Internet Results Reporting Tool

https://dermpathreports.yale.edu
Internet Results Reporting Tool:

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Overview, Before You Get Started, & Security:
PowerPath Internet Results Inquiry

Overview of the PowerPath Internet Results Module

As a valued customer of our laboratory, we are offering access to our PowerPath Internet Results software so that you and your staff can inquire into the status and results of your cases and view and print signed-out patient reports—all with the ease and convenience of the Internet.

How PowerPath Internet Results Helps you in your Daily Work

PowerPath Internet Results gives you a secure and convenient way to access your patients’ results — from anywhere with an Internet connection — your home, your office, the hospital, the clinic.

Here are some of the system’s features and how they benefit you:

- the **QuickList** shows you cases signed out within a pre-defined time period (usually five days);
- you see only cases associated with a referring physician in your group (so you can quickly find your own cases or those of doctors for whom you’re covering);
- a red check mark (✓) next to the patient’s name lets you know instantly that results are final and you can view them (so you don’t waste time looking through lists of pending cases);
- you can see a summary of key information about the case without going any further—or you can see details about the case;
- you can view and print the final results in a web page format;
- you can view and print the full pathology report just like the printed or faxed copy you get from the lab; you also can save this report into an electronic file (PDF file format) on your PC.
- you can update your own personal user information and change your password at any time;

Before You Can Use PowerPath Internet Results

You Need to have Basic Hardware & Software Tools

In each environment where you expect to be using PowerPath Internet Results, you’ll need:

**Minimum Hardware Requirements**

- Any personal computer or workstation (PC, Mac, etc.) with access to the Internet via a web browser
- Internet access with a connection speed of at least 56K

**Minimum Software Requirements**

- Internet Browser for PC:
  - Microsoft Internet Explorer Version 5, 6, & 7.
You Need to be Set Up by the Laboratory

Our lab’s support desk must first set you up as a PowerPath Internet Results user so you can sign on and have access to your patients’ results.

These are the steps to establish you and your colleagues on the system:
- We set up you and every other individual who will be using PowerPath Internet Results; if appropriate, we assign you to a group with other clinicians whose patient results you’re allowed to access (and vice versa);
- You sign and return our standard use and confidentiality agreement which we keep in our files;
- Our support desk administrator sets up an account for your group, adds you as an individual user to that group, and assigns you a unique, personal Login ID;
- We notify you (by mail or phone) of the Login and the generic Password we’ve assigned you. You need this in order to sign onto the system. You will be prompted to change your Password the first time you log in.

Using PowerPath Internet Results Features

You’ll find PowerPath Internet Results very easy to use if you are at all familiar with the Internet. Each page (or web page, as we sometimes call it) has a similar look and feel—with simple labels and button names—and once you browse through the application, you’ll be completely comfortable with it.

Security Safeguards

As you well know, it’s essential to respect confidential patient information and protect it from unauthorized access. Here are key security features used in PowerPath Internet Results:
- You access the Internet Results system through a secured website. You can verify this by checking the yellow padlock icon at the bottom of your browser (depending on your version this may be in a different location).
- Industry standard software technology called Secure Socket Layer (SSL) protects the website by verifying our site’s identity and authenticity. This means you’re guaranteed that when you go to the Internet Results website, it is the authentic site hosted by our pathology laboratory and not some other malicious host.
- To prevent any other party from “listening” or “hacking” in on the communication, SSL encrypts all data exchanged between the website and its users. This ensures that no outside entity or person can copy or divert any data passing between the user and the site—data such as patient health information, login accounts IDs, and passwords.
- Each user (even those belonging to the same group) has a unique personal login ID and must enter a valid password before s/he can successfully log in to the system.
- Users can inquire and view results of only those cases associated with referring physicians in their own group; the module restricts them from inquiring and viewing results of all other cases.
Account Request form for: PowerPath Internet Results

In order to obtain access to PowerPath Internet Results, you must read, sign, and date this “Account Request form for: PowerPath Internet Results” & “PowerPath Internet Results User Agreement” form and return it to the following address:

Yale Dermatopathology Laboratory
P.O. Box 208059
15 York Street
New Haven, CT, 06520-8059.

Please fill in the information below:

Name (please print): ______________________________________________________________

Signature: ______________________________________________________________________

Name of Practice (if applicable): __________________________________________________

Phone#/Email: __________________________________________________________________

Date: __________________________________________________________________________

*you will be contacted by our office when your account has been created.

Office Use Only:

APPROVED by: Name: _____________________________________________________________

Signature: _____________________________________________________________________

Date: _________________________________________________________________________

ENTERED INTO POWERPATH by: Name: _____________________________________________

Signature: _____________________________________________________________________

Date: _________________________________________________________________________

END USER CONTACTED via: Phone: ________________________________________________

Email: ________________________________________________________________________

Date: _________________________________________________________________________

Jennifer McNiff, MD  ♦  Earl Glusac, MD  ♦  Rossitza Lazova, MD  ♦  Shawn Cowper, MD  ♦  Antonio Subtil, MD  ♦  Christine Ko, MD  ♦  Anjela Galan, MD  ♦  Marcus Bosenberg, MD
In order to obtain access to Yale Dermatopathology Laboratory (“YDL”) results through PowerPath Internet Results (“PowerPath”), you must read, sign, and date this User Agreement (“Agreement”) and return the signed Agreement to the following address:

Yale Dermatopathology Laboratory  
P.O. Box 208059  
15 York Street  
New Haven, CT, 06520-8059.

I agree that I will use PowerPath to obtain YDL results only for patients under my medical care and only for the purpose of providing patients under my medical care with medical treatment. I understand that the confidentiality of patient health information is protected by state and federal laws, including the Health Insurance Portability and Accountability Act, and using PowerPath to obtain information about patients not under my medical care may violate those laws. I also agree to the following:

- I agree to maintain the confidentiality of my PowerPath password, and I agree that I will not allow others to use my PowerPath password.
- I understand that my PowerPath password may identify information that I have obtained through PowerPath, and I agree that YDL may monitor use of my password through PowerPath’s electronic auditing function.
- I agree that YDL may restrict or eliminate my access to PowerPath if I violate this Agreement.

I have read this Agreement and understand that my signature constitutes my acceptance of its terms.

Name (please print): ________________________________________________________________

Signature: ______________________________________________________________________

Name of Practice (if applicable): __________________________________________________

Date: __________________________________________________________________________
PowerPath Internet Results Inquiry

PowerPath Internet Results Inquiry is a website that allows you to view/download Path Reports of your patients.

User Instructions:

Website
-URL: https://dermpathreports.yale.edu
-Internet Explorer 6 or 7 is recommended & should be used. Firefox does work but you will have to install the SSL certificate.
-the URL should also be bookmarked or added to your favorites.

Initial Login:
1. Go to https://dermpathreports.yale.edu and type in your userID and password
2. Call Rob Criscuolo @ 203.464.5428 to obtain your temporary password.
3. Click the Submit button.
4. The next screen tells you to change your password. This will only happen on your first login.
   a. re-type your Login:
   b. re-type your Current Password:
   c. type your New Password:
   d. confirm New Password:
   e. Click Submit

The new password must have at least 9 characters, and must contain characters from three of the following four categories:
1. Uppercase characters (A through Z)
2. Lowercase characters (a through z)
3. Number characters (0 through 9)
4. Non-alphabetic characters (for example, !, $, #, %)

5. Quick List:
   a. this shows all finalized reports over the last 7 days from your practice
   b. scroll over a name for more information
   c. click name to see Case Details page
d. Case Details shows a “quick look” of the report

6. Viewing/Downloading Path Reports:
   a. Click the first PDF icon to open the PDF, once it is open you can save it
   b. Or click the second PDF icon to get a “Save” screen
7. Saving the Path Report:
   a. Click Save

   ![File Download dialog box showing save options]

   b. Choose destination folder, rename the file if needed, & click Save

   ![Save As dialog box showing file path and save options]
8. Search page:
   a. Name

   b. Yale Dermatopathology Accession #
   c. DOB (mm/dd/yyyy)
   d. Received Date Range (mm/dd/yyyy)
   e. You can also select/de-select which physicians you want to include from your group

9. Options page: On this page you can change
   a. Name, Email, & PASSWORD
Common Problems & Troubleshooting in:
PowerPath Internet Results Inquiry

Support Contact Information:

Phone: 203-785-4094 (ask to speak with IT Support for PowerPath Internet Results)
Email: yaledermpath@yale.edu

If your account has been locked out

**Situation**
You’re unable to bring up the Login page; instead you get a page that says you’re account has been locked out.

**Probable Explanation(s)**
You’ve triggered a lockout, probably through repeatedly trying to login using an invalid or misspelled Login ID and/or password.

**Resolution**
Wait and try logging in again after a period of time (20 minutes, for example). The lockout clears automatically after a predefined period.

**Or,**
You could also give our support desk a call to remove the lockout immediately.

If you can’t find a case in QuickList

**Situation**
The patient whose case you need is not showing up on your QuickList.

**Probable Explanation(s)**
Remember, the QuickList shows only finaled cases that were signed out within the period of days defined by your group administrator.

If it’s not in QuickList, the case probably is not yet final or was signed out before the designated number of days (i.e., cases stay on QuickList for 3 days, the case was signed out 4 days ago).

**Resolution**
Click the Search link and use any of the parameters on the screen to look for the case.
If you can’t find a patient by using Search with an Accession# parameter

**Situation**

You’re using the Accession# field in the Search function and the search results does not locate the patient’s case.

**Probable Explanation(s)**

Mis-Typing the Accession# or an incomplete Accession#.

**Resolution**

Make sure the Accession number follows parameter: D##-#####. For example: “D09-123456”

If you can’t find a case using Search

**Situation**

You can’t find the case no matter what parameters you use in the Search function.

**Probable Explanation(s)**

You or any other members of your Internet Results group may not be a referring physician on the case.

**Resolution**

Call our support desk and have your name added to the case so that you can get access to view its results.

If you get a Security Warning page when trying to view the results of a case

**Situation**

You see this warning screen (instead of the Case Details page):

![Security Warning Screen](image)

**Probable Explanation(s)**

You are not authorized to view the details of the selected case. (This is not a problem; it’s a security feature.)

The application checks the authorization of each user on every Case Details page view to prevent a user from copying a URL and sending it to other people.
In virtually every instance when the application finds you’re authorized to view the report, you see a link to the Case Details page; otherwise, you’re allowed to see only a summary of the report.

In very rare cases, you might see this warning screen when you’re trying to:
  – view the HTML version of a report
  – view the PDF version of a report
  – download the PDF version of a report.

**Resolution**

If you get this warning when you’re trying to view the HTML or PDF versions of the report or download the PDF version, the bottom of the page has a link called Click here to log in. Do so and you can continue.

**If you can’t view the pathology report (PDF version)**

**Situation**

You click the View PDF icon on the Case Details page and a window with a blank page pops up.

Or,

You click the Save PDF icon on the Case Details page, select the Open choice in the dialog box, and an Open With... dialog pops up asking you to choose a program.

**Probable Explanation(s)**

Adobe Acrobat Reader is not installed on your computer.

**Resolution**

You need to install Adobe Acrobat Reader. Contact the Support desk.

**If you can’t print the pathology report from the Acrobat window**

**Situation**

You click the Print icon to print the pathology report and only a blank page prints out.

**Probable Explanation(s)**

You’ve probably clicked the Print icon in the top (Internet Explorer) toolbar instead of the one on the toolbar closest to the report (the Adobe Acrobat Reader’s print button). The print command of your browser (Internet Explorer or Netscape) cannot print the contents of the PDF file, only Acrobat can.

**Resolution**

Click the Print icon on the toolbar closest to the report, the Adobe Acrobat Reader’s print button.

**If Internet Results freezes up after downloading a pathology report**

**Situation**

You just downloaded a pathology report using the Save PDF function and Internet Results appears to be frozen.

**Probable Explanation(s)**

This is a known problem with Internet Explorer 5.5 or 6.0.
Resolution
Contact the support desk.

If you get a Warning: Page has Expired message

Situation
You get a warning message when you press your browser’s Back button.

Probable Explanation(s)
This is an intended behavior and is part of our security safeguards.

Resolution
Click any of the navigation links or any of the cases on the QuickList to dismiss this warning.