



**BRITISH
COLUMBIA**

Ministry of Health Planning
Ministry of Health Services

Accessing the Ministries' Web Business Services

A Guide for New Users At Primary Health Care Sites

Prepared by HealthNet Access Services (HAS)
Information Management Group

February 2003

Version 1.0

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1. About this Guide

Document Conventions

MOHP\S = The **Ministry of Health Planning and Ministry of Health Services** has been abbreviated, in most locations throughout the document, to this abbreviation.

PHC = Primary Health Care (e.g., PHC Access Administrator)

2. Getting Help & Support

User Profile Information

We recommend that you complete this User Profile and keep it on hand for reference, if you need to call the Teleplan Support Centre. Your PHC Access Administrator will be able to provide you with the information needed to complete it.

Your Organization ID	
Your User ID	
Your PHC Access Administrator	
Your Operating System	Windows 95 , Windows 98, Windows NT, Windows 2000, Windows XP (circle one)
Your Browser	Netscape or Microsoft Internet Explorer (circle one), Version _____

Calling the Teleplan Support Centre for Help

There may be occasion when you encounter a problem trying to access the HealthNet system, or when using the MOHP\S web business services. If the problem appears to be related to your computer or your local system, contact your local IT department or see your PHC Access Administrator. For any other problem, you should call the Teleplan Support Centre.

Teleplan Support Centre:

Victoria: (250) 952-2668

Toll-Free: 1 - (800) 663-7206

Teleplan Support Centre is available Monday - Friday, from 8:00 a.m. to 5:00 p.m.

When you call the Teleplan Support Centre, you will be asked to identify yourself and your organization, and to describe the problem. If the problem has to do with a web business service, be sure to identify the transaction (e.g., “Update Person Address” or “Register a Patient”). If your problem is with a particular error message, have it written down, or take a screenshot, so that you have it on hand to describe to the Teleplan Support Centre.

Help Screens

All of the MOHP\S web transactions have Help pages linked from their input and response screens. These Help pages describe exactly what is required to complete each web transaction, such as field lengths, valid values, and in some cases, how to interpret results.

If you have any questions about a transaction, **check out the Help page first.**

The menu pages and the Health Web Site sign in page also have Help pages. When possible, review these pages to familiarize yourself with their content. The sign in Help page explains, for example, how to change your Password.

3. Security & Sign In

User Access - the New User

The PHC Access Administrator for your organization will have informed you of your User ID and initial password. You will not be able to access the Ministries' web business services unless you enter a valid User ID and password. You will be prompted to change that initial password, upon your first sign in to the Health Web Site page. This password should never be shared with, or disclosed to, anyone but yourself.

Digital Certificate

Your PHC Access Administrator will have installed an electronic file called a 'digital certificate' on your computer. Digital certificates ensure that the user is signing in from a valid computer, in a trusted organization. You will not be able to access the Ministries' web site(s) unless the computer you use has a MOHP\S digital certificate installed on it.

Confidentiality Undertaking

It is essential to protect the privacy and confidentiality of Ministry of Health Planning and Ministry of Health Services' client data. The Ministries require every user who accesses its data to sign a pledge or undertaking in which they promise to protect Ministry client information.

Users within the public sector (e.g., hospital employees, etc.) are covered by the *Freedom of Information and Protection of Privacy Act* and as such are assumed to have signed an appropriate confidentiality undertaking, as a requirement of employment.

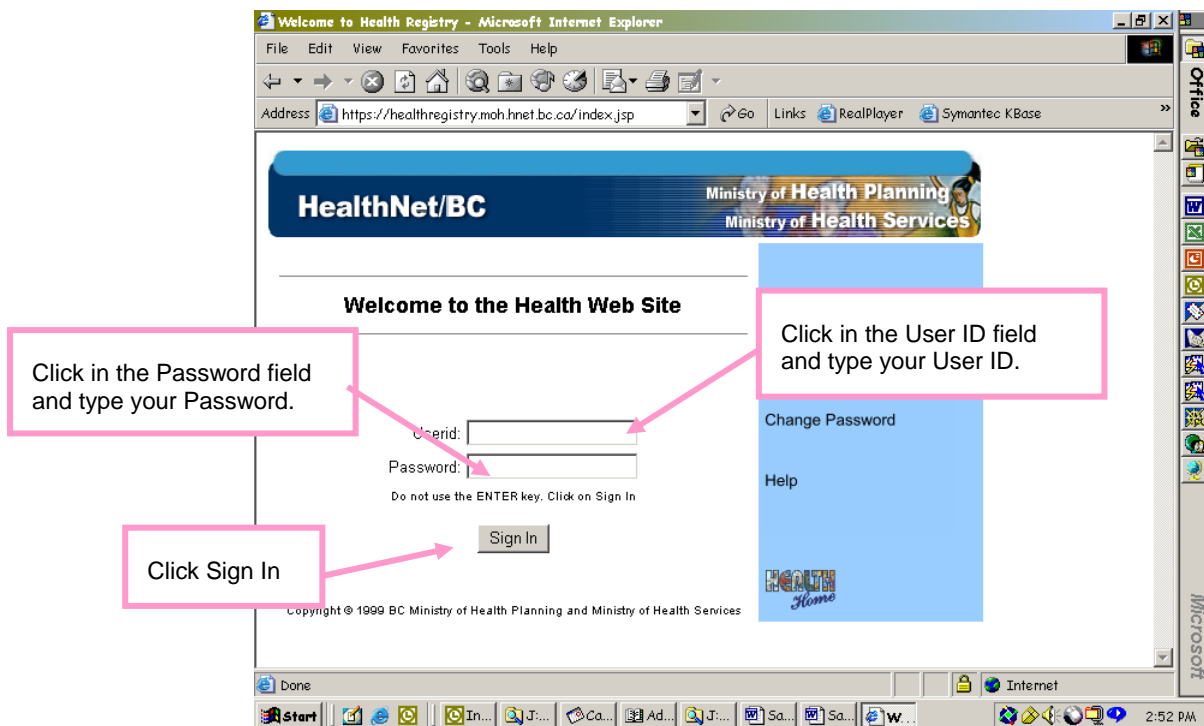
If you work for a private sector organization, your PHC Access Administrator will provide you with a form to sign. You will not be granted access to the Ministries' web business services unless your PHC Access Administrator declares that you have signed a confidentiality undertaking.

Primary Health Care Web Transactions

Through your User ID, you have been authorized access to the Primary Health Care web site and service transactions, exclusively.

Sign In - the New User

1. **Open your browser** and go to the Health Web site at <https://healthregistry.moh.hnet.bc.ca/index.jsp> (or select from your Favorites, or Bookmarks).
2. You may be presented with one or more **security pages**. If the digital certificate has been installed on your computer, you will be able to click on <OK>, <Yes>, or <Continue>, to advance through each page. These screens and responses will depend upon which web browser you are using.
3. Type in your **User ID** and **Password**. Use your mouse to click on the <Sign In> button, or tab down to the <Sign In> button and press **Enter**.



Must Change Password on Very First Sign in

The very first time you sign in, you will be prompted to change the initial password given to you by your PHC Access Administrator. This is to secure your password to yourself – you are the only individual who should know your password.

Mark the Health Web Site as a Favorite

Once you have arrived at the Health Web Site, it would be helpful for your quick, future locating of this site, to mark this page as a Favorite (in Internet Explorer), or a Bookmark (in Netscape). Within Internet Explorer, click on **Favorites** (in the menu bar) and click on **Add to Favorites**. The next time you click on Favorites, you can pick out the site name, from the list shown there, and be taken directly to the Health Web Site.

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Password Information

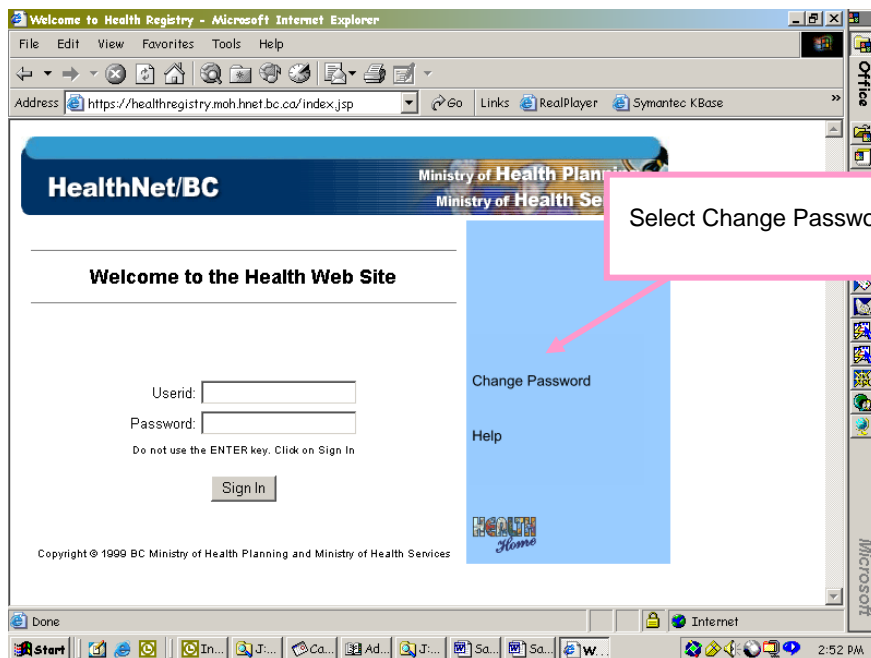
- ❖ Passwords **expire every 42 days**.
- ❖ You **cannot re-use** a password.
- ❖ You should **never disclose your password** to another individual.
- ❖ **Forget your password?** Call the **Teleplan Support Centre at (800) 663-7206**.

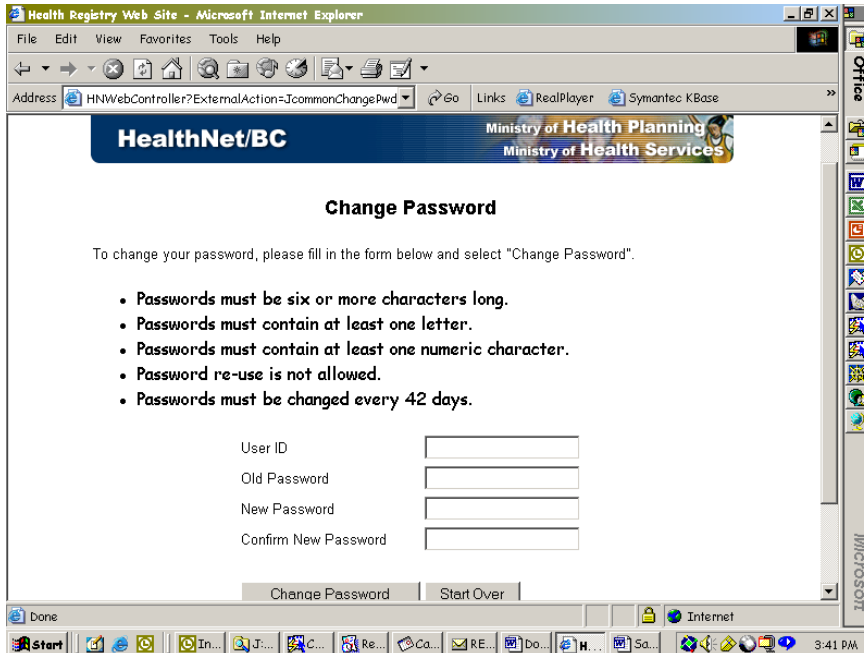
Change Password Information

Any time that you feel your password has been compromised, or becomes known by someone, you should make an immediate password change. The password will automatically expire after 42 days and prompt you for a change at that point.

There are multiple locations where the **Change Password** option is available:

- ❖ On the **‘Welcome to Health Web Site’** (‘Sign In’ page)
- ❖ From the **‘Contents’** list - displayed on the left side of each page.





Changing Your Password

1. On the **Change Password** screen above, **type in your User ID** for MOHS\P web business services.
2. The **'Old Password'** field requires you to **type in your current, existing password**.
3. The **'New Password'** field requires you to **type in your new password**, according to the password convention requirements at the top of the Change Password screen.
4. The **'Confirm New Password'** field requires you to **type the new password again**, for verification.
5. Click on **Change Password**, to submit the new password.
6. A confirmation screen will appear, advising that the password has been changed successfully.
7. Once the change is successfully confirmed, use the **<Back>** button to **return to the Sign In page**.
8. **Sign in using your User ID** and the **new Password**.

4. Working With Web Pages

Primary Health Care page

When you have successfully signed in (and if the Primary Health Care web site is the only site you have been granted access to use), the screen shown below will display:

Ministry of Health Services and Ministry of Health Planning - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address hnet.bc.ca/HNWWebController?ExternalAction=IphcApp Go Links RealPlayer Symantec KBase

Primary Health Care

Ministry of Health Planning
Ministry of Health Services

Contents

- [Home](#)
- [PHC Registrations](#)
- [Health Registry](#)
- [Request a Report](#)
- [Pickup a Report](#)
- [Change Password](#)
- [Help](#)
- [Sign Off](#)

Welcome to the Primary Health Care Registration and Reports Site

This website supports primary health care providers and organizations.

The PHC registration transactions allow Primary Health Care Organizations sites to manage their population-based funding patient registers.

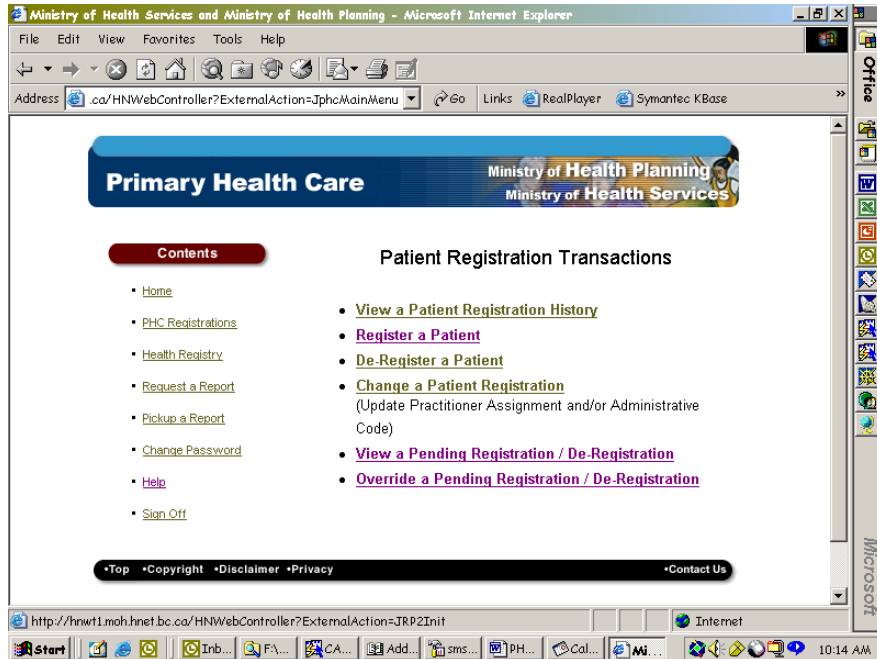
This website supports primary health care providers and organizations.

The Report Request and Pickup functions enable PHCOs and authorized practitioners to obtain reports on their registered patients and clinical profile data on various components of their primary health care practices.

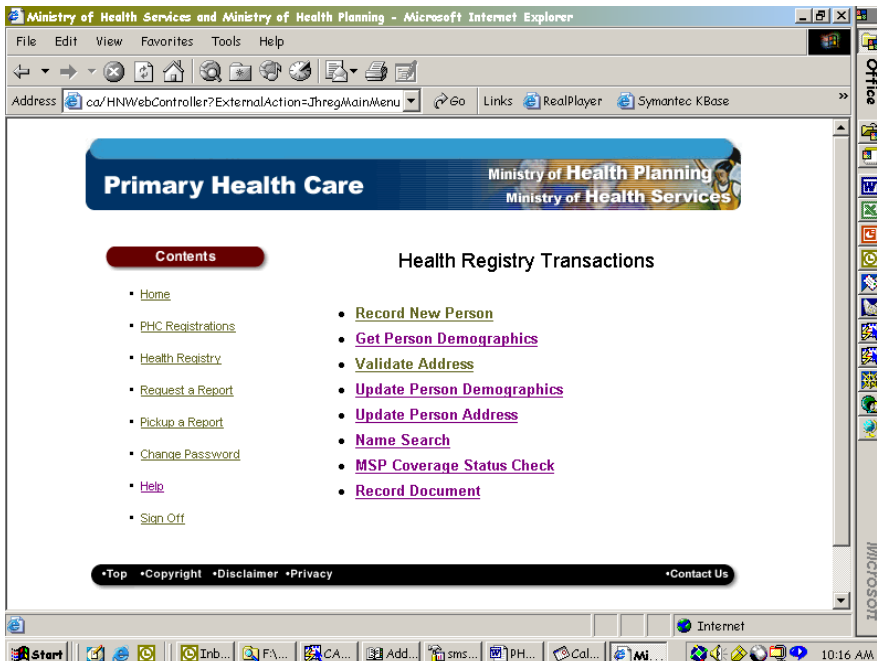
Done Internet

Start I... C... W... H... P... M... S... C... Micr... W... 1:27 PM

PHC Registrations



Health Registry Transactions



Navigating Screens & Menus

There are several ways to use your mouse to navigate between the web screens:

- The response pages for all the transactions have ‘**Next Business Service**’ buttons at the bottom of the page. **TIP:** Click on the appropriate button (you may want to first “copy” the PHN) and this will take you directly to the business service selected.
- You can click your browser’s <Back> button to go back to previous screens.
- Use the ‘**Contents**’ list (displayed on the left side of every screen) to select another link, from which you may select a new business service.
- If you’ve linked to a Help screen, clicking your <Back> button will always return you to the screen you were on.

5. Working With Forms

Completing Fields

Alpha characters can be upper or lower case.



An * (asterisk) always denotes a **mandatory field**. If you try to submit a form with a mandatory field left blank, you will receive an Error Message.



You may highlight, copy and paste fields (one at a time) from screen to screen, by either:

- using the right mouse button
- using Edit on your browser toolbar
- using CTRL+C (to copy) and CTRL+V (to paste)



These characters **may be invalid** for certain fields:




, < > ; : { } () * & % \$ # @ ! ~ ` \ ^ ? _ 0 1 2 3 4 5 6 7 8 9




These characters are **always invalid**:

| ^ \ &

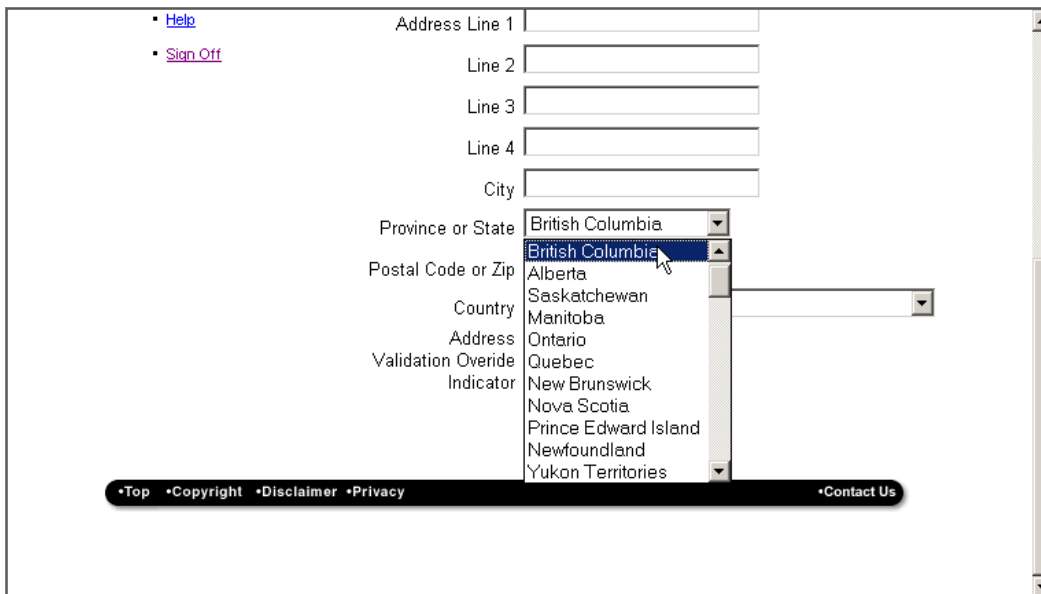
Navigating Within a Form

-  Some business services do not fit within a single viewing window. Use the **scroll bar** to view the entire screen.
-  Some services use more than one screen to collect data. Complete the screen and click **<Submit>** for the next screen.
-  The cursor does not move to the next field automatically. Use your mouse to click on the field you want, or **tab** between fields. Use the scroll bar to move up or down through a screen.

Pick Lists

-  Pick lists are designed to eliminate typing errors, and save you time. When a pick list is available, the application field will not accept a typed entry.

An arrow displayed at the end of a field indicates that a pick list is available. Click the arrow to display the list; and click the list item to make your selection.



The screenshot shows a web form with several input fields. The fields are: Address Line 1, Line 2, Line 3, Line 4, City, Province or State, Postal Code or Zip, Country, Address, Validation Override, and Indicator. The Province or State field is currently open, displaying a list of Canadian provinces and territories: British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, Quebec, New Brunswick, Nova Scotia, Prince Edward Island, Newfoundland, and Yukon Territories. A mouse cursor is hovering over 'British Columbia'. At the top left, there are links for 'Help' and 'Sign Off'. At the bottom, there is a navigation bar with links for 'Top', 'Copyright', 'Disclaimer', 'Privacy', and 'Contact Us'.