How do I gain access to the Physician Portal?

Access to the St.Vincent Physician Portal is based upon membership in Active Directory groups. All credentialed St.Vincent physicians and clinicians are automatically granted access to the appropriate group, with the exception of those physicians and clinicians located at Anderson and Williamsport.

Physicians credentialed at Anderson Regional Hospital and Williamsport Hospital are manually added to the group by the local Medical Affairs department. If you are a credentialed physician or clinician but cannot access the Physician Portal after following these instructions, please contact your local Medical Affairs department to have them add you to the correct Active Directory group.
Guidelines for accessing the St.Vincent Physician Portal on a Mac
Current Version: May 20, 2013

Background and the Issues

The Physician Portal is a conduit for other systems that provides a convenient and consistent location for Physicians to gain access to relevant information and applications. Historically, St.Vincent has adhered to defined standards for hardware and software systems, including operating systems, business and clinical applications. These standards have been almost entirely, if not wholly centered on PC-based hardware and Microsoft operating systems and applications.

The primary reason has been that the 3rd party software vendors have only provided application versions for Windows variations and as software has evolved, web-based systems have emerged with the promise of browser-independence. However, several vendors have made decisions to use technology (primarily ActiveX) that is proprietary to Microsoft and therefore only works within Microsoft's Internet Explorer browsers. For St.Vincent, that includes the web-based version of PACS, MIView and the Citrix ICA client that provides remote access to systems that execute on a series of Citrix servers.

With the introduction of the Physician Portal and its popularity, it has become necessary to support a wider variety of client platforms and the most popular request has been support for Macs. After extensive testing with a variety of possible Mac configurations, we have determined the options detailed in this article represent the most stable for the largest number of the user base. The third option listed below is to use the Boot Camp feature that is provided with Mac OS X Leopard. This feature and its configuration is well documented by Apple, but due to its requirement to completely reboot to switch between Windows and Max OS X it is not covered in these instructions.

Please note that a Windows XP-based PC with Service Pack 2 and Internet Explorer 6 or higher remains the supported configuration. The St.Vincent IS Service Desk will be unable to help you with any of the steps required to setup your Mac for use with the Physician Portal.
The following table compares the level of support for the applications available through the Physician Portal.

<table>
<thead>
<tr>
<th>Application</th>
<th>Mac Native</th>
<th>VMWare Fusion</th>
<th>Boot Camp*</th>
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Boot Camp requires rebooting your Mac to switch between Windows and Mac OS X.

Option One: Native Mac Support

Natively, Macs with Mac OS X 10.4.11 or later, coupled with the Safari web browser and a native MAC Citrix ICA client can utilize the majority of the Physician Portal's features, with the exceptions indicated in the comparison table. Please note that future features and applications may not provide native Mac support.

Mac System Requirements

- Minimum 1GB of RAM (2GB RAM recommended).
- 30 MB free disk space.
- Mac OS X 10.4.11 or later.
Download and Install Citrix OS X Client

It is important to ensure selection of the correct Citrix client. The best way to accomplish this is to find the current version of the operating system on the machine.

1. From the desktop view, click the Apple
2. In the drop-down menu, click the “About this Mac” link
3. A window will pop-up which displays the Mac OS type and Version
4. Make note of this information
5. Browse to the Citrix.com website to locate the receiver needed.  [www.citrix.com/downloads/citrix-receiver.html](http://www.citrix.com/downloads/citrix-receiver.html)

⚠️ While it is very tempting to utilize the link titled “Detect my device and Install Receiver” it is advised not to do so. Internal testing found that the downloaded receiver for the Mac OS was not always correct, yielding unsatisfactory results.
6. Locate the correct receiver version, then click the link to download. If you are uncertain which version to download, click the link for download version information. It may also be necessary to do an internet search to find this information.

** In the case of the test machine, a version for Mac OS X 10.5.8 was not listed on the Citrix receiver site. A quick internet search yields results which directs the user to install Citrix Receiver version 11.2 for this operating system.
7. Upon clicking the download button, the user will receive the following system prompt:

Click the “Save File” button to continue
8. When the download is complete, locate the Citrix_online_plug_in.dmg file in your “Downloads” folder and double click on it. When you reach this screen, click the “Install Citrix online plug-in.pkg” button.
9. Click the “Continue” button at the following system prompt:

![Image of the warning dialog]

10. Click the “Continue” button at the following system prompt:

![Image of the Citrix Online Plug-in Installer]

Welcome to the Citrix Online Plug-in Installer

To install Citrix Online Plug-in, click Continue. You will be guided through the steps necessary to install this plug-in on your Mac.
11. Click “Continue” to proceed with the installation process

12. Click the “Agree” button to continue with the installation
13. Select the appropriate hard-drive for the installation

14. The following screen determines where the Citrix Plug-in will be installed and installs it accordingly. Click the “Install” button to continue.
15. If prompted by the system, enter your User Name and Password as indicated, then click OK
16. The installation may take several minutes to complete
17. When prompted, ensure that the “Open Citrix Dazzle now checkbox” is **not** checked, then click the “Continue” button

18. When the installation is successfully complete, click the **Close** button.

**NOTE:** Citrix Dazzle is installed with the download, but is not required to launch applications.
19. The user may now launch the web browser (Safari or Firefox).

**Disable Pop-Up Windows Blocker in Safari**

Many of the applications launched through the Physician Portal automatically open new browser windows. In order for the applications to operate correctly, these windows (also known as pop-ups) must be allowed to open. As a result, Safari’s pop-up blocker must be disabled. Additionally, any other pop-up blockers installed must also be either disabled or exceptions must be added for the Physician Portal’s web address or URL. These blocking services may be provided by 3rd party browser add-ins or personal firewall systems.

1. Open the Safari web browser.

2. Disable the pop-up blocker under the Safari menu.

![Safari menu with Block Pop-Up Windows option highlighted]

**Add Security Certificate Exceptions**

Once the Physician Portal is launched, users may receive a series of Secured Connection Failed messages from Safari. These messages are related to the issuer of the security certificates and will not harm your computer. Please follow these instructions carefully because it is important to only add security exceptions for known websites.

1. Navigate to physicianportal.stvincent.org in the Safari web browser.
2. If presented with the following window, click the **Show Certificate** button.

![Image of certificate warning]

3. Click the **Always trust** checkbox then click the **Continue** button.

![Image of certificate confirmation]

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14
Option Two: VMWare Fusion ("Virtualization")

The primary request for Mac users is the ability to run Windows-based programs and Mac programs simultaneously or side-by-side. Since Apple introduced Intel-based hardware, several software "virtualization" options have become available. Of the options available, VMWare Fusion 5.0 was selected for its power, flexibility and overall performance. Although this article is comprehensive, there are likely variations in configurations and other issues that may need additional clarification - for additional help with VMWare Fusion 5.0, please refer to the documentation and tutorials on VMWare's website.

Please note that both the Native and VMWare Fusion configurations may be used on the same Mac.

Mac System Requirements

- Any 64-bit capable Intel® Mac. 4GB RAM recommended
- 750MB free disk space for Fusion at least 5GB for each VM
- Mac OS X 10.6.7 or later; OS X Lion recommended
- Operating system installation media for virtual machines
- Note: Microsoft Windows Not Included

Also included:

- 18 months e-mail support (in English) after registration,
- Built-in video tutorials to get the most out of VMware Fusion

Order, Download, and Install VMWare Fusion 5.0

VMWare Fusion 5.0 may be purchased online directly from VMWare's website. The current list price is $49.99, but is subject to change. There is also a competitive discount if you have purchased a competing product (e.g., Parallels). If you prefer to try out the software before purchasing it, a 30-day trial is also available for download. Please note that while you can order the software on any computer (PC or Mac), you should download the VMWare Fusion software directly on the Mac where you intend to install and use the software.

1. Download VMWare Fusion 5.0
### VMware Fusion 5.0.3 (for Mac OS X)

**Product**: VMware Fusion 5.0.3 (for Mac OS X)

**Version**: 5.0.3

**Family**: VMware Fusion

**Description**: VMware Fusion 5.0.3 - English

**Notes**
- **Fusion Licensing**: Use this link to download VMware Fusion 5 or VMware Fusion 5 Professional. VMware Fusion 5 Professional features will be activated by your Fusion 5 Professional license key.

**Documentation**: Release Notes

**Release Date**: 2013-03-15

**Type**: Product Binaries

### Product Downloads

<table>
<thead>
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<th>INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMware Fusion 5.0.3-1040386-light.dmg</td>
<td>Download including only VMware Fusion software</td>
</tr>
<tr>
<td>VMware Fusion 5.0.3-1040386.dmg</td>
<td>Download including VMware Fusion and a 12 month complimentary subscription to McAfee Virus Scan Plus (Recommended)</td>
</tr>
</tbody>
</table>

Information about MD5 checksums and SHA1 checksums.
2. Click the icon labeled **Install VMWare Fusion**.

3. Click the **Open** button.

4. Click the **Continue** button.
5. Click the **Continue** button.

6. Click the **Continue** button.
7. Click the **Agree** button.

![Agreement screen]

8. Click the **Install MacFUSE** checkbox and click the **Continue** button.

![Install MacFUSE screen]

9. If prompted, enter your **Name** and **Password** and click the **OK** button.

![Password entry screen]
10. Select the hard-disk to install Fusion and click the **Continue** button.

11. Click the **Install** button.
12. If prompted, enter your **Name** and **Password** and click the **OK** button.

![Installer requires that you type your password.](image1)

13. Wait a few moments while the software is installed.

![Installing VMware Fusion](image2)
14. Enter your serial number (contained in your order confirmation e-mail) and click the **Continue** button.

15. Once the installation has successfully completed, click the **Red X** button at the top left of the window.

** Please note that VMware Fusion only creates the virtual machine, similar to a new, empty computer. The user will still need to obtain a valid Windows license, install and configure the Windows operating system. This work is outside the scope of what the IS Service Desk can assist with.
How do I get connected?

1. Connect to [http://physicianportal.stvincent.org](http://physicianportal.stvincent.org) from any computer that is either:

   - Connected to the Internet via broadband (DSL, cable-modem, etc.) or
   - Connected directly to the St.Vincent network

* If the web address displayed is [http://portal.stvincent.org](http://portal.stvincent.org) you have been redirected to the St.Vincent Associate Portal. You will need to change the address to [http://physicianportal.stvincent.org](http://physicianportal.stvincent.org).

⚠️ When creating shortcuts and/or desktop icons please be sure to use the link exactly as it appears above. Be certain to delete any other links to the Physician Portal as they may inadvertently direct you to the St.Vincent Associate Portal.

2. The Physician Portal log-on screen will be displayed:

![Figure 1](image)

3. Enter your St.Vincent network user ID and password as indicated then click the “Log in” button. Do not preface your user ID with ININD or IND1
4. For your convenience, a link to the “Self-Service Password website” is provided on the log-in page, as indicated in red within *Figure 1* above

If you are uncertain of your password it may be reset by visiting this site. It is important to note that it may take up to 15-minutes for password synchronization to occur. As a result, users are advised to wait at least 15-minutes before attempting to log-into the portal after resetting their password.

If you feel your account has been locked due to failed log-ins, please contact the IS Service Desk at (317) 583-4357 to have your account unlocked.

5. You should now be successfully connected to the Physician Portal.
What is on the Physician Portal?

The Physician Portal strives to provide practitioners with all of the information they need, in a clean and concise manner. There is quite a bit of information available without being overwhelming.

As shown in Figure 5:

- **News**: As indicated by the *red* arrow, News articles are posted to keep you up to date on important information
- **Quick Links**: As indicated by the *green* arrow, this section provides you with quick access to Library Articles, Order Sets, Physician Forms and more
- **Application Launcher**: The Application Launcher indicated by the *gold* notation, provides practitioners with off network access to applications such as QUEST, Up-To-Date and Sovera

A closer look at the Application Launcher...

There are three distinct tabs available on the Application Launcher:

1. **Clinical Applications** provides access to the applications shown below. These applications are used by all physicians regardless of specialty

   - As noted in the chart on page 3 of this tutorial, PACS (HRSD) and PACS MI View are not compatible with browsers other than Internet Explorer
2. The second tab provides users with access to Specialty Applications. Typically these applications are utilized by ‘specialty’ groups, however there are exceptions such as:
   - Access to your personal F-drive
   - Access to your G-drive
   - Link to open the Outlook Web Interface for email

![Clinical Applications, Specialty Applications, Clinical Resources]

Figure 4

⚠️ Access to the Physician Portal does not guarantee users the ability to gain access to applications. If you do not have a User ID and password for the applications listed above, you will need to work with your immediate supervisor to gain access to the systems desired

3. The third tab provides links to Clinical Resources such as Micromedex, StatRef!, CareNotes and more!

![Clinical Applications, Specialty Applications, Clinical Resources]

Figure 5
What is on the Physician Portal? Cont...

- **Important Information and Alerts**: Indicated by the *green arrow* in *Figure 9*, this area typically provides users with important information regarding the function of the Physician Portal. Check this area each time you log onto the Physician Portal to ensure you have the most up-to-date technical information possible.

- **Upcoming Events**: Indicated by the *purple arrow* in *Figure 9*, this section provides users with dates and times of upcoming events. Be sure to transfer this information to your personal calendar so you don’t miss a thing!
- **St. Vincent Health Facilities**: Click the “St. Vincent Health Facilities” link to expand menu options

![Click to Expand](image)

**Figure 7**

The St. Vincent Health Facilities listing provides you with access to information about your specific health ministry.
• **Quick Launch/Left Navigation:** The left navigation area provides you with access to:
  - Publications and other important documents
  - Physician Education links such as SEED, Distance Education, etc.
  - Doc2Doc Mentoring and the Physician Outreach Network
  - Other informational links
Top Navigation/Tabs: The top navigation/tabs shown in Figure 12, provide access to:

- Discussions
- Calendar
- FAQ’s
- Consent Forms
- Census Lists
- Order Sets

How do I log out of the Portal?

To log off of the Physician Portal:

1. Point to and click on the Welcome message drop-down in the top right corner of your screen
2. Within the window, click on the Sign-Out link as shown in Figure 13
3. You may now close your browser window