

# Online Guide to CEHR

## Introduction

**CEHR by PCE Systems** is a 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. Your CEHR may have some or all of the following:

- ▶ 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](http://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.***

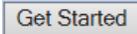


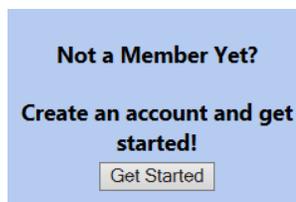
## Table of Contents

Introduction .....	1
Accessing Your Electronic Health Record .....	3
How to Create a New Account in CEHR .....	3
How to Login and Use the Portal .....	4
How to Create a Password.....	6
How to Update Your CEHR “PIN” .....	7
How to Add a Health Facility to Your Portal .....	8
Reviewing Your Health Information.....	9
How to Send a Message.....	10
How to See if You Received any Messages .....	10
How to See Your Allergies.....	11
How to See Your Current Diagnosis.....	11
How to See Your Lab Test Results.....	12
How to See Your Current Medications .....	12
How to See Your Vital Signs .....	13
How to See Your Upcoming Appointments .....	13
How to View Resources .....	14
Reviewing Your Documents .....	15
How to View and Sign Documents Sent by Your Health Provider .....	15
How to Add Information into Your Record and Send to a Health Provider.....	16
How to Fill Out Forms .....	18
Sharing Your Information with Other Healthcare Providers .....	19
How to Share Your Health Data .....	19

## 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:\*

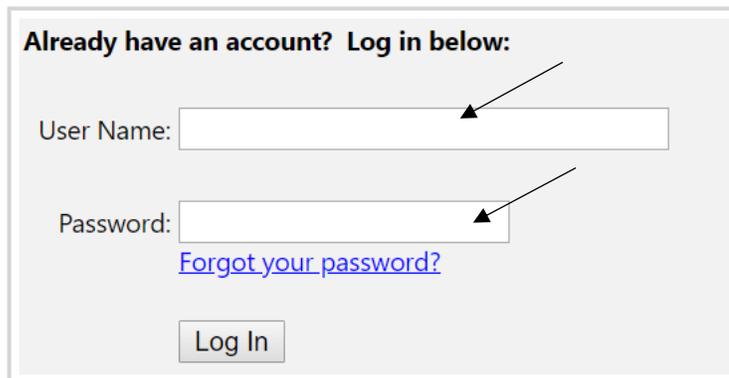
PIN:\*

- 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 set up your new account.



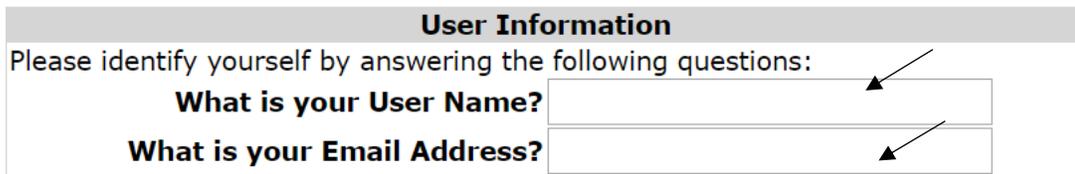
**Already have an account? Log in below:**

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.



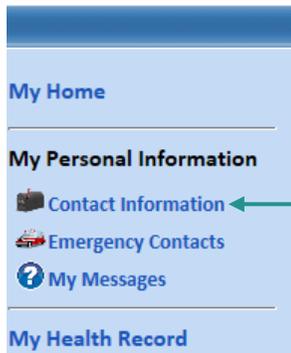
**User Information**

Please identify yourself by answering the following questions:

**What is your User Name?**

**What is your Email Address?**

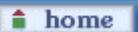
- Open your email and locate the message that was sent to you from CEHR that includes a temporary password. Login with this password. You will be prompted to create a new password.
- The left side of your screen has the main parts of your health record. You can click on these titles to go to that page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

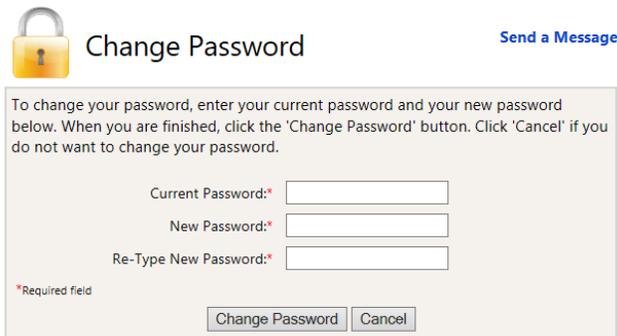
## How to Create a Password

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.



The image shows a 'Change Password' form with a lock icon and a 'Send a Message' link. The form contains the following text and fields:

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 aaaaaaaa

- 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 log in 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.



The screenshot shows the CEHR Main Menu with a red-bordered error message box. The message reads: "ATTENTION: Data cannot be received from NorthCare PIP 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." The menu items include My Home, My Personal Information (Contact Information, Emergency Contacts, My Messages), and My Health Record. There is also a "My Home" button with a "Send a Message" link.

- ▶ Click on  **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.

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
Hegira Health	01 [blacked out]	**** <a href="#">Update PIN</a>

[Add Health Facility](#)

- ▶ Enter your new PIN and your birthdate in this format: MM/DD/YYYY and then

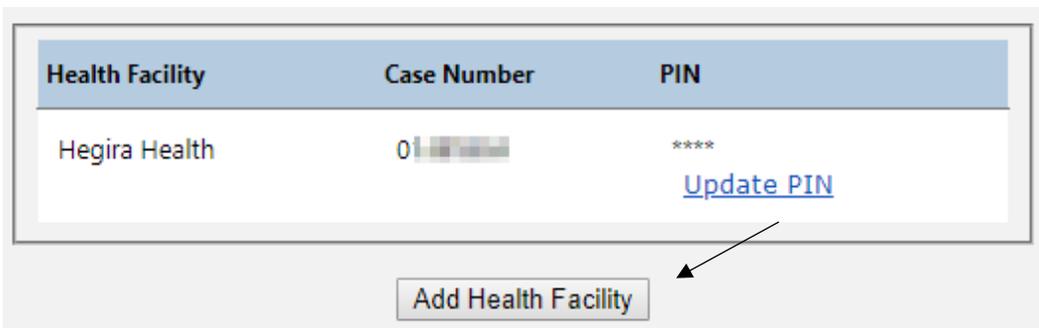
## How to Add a Health Facility to Your Portal

If you receive services from 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 set up 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 Facility	Case Number	PIN
Hegira Health	01	**** <a href="#">Update PIN</a>

- Click
- 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

## Reviewing Your Health Information

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

### My Home

#### My Personal Information

-  [Contact Information](#)
-  [Emergency Contacts](#)
-  [My Messages](#)

#### My Health Record

-  [Allergies](#)
-  [Continuity of Care](#)
-  [Diagnosis](#)
-  [Documents](#)
-  [Lab Test Results](#)
-  [Medications](#)
-  [Vitals](#)

#### My Appointments

#### Upload Documentation

-  [Fill Out Forms](#)

#### Resources

#### My Account

-  [Change Account Info](#)
-  [Change Password](#)
-  [Health Facilities](#)
-  [Access History](#)

**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 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 Appointments** – view future appointments. Contact staff if you need to cancel or schedule a new appointment.

**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.

**Resources** – click here to find helpful information from your agency

## 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

- (Case Manager)
- (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

**My Home****My Personal Information** [Contact Information](#) [Emergency Contacts](#) [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** 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.

[X Log Out](#)

**IBM Micromedex® CareNotes®**

Medication Titles	Document Type	Languages
Aripiprazole (Oral) (Liquid, Tablet, Tablet, Disintegrating)	DrugNote	<a href="#">English</a> <a href="#">Spanish</a> <a href="#">Portuguese (Bra...</a>
	Med Essential Fact Sheet	<a href="#">English</a> <a href="#">Spanish</a> <a href="#">Portuguese (Bra...</a>

## 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
<b>Underweight:</b>	<20	<19
<b>Healthy Range:</b>	20-25	19-24
<b>Overweight:</b>	26-30	25-29
<b>Obese:</b>	>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 November 14, 2019**  
4:00 PM - 4:15 PM

Your appointment is with PCE\_ [REDACTED] at:

Adult Outpatient Services  
8623 N. Wayne Rd. Ste. 310  
Westland, MI 48185-1137

Contact Phone Number: 734- [REDACTED]

### How to View Resources

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

- From the Main menu, click on [Resources](#) 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](#)

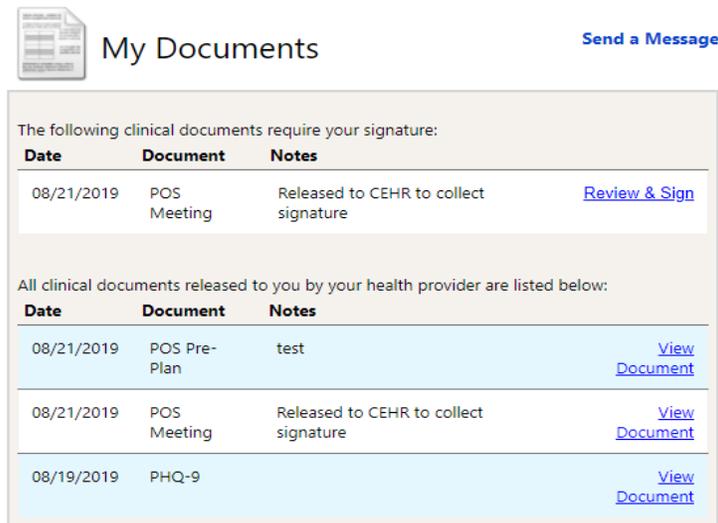
- The information will appear in a pop-up window.

- 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](#)

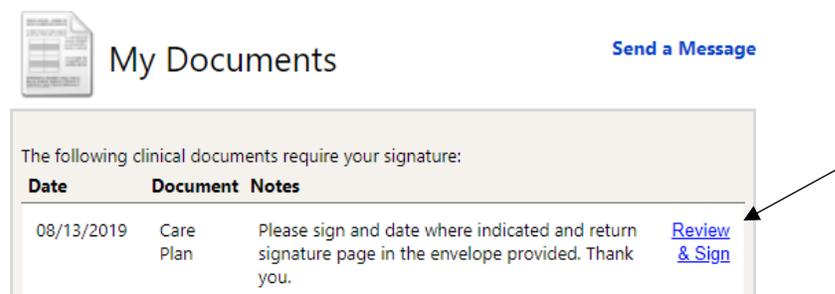
The following clinical documents require your signature:

Date	Document	Notes	
08/21/2019	POS Meeting	Released to CEHR to collect signature	<a href="#">Review &amp; Sign</a>

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

Date	Document	Notes	
08/21/2019	POS Pre-Plan	test	<a href="#">View Document</a>
08/21/2019	POS Meeting	Released to CEHR to collect signature	<a href="#">View Document</a>
08/19/2019	PHQ-9		<a href="#">View Document</a>

- 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	
08/13/2019	Care Plan	Please sign and date where indicated and return signature page in the envelope provided. Thank you.	<a href="#">Review &amp; Sign</a>

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



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

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**

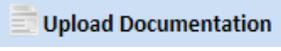
- The document is removed from the list of documents to sign but remains on the screen for future viewing.



Date	Document	Notes
08/28/2019	Care Plan	Released to CEHR to collect signature <a href="#">View Document</a>

## 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

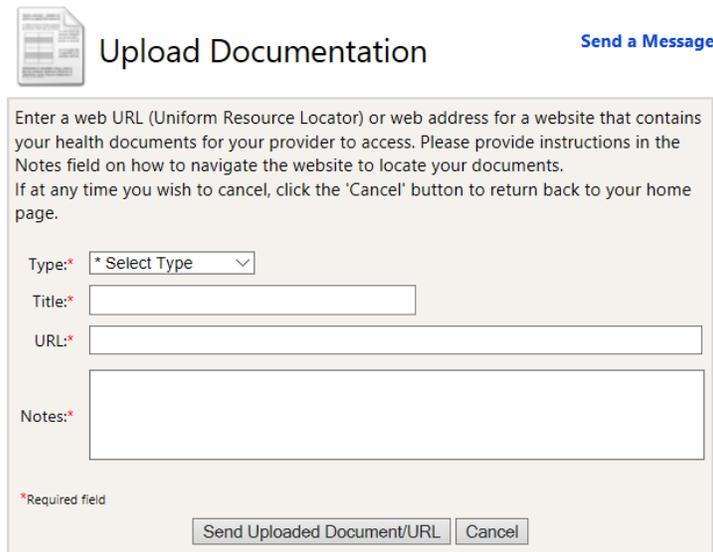
**Select a file to upload**  
Click the **Browse** button to select the file on your local PC to be uploaded. Then click the **'Upload'** button.

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 **Send Uploaded Document/URL**. (“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 **Start New URL Upload**
- Select the Type, enter a Title, enter the web address into the URL field, and enter a Note about the document

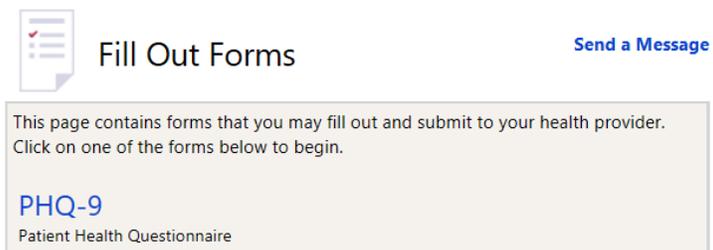


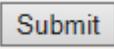
- Click **Send Uploaded Document/URL**
- The document or URL is now available to your health care provider to review in their system.

## 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**



- 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 \(HTML\)](#)

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 other healthcare providers who use an electronic record.

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.

Reminder! Always be sure to click  when you are finished