School Nurse
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# How to use this guide

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Document Symbol" /></td>
<td>This symbol indicates additional documentation is available on line. Click the symbol to open the document. You can also click the document title to open it</td>
</tr>
</tbody>
</table>
| ![Video Symbol](image) | Watch this training video: COURSE#### - Title of Video  
Click the icon or the video title to view  
For a full list of all available training videos, [click here](#) |
| ![Warning Symbol](image) | This symbol indicates important details about the process. For example, you must do this **before** taking another action |
| ![Information Symbol](image) | This symbol indicates an alternative way to do something, tips, tricks, shortcuts, or hacks. |
| ![New Symbol](image) | This symbol is used to indicate new or updated features, functionality, or changes and additions to the system, such as with an upgrade |
Sign up & Setup

1. Complete the Connect User Application
   a. https://connect.childrenscolorado.org
   b. Click Request New Account

   c. Select the appropriate application for your role (School Health Services Clinician)

   d. If you hold multiple credentials (e.g. RN, BSN, PhD), click Add to enter additional credentials

2. Account creation may take several days, up to 14 days
   a. You will be notified by email when your user account has been activated
   b. You will be required to change your password the first time you log in

3. Ensure the internet browser is ready to access Connect
   a. You may use a desktop, laptop, or tablet to access Connect
   b. Use the most current version of any of the following browsers:
      - Chrome (recommended)
      - Firefox
      - Safari
      - Internet Explorer

   - **Children’s Colorado Connect is NOT available on the following:**
     - Microsoft Edge
     - Mobile phones
c. Ensure cookies are enabled and the browser is enabled to run JavaScript
   i. These are usually enabled by default unless they have explicitly been disabled by the IT department

   Connect users who attempt to access the website from a Thin Client may experience difficulties accessing the system. Check with your Information Services if accessing the internet outside of the Thin Client is a possibility on your network, to ensure the best user experience.

4. Be prepared for Dual Authentication
   a. You will need to have **one** of the following available:
      i. **RECOMMENDED**: An authentication app such as Epic Authenticator, Microsoft Authenticator, DUO, or Authy, available for Android and iPhone. Appropriate data rates apply.
      
   ii. Ability to receive text messages (text message rates apply)
Log In

   a. Using Chrome is recommended
   b. Frequent users of Connect may find it helpful to save the website as a favorite
2. Enter your user ID and password.
3. Click Log In or press the enter key on your keyboard.

Watch this video: Connect General Overview
Click the icon or the video title to view

For information about Dual Factor Authentication, download the Connect Dual Factor Authentication guide.
Click the icon or the document title to open the document
Twice each year, every Connect user will be required to agree to the website Terms & Conditions. When this screen displays (usually in January and July), review the terms & conditions outlined in the text, then click Accept to proceed.

**Clicking Cancel will return to the log in screen.**

*Each user must agree to the Terms and Conditions to use the website. Users who do not agree to the Terms and Conditions will not be able to use the website.*
Home Page

The Connect Home page is where links to important documentation and the latest news from Children’s Hospital Provider Relations can be found. From here, select an activity from the toolbar, quick action buttons, event monitor, or Newstiles. The Home Page is also home to the Event Monitor, an area where patient notifications are displayed for patients who have been admitted, visited a CHCO emergency room or urgent care, and referral status.
**CONNECT TOOLBAR**

<table>
<thead>
<tr>
<th>Toolbar Button</th>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Home button" /></td>
<td>Home button</td>
<td>Return to the home screen</td>
</tr>
<tr>
<td><img src="image" alt="In Basket button" /></td>
<td>In Basket button</td>
<td>Access to messages and messaging tools. A red dot indicates new messages are available</td>
</tr>
<tr>
<td><img src="image" alt="Patient List button" /></td>
<td>Patient List button</td>
<td>Displays a list of patients assigned to your practice</td>
</tr>
<tr>
<td><img src="image" alt="Upcoming Appointments button" /></td>
<td>Upcoming Appointments button</td>
<td>Displays a list of appointments at CHCO for the next 14 days for all patients assigned to your practice</td>
</tr>
<tr>
<td><img src="image" alt="Requests button" /></td>
<td>Requests</td>
<td>Displays PDF documents released from CHCO HIM department</td>
</tr>
<tr>
<td><img src="image" alt="Dashboards button" /></td>
<td>Dashboards button</td>
<td>Displays the Connect Community User dashboard</td>
</tr>
<tr>
<td><img src="image" alt="Patient button" /></td>
<td>Patient button</td>
<td>Search for a patient from the database. Will also display a patient name if a chart is currently open. Click X to close patient chart</td>
</tr>
<tr>
<td><img src="image" alt="Menu button" /></td>
<td>Menu button</td>
<td>Access to system tools</td>
</tr>
<tr>
<td><img src="image" alt="Secure button" /></td>
<td>Menu, then Secure button</td>
<td>Secures the workstation</td>
</tr>
<tr>
<td><img src="image" alt="Settings button" /></td>
<td>Menu, then Settings button</td>
<td>Update demographics, event monitor options, and other settings</td>
</tr>
<tr>
<td><img src="image" alt="Log Out button" /></td>
<td>Log Out button</td>
<td>Logs the user out of the system and prepares the internet window to be closed.</td>
</tr>
</tbody>
</table>

*Do not close the internet session without clicking Log Out*
**NEWSTILES**

In addition to Broadcast Messages, some important news, updates, and documents may be placed in the Newstiles are of the website.

By default, 3 Newstiles display. Additional Newstiles can be accessed by clicking the right arrow along the bottom third of the screen. Click the right arrow in the Newstile row to see additional Newstiles.

**EVENT MONITOR**

For information about Event Monitor, go to page 23.
Dashboards

A dashboard is a tool that visually presents content in a centralized, convenient location.

To access dashboards, click one of the Dashboard buttons available on the home page.

1. Component
   a. A component is a unit of content hosted on a dashboard. They can be presented as a graph, message board, links, report lists, and tables

2. Message Board
   a. A type of component displaying important and informational messages for users

3. Component Title
   a. The display title of the component. The “name” of the component

4. Link Group & Links
   a. Link Groups categorize similar links together so users can find information quickly
   b. Links are clickable text that directs the user to a system activity or external website

5. Information & Component options
   a. The information button will display information about the component, such as the contents of the component, intended use of the component, or additional information useful to the user about the component
   b. The component options allow the user to customize how the components are presented on their dashboard such as collapsing a component, adding a badge to a table component, and refreshing the data presented within a component
If the dashboard is preferred to be the default page when logging in to Connect, follow these steps.

1. Click Menu > Settings

2. Click Set Default Page

3. Navigate to the dashboard, then click Set Default Page

To return settings to the system defaults:

1. Click Menu > Settings

2. Click Set Default Page

3. Click the button in the center of the page “Click here to clear your default...”
Find a Patient

There are several methods to find a patient

- Patient List
- Select Patient
- Patient
- Open Chart Review

Click the links above to find out more about each of the ways to find a patient.

PATIENT LIST

Patient List opens a list of all the patients attributed to you by a variety of means:

- You have received and sent in the signed HIPAA consent form
- You have received records from CHCO HIM department
- You have been copied as a recipient from a CHCO provider

View patients who are currently admitted to CHCO by clicking the Current Inpatients tab here. To select Patient List to default to the Current Inpatients tab, click Set As Default List when viewing the Current Inpatients tab.

Click the blue hyperlink Patient Name to view the patient’s chart
To view the chart of a currently admitted patient, click the folder icon for the desired patient.

If a patient is not showing on your My Patients tab, be sure a HIPAA consent form has been signed by the parent/guardian for the current school year. Consent forms must be sent to the School Nurse department at CHCO.

Fax consent forms to CHCO School Health: 720-777-7965

For information about resources available to School Nurses, check out the School Nurse Resources page on Children’s Hospital Colorado’s website: Click Here

Here you can find forms, process guides, brochures, and more.
**PATIENT, SELECT PATIENT, OPEN CHART REVIEW**

These buttons essentially work the same as each other. Click one of these buttons to be taken to the *Search My Patients* activity.

Additionally, with the Patient button, select a chart review activity to jump directly into (e.g. Care Teams, Upcoming Appointments, etc.)

Once a chart review activity is selected, the *Search My Patients* activity is opened. When a patient is selected, the desired chart review activity is then opened.

**CHART MESSAGES**

Sometimes advisories or important messages may automatically display. To continue, click OK, Open Record, or navigate to another activity such as Chart Review.
Clinical Review (Patient Chart)

Once the patient record is open, the patient’s SnapShot page opens. Activities include reviewing basic demographic information and accessing other activities.

Navigation buttons are lined across the top of the screen, and more activities are hidden under the three dots on the right side of the screen.

1. Storyboard (patient information)*
2. Chart Activities
3. Current Activity/Pushpin
4. Reports
5. Report Details
6. Social Determinants of Health
7. Access end date
8. Quick Buttons

If monitor is a smaller size, such as a laptop, the Storyboard pane may appear along the top of the screen.
Patient information displays in a column along the left side of the screen. *Hover To Discover* additional details about the patient.

For example, this patient has an Active Treatment Plan.

Hovering over the three dots will display the Chart Navigation Menu.

*Click the pushpin icon on any chart review activity to move the tab to the left.*
<table>
<thead>
<tr>
<th>Menu Activity</th>
<th>Purpose</th>
<th>Tips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Review</td>
<td>Review patient clinical information, problem list, encounters with CHCO, labs, imaging, lab results, flowsheet data, allergies, medications, history, and growth charts.</td>
<td>Longitudinal Plan of Care, Adaptive Care Plan, and Medication reports are available on the SnapShot page. Chart Review is where medical record documentation is found. Growth Charts tab can be accessed to see the patient’s growth chart</td>
</tr>
<tr>
<td>Care Management</td>
<td>Review the patient’s care team; review the patient’s care plan</td>
<td>The school and school nurse will be listed in the Care Team</td>
</tr>
<tr>
<td>Patient Profile</td>
<td>Review patient demographics, important FYI’s, and find additional help tools.</td>
<td>Patient address, emergency contacts, and PCP information is listed under Demographics.</td>
</tr>
<tr>
<td>Scheduling</td>
<td>See your ‘patients’ scheduled appointments at CHCO.</td>
<td>Upcoming Appointments will display only the future appointments for the selected patient (default is 200 days)</td>
</tr>
</tbody>
</table>
To search the patient’s chart for something specific using a keyword (e.g. CBC), enter the keyword in the Search Chart box in the Storyboard pane.

Watch this video: **Connect Patient Chart Overview**  
Click the icon or the video title to view

Watch this video: **Connect Patient Chart Details**  
Click the icon or the video title to view
School Health Plans & Orders

Forms and orders needed by School Nurses can be found on the Letters tab of Chart Review. Some examples of documents found may include:

- Health Care Provider Orders for Students
- Action/Healthcare Plans
  - Seizure
  - Allergy/anaphylaxis
  - Headache/migraine, etc,
- Medication Administration Orders
- Absence Letters

Open Chart Review, click Letters

- Sort by Reason column and scroll down to School.
- Click the date of any letter to view the contents.
- Scroll down to the bottom of the document to view the provider’s signature.

Documents can be printed as needed to be included in a student’s IEP, 504, or other education record, in accordance with HIPAA and FERPA guidelines.
Scheduling

Quickly see patients scheduled appointments at Children’s Hospital Colorado.

From within a patient’s chart, click the three dots ..., then select Upcoming Appointments.

This will display upcoming appointments for the next 200 days for the patient.

To see all upcoming appointments for all patients assigned to the school, click Upcoming Appts - My Patients in the toolbar.
Requests

In the event that appropriate authorization is obtained for certain documentation (e.g. behavioral health, Minor Consent notes, sensitive encounters), CHCO HIM department can release those documents to School Nurses via Connect.

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**Behavioral Health, Minor Consent notes, and Sensitive Encounters are not included in basic Connect access and must be released separately.**

Fax release forms to CHCO HIM: 720-777-4259

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For information about resources available to School Nurses, check out the School Nurse Resources page on Children’s Hospital Colorado’s website: [Click Here]

Here you can find forms, process guides, brochures, and more.

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Documents requested will be found in the Requests activity. Click Requests to view a list of released documents.

---

The Released Requests window will open. Click the date to see a list of reports available to review.
Click the item listed under **Report Type** to view the document.
Event Monitor

Watch this video: Connect Event Monitor
Click the icon or the video title to view

If any patient who is associated with any provider within your group is admitted to Children's Hospital Colorado, an in basket notification will be sent. Notifications are sent via in basket for the following events:

- Inpatient events: Admission, Transfer, Discharged
- Emergency Room events: Arrived, Discharged
- L&D and Newborn events: Admission, Discharged
- Patient Provisioning
  - When a patient has been added to your patient list, the patient will be listed here
  - Patients are added to the patient list after an appropriate HIPAA consent has been received and processed by the CHCO School Health team
To change event monitor preferences, click the wrench icon in the Event Monitor box on the home page, or click Menu > Settings > Event Settings and uncheck any events to stop receiving. To opt back in to receiving notifications, check the notification option(s) desired.

To view details of events, from the Connect Home page hover over an event type in the Event Monitor box, then select a patient name. Alternatively, click In Basket in the menu bar and review the notifications listed in the folders.
The **In Basket** will open, where the notifications will display. Click a patient to review, then click **Select Patient** to open the patient’s full chart.

To remove the notification from the Event Monitor and In Basket folder, select the message then click **Done**. This will delete the notification from the In Basket, and subsequently remove the notification from the Event Monitor.

**EMAIL NOTIFICATIONS**

To receive a generic email notification of new events, ensure the email address is correct in Connect. Click **Menu > Settings**, then click **User Demographics** to update your email address. Ensure **Receive e-mail notifications** is set to **Yes**. Click **Save** to save any changes.

**Adding, changing, or updating an email address in Connect will NOT update the email address CHCO School Health has on file. Please contact the CHCO School Health department to update the email on file with CHCO.**

**Updating an email address (or any other demographic information) within Connect will ONLY affect where message notifications are sent from Connect.**
IN BASKET ALERTS

Users can set alerts to be sent to their cell phones or emails when a specific type of message is received. In Basket Alerts work in conjunction with Event Monitor. For information about Event Monitor, see page 23.

To turn on alerts, click **Menu > Settings**

Click **Notification Preferences**

Some alerts may not be available to some users, as the Event Monitor events may differ by user type. You will only receive alerts for events you have opted-in to. Not all events are available to all users.

Select **Email** or **Text** for any message types to receive alerts for. Enter your email address and/or cell phone number in their respective locations. Click **Accept** to activate alerts.
The alert received is a generic message with no PHI (Protected Health Information), and no patient identifiers. To view the message, log in to Children’s Colorado Connect.

To opt out of alerts, click **Menu > Settings**

Click **Notification Preferences**

Un-check **Email** or **Text** for any message types to opt out of the alert. Click **Accept** to save changes.
In Basket

Watch this video: Connect In Basket Overview
Click the icon or the video title to view

Message Folders
If no messages are present in any given folder, the folder will not be displayed in the In Basket navigator pane along the left side of the screen.

Postpone Messages
Use the Properties option to postpone the message to a future date (reappears in your basket), add a flag (e.g. Write Letter, Personal Reminder, etc.), or enter a private remark (does not file to patient’s chart). Postponed messages will be hidden from your view until the postpone date.

Out of Contact
If you will be out of the office for an extended period, or if you anticipate not being able to check your Connect in basket messages regularly, use the OOC (Out of Contact) option to set up another user in the practice to cover your notifications.

Click OOC, then click New. Select a reason (e.g. Out, Unavailable, Other). Enter a beginning and end date. Enter the name of the In Basket proxy in the “Delegates:” field. Click Accept.
**Unread Message Indicator**

If unread messages are available in the In Basket, a red icon with a number will display showing the number of unread messages. If more than 99 unread messages are in the In Basket activity, the indicator will display 99+ instead of the actual number of messages.

If a refresh icon displays instead of a number, click the refresh icon to see an updated number of unread messages.

**Removing Read Messages**

To remove a message from the In Basket, select the message then click ✓Done to remove the selected message.

In addition to the Event Monitor, other messaging features are available with In Basket:

- Upload supporting referral documents
- Read important broadcasted messages
UPLOAD MEDICAL RECORDS AND OTHER DOCUMENTS

In Basket

Open the In Basket activity. Click the Down Arrow next to New Msg, then select Upload Document.

Select the patient to upload the document for. Enter a message for the reviewer (e.g. brief description of records, reason for uploading, etc.)

Drag the file from the saved location to the Attach Files box or click Add File to search for the file.

Only the following document types can be attached: bmp, gif, jpg, mp3, mp4, pdf, tif, tiff, wav

Multiple documents can be attached with a total size up to 10mb
Enter a short description of the document in the *Description* field. Some examples may include:

- School Health Plan update
- Seizure Action Plan
- Blood Glucose Log for *date range*

If the incorrect document was attached, click the red X to remove the document.

Click **Submit for review** to send the document(s). Documents are reviewed by CHCO HIM department to ensure quality and accuracy. After the attachment has been reviewed, a message will be sent via In Basket (Community File Uploads) outlining the disposition of the document, reason, and if any follow up action is required.
Chart Review

From anywhere within a patient record, drag the file from the saved location to the Patient Header/Storyboard. Enter a message for reviewer (e.g. brief description of records, reason for uploading, etc.), and a document description. Click Send for review.

Enter a short description of the document in the Description field. Some examples might include:

- School Health Plan update
- Seizure Action Plan
- Blood Glucose Log for date range

If the incorrect document was attached, click the red ✗ to remove the document.

Only the following document types can be attached:
- bmp, gif, jpg, mp3, mp4, pdf, tif, tiff, wav

Multiple documents can be attached with a total size up to 10mb
BROADCAST MESSAGES

Broadcast Messages are important messages or items of interest sent from CHCO’s Physician Relations department or system administrators to Connect users, that are ‘broadcast’ to a group of users.

When logging in to Connect if a Broadcast message is available, a pop-up window with the message subject is displayed.

To view the message:

- Click the subject hyperlink, or click Go to Messages
- To delete the message from In Basket, click Done
- To keep the message in the In Basket and receive a reminder at the next login, click the down arrow next to Done, then select Mark as Unread

To view the entire contents of the In Basket, click Go To Messages

To postpone the Broadcast Message Notification, click Remind Me Later. The notification will reappear the next time at the next login.
Extras: Tips & Tricks

FIND A SUMMARY FROM A PATIENT VISIT (AVS)

1. Click Chart Review.
2. Select Encounters.
3. Click Hide Add’l Visits view all visits.
4. Click the date hyperlink on any encounter to review the encounter details.
5. Scroll through/print the visit notes.

A more concise summary, an AVS (After Visit Summary), can be found at the bottom of the report viewer or in the Disposition card. Links to other details can be clicked to view those details.

AVS documents can also be found on the Media tab.
SNAPSHOT REPORTS

The SnapShot activity under Clinical Review has a variety of reports providers may find helpful. Click the buttons along the top of the SnapShot activity to view each report.

<table>
<thead>
<tr>
<th>Report</th>
<th>Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>SnapShot</td>
<td>The SnapShot provides a high level of clinical highlights such as Allergies, Medications, and the Patient’s Care Team</td>
</tr>
<tr>
<td>TCH Facesheet</td>
<td>This is a report listing the most recent demographic information CHCO has on file, including the patient’s address, phone number, PCP, and emergency contacts</td>
</tr>
<tr>
<td>Adaptive Care Plan</td>
<td>If the patient has an Adaptive Care Plan in place, the details of the ACP can be viewed here. Questions about the ACP can be directed to the patient’s PCP</td>
</tr>
<tr>
<td>LPOC – Clinical View</td>
<td>Also known as Longitudinal Plan of Care, LPOC, or LCP, this report provides documentation of treatment goals and plans for the medically complex patient, outlining services and treatments across multiple providers and settings</td>
</tr>
<tr>
<td>Transfer of Care Rpt</td>
<td>A comprehensive listing of all the patient’s medications, and other pertinent information for transferring care to another provider</td>
</tr>
<tr>
<td>OP Meds and Appts</td>
<td>Provides a list of all the patient’s current medications &amp; upcoming appointments for the next 6 weeks.</td>
</tr>
</tbody>
</table>

FIND DOCUMENTS UPLOADED INTO CHILDREN’S CONNECT

Media Tab

1. Uploaded documents will not be immediately available. All documents are reviewed by CHCO HIM department for quality
2. Navigate to Chart Review.
3. Use the buttons to scroll right to the Media tab
4. Click the blue hyperlink to display the document
   a. Hyperlink text will display:
      
      Scan on MM/DD/YYYY
      HH:MM by Lname, Fname
Log out & Secure

There are 2 ways to properly leave the Connect webpage: Secure or Log Out.

SECURING THE SESSION
Click the Secure button in the toolbar to secure the screen. Your session will end after 10 minutes and log the user out. To log back in, enter the user’s password and click Resume.

LOGGING OUT
Click the Log Out button in the toolbar

Closing the internet browser does not log the user out of Connect and may result in the user’s account being locked. The next time the user tries to log in, a message will display containing a link to “log out.”
Need Assistance?
Email: ConnectQuestions@childrenscolorado.org, or SchoolHealth@childrenscolorado.org

IT Help Desk at Children’s Hospital Colorado: 720-777-HELP (4357) option 2, or toll free 800-525-4871

Passwords must have a minimum of eight characters including 3 of the following:
- At least one number
- At least one symbol (e.g. ! $ *)
- At least one capital letter
- At least one small letter

Passwords automatically expire after six months.

A member of the IT HelpDesk can reset a forgotten password over the phone by calling 720-777-HELP (4357) option 2, or toll free 800-525-4871

Consent obtained from parents/guardians for School Nurse to have access to patient’s record in Connect must be faxed to CHCO School Health department: 720-777-7965

Records Release forms for protected information (e.g. Behavioral Health, Sensitive Encounters, Minor Consent Notes) must be faxed to CHCO HIM department: 720-777-4259

Sending the wrong form or sending it to the wrong fax number may result in delay of access to information.

For information about resources available to School Nurses, check out the School Nurse Resources page on Children’s Hospital Colorado’s website: Click Here

Here you can find forms, process guides, brochures, and more.

Site Administrators (school nursemanager, director, supervisor)

A site administrator will review the list of employees with access to Children’s Colorado Connect on a regular basis and perform site verifications on an annual basis. Review the Connect Community Practice Administrator user guide addendum for additional details
## Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Broadcast Message</strong></td>
<td>An important message sent to a select group of Connect users, or to all Connect users</td>
</tr>
<tr>
<td><strong>Clinicals</strong></td>
<td>A toolbar activity button directing the user to the patient’s chart</td>
</tr>
<tr>
<td><strong>Connect Children’s Colorado Connect CCC</strong></td>
<td>Children’s Hospital Colorado’s web application that allows affiliate organizations to view a patient’s clinical data, submit referrals, and request lab &amp; radiology exams to be performed at Children’s Hospital Colorado</td>
</tr>
<tr>
<td><strong>Dashboards</strong></td>
<td>A user interface integrating information from multiple sources in a way that is easy to read</td>
</tr>
<tr>
<td><strong>Dual-Factor Authentication 2FA</strong></td>
<td>An additional layer of security users must pass before gaining access to the system, using either email, text message, or an authentication app</td>
</tr>
<tr>
<td><strong>Event Monitor</strong></td>
<td>A pane displayed in the Connect Home Page displaying events for attributed patients including inpatient admissions &amp; discharges, and emergency room admissions, discharges, and dismissals</td>
</tr>
<tr>
<td><strong>In Basket</strong></td>
<td>A limited messaging system integrated into Connect &amp; CHCO Epic</td>
</tr>
<tr>
<td><strong>MFM</strong></td>
<td>Maternal Fetal Medicine</td>
</tr>
<tr>
<td><strong>Newstiles</strong></td>
<td>A section on the Connect Home Page listing important topics of interest, upcoming CHCO events, and links to documents geared to clinical practitioners</td>
</tr>
<tr>
<td><strong>OOC</strong></td>
<td>Out of Contact - an automatic message sent to other Connect users when the message recipient is not available to review In Basket messages</td>
</tr>
<tr>
<td><strong>Quick Links</strong></td>
<td>A section on the Connect Home Page listing useful external links and helpful CHCO published documents available to community providers</td>
</tr>
<tr>
<td><strong>Release</strong></td>
<td>A request that a healthcare provider release a patient’s medical records. Documents in the release may include behavioral health documentation or sensitive encounters</td>
</tr>
<tr>
<td><strong>SUA</strong></td>
<td>Security User Agreement - an agreement signed electronically indicating the user agrees to the terms and conditions of using Connect in a professional, care-related, and HIPAA compliant manner</td>
</tr>
<tr>
<td><strong>Thin Client</strong></td>
<td>A lightweight, fanless computer with no hard drive, used for accessing applications and data through a network or cloud server</td>
</tr>
<tr>
<td><strong>WLDA</strong></td>
<td>Wounds, Lines, Drains &amp; Airways</td>
</tr>
</tbody>
</table>