



# URGENT

# Physician Portal Update

## Important Change to Physicians Portal: Please Review and Take Action as Needed

**Shared Session will be required in order to see the login page of Physicians Portal beginning August 17, 2010 at 10:30 am.**

This change is required in order to prepare the system for Horizon Expert Orders (HEO). Horizon Expert Orders allows a physician or mid level provider to enter their own orders via an HEO module that will integrate into Physicians Portal. HEO will enhance patient safety through a reduction in transcription errors, embedding best practice content into order outlines and real-time communication to care providers resulting in timely order implementation.

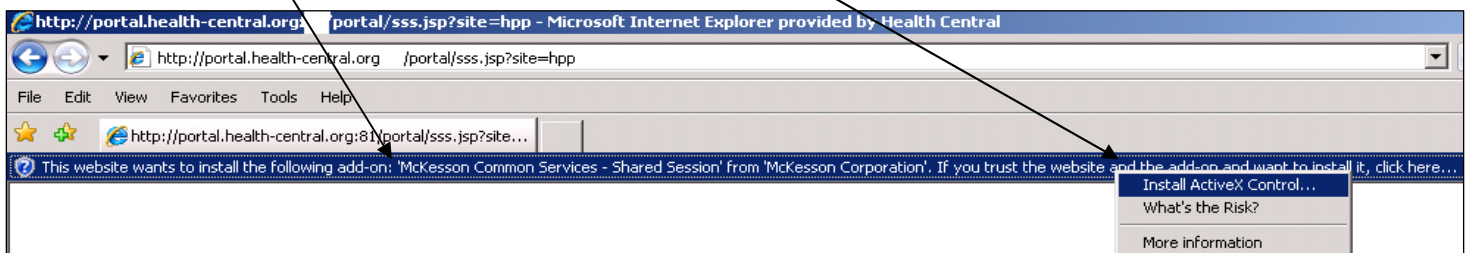
### What does this change mean to me?

When you access Physicians Portal on August 17<sup>th</sup> after 10:30 am, you will see the following pop-up message.

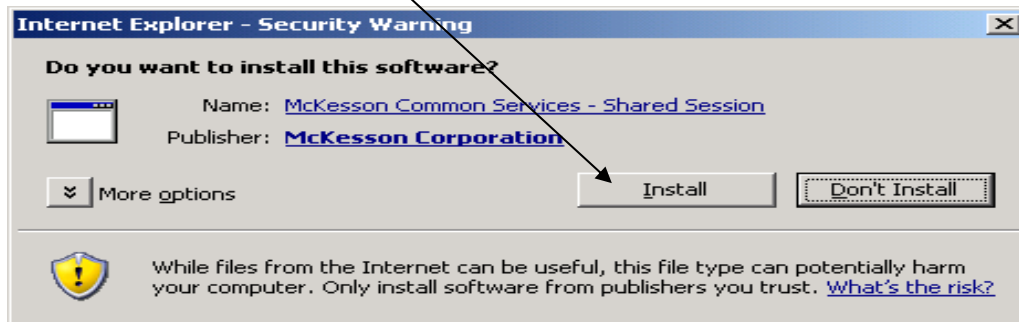
*“This website wants to install the following add on: “McKesson Common Services-Shared Session” from ‘McKesson Corporation’. If you trust the website and the add-on and want to install it, click here...”*

### What do I need to do?

1. Click on the pop-up window and **then** select Install Active X Control.



2. Another window will display for you, click on Install.



3. You will now see the Portal login screen, the web plug-in is installed.

### Do I need to install this plug-in on every PC I use?

Yes, this plug in will need to be installed on every personal PC you use to access Physicians Portal and should take no more than one minute to install. Hospital owned PCs will be set up by the IT department.

### What if I don't see the pop-up for the web plug-in on 8/17/10 after 10:30 am?

Please check your pop-up blocker settings and allow pop-ups temporarily or always allow them from the <http://portal.health-central.org> website. Once you set your pop-up blocker to allow, navigate to the Portal login page again at...

<http://portal.health-central.org/portal/site/hpp>

The pop-up should display again for you to click on it to install the Active X Control. If they do not you may need to disable additional pop-up blockers.

### **Do I need to contact my PC administrator?**

If your PC is managed by a computer administrator you will need to contact your PC administrator to let them know about the change. You may not have rights to download the web plug-in on the machine. If you are unsure if you have rights to download, please contact your computer administrator.

### **What is a plug-in?**

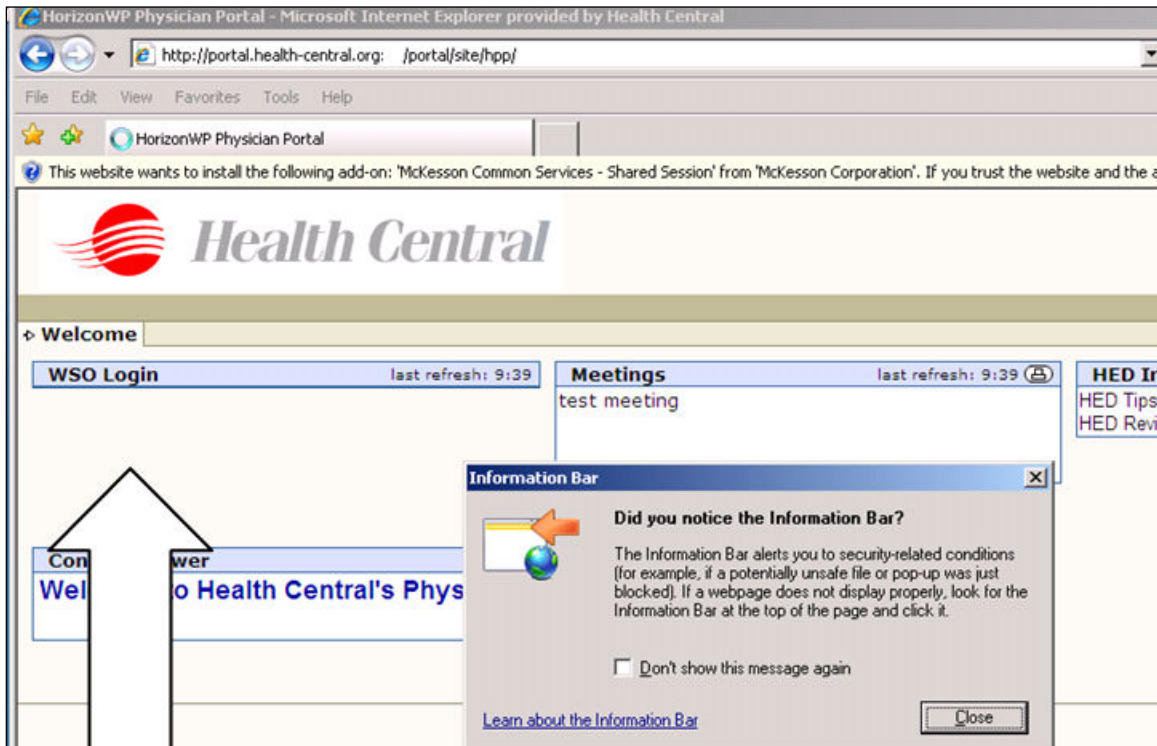
In computing, a plug-in (also called plugin, addin, add-in, addon, add-on, snap-in or snapin) consists of a computer program that interacts with a host application (a web browser or an email client, for example) to provide a certain, usually very specific function. It could be playing videos, displaying new file types. Plug-ins enable customizing the functionality of any application.

### **Does this plug-in work with MAC PC's or Mozilla?**

Health Central Physicians Portal is only supported to work with Internet Explorer 6 and 7 on Windows. If you are currently accessing Physicians Portal using a MAC you will need to use Portal Citrix. Please contact our helpdesk for Portal Citrix set up instructions. The shared session web plug-in will not work on a MAC PC. If you are using a MAC PC currently with Portal Citrix you will NOT need to install the plug-in.

### **How do I know if the plug-in is not installed?**

You will NOT see the box to enter your username and password into Portal.



### **Can I install this plug in ahead of time?**

No. The plug in can only be set up on your PC on August 17th after 10:30 am.

### **What if I need more information?**



Please contact Health Central's Information Services Help Desk at 407-296-1050 or [help.desk@healthcentral.org](mailto:help.desk@healthcentral.org)