Powerchart Touch FAQs

What do I need to use Touch?
You will need an iphone, ipod or ipad with iOS 10.2 or greater or Android device with OS4.4 or greater. We are not providing devices for using with Touch, but if you get an educational allowance, you may be able to use that to purchase one.

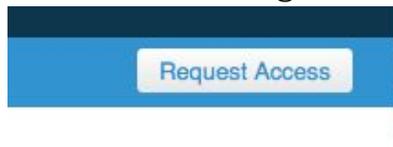**Should I use an ipad, or an iphone?**
The ipad version of the app has fewer clicks for several functions, and allows graphing for labs, vitals and growth chart. There is generally a slight preference for the ipad in the outpatient setting, and for the iphone in the inpatient setting, but both work well and people clearly have individual preferences. If you see kids, you may prefer to use an ipad. You are welcome to try, and use both. Android devices have more limited functionality at the present time.

How do I get started?
First, download at least one of the Cerner apps from the app store. The iOS apps are Powerchart Touch, Camera Capture, Message Center and Instanote. Camera Capture, Instanote and a limited version of Message Center are available for the Android OS. You can download and use as many as you want. You can take clinical photos with both the Camera Capture app and the Powerchart Touch app.

Then, follow this link and login here using your Cerner username and password (the one you use for the second/small blue login box on the desktop).
[https://cernercentral.com/device-access/tenants/8cf1bb66-7b18-4eaa-b641-538f19fe](https://cernercentral.com/device-access/tenants/8cf1bb66-7b18-4eaa-b641-538f19feb923/user/)
[b923/user/](https://cernercentral.com/device-access/tenants/8cf1bb66-7b18-4eaa-b641-538f19feb923/user/)   Click the "Request Access" button on the right side of the blue banner bar

and an access code will be sent to you.

When you get your access code, enter it in one of the apps and get started. Access codes expire in a week, so try to use them right away, or you will have to request one again.

Each code is good for one device. If you have an additional device that you would like to use, go to the website and request a second code. You can use as many devices as you would like. You have to login with your own username to request a code for yourself, you cannot request a code for someone else.

Who Can Use Powerchart Touch?
This is currently a physician supported project for providers. We are allowing access to a limited number of non-providers who will use Powerchart Touch to assist their providers. Non-providers must be sponsored by a current provider user who has been using Powerchart Touch regularly. The sponsor must be willing to be the primary point of contact for that user and responsible for making sure they know how to get access codes (with the link), training (YouTube videos) support (#1=you, #2=Outlook Group, #3=Dr Patterson or myself). The non provider should list the name of their sponsor in their access code request.

I requested a code with that link and didn't get one, what should I do?
Look in your Clutter or Spam folder for an email from Millennium+. This is your activation email. If you are an Outlook user I can almost guarantee this will go to Clutter. You can also log back into the site above after a day or so and check for a code and it will probably be there.

How do I learn how to use Touch?
The app is quite intuitive, and some people have started without any training. We do recommend some training in order to get the most from the apps. There are introductory training videos available here
https://www.youtube.com/playlist?list=PL6psK6r4RFx07oh2sZkHyp9W0DmdCU6RJ
If you are interested in a training session, contact aimee.brecht-doscher@ventura.org

Can I dictate into my device using Touch?
The dictation is one of the major strengths of the apps. There is no voice training or additional setup required for dictation within Powerchart Touch. Use the microphone button that is above the keyboard for your dictation.

Can I use my Dragon voice templates in Touch?
Dragon voice templates can be imported from our desktop version but cannot be created, or updated within Touch. These are voice commands that you would use for commonly dictations (things like normal physical exam, ROS, procedure notes). Dr. Patterson has created several standard templates that have been uploaded to your Touch profile. You can review what is available on your profile in Touch by holding down the microphone button in the app.

If you have custom templates you have created within the desktop version of Dragon, these can be imported into Touch. If you have custom templates and have changes or

additions you have been thinking of making, it would be best to spend some time making those changes before you export them into Touch.

To add your custom commands to Touch, first activate the Touch app(s) with your access code, then send an email to HCA.Helpdesk@ventura.org requesting that your Dragon voice commands are imported into Powerchart Touch (you can expect that it will take about a week for this to occur).

Can I use my dot phrases in Touch?

You can not use .phrases in Touch. If you save your note (instead of signing it), you can add them to the note on the desktop (this is very useful for things like lab templates). If you would like to create voice commands from your text .phrases on the desktop, you can create them in the Dragon desktop using copy and paste by following the instructions here https://www.youtube.com/watch?v=R2jn9Oy-vn0 and then request that your commands are imported to Touch as described above.

What kind of notes can I create?

You can create notes using Dynamic Documentation in Powerchart Touch. You can also complete Dynamic Documentation notes started on the desktop as long as they were saved and not signed. You can not add addenda to already signed notes.

If you use the HPI, ROS, PE and A&P fields on the Review page in Touch they will pull in to those sections on the desktop (Workflow pages and in Dyn Doc), and vice versa (if you type in those fields on the Workflow pages, those sections will pull in to Touch.)

You can also dictate into the fields listed below on the Review page in Touch and then include dictated text to any location in any note type on the desktop by using the .phrases:
.history_of_present_illness
.review_of_systems
.physical_exam

Where can I view the images I took with the apps?

You can view these images in the Media Gallery on the Review section of Powerchart Touch, or the Dashboard/Summary and Workflow pages on the desktop. You can also add them to any location in a note - for Dynamic Documentation, see this video https://youtu.be/Lf_vW-Jngoo and for Powernotes, see this one https://youtu.be/QiSG3oV8DMw . At this time, you will need to add the images to the

notes on the desktop (if you would like to dictate your note in Powerchart Touch, Save, but do not Sign it before trying to add the images on the desktop).

What should I do about upgrades?
As new Powerchart Touch features are developed by Cerner, these are available via updates to the apps. You can take upgrades to the app as soon as they are available to use the new features, and will be required to update after a short period of time (typically 30 or 60 days.)

When a new iOS operating system is released (ie 11 to 12), it is recommended that you do not upgrade your iOS until Cerner announces that it is safe to do so. We will let you know when that occurs. Minor iOS upgrades (ie 10.2 to 10.3) can be taken at any time.

If I have questions about using Touch what should I do?
Please ask your questions on the Outlook Powerchart Touch group (or browse to see if it was already asked and answered). If you do not have an Outlook account, you can email aimee.brecht-doscher@ventura.org We will be sending out announcements about Touch to the Outlook group, or to your email address, please ensure these do not go to your spam or clutter boxes.