1. Double click on the NMH Clinical Connect icon on your desktop.

2. A logon prompt launches. Type your NMH username and password.

3. After logging into Clinical Connect, NMH will check the security of your computer.

4. If the computer passes the security check, The NM Interactive webpage will launch. This window will stay open for 6 hours unless there is 2 hours of inactivity. **Note:** the Clinical Connect Tool bar will always be present.
5. Another logon prompt launches. Type your NMH username and password.

For PowerChart issues, please contact **312-926-HELP**
6. Search for a patient
7. Search Window

Select your patient.

Select the Correct Encounter (visit) (LFNI and NM4 patient encounters will appear).
8. Assign a Relationship

![Image of PowerChart interface showing the Assign a Relationship window]

For PowerChart issues, please contact 312-926-HELP

9. Chart Overview

![Image of PowerChart interface showing the Chart Overview window]

The Demographic Bar (below in yellow) identifies common patient demographics - allergies, age, dates of service.

Change the date range by right-clicking the Blue Header.
10. Additional Results Review

This view applies only to patients who have been in the office by NMFF physicians. It allows you to see office records for the patient.

This patient has no data within Epic in error, please contact the developers of NMFFEpicView@nmff.org

Please include the patient name and MRN in the Email. For security purposes, this data is not pre-filled.

11. Epic View

You can adjust the Results Fluowsheet to narrow down your results.

Double-click on any test field to pull up the radiology or diagnostic test results.
12. Review Notes

For PowerChart issues, please contact 312-926-HELP

13. Record Printing

Select the PRINT icon or Print function from the Task Menu as indicated to print the document.
14. Exiting the System

Icon Descriptions

**Common Applications**
- PowerChart: The NMH Electronic Medical Record system for inpatient visits and all outpatient labs and radiology.
- Epic: The Northwestern Faculty Foundation (NMFF) Electronic Medical Record system.
- Clinical Connect: Allows text pages to any Northwestern pager.
- Web Paging: Has phone numbers and addresses for all Northwestern staff and departments.

**Clinical Connect Navigation Tools**
- The Navigation toolbar
- Reposition Toolbar
- Return to NM Connect
- Expand/Collapse the toolbar
- Launch Help

Sign-out of NM Connect. Upon signing out, select “Click here to sign in again.” to restart the session. OR Click on the red X icon in the upper right corner to close the window.

**Please Note:** Your NMH user ID and password is also used to login to Power Chart.

For PowerChart issues, please contact 312-926-HELP
Clinical Connect FAQs

Q: How can I view the Clinical Connect Demonstration?
A: To view the Clinical Connect Demonstration you need to have Flash Player 7 or higher installed. To install flash player please visit the following website.
http://get.adobe.com/flashplayer/

Q: When I login, I get two error messages; what do I do?
A: There are already other user sessions in progress. You are receiving this error message because you closed the Clinical Connect Window and did not sign out. Continuing will result in termination of the other session. (See screenshots of error messages below). Click OK to end the previous session and to start a new Windows Secure Applications Manager Session. Just proceed through error messages. To avoid this error message in the future click the brown door in right hand corner of the screen to end the session.

Q: I am unable to connect to Clinical Connect because of the following error message: what do I do?
A: If you are using NMH Provided Trend Micro Antivirus, please call our Help Desk at 312-926-1800. If you are using any other Antivirus product please verify if it has been updated within the 14 days, please contact your own local IT support if you need assistance with updating your Antivirus.
**Q:** I am not able to connect to Clinical Connect because I am getting the following error message: what do I do?

**A:** Clinical Connect needs to be reinstalled. Call our Help Desk at 312-926-1800. Please provide the agent the practice name and the contact information.

**Q:** I am unable to connect to Clinical Connect because I am getting the following error message: what do I do?

**A:** The Windows firewall must be turned on. If you are unable to complete the directions below, please contact your local IT resource because you may not be authorized to make this change.

1. To turn the firewall on go to Control Panel
2. Change to Classic View
3. Click on Firewall
4. Click button by "On", then click OK.