Stay Connected with PCH

Hospital Portal

PCH offers remote access to several of our software applications via our Hospital Portal website http://www.pchonline.org/. The portal allows providers and employees to stay connected regardless of their location.

VPN Access (Virtual Private Network)

Browse to www.pchonline.org (Hospital Portal website) and click the VPN Service Icon. Follow the instructions. You must enter your user name and password in the applicable boxes in order to gain access to the secure VPN. If you do not have an account or experience problems with your password call the HelpDesk at 304.487.7256.

If you can not reach www.pchonline.org, try connecting to a different website such as www.msn.com. If you cannot connect to other websites you may want to check your computer's connection to the internet or contact your internet service provider. Example: Suddenlink or Frontier.

programs should work just like you are at the hospital.
Some provider offices have a constant VPN tunnel connection. If your site utilizes a VPN tunnel, you must still have internet connectivity for the tunnel to function.

If you experience problems gaining access to our VPN or other software, REBOOT your computer before calling the HelpDesk staff. A simple reboot of your computer can resolve many different types of problems – print issues, access issues, etc. (Simultaneously press the CTRL, ALT, and Enter keys and then select Shutdown with Restart to reboot your computer).

Our HelpDesk is available 7 days a week, 24 hours a day to serve you. Should problems arise accessing our VPN or other information systems, call 304.487.7256. Voicemail and email options (infoservices@pchonline.org) are also available should our staff be out of the office. Please include your name, phone number and a brief description regarding your issue in the message.

Meditech is PCH's EMR and Hospital Information System. Meditech consists of many distinct modules that serve various users. The Meditech software client must be installed on your PC before you can utilize the software. You must also have a pre-established Login and Password to gain

users must not share Meditech Accounts/passwords. Please contact the HelpDesk to arrange software installation or request an account or password.
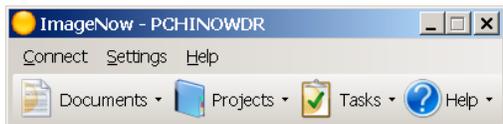
Meditech with ImageNow.lnk

Our ImageNow software allows providers to view, comment or sign electronically scanned images of charted documents while using Meditech.

The ImageNow toolbar allows providers to complete tasks once logged into a specific patient account .

The ImageNow client logs in without the need for an additional user name and password while you are in EMR. Contact the HelpDesk to arrange software installation.

MDAccess

MDAccess allows providers to get access to lab and radiology results as well as

access to the system. Each user can be granted different functionality depending upon individual workflow requirements. **In accordance with HIPAA Privacy rules,**

Once your VPN Client connection is established it allows providers to access the same patient data from their Smartphone. Browse to the link below

https://pchpoiweb.pchonline.org/MDAM/Login.aspx

For additional details or training, contact our HelpDesk **at 304.487-7256.**

For Meditech to function correctly it requires the Windows Firewall to be turned off. Go to Control Panel/System and Security/Windows Firewall to turn off the firewall. We would advise that you always stay up to date on the recommended windows updates from Micosoft. Also all computers that connect to the hospital network will be required to have an up-to-date anti-virus and anti-malware program installed.

Please Note: We utilize Windows XP and Windows7 (professional editions). If you utilize these operating systems and experience any hardware or internal networking issues, we can only offer suggestions and limited support. Should you require more in-depth troubleshooting of these issues contact your local computer specialist for detailed assistance.

For additional details or training, contact our HelpDesk at 304.487.7256.