

The eChart tab is available to clinical EPR users

eChart Manitoba users who have access to clinical information (other than the demographic view) can access eChart directly through the Clinical EPR, Ambulatory EPR and EDIS modules.

If you are viewing this guide electronically, click on the topics below to learn more about using the eChart tab.

User accounts

Using the eChart tab

Changing your eChart password

Searching for Patients

Troubleshooting

eChart FAQ



Note: eChart users with **Demographic View** will not be able to access eChart via the tab in the EPR. Please continue to use the eChart web application at <https://echart.manitoba-ehealth.ca/Manitoba>

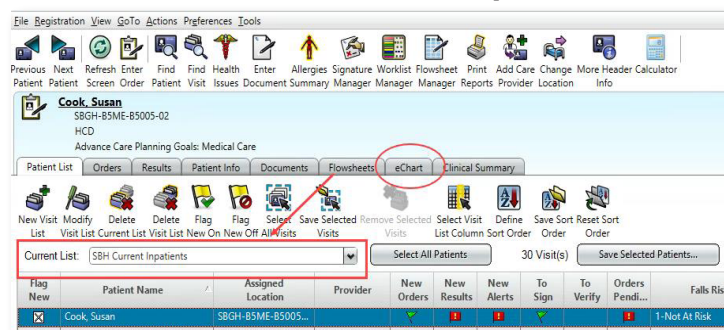
User accounts

Speak to your manager if you do not have an eChart account and require one.

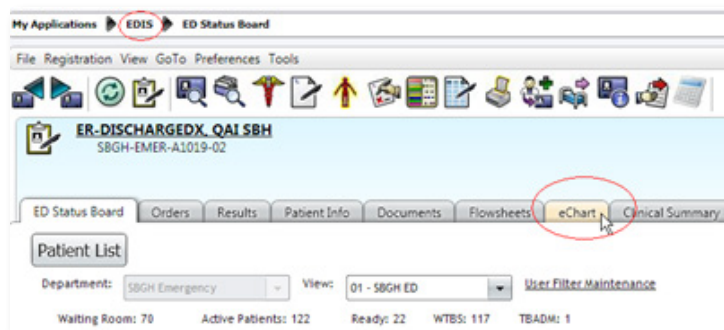
Using the eChart tab

1. Select a patient from the patient list or the status board in EDIS, and click on the **eChart tab**.

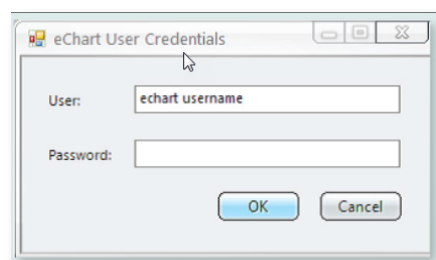
Clinical or Ambulatory EPR



EDIS



2. For authentication purposes, when you click on the eChart tab for the first time after logging into the EPR, you will need to enter your eChart username and password. You will not have to repeat this as long you do not log out of the EPR or your session does not time out. If your current EPR session ends, you will be prompted to log into eChart tab when you log back into the EPR.



Your eChart Manitoba username and password may be different from your EPR username and password. If you do not remember your eChart password, please contact the Service Desk at 204-940-8500.

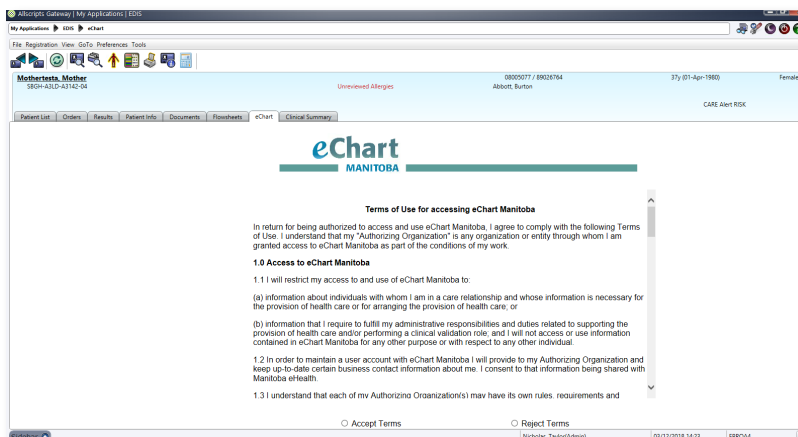
services.manitoba-ehealth.ca/echart.html

For more information, questions or concerns regarding eChart Manitoba, please contact the Manitoba eHealth Service Desk, available 24 hours a day, seven days a week.

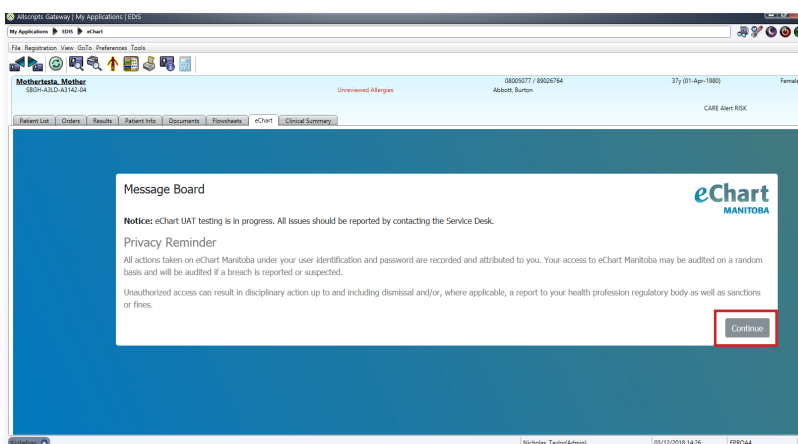
Phone: (204) 940-8500 **Phone (toll-free):** 1-866-999-9698

Email: servicedesk@manitoba-ehealth.ca

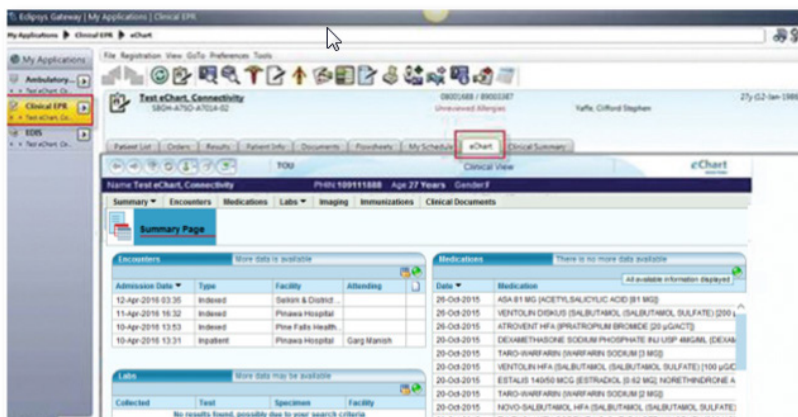
- Once the password is entered, if you have never logged into eChart before (or following the addition of new information sources to eChart), you will be prompted to read and accept the eChart Terms of Use. You can also reference the Terms of Use at: services.manitoba-ehealth.ca/files/echartFrmTOU.pdf



- If login is successful, the eChart message board appears. The board displays the privacy reminder for eChart and notifications related to the application. Click the "Continue" button



- The eChart Summary Page will then display for the selected patient. You can access the various eChart clinical views as you normally would.



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Changing your eChart password

You will need to access the eChart web application (<https://echart.manitoba-ehealth.ca/Manitoba>) to change your eChart password. Click the "Change my Password" button on the eChart login screen.

1. Enter your username and current (old) password on this screen and click "Change my Password" (fig. 1).
2. Enter your current (old) password and your new password twice and click Submit (fig. 2).
3. After you have successfully changed your password, close Internet Explorer.
4. Re-launch eChart Manitoba and log in using your new password.

Note: Changing your password in eChart Manitoba will also update your password for other provincial applications that use the same user ID (e.g. PACs, Panorama, etc.) and for logging into certain Manitoba eHealth managed workstations.

fig. 1

The login screen for eChart Manitoba. It features a dark blue header with the eChart MANITOBA logo. Below the header, there are two input fields: 'User name:' and 'Password:'. A blue 'Log On' button is positioned below the password field. At the bottom of the screen, a red rectangular box highlights the 'Change my password' link.

fig. 2

The 'Change Password' screen. It has a dark blue header with a message: 'If you do not want to change your password, please close this browser window.' Below the header, there is a section titled 'Change Password' with instructions: 'Your Password must follow the eHealth Password Standard of Minimum 8 characters. Cannot use any of your 5 previously used passwords. Password is case sensitive. Require at least 3 of the following 4 character types: upper case letters, lower case letters, numbers, special characters.' There are three input fields: 'User name:', 'Old password:', and 'New password:'. Below the 'New password:' field is a 'Confirm new password:' field. At the bottom, there are two buttons: 'Submit' and 'Reload'. A red rectangular box highlights the 'Old password:', 'New password:', and 'Confirm new password:' fields.

Searching for patients

When using the eChart Tab, always use the EPR patient functions to search for patients in order to keep your selected patient in context with eChart.

Remember: All activity performed in eChart is logged and subject to an audit. Only enter the eChart tab if you need to know the information contained in eChart to support your patient's care. The information in eChart is an adjunct to the information already available to you in the EPR.

If at any time you see the eChart Patient Search page, do not use it.



Using the Next/Previous Arrows in the EPR while you are logged into the eChart tab to move between patients will not log you out of eChart.



USE: These patient functions to select patient

A screenshot of the eChart patient search interface. The top menu bar includes 'File', 'Registration', 'View', 'GoTo', 'Preferences', and 'Tools'. Below the menu bar, there is a patient summary for 'Ambulatory Emer, Edward' with details like 'SBGH-EMER-A100E', 'HCD', 'Unreviewed Allergies', 'Morris, Andrew Lee', and 'Hospital visit last 6 m'. Below this, there is a 'Patient List' tab. At the bottom, there is a 'Find Patient' window with search criteria fields: 'Quick ID:', 'ID Type:', 'ID:', 'Last:', 'First:', 'Middle:', 'Gender:', and 'Birth Date:'. There are also 'Search Options' checkboxes: 'Exclude deceased', 'Exclude alias names', 'Include highest privacy level patients', 'Exact name', 'Find similar sounding last names', and 'Exclude persons with no visits'.

DO NOT USE: This search function will NOT keep the patient in context

A screenshot of the eChart Patient Search page. It shows a search form with fields for 'Last Name', 'First Name', 'Date of Birth', 'Gender', 'PHN', and 'MB Reg #'. There are also 'Advanced Search' and 'Search Tips' links. Below the search form, there is a table with columns: 'Loading', 'Select', 'Name', 'PHN', 'Date of Birth', 'Gender', 'Address', 'PHN Exp. Date', and 'PHN Exp. Date'. The table is currently empty. At the bottom, there is a status bar with text: 'Test User - SBH, PhysicianAmbulatory1 EPR/MC 26-Jan-2015 13:24 EPRQ42'.

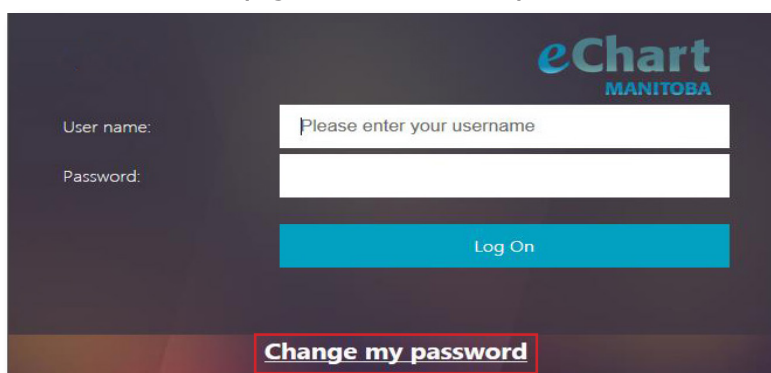
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Troubleshooting

Unable to log into eChart tab in EPR

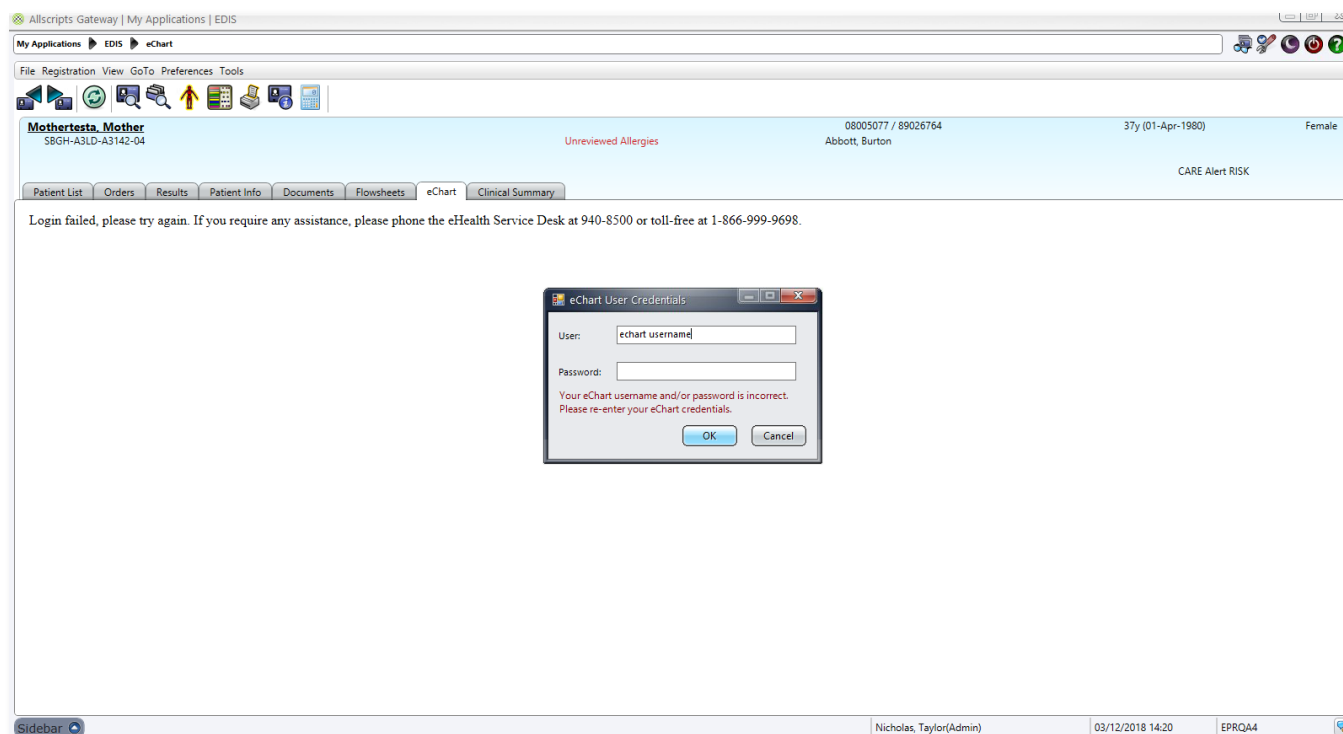
Call the Manitoba eHealth Service Desk at 204-940-8500 if you experience any login issues.

Example 1: If your eChart password has expired, you will be prompted to change it. If you have any issue updating your password, please call the Service Desk. Note that, this password change will also update your password for some other provincial applications that use the same user ID (e.g. PACS, PHIMS, etc.)



The image shows the eChart MANITOBA login interface. It has a dark blue header with the eChart MANITOBA logo. Below the header, there are two input fields: 'User name:' and 'Password:'. A blue 'Log On' button is positioned below the password field. At the bottom of the login area, there is a red-bordered button labeled 'Change my password'.

Example 2: If you continue to receive the log in prompt below, you may have entered an incorrect username and/or password. Please verify the username and password you have entered for eChart. If the issue continues to occur, please call the Service Desk.

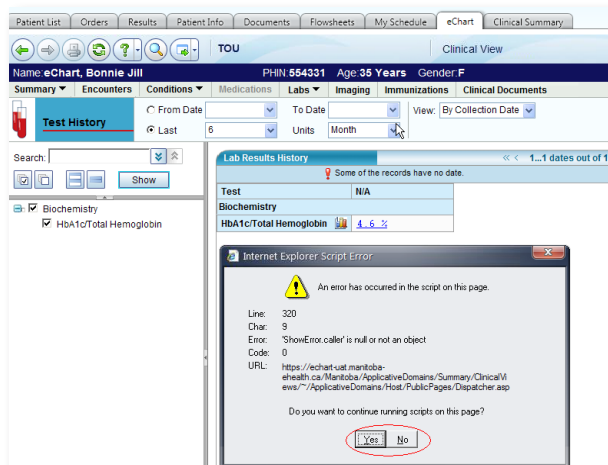


The image is a screenshot of the Allscripts Gateway | My Applications | EDIS interface. The top navigation bar shows 'My Applications' with a dropdown menu containing 'EDIS' and 'eChart'. Below the navigation bar, there is a patient information header for 'Motheresta, Mother' with ID 'SBGH-A3LD-A3142-04'. The header also displays 'Unreviewed Allergies', '08005077 / 89026764', 'Abbott, Burton', '37y (01-Apr-1980)', and 'Female'. A 'CARE Alert RISK' is also visible. Below the header, there are tabs for 'Patient List', 'Orders', 'Results', 'Patient Info', 'Documents', 'Flowsheets', 'eChart', and 'Clinical Summary'. The 'eChart' tab is selected. The main content area shows a message: 'Login failed, please try again. If you require any assistance, please phone the eHealth Service Desk at 940-8500 or toll-free at 1-866-999-9698.' A modal dialog box titled 'eChart User Credentials' is open in the center. It contains fields for 'User:' (with 'echart username' entered) and 'Password:'. Below the fields, a message states: 'Your eChart username and/or password is incorrect. Please re-enter your eChart credentials.' There are 'OK' and 'Cancel' buttons at the bottom of the dialog. The bottom status bar shows 'Nicholas, Taylor(Admin)', '03/12/2018 14:20', and 'EPRQ44'.

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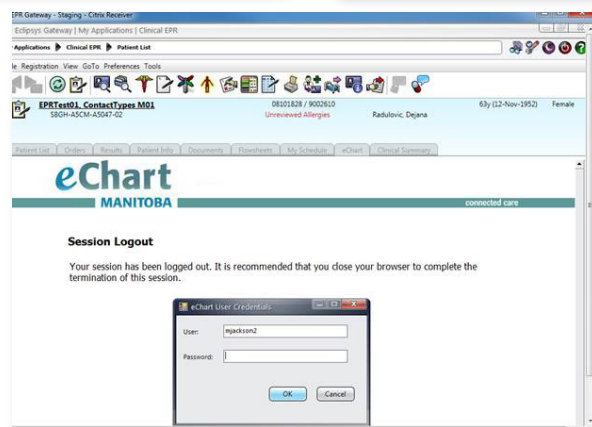
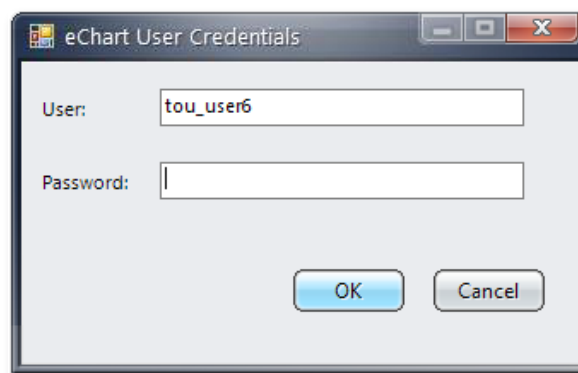
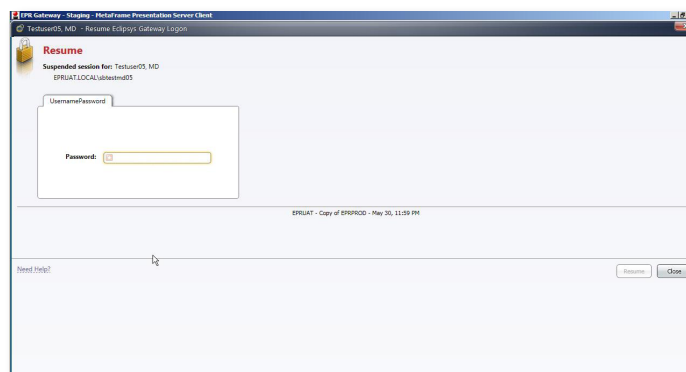
Searching for lab results in eChart

If you receive this error message when accessing the Laboratory views in eChart, click either Yes or No to continue and the message will disappear.



EPR session time-out

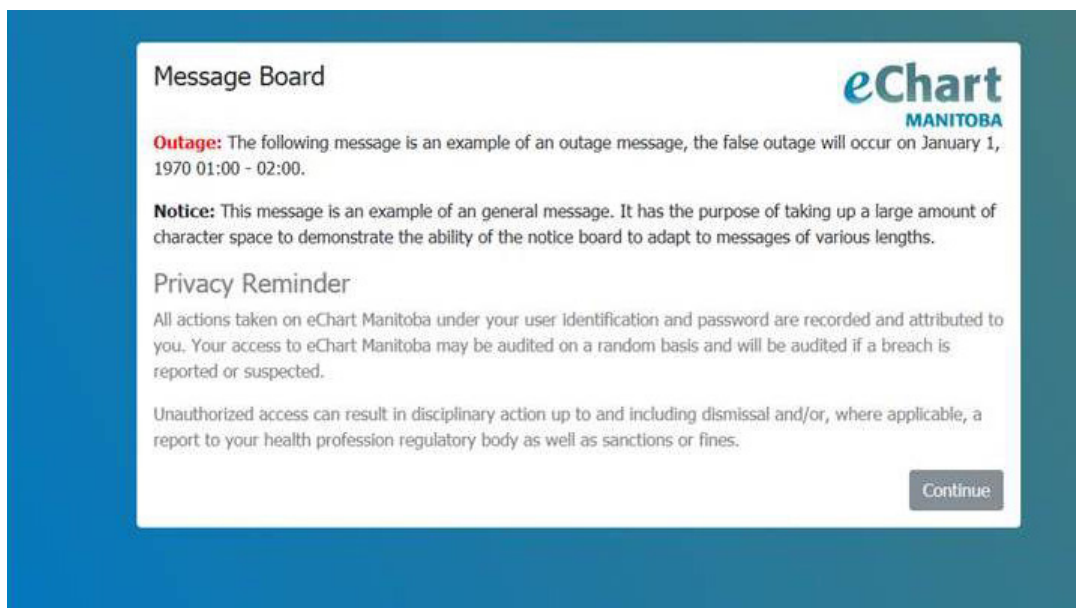
If your EPR session goes into suspend mode while you are in the eChart tab, you will need to log into both applications again. Once prompted, enter your EPR password to resume the EPR session and your eChart password to resume your eChart session.



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Unable to connect to eChart

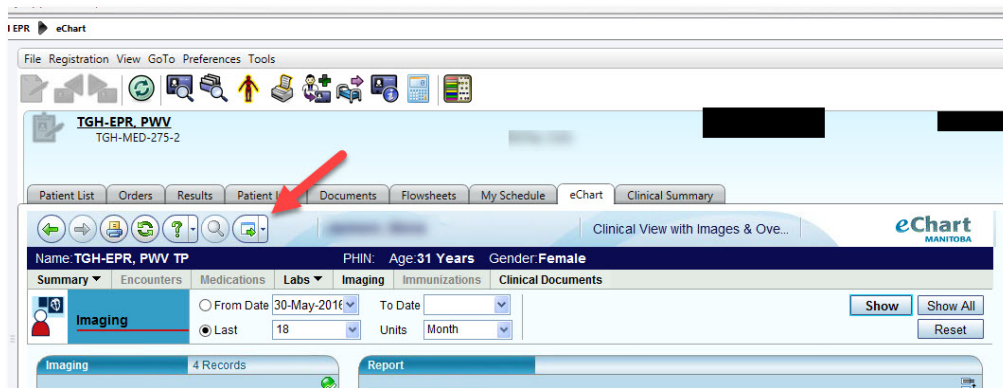
If eChart services are down, the message board will display and you will not be able to access the application.



Try to connect again and if this re-occurs, contact the Manitoba eHealth Service Desk at 204-940-8500 or 1-866-999-9698 (toll free).

eChart FAQ

You can access Frequently Asked Questions (FAQ) for eChart by clicking on the Manitoba eHealth FAQ icon in the eChart tab. This will direct you to the eChart FAQ section on the Manitoba eHealth intranet where you will find answers to common questions related to eChart.



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