Lippincott
DocuCare

Student User's Guide

Fall Semester 2014, v3.0

Wolters Kluwer

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Cover photo courtesy of the University of Tennessee, Knoxville, Center for Executive Education in the College of Business Administration.

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■ Acknowledgments

■ Introduction

Thank you for adopting Lippincott DocuCare, a comprehensive EHR solution built by educators specifically for the academic setting. We thank you for inviting us into your classroom, simulation lab or clinical practice and we welcome your feedback.
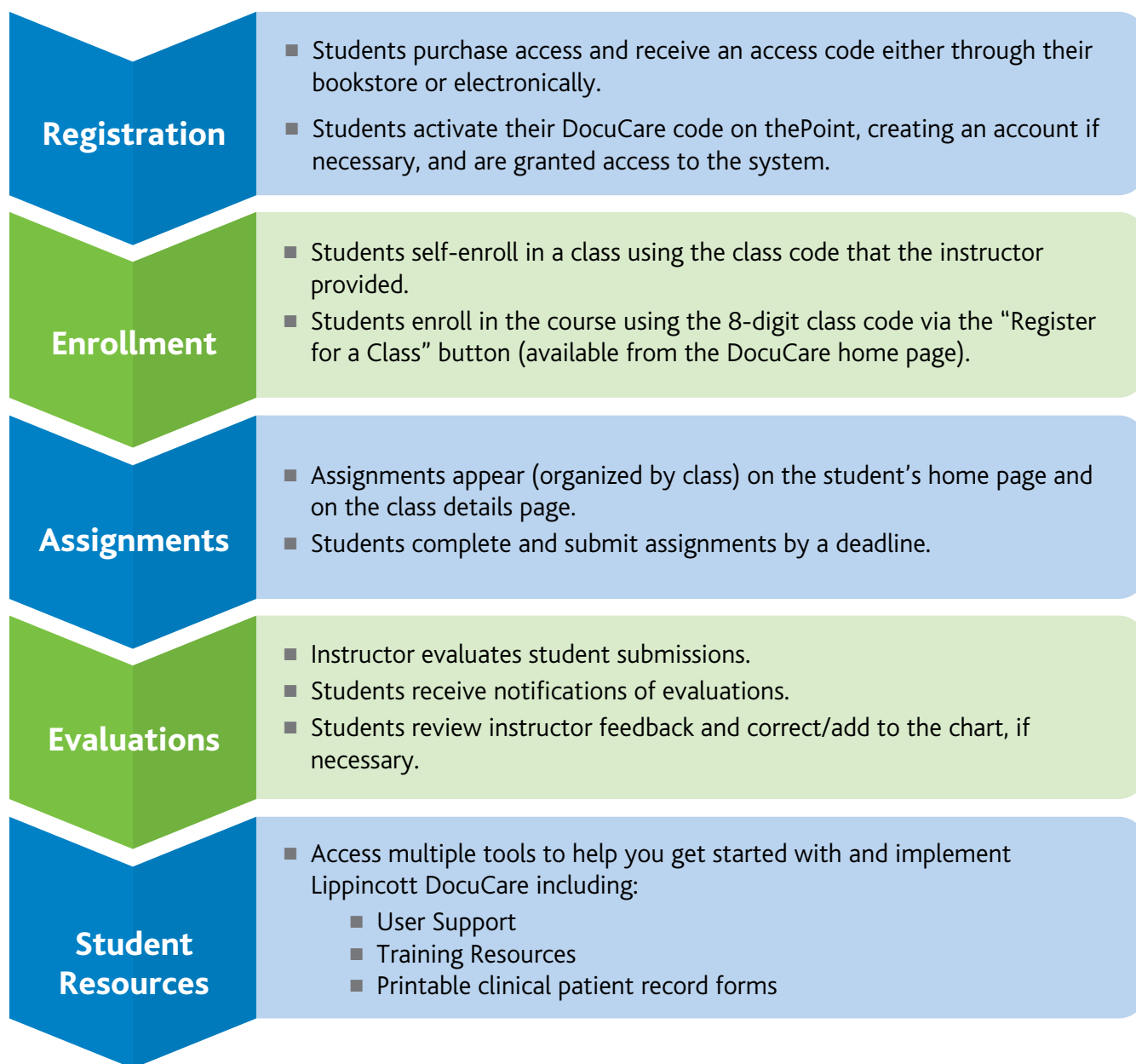
About Lippincott DocuCare

Lippincott DocuCare teaches students to think critically about documentation. This innovative digital solution integrates over 170 patient scenarios with web-based academic EHR simulation software, allowing students to learn how to use an EHR in a safe, true-to-life setting, while enabling instructors to measure their progress. Lippincott DocuCare's non-linear solution works well in the classroom, simulation lab, and clinical practice.

Lippincott DocuCare is:

- Ready to use: Lippincott DocuCare comes pre-populated with over 170 patient records that include course-related learning activities.
- Easy to navigate: User-friendly navigation allows students to explore the web-based patient charts at their own pace, with tabbed navigation that provides anywhere, anytime access to the entire patient chart.
- A curriculum solution: Rather than just teaching documentation, Lippincott DocuCare teaches nursing content in the context of a patient record for a richer, real-world experience. Patient charts cover the entire nursing curriculum with a variety of diseases, conditions, and demographics.
- Customizable: Create your own patient records to further integrate Lippincott DocuCare into your curriculum. Students can also create privacy-protected records as a follow-up to clinical practice.
- Just-in-time Learning: Students are immersed in an engaging environment where key information is just a click away. Patient records include SmartSense links 🔲 to evidence-based content used every day by practicing nurses.
- An ideal teaching tool: Lippincott DocuCare lets you interact with students, track their progress, and focus your teaching strategy using evaluation tools, pre-populated cases, and a unified simulation experience.

The process for enrolling in courses and accessing and submitting assignments is shown below.

Registration
- Students purchase access and receive an access code either through their bookstore or electronically.
- Students activate their DocuCare code on thePoint, creating an account if necessary, and are granted access to the system.

Enrollment
- Students self-enroll in a class using the class code that the instructor provided.
- Students enroll in the course using the 8-digit class code via the "Register for a Class" button (available from the DocuCare home page).

Assignments
- Assignments appear (organized by class) on the student's home page and on the class details page.
- Students complete and submit assignments by a deadline.

Evaluations
- Instructor evaluates student submissions.
- Students receive notifications of evaluations.
- Students review instructor feedback and correct/add to the chart, if necessary.

Student Resources
- Access multiple tools to help you get started with and implement Lippincott DocuCare including:
  - User Support
  - Training Resources
  - Printable clinical patient record forms

Technical Resources

Systems Requirements

By integrating clinical scenarios with web-based EHR simulation software, Lippincott DocuCare teaches students to think critically about documentation while enabling instructors to measure their progress. Our non-linear EHR solution works well in the classroom, simulation lab, and clinical practice. With Lippincott DocuCare, an EHR can easily be integrated into a curriculum to prepare students for real-world practice.

To use this online product, you must have access to the Internet and an up-to-date browser.

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Browser	Version	Operating System
Internet Explorer	9	Windows 7, Vista SP2
	10	Windows 7 SP1+, Windows 8
	11	Windows 8.1, Windows 7 SP1+
Mozilla Firefox	24+	Windows Vista, Windows 7, Windows 8, Windows 8.1, OS X 10.6-10.9 (Mac)
Google Chrome	32+	Windows 8, Windows 7, Windows Vista, OS X 10.6 (Mac)
Apple Safari	6+	OS X v10.7.4 (Mac)

Optimized for Tablet Devices

- iPad 2
- iPad 3
- iPad 4
- iPad Mini
- Samsung Galaxy Nexus 10
- Amazon Kindle Fire HD 8.9
- Surface Pro
- Surface RT
- iPad Air
- Google Nexus 10

Screen Resolution Display Results

- 1024 x 768 pixels for standard display
- A screen resolution lower than 1024 x 786 pixels will cause the program to dynamically adjust to fit
- Most tablet devices do not allow users to change the screen resolution.

To Figure out Your Screen Resolution for Windows:

- **Method 1:**
  Click Start > Run/Search > type "desk.cpl" in the open text box.
- **Method 2:**
  Click Start > Control Panel > Click on "Adjust screen resolution" located under "Appearance and Personalization"

To Figure out Your Screen Resolution for Mac OS:

- **Method 1:**
  1. Click on the Apple logo in the upper-left corner of your display.
  2. Click "System Preferences" then click "Displays."
  3. Click "Display" if it is not already selected
  4. Select a resolution from the list of available resolutions (User may have to check the Scaled check box).
  5. Mac OS X immediately applies the new setting.
- **Method 2:**
  1. Click the magnifying glass (spotlight search) in the top right of the screen.
  2. Search for keyword "Display."

Cookies

If you filter cookies, you must allow session cookies. JavaScript must also be enabled (in most browsers, cookies and JavaScript are enabled by default).

- Instructions to enable Javascript (which is generally enabled by default with most browsers) can be found at: https://support.google.com/accounts/answer/23852?rd=1
- To learn how to enable cookies on your browser, visit: http://www.wikihow.com/Enable-Cookies-in-Your-Internet-Web-Browser#Steps

You must also have a recent version Adobe Flash on your computer.

- You can check your Flash compatibility via the Adobe Flash system check at: http://helpx.adobe.com/flash-player.html

- Flash downloads are available for both Windows and Mac systems at: http://www.adobe.com/support/flashplayer/downloads.html

To contact Tech Support, please see Technical Support later in this guide.

Domain White List

White Lists are used frequently with e-mail applications to ensure that communications are safely delivered to students and instructors instead of filtered out as spam. Please turn this list over to your IT administrator for implementation to ensure optimal performance of Lippincott DocuCare.

The following domains need unrestricted http communication by network routers, firewalls, proxy servers, and local security software such as Antivirus, Security Suites, Network or Personal Firewalls (Norton, Mcafee, Windows Firewall, Windows Defender, etc).

Domain Names to Allow/Trust:

1. - .lww.com or specifically:
   - thepoint.lww.com
   - nursingconcepts.lww.com
   - www.lww.com
   - securedownloads.lww.com
   - securedownload.lww.com
   - downloads.lww.com
   - download.lww.com
   - procedures.lww.com
   - advisor.lww.com

2. - .wkhpe.com (this is the service domain for WK Health) or specifically at least:
   - sso.wkhpe.com
   - images.thepoint.wkhpe.com
   - lnareference.wkhpe.com

3. - simadviser.com (WK SimAdviser Product)

4. - .lwwdocucare.com (LWW DocuCare Product)

5. - .ipublishcentral.net and . ipublishcentral.com (ebook Platform)
   - wk-trusted-auth.ipublishcentral.com
   - wdn.ipublishcentral.net

6. www.prep-u.com - PrepU

Other Domains that Lippincott DocuCare uses for web analytics or other runtime resources:

1. wolterskluwerhealth.d2.sc.omtrdc.net (Omniture - Web Analytics package)

2. Google - Uses various fonts and libraries
   - fonts.googleapi.com
   - www.google.com/recaptcha/api/i
   - themes.googleusercontent.com
   - ajax.googleapi.com

User's Guide Objectives

This User Guide will help you:

- Get started with Lippincott DocuCare
- Understand the components and features of this product
- Use Lippincott DocuCare to submit your work and review your instructors' feedback

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▪ Getting Started

Before registering for thePoint, you must have purchased a 12-digit activation code (that enables you to access DocuCare).

Note: Student access codes can be found on purchased access cards. You may also receive an electronic code from your instructor.

Procedure Follow these steps to register for thePoint.

1. Go to http://thepoint.lww.com/activate.

2. Enter *<your 12-digit access code>* and click "Submit Code."

   Note: Student access codes can be located on purchased access cards or obtained electronically from your instructor.

3. Enter *<your e-mail address>*.

4. Select the appropriate button to indicate if you have a password.

   Do you have a password?
   ○ No, I am new.
   ○ I'm not sure. Please check for me.
   ○ Yes, I have a password.

5. Click on the checkbox ☐ if you want the website to remember you the next time you visit.

6. Click "Next."

7. Select ⊙ I'm A Student to indicate your status.

8. Click "Next."

9. Follow prompts to fill out the required fields.

   Note: The e-mail address and password you choose during registration will be your log-in name and password for Lippincott DocuCare. Passwords are case sensitive, must contain 6-20 alphanumeric characters, and contain no spaces.

10. Click the Opt Out of E-mails checkbox ☐ if you do not want to receive promotional and marketing e-mails from Wolters Kluwer.

11. Read the Terms & Conditions and agree to them by clicking on the check box ☐.

12. Click "Continue."

Result: You have successfully redeemed your access code and now have access to Lippincott DocuCare. You will receive an e-mail confirming your registration with thePoint from Customer Service.

13. Click "My Content."

14. Click "Launch DocuCare" to enter Lippincott DocuCare.

    Note: The first time you launch Lippincott DocuCare, you will need to complete an initial account set-up. You will have the option to do this only once.

    Reference: See Initial Account Set-up below.

Navigating Lippincott DocuCare

Initial Account Set-Up

> *TIP!* Before you set up your account, you must register with thePoint and create an account. (See Getting Started earlier in this guide.)

Procedure   Follow these steps to set up your account.

1. Log in to Lippincott DocuCare. You can log into the program in two different ways:

Go to http://thepoint.lww.com	■ Click "My Content."
	■ Click "Launch DocuCare" to enter Lippincott DocuCare.
	■ Enter:
	  ■ <your e-mail address>
	  ■ <the password you selected during Registration>.

Go to http://www.lwwdocucare.com	■ Enter:
	  ■ <your e-mail address>
	  ■ <the password you selected during Registration>.

2. The orientation page will appear with a series of links to training documents and other helpful information.

3. Locate and select the **Register for a class** button on the top right corner of the screen to enroll in your instructor's specific class and to access his/her specific assignments.

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Navigation Overview

Click...	To...
Register for a class (button)	■ Register for your instructor's class so that you can see his/her assignments and announcements. You will need an 8-digital class code in order to do this.
My Classes home page	■ View all of your DocuCare classes ■ View and open assignments due in the next 14 days ■ View new instructor feedback for submitted assignments
<class name> hyperlink (e.g., Nursing Fundamentals)	■ Access all of your assignments (all due dates) ■ Add a new clinical patient chart ■ Review instructor feedback ■ Edit your existing charts/cases

■ Managing My Classes

TIP! Before you can enroll in a new course you must set up your account. (See Initial Account Set-Up earlier in this guide.)

Procedure   To register for a new class, you must have the 8-digit class code provided by your instructor. The class code allows you to see your instructor's specific assignments and instructions. Follow these steps to enroll in a new class:

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1. Click "Register for a class" in "My Classes." You will be taken to a new page where you can enroll in your specific DocuCare class.

2. You should have received an 8-digit class code from your instructor. Enter it in the Class Code textbox provided.

Join a New Class

To enroll in a new DocuCare class, enter your CLASS CODE here:

3. Click "Enroll."

Result: You will be taken your course home page. From here, you can see your instructor's class instructions and open assignments.

You can also begin charting (using a blank chart) via the "Add new patient" button.

■ Managing My Assignments

Completing an Assignment (Non-Clinical)

TIP! Before you can view and complete assignments, you must be enrolled in your instructor's class (See Navigation Overview). This topic pertains to completing an assignment based on fictitious clinical data (completed in classrooms, simulation labs, and/or at home). If you would like information on completing an assignment with actual patients (completed at a medical facility), see Creating and Submitting a Clinical Chart later in this guide.

Procedure Follow the below steps to complete an assignment.

1. Click <*course name*> on the home page. A page with a list of assignments related to the course will display ("Census/Active Assignments"). Locate and select the specific <*assignment name*> you want to complete.

Census (Active Assignments)

Name	Age	Date of Birth	Gender	Admitting Diagnosis	Assignment Type	Due By
Rowlings, Albert	62	3/13/1951	Male	At Risk for Cardiovascular Disease	Cardiovascular Physical Assessment	12/15/2013

You can also click directly into the <assignment name> from the "My Classes" page as long as it is due within the next 14 days. (Assignments due in the next 14 days are visible from your My Classes home page.)

Result: A page displaying DocuCare's simulated chart appears. From here, you can begin reviewing and adding content to the patient chart.

2. Click on "Show Instructions" on the top of the chart to read the instructions from your instructor (if s/he has created any specific instructions or learning objectives for your assignment). To remove the instructions, click the "Hide Instructions" button, as shown below.

Click on "Back to Census" to return to your main assignments page for the class.

3. Click on any of the patient chart tabs to review and complete requested case data. The main tabs (Patient Information, Assessment, ADLs, Notes, Nursing Dx, Orders, MAR, I/O, Vital Signs, Diagnostics, Flowsheet) are visible at the top. You can also access sub-tabs within specific tabs that include more screens for data review/entry.

Note: You can click on "Show Learning Tips" to enable helpful medical/nursing explanations for specific material within each screen on the patient chart. You can hide these at any time by clicking on the same button. This is always visible at the top right corner of your screen. (Note learning tips below in parentheses).

Tablet View Depending on the device you use to view DocuCare AND your screen resolution, the screen appearance will vary. The chart adapts automatically to work with tablet devices so the content is easier to review on a smaller screen. **Even if you are on a regular laptop/desktop, if your screen resolution is under 1024 x 768, DocuCare tabs will display vertically.**


Left-hand navigation menu in tablet view

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4. Review and enter new data as you proceed through the chart by clicking the appropriate save or sign button.

    Alert! You will not be asked to save the chart as a whole; rather, you will be saving new data/ edits screen-by-screen. It is crucial that you remember to sign or save each individual screen as you progress through your assignment and patient chart.

    Access and edit previously saved assessment entries via the "Past Assessments" drop-down menu on the right of each screen (listed with timestamps). Simply click on the entry's data/timestamp to edit or delete it.
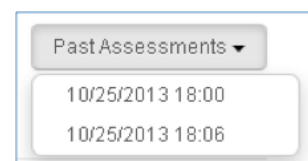
    Once you've submitted your assignment to the instructor, you cannot edit the data again unless the instructor asks you to revise your chart. Previously saved entries will be read-only, though you can add to the chart until your assignment due date has passed.)

5. Click "Review" (located on the top right corner of the screen) to review any work you completed.

    Result: A black box will appear with all of your entries in the chart to date. You can click on individual timestamps to review and edit the work you've completed so far. You can continue to add to the chart until you are ready to submit your assignment to your instructor.

    Need to see more of the chart? Scroll down and the review box will follow by floating on the screen.
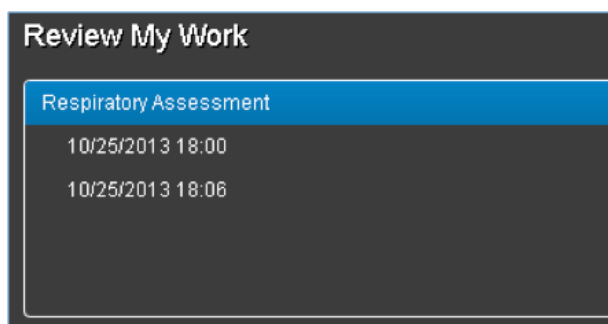
6. When you are ready to submit your assignment to your instructor, select the "Submit" button (located at the top right corner of the screen). A black box will appear. From here, you can add a note for your instructor, elect to review your chart one last time, or submit your work for your instructor's review.

    Alert! Once submitted, you cannot edit any of your entries (though you can add to the chart until the assignment due date has passed).
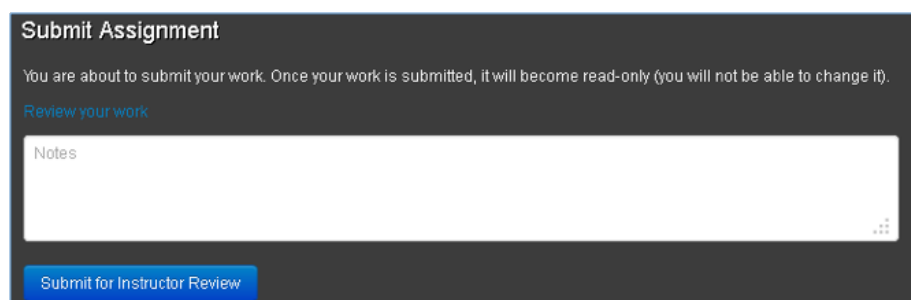
Creating and Submitting a Clinical Chart

> **TIP!** Before you create a clinical case you must enroll in a class. (See Navigation Overview.)

Note: This topic pertains to creating a clinical chart based on actual patient data (completed at a medical facility), though some instructors may use this template for simulated patient assignments as well. The "Add New Patient" function allows students to document any patient data in a completely blank chart.

Note: Lippincott DocuCare will not allow students to enter Protected Health Information (PHI), including:

- specific patient name
- social security number
- occupation or employer
- insurance
- patient addresses or phone numbers
- next of kin
- any biological identifiers (e.g., finger print, retina scan), or
- age (students will be directed to select patient age from a range of ages and the system will generate a false birthdate).

Procedure Follow these steps to create a new patient chart (blank).

1. Click *<Class Name>* on the DocuCare home page (My Classes).

   Result: A page with a list of all active assignments related to your class will display.

2. Determine the type of clinical case you want to create:

If you want to create a clinical case...	Then ...
For an assignment an instructor has given you	■ Go to Step 3a
To add your own patient from scratch	■ Go to Step 3b

3a. **If you are completing an assignment an instructor has given you (a clinical assignment):**

   - Click *<assignment name>* under the **Census (Active Assignments)** list to begin.

   Result: A page displaying the clinical record input screen will display. If your instructor has provided instructions for the clinical assignment, you will be able to view them by clicking on the "Show Instructions" button on the top right corner of the screen.

3b. **If you are adding a patient chart on your own:** Click "Add new patient."

   Result: A page displaying the clinical record input screen will display and will be available for your case creation.

4. Enter the *<clinical descriptor>*. **Note:** You should NOT use the actual patient's name. Instead, use a generic description (41yo Male, COPD).

5. Enter the date and time of the clinical, and how long the patient has been in the hospital. You can enter a

previous date (so you can document a clinical rotation completed earlier in the week/month).

You will also be asked to document the patient's length of stay in the hospital.

At what time did your clinical start?:	mm/dd/yyyy ⬍ ▼	HH:mm	
How long has the patient been in the hospital?:	⬍ hours	⬍ days	No need to record hours unless your patient has been in the hospital for less than 1 day.

6. Select the range of patient age from the Age drop-down menu. The system will automatically assign a (false) birthdate to the patient within the designated range.

Age:	Infancy (0-18 months) ▼	Due to Protected Health Information, we do NOT detail date of birth.

7. If your patient is under 18 years of age, you will be asked to designate any present guardians:

Family members (and/or guardians) present:
- ☐ Mother
- ☐ Father
- ☐ Grandmother
- ☐ Grandfather
- ☐ Step-father
- ☐ Step-mother
- ☐ Aunt
- ☐ Uncle
- ☐ Sister
- ☐ Brother
- ☐ Court appointed guardian
- ☐ Foster
- ☐ Other

8. Select patient gender from the Gender drop-down menu.

Gender:	▼

9. If the patient is a maternity patient, check the Treat as maternity patient box, and enter the date of last menstrual period, expected due date, and gestational age (in weeks).

Treat as maternity patient:	☑
	You can elect to treat a patient as a maternity patient by checking the box. Maternity specific content and fields will appear in the patient record as a result.
Date of Last Menstrual Period:	mm/dd/yyyy
Expected Due Date:	mm/dd/yyyy
Gestational Age:	weeks

10. Complete the Race, Ethnic Category, and Ethnicity information for the patient.

Race:	☐ American Indian or Alaska Native
	☐ Asian
	☐ Black or African American
	☐ Native Hawaiian or Other Pacific Islander
	☐ White
	☐ Unknown or unreported
	☐ Other
	[ ]
Ethnic Category:	[▼]
Ethnicity:	[ ]

11. Enter the patient's height and weight:

| Height : | [⬍] in |
| Weight : | [⬍] lb |

12. If the patient is aged 0-18 months, enter the patient's Head Circumference.

13. Select patient's marital status from the Marital Status drop-down menu.

14. Select the patient's religion from the Religion drop-down menu.

15. Select the appropriate Advance Directive option from the Advance Directive drop-down menu.

16. Select the appropriate Isolation Precaution option from the Isolation Precaution drop-down menu.

17. Select the *<source of the patient's primary admitting diagnosis>* from drop-down list

Diagnosis: [Select Source ▼]

If you want the source of the diagnosis to be...	Then select...
Lippincott Advisor	■ **Search** and enter keywords to search Lippincott DocuCare's library of Diseases and Conditions. ■ Click on the *<name of the Disease or Condition>*.
	■ **Browse by Category** to browse Lippincott DocuCare's library of Diseases and Conditions. ■ Click on the *<name of the Disease or Condition>*.
Your own	■ Create your own. ■ Enter *<a diagnosis>*. ■ Enter *<a URL for the source of the diagnosis>* (if applicable).

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18. If desired, you can also add up to six secondary diagnoses. To do this, check the box next to 'Add Secondary Diagnosis." You can then add additional diagnoses using the same methods as you did when creating the primary admitting diagnosis (outlined in step 17).

19. Click "Save." You will be taken to a new, blank clinical chart, where you can begin charting all of your patient's assessment and other data. The word "Clinical" will appear before the name of the chart, differentiating this chart from your instructor's assignments. Note that certain information will simply be listed as Protected Health Information.

20. Click on each tab within the chart to document your patient's information and care.

Note: To ensure patient privacy, you are not allowed to edit or add to the Patient Information > Demographics or Patient Information > Current Visit screens.

TIP! You will notice green stethoscope logos are available in both clinical and simulated case charts in DocuCare. These are called "SmartSense" links and they offer you robust and regularly updated clinical reference content. By selecting the SmartSense logo, you can access more information on a disease, condition, skill, or medication. Clicking on the SmartSense logo will open a new page. It will not close the chart or screen you are working on.
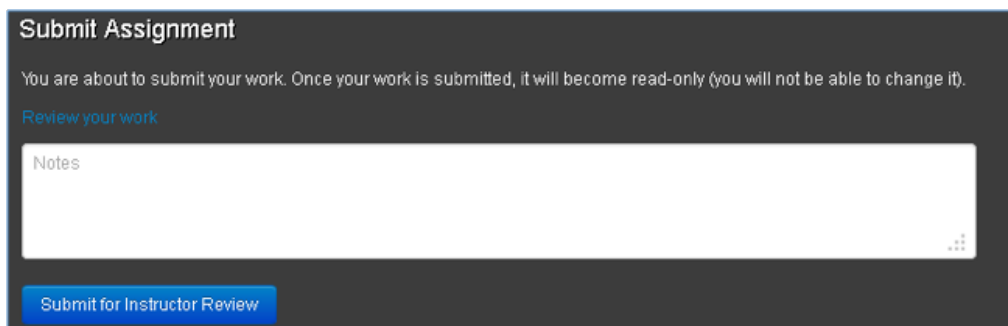
21. Click the "Save Assessment," "Save," or "Sign" buttons as you complete the information required in each tab. **Modifications that are not saved in each tab will be lost.**

22. Click "Review" at the top to review any previously completed work.

Result: A pop-up window will show any data previously entered into DocuCare. You can click on individual timestamps to review and edit the work you've completed before submitting your chart to your instructor for his/her review. You can scroll down and the review box will follow by floating on the screen.
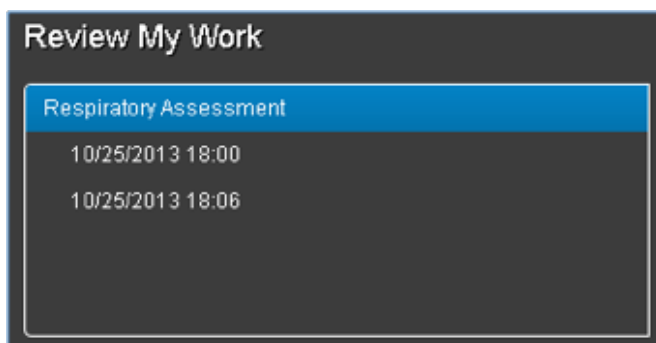
Review My Work

Respiratory Assessment
10/25/2013 18:00
10/25/2013 18:06

23. When you are ready to submit your completed patient chart to your instructor, select the "Submit" button (located at the top right corner of the screen). A black box will appear. From here, you can add a note for your instructor, elect to review your chart one last time, or submit your work for your instructor's review.

Alert! Once submitted, you cannot edit any of your entries (though you can add to the chart until the assignment due date has passed).

Submit Assignment

You are about to submit your work. Once your work is submitted, it will become read-only (you will not be able to change it).

Review your work

Notes

Submit for Instructor Review

24. When you are ready to submit your completed patient chart to your instructor, click on "Back to Census" to return to your complete Census/Assignments for the class or click "My Classes" to review your collective assignments and instructor feedback across all of your DocuCare classes.

Editing Your Charts/Assignments

> *TIP!* Before you can edit an assignment or clinical case/chart, you must have created it or be able to access a chart created by your instructor. (See Completing an Assignment (Non-Clinical) and Creating and Submitting a Clinical Chart earlier in this guide.)

Note: You cannot edit a chart after you submit it UNLESS your instructor has asked you to revise the chart (after evaluation). Once your work is submitted, it will become read-only and you will not be able to change it. You can add new data to your patient's chart/assignment until the assignment date has passed.

Procedure Follow these steps to edit an assignment or clinical case.

1. Click *<class name>* on the My Classes home page.

   Result: A page with a list of assignments related to the class will display.

2. Click *<assignment or chart name>* under the Census (Active Assignments) list to open your assignment or patient chart.

   Result: A page displaying your patient's chart will display.

3. Click on your chart and modify data as necessary. You can edit and delete patient data as you see fit.

4. Save data as you complete the information required in **each tab** by clicking the appropriate save or sign button.

   Past saved info will be accessible via the "Past Assessments" drop-down menu on the right, which summons timestamps. Clicking on them allows you to edit and re-save information. (Note: once work is submitted to the instructor, it cannot be edited; it will be read-only.)

   Past Assessments ▾
   10/25/2013 18:00
   10/25/2013 18:06
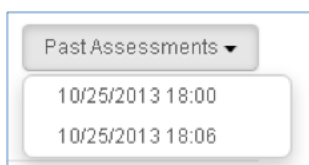
Reviewing Instructor Feedback and Revising Your Charts

TIP! Before you can review feedback from your instructor you must submit an assignment or clinical case. (See Completing an Assignment (Non-Clinical) or Creating and Submitting a Clinical Chart earlier in this guide.)

Procedure Follow these steps to review feedback from your instructor.

1. **Access instructor feedback.** You can access your instructor's evaluation data both on the My Classes home page and on the class specific details page. There are a number of status options for each assignment/chart that dictate your next steps with the chart:

   ■ **Your instructor can simply add comments and mark the chart as "Reviewed."** (Evaluation Status: Reviewed or Reviewed, Has Comments)
   ■ **Your instructor can mark the chart as "Satisfactory" or "Needs Improvement."** You'll also be able to see if s/he has added comments.
   ■ **Your instructor can ask you to revise and re-submit the chart.** If this is noted, you will be expected to open the chart, make any recommended revisions, and re-submit it to your instructor for his/her review.

   Click on the Assignment/Patient Name to review your instructor's evaluation and, if necessary, to update and revise your chart.

Active Assignments with Instructor Feedback						
Patient ID	Date of Birth/Gender	Admitting Diagnosis	Assignment Name	Assignment Type	Submitted on	Evaluation Status
Right Now Test - 9/11/2013 10:32	11/27/1964 (49 YO M)	Acne vulgaris	Not Applicable	Clinical	9/11/2013 10:37	Reviewed, Has Comments

reading the status and notes

can edit the chart and re-submit

Technical Support

Questions/comments? Need support? Please contact our Technical Support group!

Phone: 800-468-1128 • email: techsupp@lww.com

Hours: Mon-Thu: 8:00 a.m.-12:00 a.m. (Eastern)
        Fri: 8:00 a.m.-7:00 p.m. (Eastern)
        Sun: 4:00 p.m.-12:00 a.m. (Eastern)