

Children's Connect School User Guide

August 10, 2019



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**Children's Hospital
Colorado**

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How to use this guide



This symbol indicates additional documentation is available on line. Click the symbol to open the document. [You can also click the document title here to open it.](#)



Watch this training video: [COURSE### - Title of Video](#)

Click the icon or the video title to view.



This symbol indicates important details about the process. For example, you must do this before taking another action.



This symbol indicates an alternative way to do something, tips & tricks, shortcuts, or hacks.

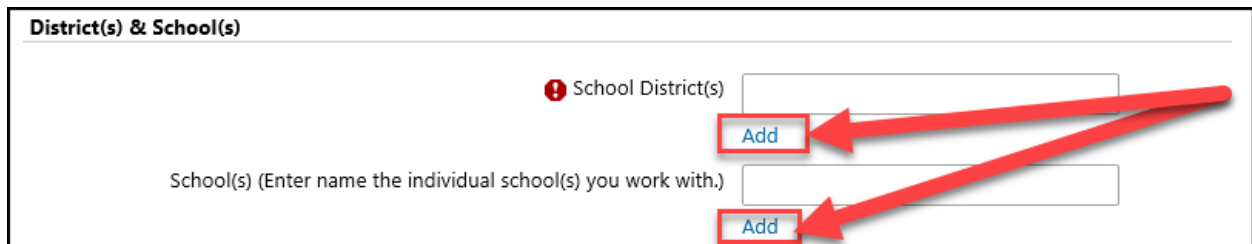


This symbol is used to indicate features, functionality, or other changes and additions to the system, such as with an upgrade.

CHILDREN'S CONNECT

Sign Up & Set Up

1. Go to <https://connect.childrenscolorado.org>, click *Request New Account*, and complete the *School Health Services Clinician* application
 - i. If you work in multiple schools or districts, click **Add** to add more districts/schools



The screenshot shows a form titled "District(s) & School(s)". It contains two input fields. The first field is labeled "School District(s)" and has a red "Add" button next to it. The second field is labeled "School(s) (Enter name the individual school(s) you work with.)" and also has a red "Add" button next to it. Two red arrows point from the right side of the form towards the "Add" buttons, indicating where to click to add more information.

- b. You will receive a user ID and temporary password within 14 business days
 - i. You will be required to change your password the first time you log in
2. Ensure your 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:
 - Internet Explorer
 - Chrome
 - Safari
 - Firefox



- Children's Colorado Connect is not available on Microsoft Edge
- Children's Colorado Connect is not available on 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



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.

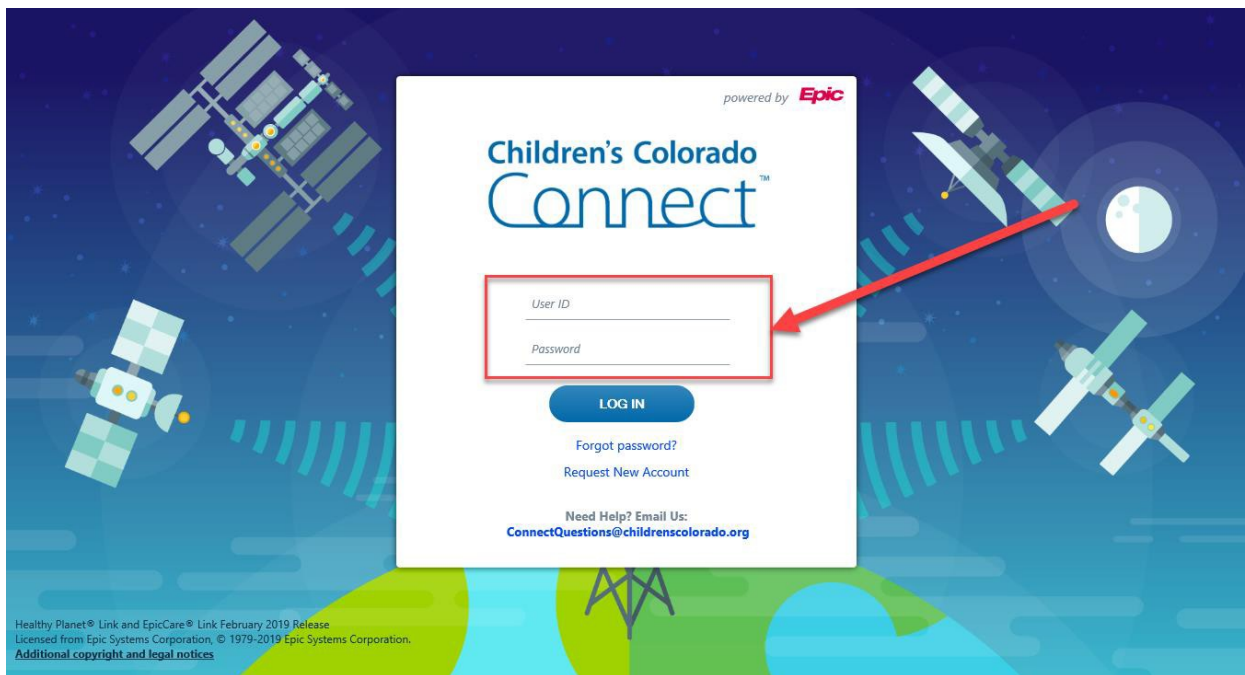


3. **EFFECTIVE Autumn 2019:** Be prepared for Dual Authentication

- a. You will need to have one of the following:
 - i. An authentication app such as Authy, Duo, or Epic Authenticator
 - ii. Ability to receive text messages
 - iii. Ability to receive individual email (not a shared email address)

Log In

1. Enter <https://connect.childrencolorado.org> in your internet browser window.
 - a. Using Internet Explorer version 11 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.



EFFECTIVE Autumn 2019: You may be directed to a Dual Factor Authentication screen.



Watch this video: [Connect General Overview](#)

Click the icon or the video title to view.

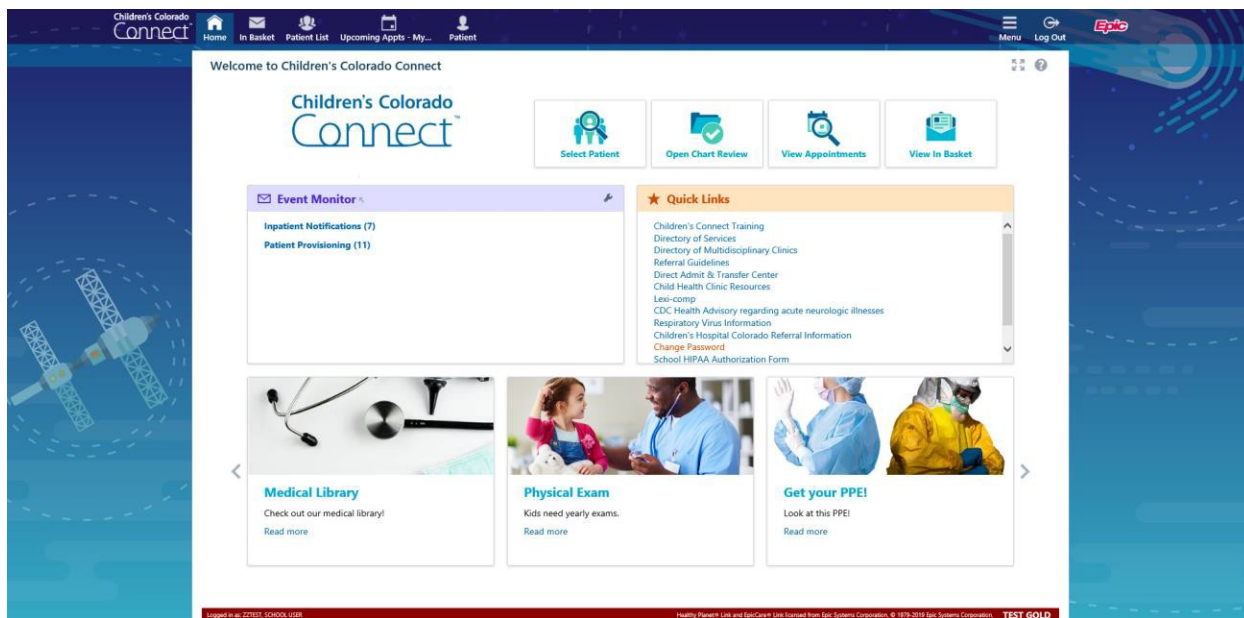


For information about Dual Factor Authentication, download the [Connect Dual Factor Authentication](#) tip sheet.

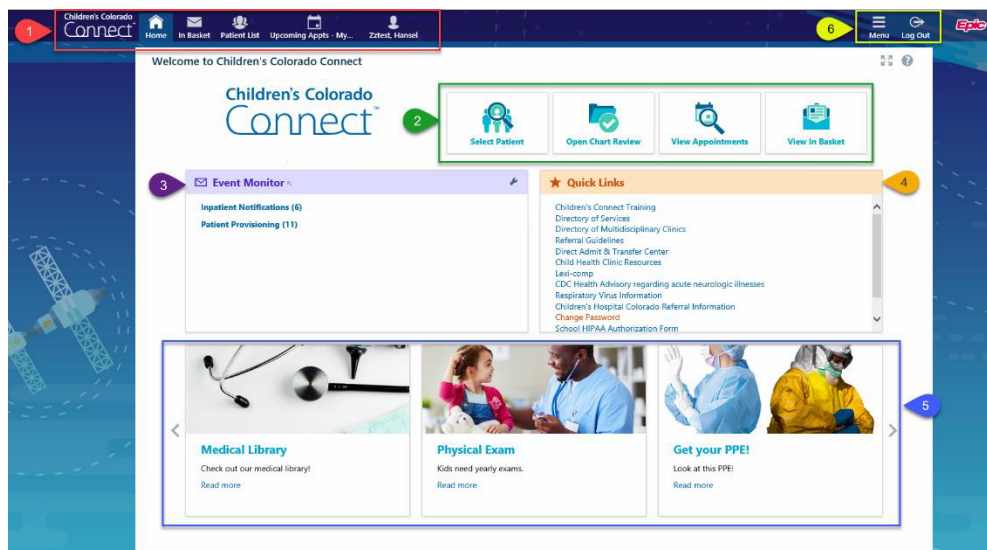
Click the icon or the document title to open the document

Welcome to Connect (Home Page)

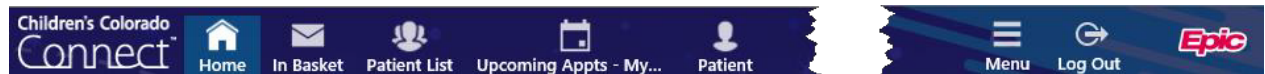
The Connect Home page is where you will find links to important documentation and the latest news from Children's Hospital Provider Relations. From here, you can select an activity from the toolbar, quick action buttons, event monitor, quick links, or newstiles.


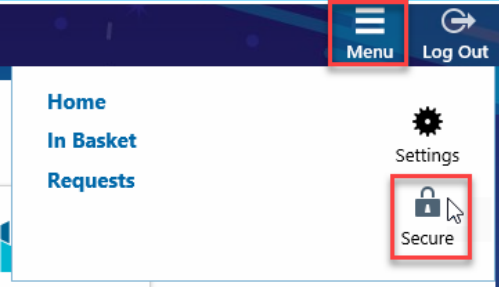
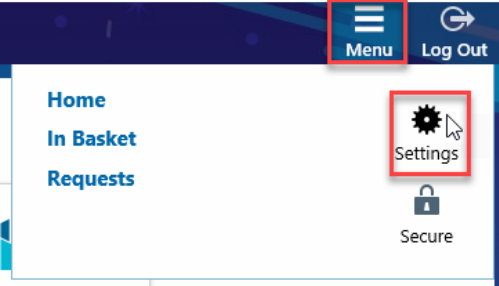


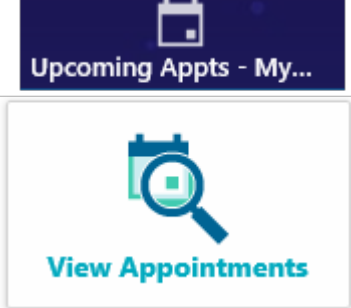


1. **Toolbar**
2. **Quick Buttons**
3. **Event Monitor**
4. **Quick Links**
5. **News tiles**
6. **Menu/Log Out**



Connect Toolbar

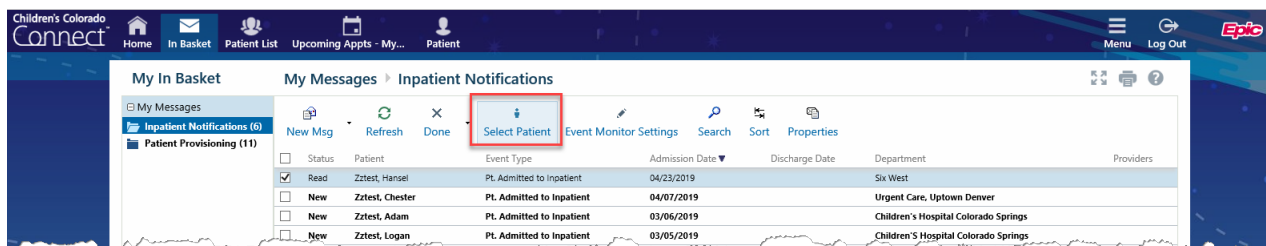
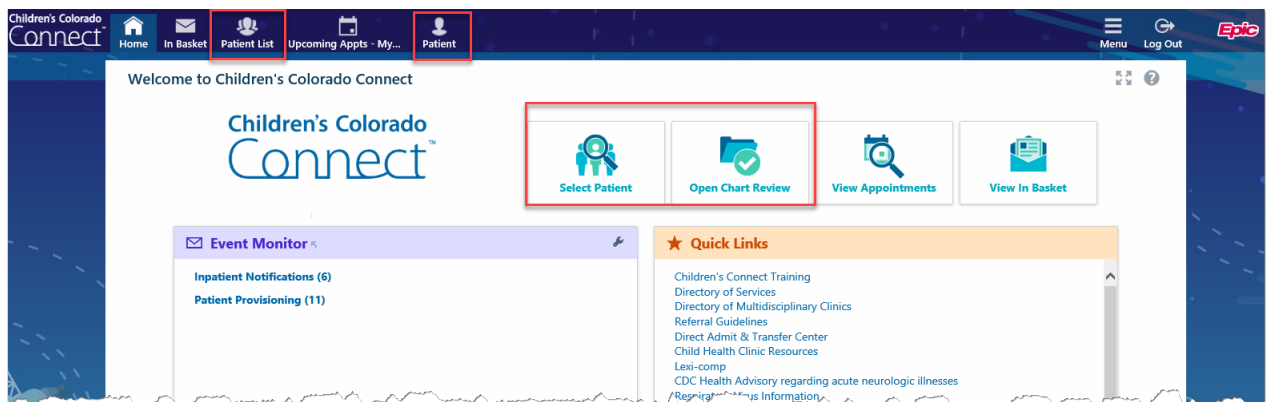


To do this	Toolbar section	Toolbar Button
Access messages and messaging tools	In Basket button	
Secure your workstation	Menu, then Secure	
Change your password Update demographics Reset dual authentication	Menu, then Settings	
Log Out	Log Out button	
Return to welcome screen	Home button	
See upcoming appointments for all my students	Upcoming Appts - My Patients button; or View Appts quick button	

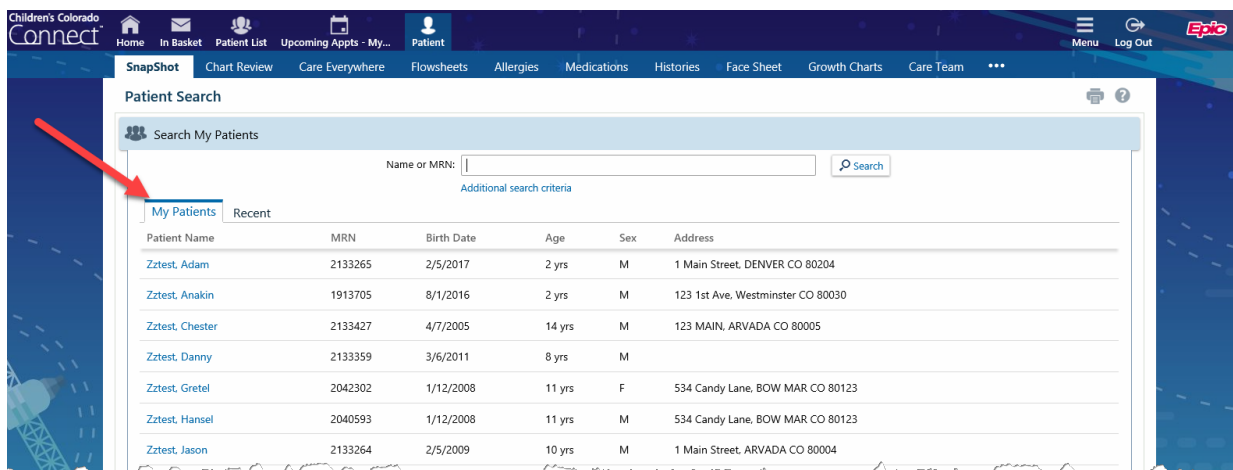
Find a Patient

School faculty using Connect have limited access to the patient groups assigned. All patients assigned will be listed in the **Pt List** activity. Contact your School Health Connect program administrator to have patients added or removed from your patient group.

*Click the **Pt List** or **Patient** toolbar button, **Select Patient** or **Open Chart Review** quick button on the home page, or **Select Patient** from a Notifications In Basket message*



By default, the **My Patients** tab displays all patients associated with the school(s) listed in Children's Colorado Connect.





If a patient is not showing on your *My Patients* tab, and you are sure the signed HIPAA consent was sent to CHCO School Nurse Access. please contact the CHCO School Nurse Access and ask for access to the patient's chart to be granted.

Patient, Select Patient, Open Chart Review

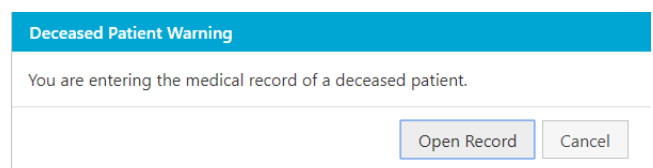
These buttons essentially work the same as each other. When you click one of these buttons, you are taken to the Patient List activity.

*Additionally, with the **Patient** button, you can select a chart review activity to jump directly into (e.g. Order Entry, Chart Review, etc)*



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 you have selected your patient, the patient's **SnapShot** page opens, and defaults to the LPOC report. Navigation buttons are lined across the top of the screen, and more activities are hidden under the three dots on the right 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

The screenshot displays the Epic SnapShot patient chart for Hans Zttest, a 11-year-old male. The interface is divided into several sections:

- Left Sidebar (Storyboard):** Contains patient information (Hans Zttest, Male, 11 year old, 1/12/2008, MRN: 2040593), provider information (Zttest, Physician Amb A, PCP), allergies (Codeine), active treatment/therapy plans, social determinants of health (icons for food, housing, transportation, etc.), risk scores, care gaps, and access ends (6/30/2019). Numbered callouts 1 through 8 highlight these sections.
- Top Navigation:** Includes tabs for SnapShot, Chart Review, Care Everywhere, Flowsheets, Allergies, Medications, Histories, Face Sheet, and Growth Charts. A three-dot menu is on the right.
- Main Content Area:**
 - Patient Snapshot:** A central summary section with tabs for LPOC - Clinical View, TCH Facesheet, Rx Snapshot, and Adaptive Care Plan.
 - Patient Complexity Score:** A section showing the patient's complexity score (2 - 3 Points: Rising Risk) and details of the score.
 - Care Team:** A list of providers and their roles, including Kennedy, Tara A., FNP-BC and Zttest, Physician Amb A.
 - Social Determinants of Health:** A circular diagram showing various factors influencing health.
 - Advance Directives:** A section for advance care planning.
 - Asthma Action Plan:** A section for asthma management.
 - Recent ED/Urgent Care Visits:** A list of recent emergency department visits.
 - Recent Admissions:** A list of recent hospital admissions.
 - Recent Visits:** A list of recent office visits and hospital encounters.
 - Problems:** A list of medical problems, including Moderate asthma with acute exacerbation, Sprain of lateral collateral ligament of right knee, and Seasonal allergies.



Patient information displays in a column along the left side of the screen. You can **Hover To Discover** additional details about the patient. For example, this patient has an Active Treatment Plan you can hover over to see details.

PCP

ALLERGIES
Codeine

Active Treatment/Therapy Plans

SOCIAL DETERMINANTS

11-3333 RSH Testing Protocol - DO NOT USE (for testing)

Plan start: 2/26/2018
Plan provider: Wilson, Andre L, B.S.

Day 1, Cycle 1 Previous Treatment
Completed; Released on 2/26/2018; Originally planned for 2/26/2018

Day 4, Cycle 1 Current Treatment
Released on 2/26/2018 11:55 AM; Originally planned for 3/1/2018



If your monitor is a smaller size, such as a laptop, the Storyboard may appear along the top of the screen.

Children's Colorado Connect

Home In Basket Patient List Referral Search Schedules Tasks Ztest, Hansel Menu Log Out

Snapshot Chart Review Care Everywhere Results Review Flowsheets Allergies Problem List Medications

Hans Ztest
Male, 11 year old, 1/12/2008

MRN: 204... Care Team: Ztest, Hansel
PCP: Ztest, Physician...

Allergies: C...
Active Tre...

Social Determinants: Not on file
Risk Scores: No applic...
Care Gaps: No care g...
Access ends: 10/20/2019

★ Patient Snapshot

Snapshot TCH Facesheet LPOC - Clinical View Transfer of Care Rpt Adaptive Care Plan Outpatient Meds



Patient information displays in a column along the left side of the screen. You can *Hover To Discover* additional details about the patient. For example, this patient has an Active Treatment Plan you can hover over to see details.

PCP

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Released on 2/26/2018 11:55 AM; Originally planned for 3/1/2018



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

SnapShot Chart Review Care Everywhere Results Review Flowsheets Allergies Problem List Medications

Clinical Review

- SnapShot
- Chart Review
- Care Everywhere
- Results Review
- Flowsheets
- Allergies
- Problem List
- Medications
- Social History
- Histories
- Face Sheet
- Growth Charts

Care Management

- Care Gaps
- Assessments
- Care Plan

Patient Profile

- Demographics
- Patient Chart Advisories
- Documents
- Misc. Reports

Orders

- Order Entry
- Order Review

Referrals

- Referral by Member

Scheduling

- Upcoming Appointments



Click the pushpin on any chart review activity to move the tab to the left.

Menu Activity	Purpose	Tips
Clinical Review Clinical Review SnapShot Chart Review Care Everywhere Flowsheets Allergies Medications Histories Face Sheet Growth Charts	Review patient clinical information, problem list, encounters with CHCO, labs, imaging, lab results, flowsheet data, allergies, medications, history, and growth charts.	Longitudinal Plan of Care, Adaptive Care Plan, and Medication reports are available on the SnapShot page. Chart Review is where you will find medical record documentation.

Menu Activity	Purpose	Tips
Care Management Care Management Care Team Care Plan	Review the patient's care gaps; review the patient's care plan	The school name will be listed in the patient's Care Team
Patient Profile Patient Profile Demographics	Review patient demographics and important FYI's about the patient	Patient address, emergency contacts, and PCP information is listed under <i>Demographics</i> .
Scheduling Scheduling Upcoming Appointments	See your patients' scheduled appointments at CHCO.	<i>Upcoming Appointments</i> will display only the future appointments for the selected patient



Watch this video: [Connect Patient Chart Overview](#)

Click the icon or the video title to view.

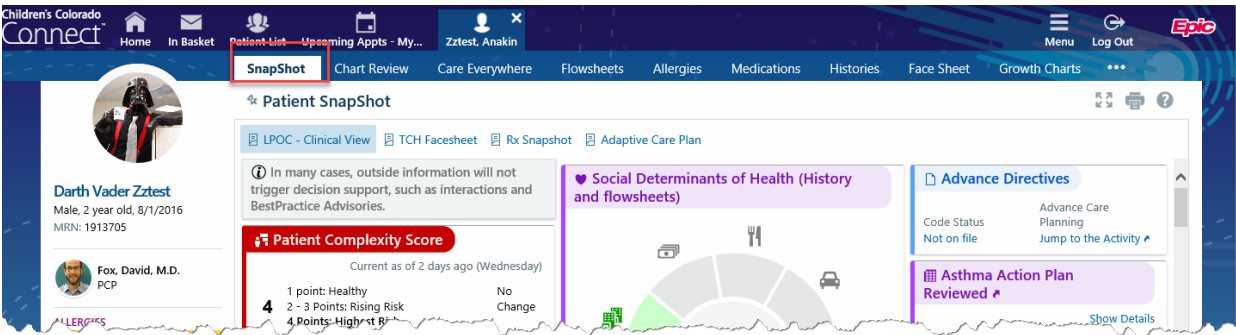


Watch this video: [Connect Patient Chart Details](#)

Click the icon or the video title to view.

SnapShot Reports

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



Report

Overview

LPOC - Clinical View

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

OP Meds and Appts

Provides a list of all the patient's current medications & upcoming appointments for the next 6 weeks.

Adaptive Care Plan

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

Chart Review



Click the pushpin on any chart review activity to move the tab to the left.

1. Click chart review for more detailed information
 - a. Sort by “When” to view most recent encounter

Chart Review - Loaded: 30, Filtered count: 30

Encounters | Letters | Notes | Meds | WLDAs | Media | Reports

Start Review | Refresh | Encounter Flowsheets | Filters | Hide Add'l Visits

Filters: Hide Add'l Visits

When	Type	With	Description	Bookmark	Open/Closed	Organization	Account #	Research	CSN
07/10/2019	Office Visit	ENDOCRINOLOGY CLINIC - Alonso, G			Open	Children's Hospital Colorado - DEV			4478440
07/09/2019	Lab 1 Click Uptown	UPTOWN LAB DRAW SITE - Scott, F	Arrived			Children's Hospital Colorado - DEV	200001659		4478447
07/08/2019	Community	CONNECT	Throat		Open	Children's			4478441

2. Select the Letters Tab in Chart Review to find Health Care Plans (listed as “Action Plan”) in the Reason column

Chart Review - Loaded: 2, Filtered count: 2

Encounters | Letters | Notes | Meds | WLDAs | Media | Reports

Start Review | Refresh | Filters | Default filter

Filters: Default filter

Enc Date	Letter Date	Letter From	Author Specialty	Recipients	Reason	Comments	Status
05/14/2019	05/14/2019	Shah, Viralkumar N, M.D.	Endocrinology	Viralkumar N Shah, M.D.	Diabetes Action Plan		Open
03/13/2019	07/03/2019	Bear, John C			PCP		Open

- When accessing a protected encounter (e.g. VIP patients, etc), a “Break the Glass” warning will appear. Enter your password and reason for reviewing the encounter to gain access.

Break-the-Glass

You are requesting to break the glass to access sensitive patient information beyond your regular access privileges. If you choose to continue this will automatically trigger an access audit. If you have a legitimate need to access this information to conduct your job, please provide a valid reason that explains why you need to break the glass. Remember you should only access the information you need to perform your job.

Patient name: Tonelli, Faith Lee

Reason:

Billing/Coding	Business Mgmt - ...	Case Mgmt/UR
Treatment	Quality/Auditing - ...	Research
EMR Support - Op...		

Further explanation:

User: RIGDON, JAMES

Password:

Accept Cancel

- Allergies can be reviewed in the Allergy activity, or by hovering over **ALLERGIES** in the Storyboard.

Children's Colorado Connect

Home In Basket Patient List Upcoming Appts - My... Zttest, Aladdin Menu Log Out

Snapshot Chart Review Care Everywhere Flowsheets **Allergies** Medications Histories Face Sheet Growth Charts

Allergies/Contraindications - Last reviewed by Zttest, Nurse Or Admit/ Discharge on 2/22/2019 at 2:21 PM (View review history)

Agent	Reactions	Severity	Reaction Type	Noted
Peanut Tongue, eyes and nasal passages swell when ingest...	Allergy	Not Specified		2/22/2019

ALLERGIES

Peanut

Reviewed by Zttest, Nurse Or Admit/ Discharge on 2/22/2019

Agent	Severity	Reactions	Comment
Peanut	Not Specified	Allergy	Tongue, eyes and nasal passages swell when ingested.

RISK SCORES

3 Diabetes Composite

CARE GAPS

Select encounter Upload document Change patient

- Review the patient's medications in the *Medications* activity. Click *View Details* to see additional details about the medications.

The screenshot shows the Epic Connect interface for patient Aladdin Zztest. The top navigation bar includes Home, In Basket, Patient List, Upcoming Appts - My..., Zztest, Aladdin, Menu, and Log Out. The left sidebar contains patient information, allergies (Peanut), social determinants, risk scores (Diabetes Composite), and care gaps. The main area is titled 'Medications (admitted on 4/18/2019)' and displays a list of medications. A red arrow points to the 'View Details' button next to the alprazolam (XANAX) 0.25 MG Tab medication.

- The *Histories* activity displays the most recently documented Past Medical & Surgical History, Social History, and Chronic Problem(s)

The screenshot shows the Epic Connect interface for patient Darth Vader Zztest. The top navigation bar includes Home, In Basket, Patient List, Upcoming Appts - My..., Zztest, Anakin, Menu, and Log Out. The left sidebar contains patient information, allergies (Coconut), active treatment/therapy plans, and social determinants. The main area is titled 'Histories' and displays the following information:

- Histories**
- Social History**
 - Marital Status: Single
 - Years of Education:
 - Spouse:
 - # children:
- Social History Narrative** (none)
- Social History Topics**
 - Tobacco Use: Never
 - Alcohol Use: Not Asked
 - Drug Use: Not Asked
 - Sexually Active: Not Asked
- No family history on file
- Chronic Problem(s)**
 - s/p 8/9 allo UCB following TT/Bu/Flu prep [Z* 09/07/2016
 - Priority: Unknown
 - Class: Acute

A red box highlights the 'Histories' button in the top navigation bar.

7. The *Face Sheet* activity displays demographic information, such as the patient's name, date of birth, emergency contacts, and PCP

The screenshot shows the 'Face Sheet' tab selected in the Epic Connect interface. The patient's name is Ztest, Anakin (1913705). The patient is a 2-year-old male, born on 08/01/2016. The PCP is Fox, David, M.D. The patient has an allergy to Coconut. The active treatment/therapy plans are listed under 'SOCIAL DETERMINANTS'. The emergency contact is Skywalker, Shmi, with a home phone number of 555-123-1138. The insurance information shows no coverage on file. The PCP and location are also listed.

Patient Information				
Patient Name	Sex	DOB	SSN	PT ACCT NUMBER
Ztest, Anakin (1913705)	Male	08/01/2016	000-00-0000	

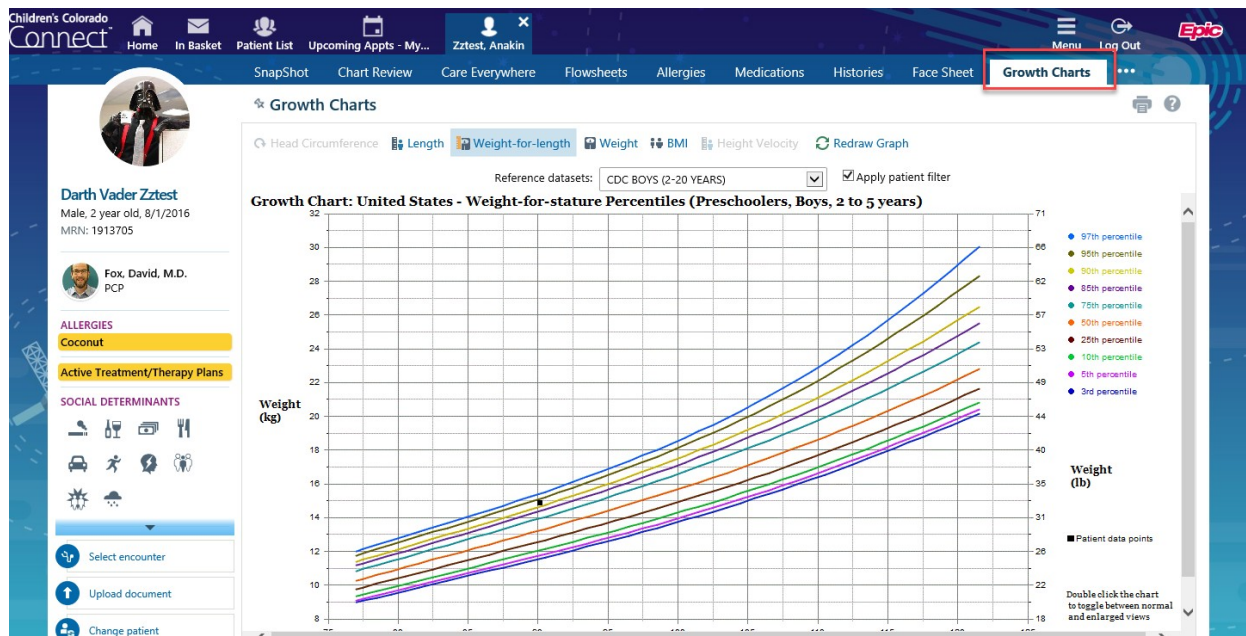
Patient Information			
Ztest, Anakin (1913705)	DOB	08/01/2016	Male
1138 Tatooine Lane	Home Phone	555-123-1138	
SAN FRANCISCO, CA 94129	Work Phone		

Emergency Contact	
Name	Home
Skywalker, Shmi	555-123-1138

Insurance Information	
Payor/Plan	
(No coverage on file)	

PCP and Location	
PCP	Location
Fox, David, M.D.	

8. Review growth charts by clicking the *Growth Chart* activity, then selecting the appropriate “Reference Dataset” for the patient, then selecting the desired growth chart (e.g. Weight)



Upload Document

If pertinent medical information needs to be uploaded to the patient’s chart, or a duplicate HIPAA consent form is obtained, these documents can be uploaded via Connect to the patient’s medical record. Drag & drop files to the Storyboard, or use the *Upload Document* tab.

Attach files:

Add files

Drop files

10.0 MB Total Allowed

e pdf

→ Move

Attach files:

Add files

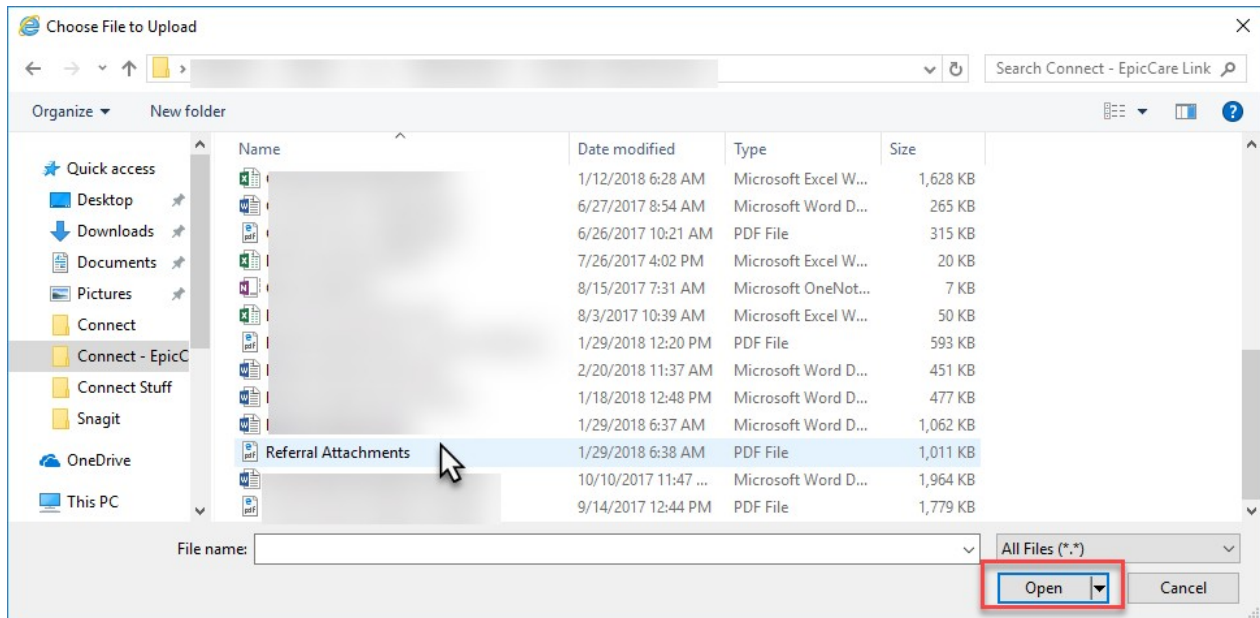
10.0 MB Total Allowed

0 Files ⓘ



Only the following document types can be attached: JPG, PDF, TIFF, TIF, GIF
Multiple documents can be attached with a total size up to 10 mb

Search for the desired patient documentation to attach to the referral, then click *Open*.



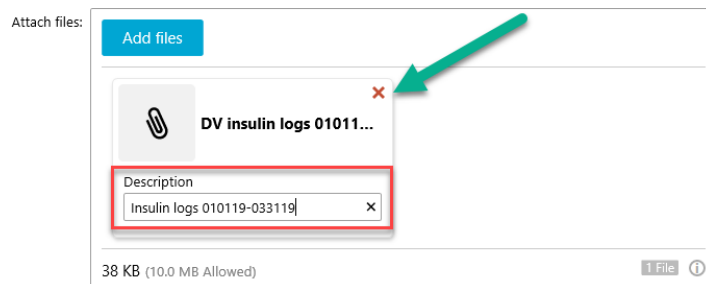
Enter a short description of the document in the *Description* field. Some examples might include:

*PCP records, visit dates MM/DD/YYYY -
MM/DD/YYYY Labwork final results MM/DD/YYYY*

*Imaging Report: "ABC" X-ray
MM/DD/YYYY Insurance forms - provider
questionnaire*

Referral Authorization to "X specialty

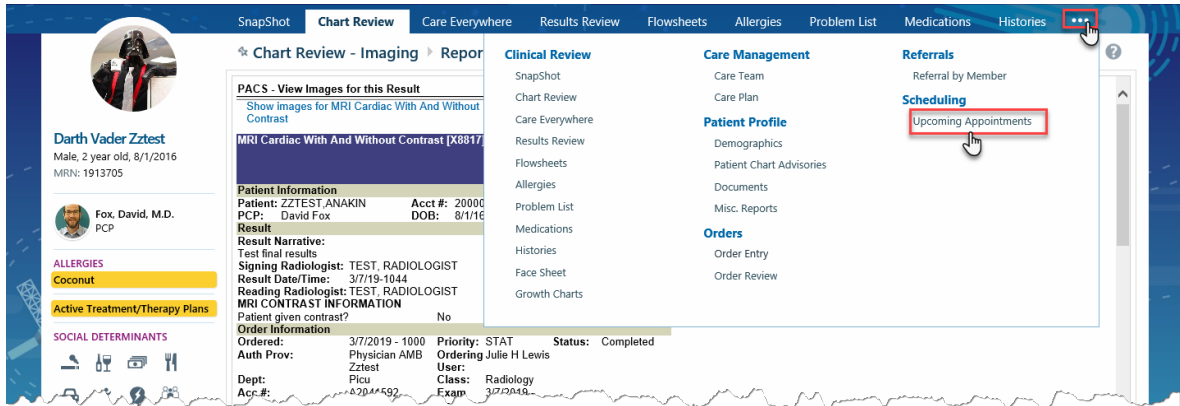
If the incorrect document was attached, click the red **X** to remove the document.



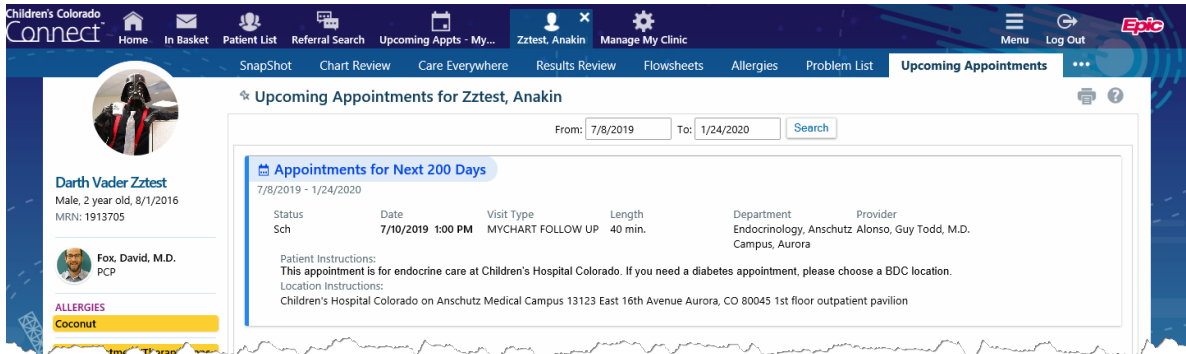
When all required fields have been completed, click **Accept**

Scheduling

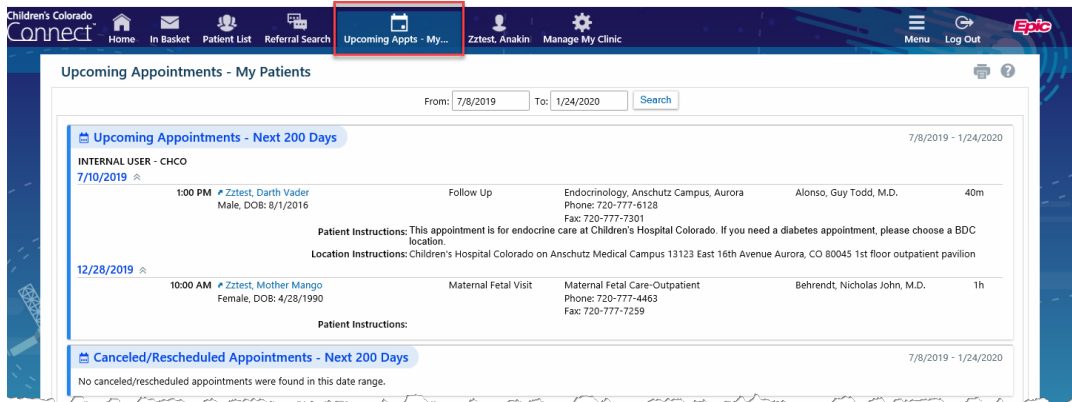
You can quickly see your patients scheduled appointments at Children’s Hospital Colorado. From within a patient’s chart, click the three dots ● ● ● , then select **Upcoming Appointments**



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



To see all upcoming appointments for all patients assigned to the practice, click **Upcoming Appts - My Patients** in the toolbar



Event Monitor

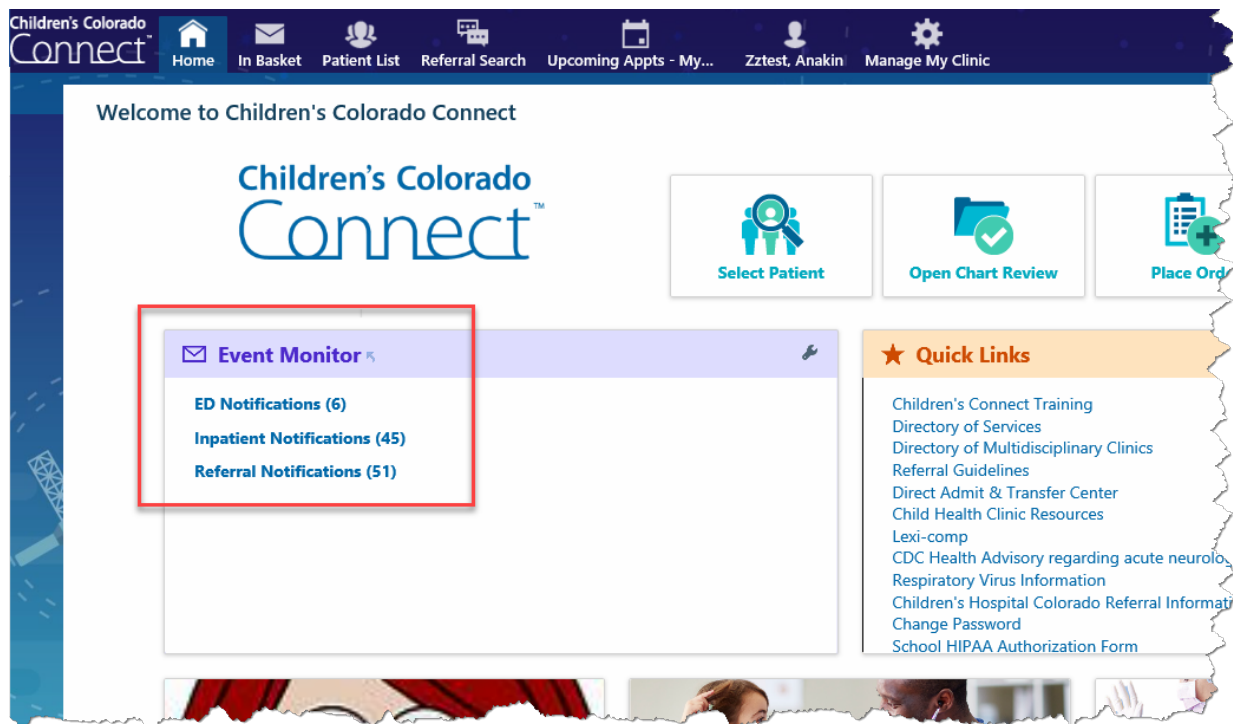


Watch this video: [Connect Event Monitor](#)

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, you will receive an in basket notification. You will be notified via in basket for the following events:

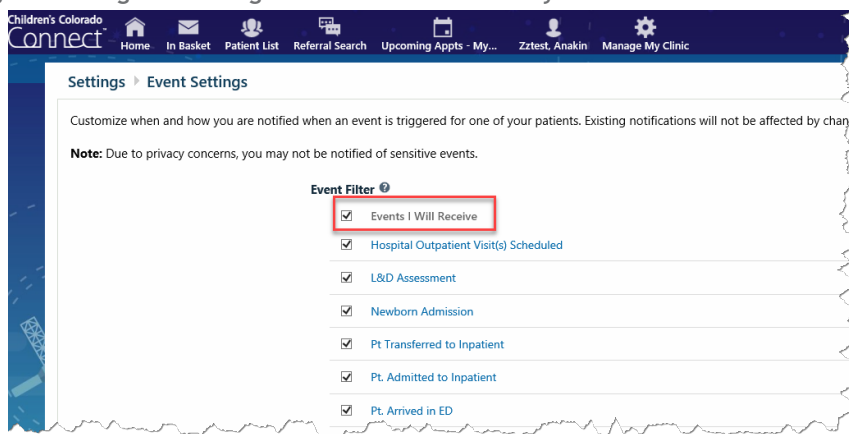
- Inpatient events: Admission, Transfer, Discharged
- Emergency Room events: Arrived, Discharged
- L&D and Newborn events: Admission, Discharged
- Referral statuses: Authorized, Denied, Scheduled, Appt Canceled, Appt No Show, Referral Created



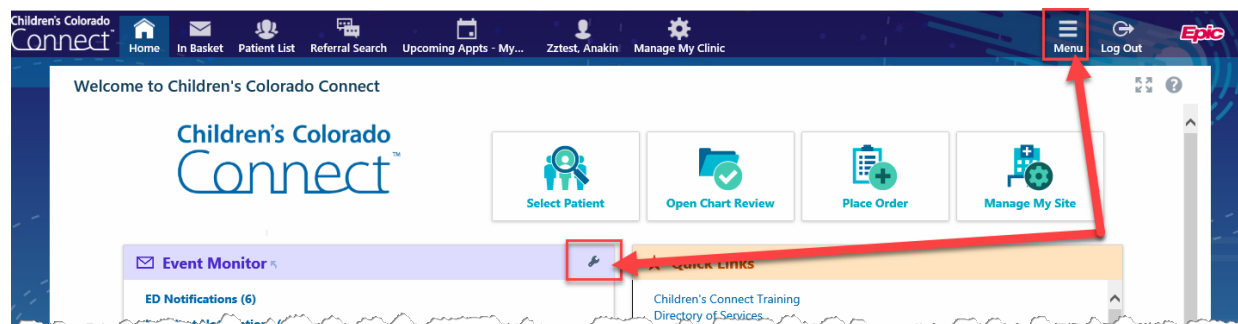
If you are associated with multiple schools, you may receive duplicate notifications for the same event.



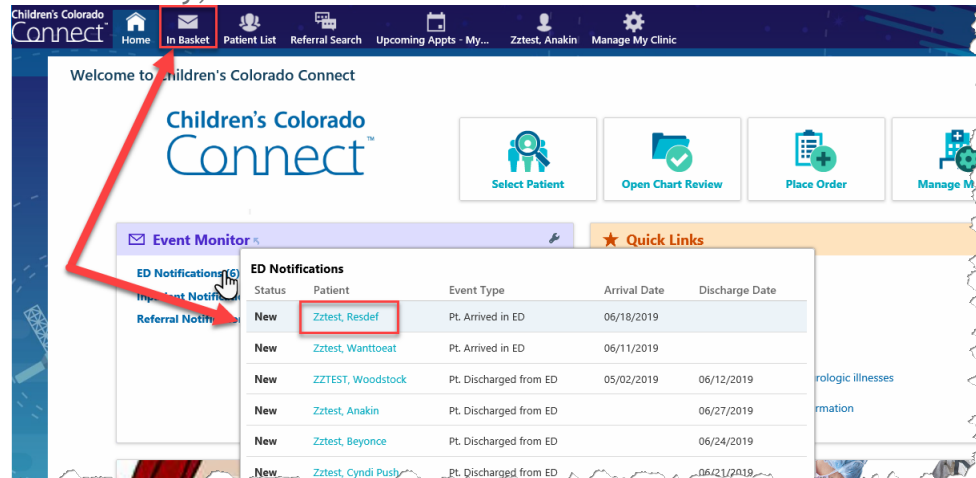
To opt out of receiving any inpatient or emergency room notifications, go to Menu > Event Settings and uncheck the Events I Will Receive option. To opt back in to receiving notifications, check this option and you will begin receiving notifications immediately.



To change Event Monitor preferences, click wrench, or click Menu > Settings in the menu bar, then Event Settings.



To view details of events, hover over an event type, then select a patient. Alternatively, click In Basket from the menu bar and review the notifications in the folders



You will be directed to the in basket notification, where you can review the patient's chart. Click **Select Patient** to open the selected patient's full chart.

The screenshot shows the 'My In Basket' section of the Connect interface. The 'Select Patient' button is highlighted with a red box. Below it, a table lists notifications for 'Zztest, Resdef'.

Status	Patient	Event type	Arrival Date	Discharge Date	Department	Providers
<input checked="" type="checkbox"/> Read	Zztest, Resdef	PT. Arrived in ED	06/18/2019		Anschutz Medical Campus Emergency, Aurora	Zztest, Physician Ed B
<input type="checkbox"/> New	Zztest, Wanttoeat	PT. Arrived in ED	06/11/2019		Children's Hospital Colorado Springs	
<input type="checkbox"/> New	ZZTEST, Woodstock	PT. Discharged from ED	05/02/2019	06/12/2019	Anschutz Medical Campus Emergency, Aurora	
<input type="checkbox"/> New	Zztest, Anakin	PT. Discharged from ED	06/27/2019		Anschutz Medical Campus Emergency, Aurora	
<input type="checkbox"/> New	Zztest, Beyonce	PT. Discharged from ED	06/24/2019		Anschutz Medical Campus Emergency, Aurora	

To receive a generic email notification of new events, you must ensure your 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.

The screenshot shows the 'Settings > User Demographics' page. The 'E-mail' field and 'Receive e-mail notifications' dropdown are highlighted with red boxes.

User Information

User: Zztest, Connect [137] E-mail:

Clinician title: Languages:

Specialties:

Notification Preferences

Receive e-mail notifications: **Yes** (dropdown)

Days between e-mails:

Receive notifications for group events: **Yes** (dropdown)



Adding, changing, or updating your email address in Connect will NOT update the email address Provider Relations has on file. You must contact your Provider Relations representative to update the email on file with CHCO & Provider Relations. Updating your email address (or any other demographic information) within the Connect site will ONLY affect where message notifications are sent from Connect.

When you no longer want to see a patient's notification in the Event Monitor on the Connect home page, open **In Basket**, select the message(s) (☒) , then click **Done**. This will delete the notification from the In Basket, and subsequently remove the notification from the Event Monitor.

In Basket (Messaging)



Watch this video: [Connect In Basket Overview](#)

Click the icon or the video title to view.

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

- Request a new patient chart
- Upload supporting referral documents
- Read important broadcasted messages

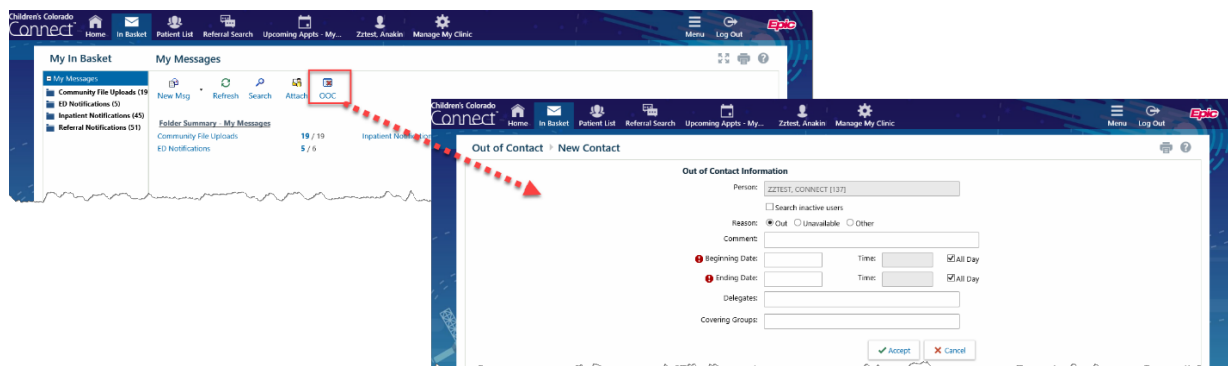
Postpone Messages

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.

Use the **Properties** option to postpone the message to a future date (reappears in your in 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 **OOO** (Out of Contact) option to set up an automatic message to be sent to others who send you a message.

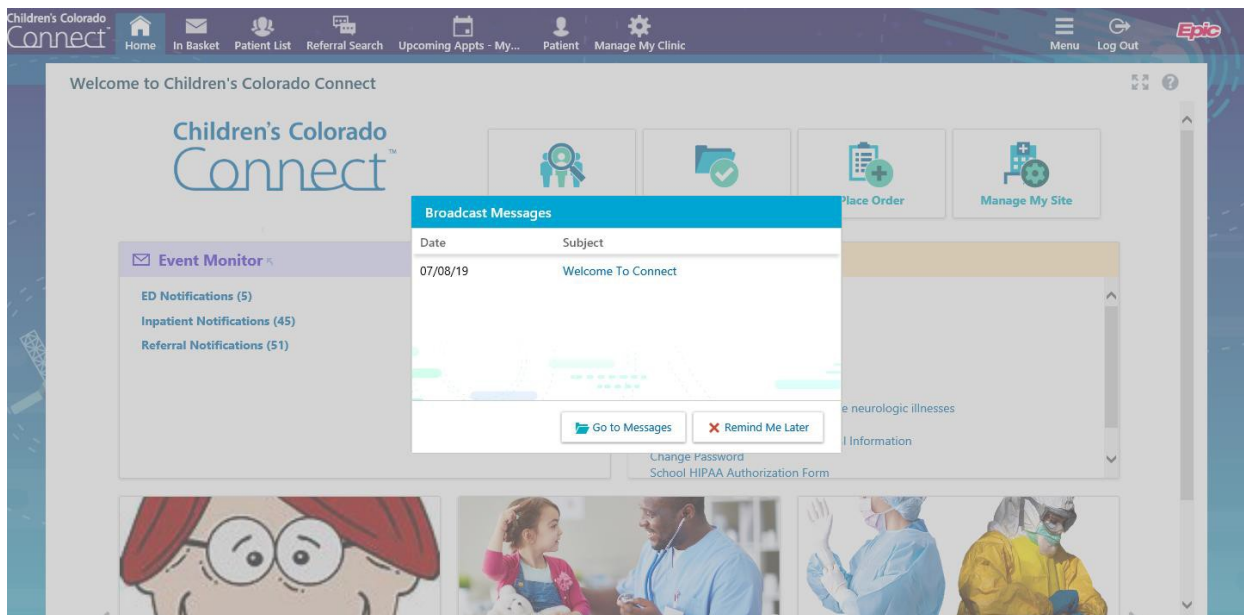


Click **OOO**, then click **New**. Select a reason (e.g. Out, Unavailable, Other), then enter a comment to send to in basket message senders (e.g. *“I’ll be out of the office until X. Please call our front desk for immediate assistance.”*). Enter a beginning and end date to send the OOC message. If you want another Connect provider within your practice to take over your in basket, enter their name in the “Delegates:” field. Click **Accept**.

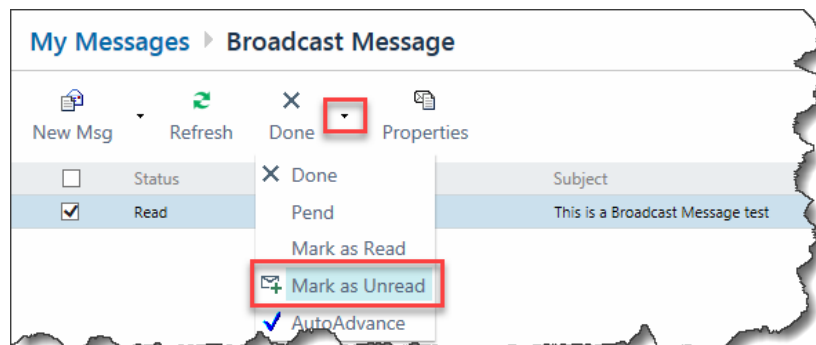
Read Broadcast Messages

Broadcast Messages are important messages or items of interest sent from CHCO's Provider Relations department to Connect users, that are 'broadcast' to a group of users.

1. When you log into Connect, if a Broadcast Message is available for you to read, you will receive a pop-up window with the Message Subject displayed.



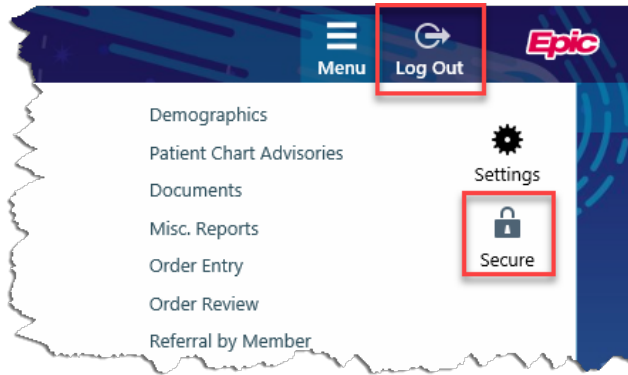
2. To view the message
 - Click the **Subject** hyperlink
 - To delete the message from in basket, click **Done**
 - To keep the message in the In Basket and to receive a reminder next time you log in, click ▼ next to **Done**, then select **Mark as Unread**



- To view the entire contents of the In Basket, click **Go To Messages**
- To hide the notification and receive a reminder next time you log in to Connect, click **Remind Me Later**

Logging Out or Securing your Screen

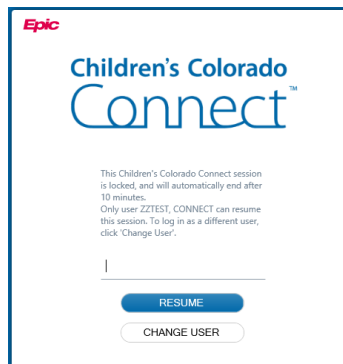
There are two ways to properly leave your session: **Secure** or **Log Out**.



Secure your screen

Click the **Secure** button in the toolbar to secure your screen. Your session will end after 10 minutes, logging you out.

To log back in, enter your password and click **Resume**.

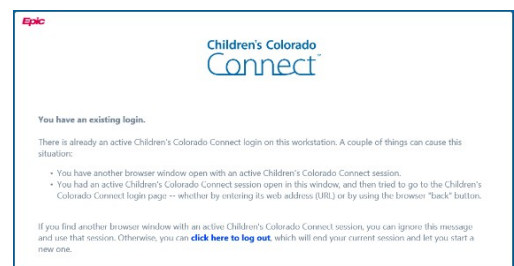


Log Out

Click the **Log Out** button in the toolbar



You must log out from the Connect site. Closing the internet browser does not log you out and may result in locking your access to Connect. In most cases, a message will display containing a link to “log out.”





Need Assistance?

Email: ConnectQuestions@childrenscolorado.org or SchoolNurseAccess@childrenscolorado.org

IT Help Desk at Children's Hospital Colorado: (720) 777-HELP (4357) or toll free (800) 525-4871.

Passwords must have a minimum of eight characters, a number or symbol and at least one capital letter. Passwords will automatically expire after six months. A member of the IT help desk can reset a forgotten password over the phone by calling the above number.

Glossary

Term	Definition
Broadcast Message	An important message sent to a select group of Connect users, or to all Connect users
Clinicals	A toolbar activity button directing the user to the patient's chart
Connect Children's Colorado Connect CCC	Children's Hospital Colorado's web application that allows affiliate organizations to view a patient's clinical data, health care plans, and letters.
Event Monitor	A pane displayed in the Connect Home Page displaying events for their patients including inpatient admissions & discharges and emergency room admissions, discharges, and dismissals
In Basket	Messaging system integrated into Connect & CHCO Epic
Newstiles	A section on the Connect Home Page listing important topics of interest, upcoming CHCO events, and links to documents geared to clinical practitioners
OOO	Out of Contact – an automatic message sent to other Connect users when the message recipient is not available to review In Basket messages
Quick Links	A section on the Connect Home Page listing useful external links and helpful CHCO published documents available to community providers
Thin Client	A lightweight, fan less computer with no hard drive, used for accessing applications and data through a network or cloud server
WLDA	Wounds, Lines, Drains & Airways

