


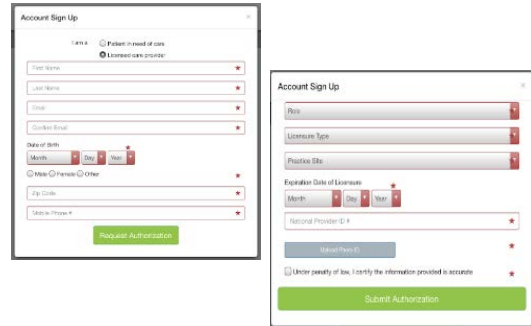


# Provider Training Guide

## NETCCN Application Registration

1. From your app store (Google Play on Android  or The App Store on Apple Devices ) search and download the VCareNet App .

2. Once downloaded click the button to 'Sign Up'. Follow the prompts and complete the fields. When requesting access as a provider the system requires the following data: name, address, cell phone number, email address, physical location zip code, current credentials, NPI number, expiration date of licensure and a photo ID.

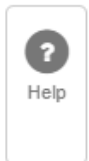


3. After receiving your request, the NETCCN Hub Administrator will confirm and validate your licensure and work with the sites you will be covering to grant your emergency privileges. Once this is complete, your account will be created. You will receive an email from **VCareNet** providing your username, temporary password and a link to the NETCCN application. Follow the link to set your personalized password and login to the application.

4. Each time you login you will be taken to the Inpatient Status Board. This board will show you a compilation of the patients being monitored in your unit and is where you will start your shifts.

## In App Training Tools

Training and education tools are available to directly through the app. Click on the help button to access the NETCCN portal. Here you can find Frequently Asked Questions, instructional videos and clinical education materials. (<https://www.averaecare.org/ecare/what-we-do/icu/netccn-portal-providers/>)

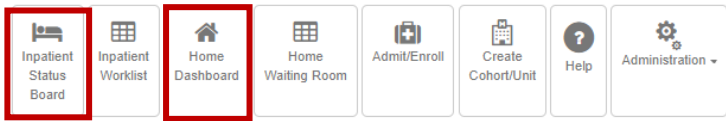


## Frequently Asked Questions

*Scroll through the list of questions or click on the question below to go directly to that information.*

Where can I find the list of patients I'm covering? .....	2
How can I find trending vitals for a patient? .....	2
Where can I document my interactions or updates on a patient? .....	3
How can I create a new cohort/unit and add patients? .....	3
How do I transfer a patient?.....	4
How do I discharge a patient? .....	4
How can I initiate video encounter with a Provider or inpatient? .....	5
How can I initiate video encounter with a patient at home?.....	5
How can I initiate Chat communication with other providers? .....	7
How can I use the system to alert all users of message (Ex: PPE shortage)?.....	8

## Where can I find the list of patients I'm covering?

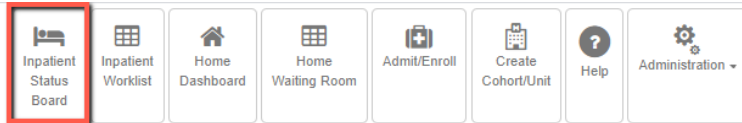


1. When you login you will be taken directly to the Inpatient Status Board. To find patients, click on:
2. Inpatient Status Board—for all inpatients
3. Home Dashboard—for all patients at home

## How can I find trending vitals for a patient?

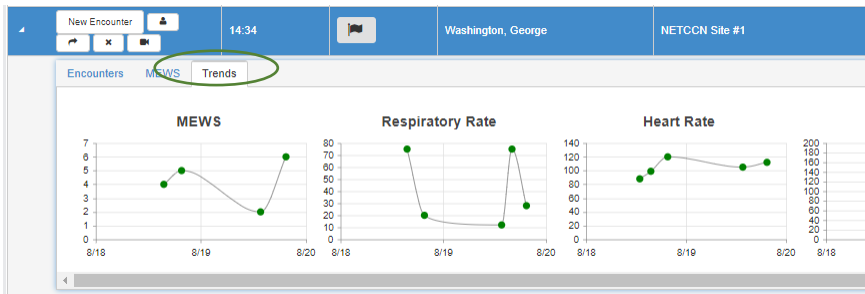
### For inpatients:

1. Click on the Inpatient Status Board



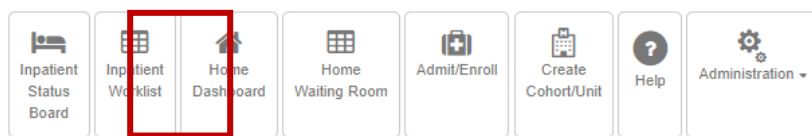
2. Select the patient
3. Select either the MEWS or Trends tabs to see vitals

Date & Time	RR	HR	SBP
08/19/2020 20:10			
08/19/2020 20:05			
08/19/2020 14:28	28 (2)	112 (1)	187 (1)
08/19/2020 11:05	75 (3)		
08/19/2020 08:40	12 (1)	105 (1)	122 (0)
08/18/2020 14:36	20 (1)	120 (2)	130 (0)
08/18/2020 10:32	75 (3)	99 (0)	99 (1)
08/18/2020 07:53		88 (0)	

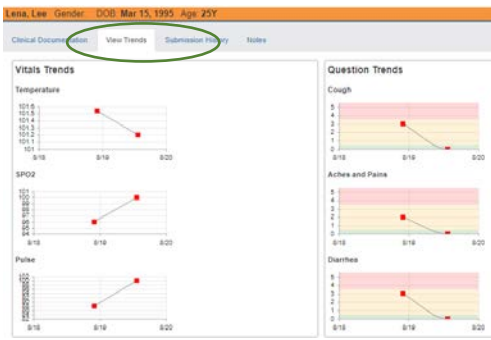


### For Patients at Home

1. Click on the Home Dashboard

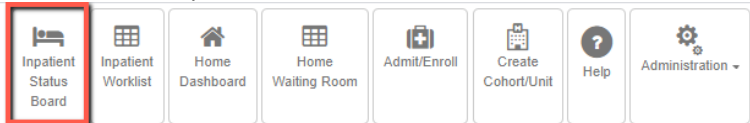


2. Select the patient
3. Click on View Trends to show the patients self-reported symptoms and vitals



## Where can I document my interactions or updates on a patient?

1. Click on the Inpatient Status Board



2. Select the patient

3. Click on the new encounter button

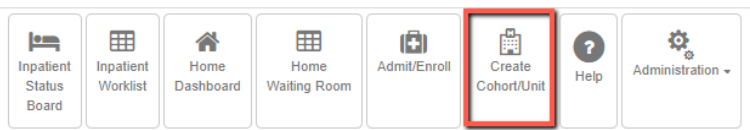


4. Select "For Me"

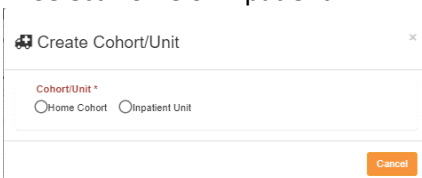
## How can I create a new cohort/unit and add patients?

Each site will have an administrative user who serves as the oversight for the location. This super user verifies provider licensing and privileging, oversees user access, sends system alerts to users as needed, can pull reports on utilization and volume and can create a new cohort/unit.

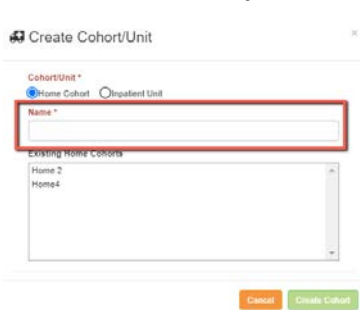
1. Click on Create Cohort



2. Select Home or Inpatient

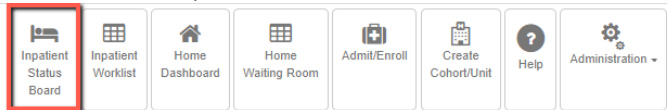


3. Enter the details of the new cohort/unit



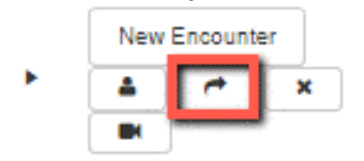
## How do I transfer a patient?

### 1. Click on the Inpatient Status Board



### 2. Select the patient

### 3. Click on Transfer button



### 4. Complete Transfer dialog box

Transfer Patient

Patient Name  
susie smith

Inpatient/Outpatient  
 Inpatient  Outpatient

Patient Location \*  
NETCCN Site #1

Unit \*  
Current: COVID ICU  
General COVID Unit

Priority \*  
[Dropdown]

Reason for Consult \*  
[Text Area]

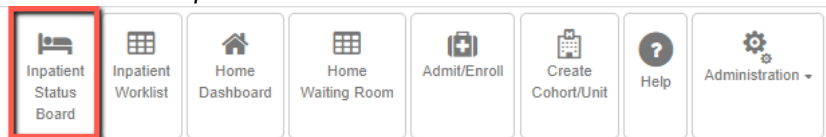
Callback Number  
[Text Area]

Cancel Transfer Patient

Select Outpatient to send patient to home care monitoring

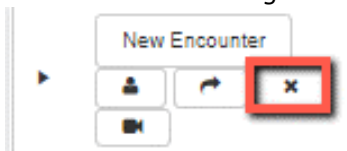
## How do I discharge a patient?

### 1. Click on the Inpatient Status Board



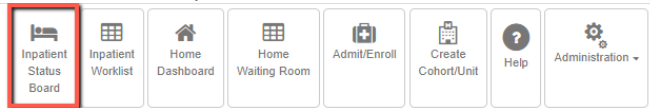
### 2. Select the patient

### 3. Click on the discharge button



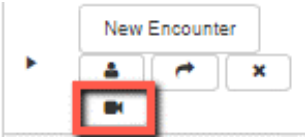
## How can I initiate video encounter with a Provider or inpatient?

1. Click on the Inpatient Status Board

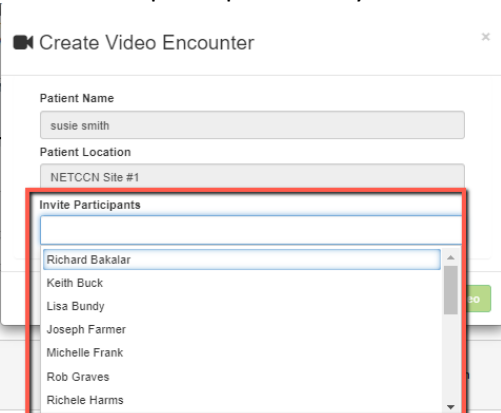


2. Select the patient

3. Click on the video button



4. Invite the participants that you wish to connect with



5. A text or email will be sent to the participant to join the video. Click the link in the email/text.

Video Encounter 2138 has been shared with you. Click on the link to join the video call

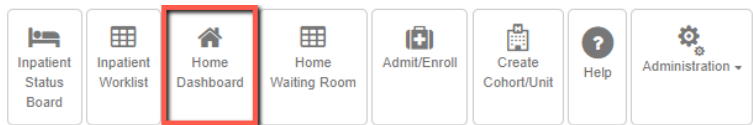
<https://averaccc.vitelnet.net/ConsultReferral/index?xsid=ZT03ZDA3NlVkyY1mMTA0LTRJZjMtOGZlYS0zN2Q3NzY1JE2ZDk7bGE1bmNoVmliZW9XaXRocXV0b0pvaW4=>

6. After clicking the link you are prompted to login to the eCareNet application

7. You are then automatically connected to the video room

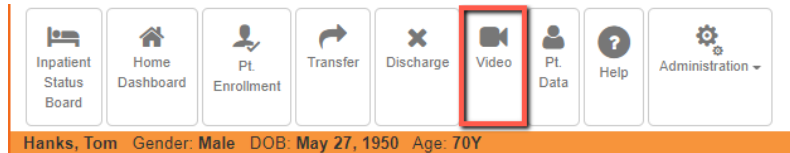
## How can I initiate video encounter with a patient at home?

1. Click on the Home Dashboard



2. Select the patient

3. Select the Video Button



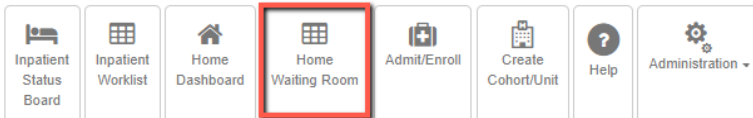
4. An Email and Text are sent to the patient to video encounter. After the patient clicks the link they will be taken to a virtual waiting room.

Your healthcare provider has invited you to a telehealth visit. Tap the link below now to enter the virtual waiting room. <https://averaccn.vitelnet.net/ConsultReferral/?redirectUrlAfterLogout=https://averaccn.vitelnet.net/ConsultReferral/mvssso/guidSso?data=1bd7d925-df81-4d7e-9156-7651ada5ecfd>

5. When the patient enters the Virtual Home waiting the provider will receive a text.

Your patient has checked in for encounter 2144. <https://averaccn.vitelnet.net/ConsultReferral/index?xsid=ZT0wOTAzYTAYNi0zMWMwLTJjYmYtYjEmNy1kMTY1YzYxOTc0ZTA=> - (requires login if not already logged in)

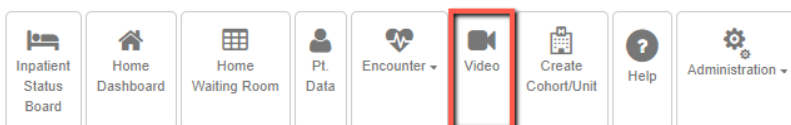
6. The provider will then enter the Home Waiting Room



7. Select the patient

Home Waiting Room Worklist						
All Open		New Consult	In Progress	Closed	Filters	
Creation Date	Patient Name	Clinician	Encounter Type	Status	Patient Waiting Minutes <sup>1</sup>	#
8/20/2020 11:30	Flusker, Herbie	Andy Coday	VideoVisit	In Progress	00:01	2144
8/20/2020 11:20	1270, 1270	Lisa Lindgren	VideoVisit	In Progress		2142

8. Select Video



9. Select Invite

Video Conferencing

Participant is available...

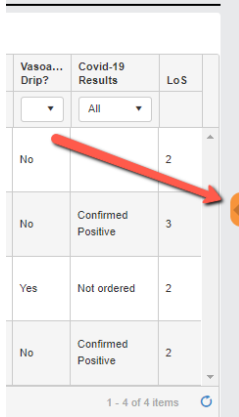
Open video in current browser tab

Keep this dialog open to invite additional endpoints

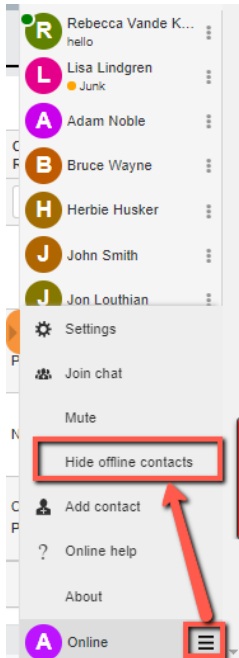
[Show Other Endpoints](#)

# How can I initiate Chat communication with other providers?

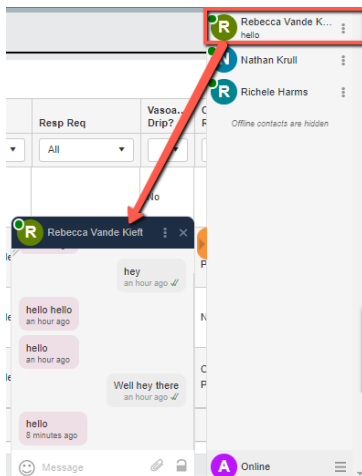
1. Expand chat by clicking the orange arrow on the right of the screen



2. By choosing the hamburger icon (three lines on the bottom of the screen) and selecting "Hide Offline Contacts" you can only those users that are online in the application.



3. Click on the online user to open a dialog box to begin Chat communication



## How can I use the system to alert all users of message (Ex: PPE shortage)?

Each site will have an administrative user who serves as the oversight for the location. This super user verifies provider licensing and privileging, oversees user access, sends system alerts to users as needed, can pull reports on utilization and volume and can create a new cohort/unit.

