action:** opens a PDF document for that result

Owner	Status	Action
sspieker	Open	
priker	Closed	
dcrawford	Other	

Note: Changing the **Owner** or **Status** will display for all users within the organization. All other filtering will display only for the user and not for other users within the organization.

Sorting

The sort icon is two arrows, one pointing up and the other pointing down. This icon will order the displayed information based on the selected column within the Inbox Display and Action sections.

Viewing a Report

To open a report, click on the PDF icon in the Action column.



Printing Reports



To print a specific report select the print icon to the right of the PDF document.

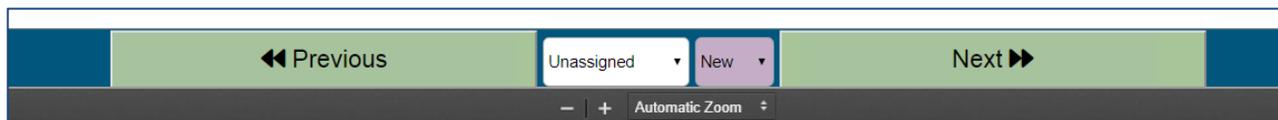
Any printed report will include the date/time the report was printed and the name of the person who printed the report.

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Page 1 of 4

Managing Reports

Take action on the report once it is open.



- View another report by clicking **Previous** or **Next**.
- Assign the report to a staff member by clicking in to the "Unassigned" dropdown menu.
- Change the status of the report to match office workflow.
- Minimize or expand the viewing size of the report by clicking on the plus or minus icons to the left of "Automatic Zoom"

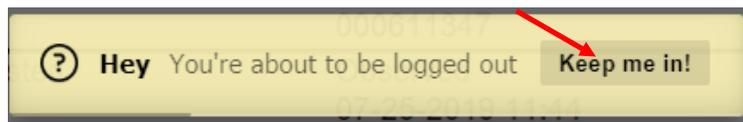
Closing the Report View

To close the Report View, click on the **Close** button in the upper right hand corner.



Timing Out

The system will log a user out of the **Inbox** after a period of non-activity. Prior to logging out of the application, the User will receive a warning message as displayed below. To remain in the Inbox select the **Keep me in!** button.



Log Out

To log out of the GLHC Inbox, click the **Logout** button in the upper right hand corner of the application.

