Computer System Access
& Viewing Information in Soarian Clinicals

For Clinical Staff Provisioned for Soarian View Only

- ✓ Accessing the Northwest Hospital network & setting up a secure password
- ✓ Learning about & registering to use Rapid Access computers in the patient rooms
- ✓ Accessing Soarian Clinicals to find patient information
- ✓ Viewing patient information in Soarian Clinicals
- ✓ Calling the HELP Desk or Clinical Support Team

UW Medicine
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For your first access to the hospital network and Soarian Clinicals, follow directions on pages 2-5

NWH Network Logon & Password Management

1. For your first login, **_go to the nursing station and find a regular desktop PC at with a desktop screen that looks like this*→_**

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*You'll see two types of computers on the patient care units:
- Regular desktop PCs -- **not** in the patient rooms.
- "Rapid access devices", also called "Aventura" devices – these are in the patient rooms. They are designed to allow quick access "in & out". (More information below)

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2. Press **Control+Alt+Delete** together.

3. Enter your username (LoginID) in the **User Name** field. This name is _usually_ the first letter of your first name and up to seven characters of your last name. _Your username is not case sensitive; you can type it in either upper or lower case letters._

Example: Mary Johnston's user name would be: mjohnsto

4. In the **Password** field, enter your temporary password, then click on the arrow icon or press Enter. **Your password is case sensitive;** _you must type it in the case given (upper or lower)._

Think of a permanent password following these requirements:
- Must be **8 to 13** characters long
- Include one or more **upper case** letters: A-Z
- Include one or more **lower case** letters: a-z
- Include one or more **numeric digits**: 0-9
- Include one or more of these **symbols**: ` ! @ # $ % ^ & * ( ) - _ + = { } [ ] : < > . ? /

Your new password <u>must not</u>:
- Include any characters other than those listed above, e.g. DO NOT use ~ \ | ; " ' ,
- Use the same character more than twice in a row (example: aaa or 1111)

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5. In the next screen, enter your temporary ("old") password in the first field, then your **New Password** (the secure, permanent one you chose) in both the **New Password** field and the **Confirm Password** field.

6. Click on the arrow icon or press Enter.

Remember: passwords are confidential and should never be shared!
Every 120 days, you will be prompted to change your network password, but you can do it proactively at an earlier date.

 Next, as long as you're logged into the network, it's a good time to also set up your Soarian Clinicals password – (see next page)

Accessing Soarian Clinicals to View Patient Information

1. Open the "**Soarian**" icon on the desktop (not "Soarian TEST")

2. At the login screen, enter your network **User Name** in the first field, then enter the temporary password you were given in the **Password** field.

3. At the **Change Password** window, enter your temporary "Old" password, then a secure "New" password that follows the network password criteria. Do this in the second and third field. *You can simply use your secure network password here if you want to.* Click **OK.**

4. At the "Disclaimer" screen, check the box for *"Do not show this disclaimer again"* and click "**I Agree**".

5. *On your first login only:*

   a. Click on **Select a Unit**

   b. Click on the **NWHMC blue door**.

   c. Click on the **Nurse Station blue door**.

   d. **Select a unit**
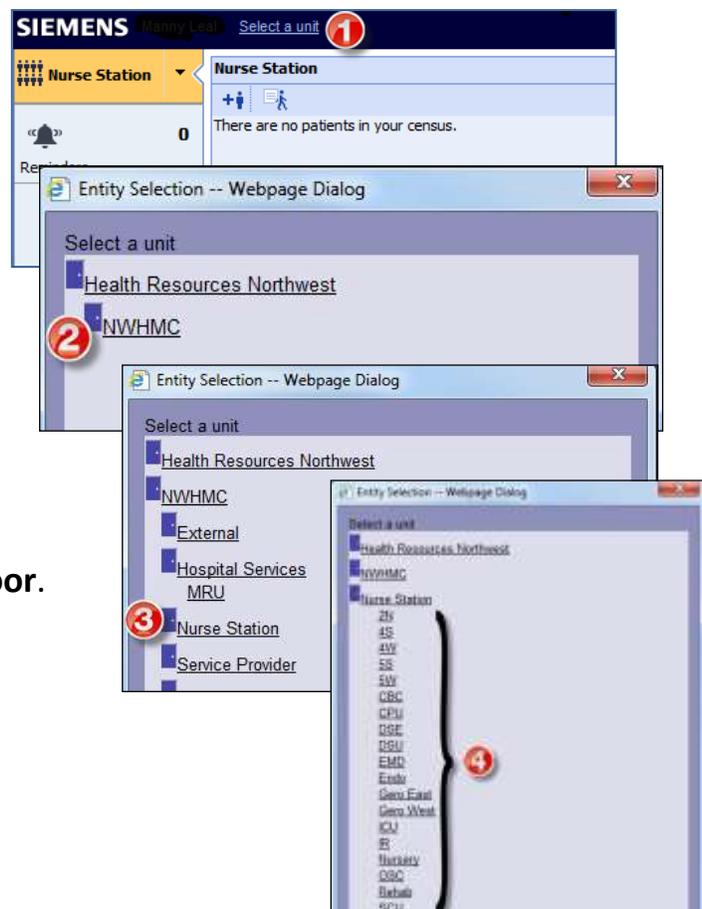
6. This it **the Portal**, or **Census page**, of your selected patient care unit.
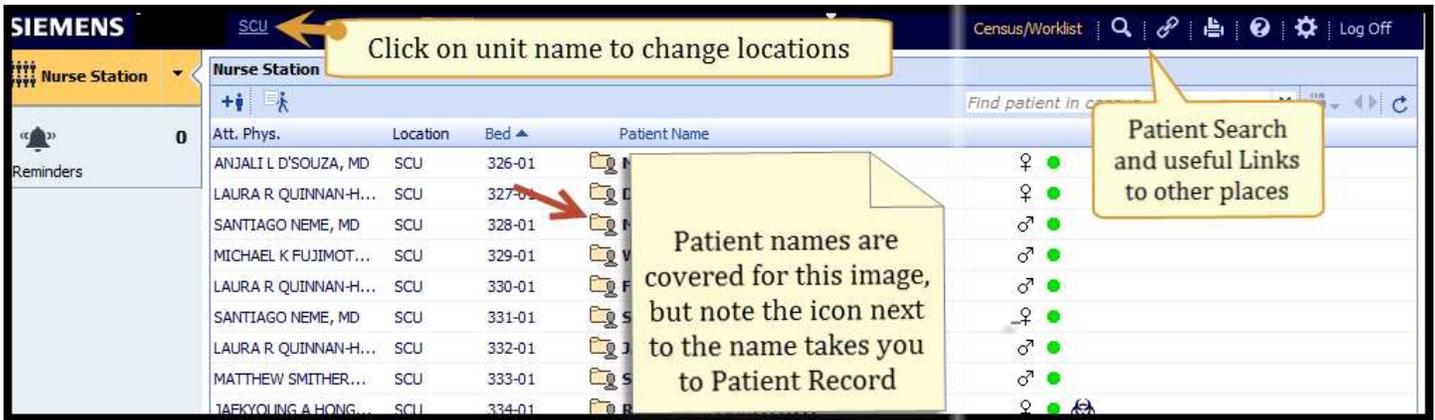
7. Click directly on a patient name for the Open Census, including navigation icons:

Face Sheet   Pt Record   Clinical Summary   CFS   Charting   Plan of Care   Orders   Visit History
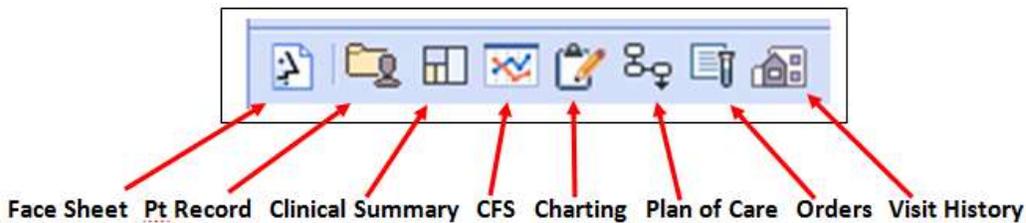
8. **Patient Record** contains Labs, Diagnostic Imaging, dictated Reports, Vital Signs & Weights, Nursing Assessments and much more.

   a. Click on the drop-down to select different categories of patient info.

   b. Change date range as needed using the drop-down next to "Last 3 Days".

   c. Explore the next two tabs, Clinical Summary and CFS.
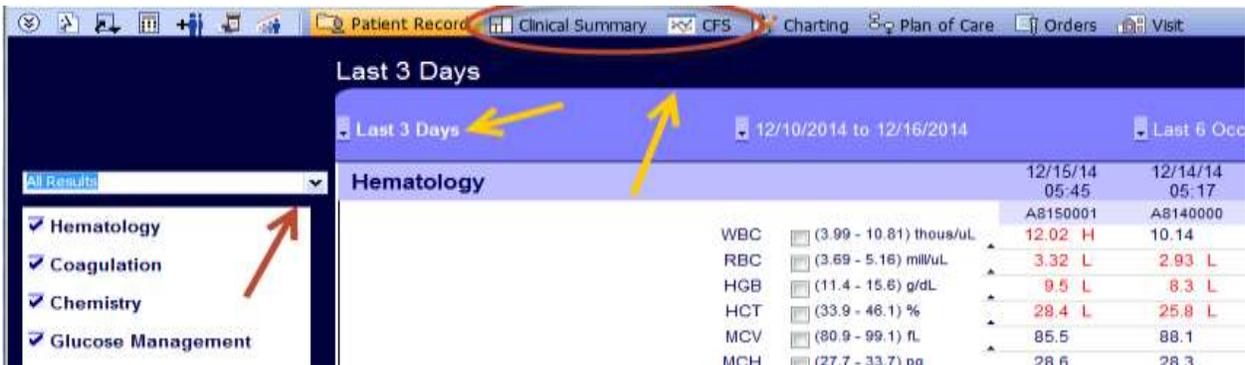
9. **Clinical Summary**: Clinical Documentation, Med Administration, Clinical Notes (except Providers notes still in paper chart), Current Orders and much more.

10. **CFS** (Clinician Flowsheet): Displays Vitals, I&O, IVs & Medicated Drips, Ventilator Settings & selected Labs **for patients who are on the 3rd floor (ICU or SCU).**

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(Next we'll use an "Aventura" computer, but read this first)

Rapid Access Devices (In patient rooms & a few are at the desks)

Aventura is software that is used on the "thin client" computer devices in the patient rooms and some other locations. It works with a badge reader and it allows you to:

- *Use your employee (picture ID) badge to rapidly log in to your desktop.*
- *Bring your desktop with you when you move to a different computer*
- *Maintain your work even if you have to stop what you're doing &come back later.*
- *Print to the nearest printer based on your location*
- *Aventura allows users to enter a Password and select a 4-digit PIN at the first logon. Subsequent logons during that active session (e.g. shift) require only the PIN.*

Logging in For the First Time - Follow these steps

On the first login to a device with Aventura 4.2, you will need to register your card so that the system knows that your card belongs to you:

1. Tap your employee picture badge on the RFID ("pcProx") reader. *The light on the reader will turn from red to green and a setup screen will display.*

2. To register your card, enter your NWH network **user name**, your secure NWH network **password** and a **4-digit PIN number** that you can remember.

3. Press **Enter**, or click on **Register & Connect.**

4. Allow the system to build your profile. *This may take 30-60 seconds for the first login, but much less time for regular logins after you are registered.*

5. Tap out to hide your session. *Think of it as lowering a curtain on a stage – your scene is still the same behind the curtain.*

6. Tap in again and enter your PIN and you will be returned to your last location. *If another user needs the device you are using, he/she can tap in over your session, but your session will come back as soon as you tap in again.*

Tips & Tips:

1. Your session will time out after 120 min. If this happens, you must begin a new session when you log in, i.e. enter a password again instead of just a PIN.

2. To avoid charting on the wrong patient, if you are leaving the room, always go to a "neutral" screen, such as the Census page before you tap out.

3. ***Remember: Always tap out when you leave the workstation!***

Future Rapid Access Password Changes

These devices will recognize your secure NWH network password as the "Password".

Good to Know: *You can also change your NWH network password using the Aventura "Change Password" tool. Your password and the Aventura PIN work together, so if you change your NWH password out at the desk on a non-Aventura workstation, it will work fine but you'll need to set up a new PIN when you log into a Rapid Access device again (easy to do)*

On the Aventura computer, when your password is close to expiring:

1. *You'll receive a brief message from Aventura, and then you'll see the usual Windows dialogue box offering a choice to change the password [Yes] or [No].*

2. *Select **[No]** at the ordinary Windows question.*

3. *At the orange Aventura login*, click on the **Change Password or PIN** button at the bottom of the login screen to change your password.

Troubleshooting

- If you tap your employee badge and do not receive the orange screen prompting you for your password, press "Control+Alt+Delete" and click "Log off." This will restart the session and should present you with the orange log on screen within 15-20 seconds.

- If "Control+Alt+Delete" and "Log off" doesn't work, you can try turning the Rapid Access device off and on. Press the gray button off and back on. Rebooting the machine takes < a minute.

- If neither of the above methods allow you to log in,
  - Verify that the cord connections are secure and, if there is a backup battery unit, be sure that it is powered on.
  - Call the **Help Desk**, requesting a Priority 1 ticket for assistance with the Rapid Access device. Be sure and have the device number from small black & white NWHMC sticker on the small black computer box (above picture) so that the device can be located & fixed quickly.

Obtaining a Replacement Employee Badge

You are responsible for wearing your employee picture ID badge *at all times when you are on campus*, and you need it to use the Rapid Access computers to do your work. If you don't have it, a replacement can be obtained for $10. Visit the Parking Office between 6am-2:30pm.

Important HIPAA Security Information!

Your network password allows you to access many different applications, some of which contain confidential information. To protect this information, you are required to log off the computer whenever you leave your workstation.

Note that for Rapid Access/Aventura devices, you can tap-in and tap-out of your workstation during your shift, but you should log off at the end of your shift to end your session.

Proactive Network Password Changes*

1. Press & release the **Ctrl+Alt+Del** keys on your keyboard simultaneously.

2. Click on **Change Password**. (Future passwords can't match any of previous 5 passwords.)

3. In the next screen, enter your temporary ("old") password in the first field, then your **New Password** (the new one you chose) in both the **New Password** field and the **Confirm Password** field.

4. Click on the arrow icon or press Enter.
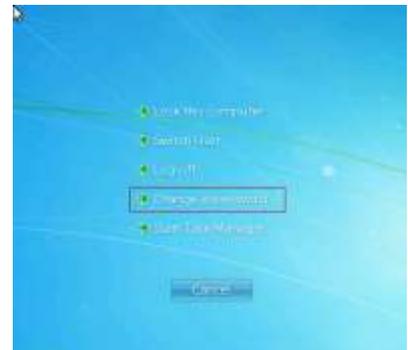
Note: The change password link for Soarian Clinicals is on the Soarian login page)

Contacting the Help Desk

For problems related to **Computer Hardware**, **Phone Support**, **Phone Equipment**, **Software Support**, **Fax Machines** and **Copiers**

Hours: 24 hrs a day - 7 days a week

Phone: Ext. **1605** (206-368-1605 from off campus)

Priority requests MUST be called in (for ex., if affecting patient care)

There are 3 ways to contact the Help Desk:

- **Phone 206-368-1605**
- GEMS Web (The Unit Secretary can assist) – non-urgent only
- Email HELPDESK@nwhsea.org - non-urgent only

The information needed to assure an effective, smooth experience:

1. Your name and location

2. What application is having the problem Soarian, PulseCheck, PICIS, Access eForms, etc.

3. What happened and what were you doing in the application at the time?

4. When did the problem occur?

5. The device you are having a problem with and the Device ID (small white sticker)

6. Who is having the problem, just you or others?

7. How long has the problem been happening?

8. What have you done to fix it (reboot computer, log out & back in)

9. The best time and phone number to contact you.

Please contact the Clinical Support Team at CST@nwhsea.org if you have questions.