

How to Get a Password for UPCare and Remote Access

UPCare is an application that allows physicians to view their individual and group hospital censuses, and inpatient and outpatient laboratory values. It can be used on computers attached to the MGHS network or, using remote access, computers connected to the Internet.

UPCare is completely web-based, so you get to it with your computer browser. Since it takes advantage of the advanced properties of Internet Explorer, this browser must be Internet Explorer version 6.0.

To gain access to UPCare:

- a) Get hold of whoever fills out a Security Authorization Request (SAR) for you

To request UPCare and/or remote access, you start by having your designated person fill out a SAR. Generally, this is your office manager. It is done online.

- b) Have them fill out the SAR Form online

The next four pages describe how this should be filled out.

Remember, if you don't want to access UPCare from home or other non-MGHS network sites, you do not need remote access.

If there are any questions about this process please contact the Information Technology Service Center (906) 225-3448 or mghhelpdesk@mggh.org.

Once an SAR form is submitted, Information Technology personnel will check out your clinic computers (if you are on the MGHS network) and a user password and ID will be issued. Somebody will then contact you. This should all occur within four days.

Step 1: Check the UPCare Box

Additional Application Info

UPCare Security Group

UPCare Physician Group

Select Additional Clinical Apps Here

- AutoChart (MISYS EMR)
- Digital Cath Lab
- EEG
- ESA
- IMPAC
- IntelliDose
- Voice Dictation - Medical Records
- Voice Dictation - Radiology
- Lab - AP
- Lab - GL
- Magic View
- MUSE
- OB QS
- OneCall Enterprise
- PenRad-Mammography
- Tele-Echo
- Tele-Radiology
- Radiology Specials
- Radiology (RadPlus)
- SCM H Lab Orders & Results
- StatLan Order Entry System
- UPCare Physician Order - Entry

Select Additional Non-Clinical Apps Here

- CAH Repository - Lotus Notes
- Citrix
- E-mail (Non-Lotus Notes)
- ERAS
- Facility Keys
- Internet Access
- Lotus Notes
- Medical Staff Meeting Minutes (virtual staff meeting)
- Misys Tiger
- Network Access
- OR Schedule
- OVID
- P2000
- Physician Knowledge Base
- PlusMedic
- Residency On-call
- Sametime
- Dial Up Remote Access
- SoftMed
- TeleMed Scheduling-Lotus Notes
- uRoam
- uRoamDesktop
- Wireless LAN access
- Remote Access : AutoChart
- Remote Access : Electronic Signature
- Remote Access : MUSE
- Remote Access : Tele-Echo
- Remote Access : Provision
- Remote Access : UPCare

This box needs to be checked in every case.

Step 2: Check the URoam Box if the Needed by the Physician

Additional Application Info

UPCare Security Group

UPCare Physician Group

Select Additional Clinical Apps Here

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- ESA
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- Remote Access : Provision
- Remote Access : UPCare

This box needs to be checked only if the physician wants to have access their census and lab results at home. This will prove handy if they handle phone calls while on call.

Step 3: Choose the UPcare Security Group

Additional Application Info

UPCare Security Group **Teaching Physician** 
UPCare Physician Group 

This drop-down list requires a little explanation. If the physician works with the Family Practice Residents in either the Family Practice Teaching Service, or the Internal Medicine Teaching Service, the "Teaching Physician" group should be chosen. If the Physician does not participate in these, the "Physician" choice should be made. If the access is for a PA or Nurse Practitioner, choose "PA" or "NP" respectively.

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- Remote Access : Provision
- Remote Access : UPCare

Step 4: Choose the Physician Group

Additional Application Info

UPCare Security Group

UPCare Physician Group

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The last step is to tell us what group the Physician or extender is in. This should be fairly straightforward.