

Accessing SVREMOTE

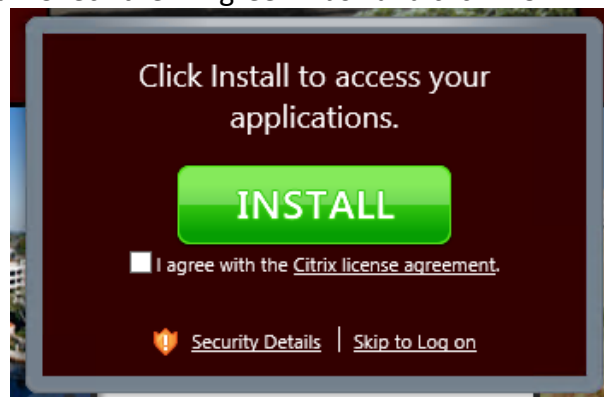
To remotely access the Electronic Medical Record for St. Vincent's Medical Center Riverside, Southside, or Clay, go to Internet Explorer, type <https://svremote.jaxhealth.com> in the address window and click enter.

Step 1: Logging into SV Remote

- Enter svremote.jaxhealth.com in your internet browser.
- Log in using your Username and Password provided.



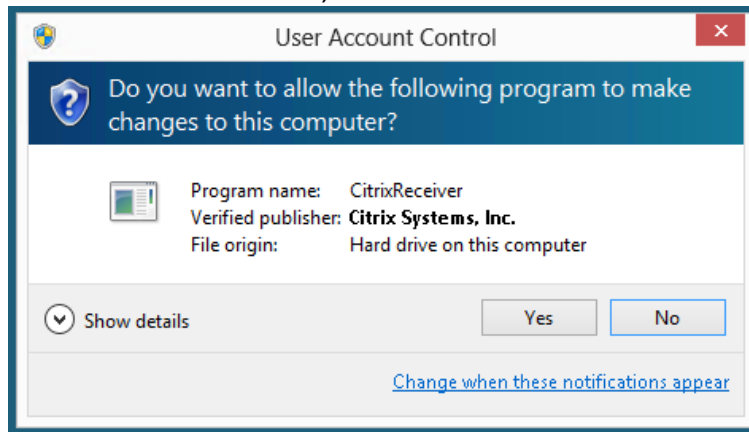
- If Citrix is already loaded, proceed to Step 2.
- If the current version of Citrix is not installed on the device, the “INSTALL” button pop-up will appear. Check the “I Agree...” box and click INSTALL...



- Next they will need to select “RUN” ...



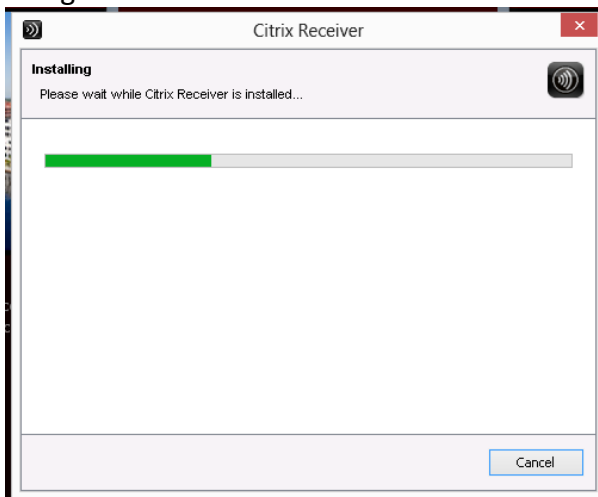
- If “User Account Control” is enabled, select “YES”...



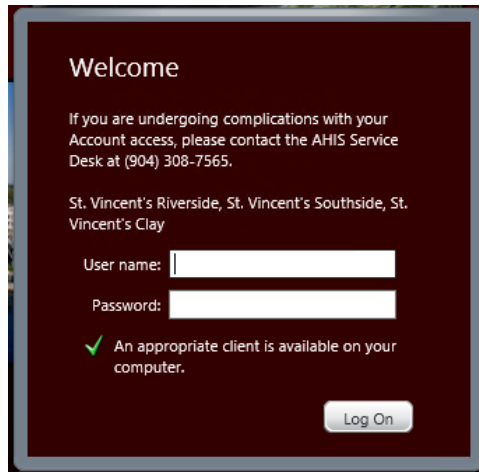
- Select INSTALL...



- The Installation begins...



- Once the install completes, they should see a **Green Checkmark** indicating that the installation was successful.



If the password needs to be changed, the Change Password Screen will open.

Change Password

Consult your help desk or corporate security policy to learn about your company's password guidelines.

Old password:

New password:

Confirm password:

OK

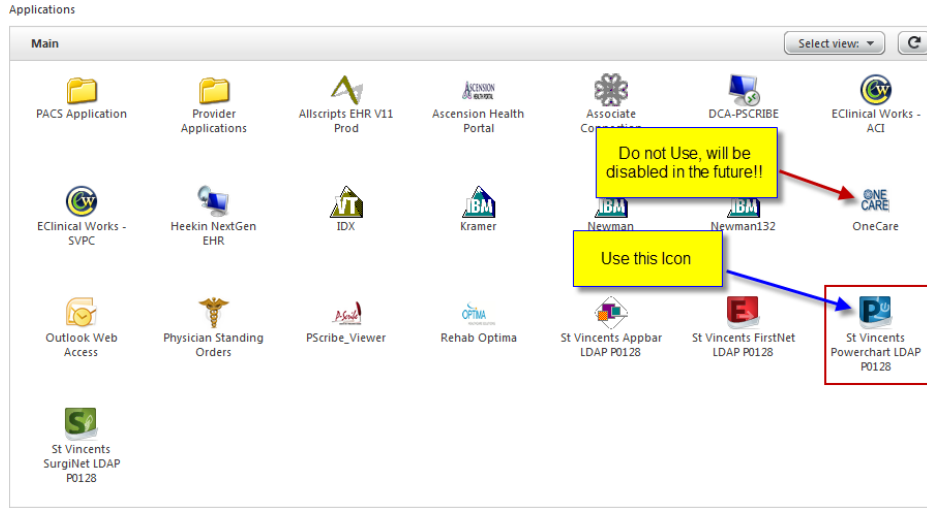
Cancel

Password requirements are:

- Password length is being standardized to a minimum length of 8 characters.
- Password complexity will be enabled; meaning 3 of the following 4 attributes identified below must be used:
 - At least one lower case letter
 - At least one upper case letter
 - At least one numeric digit (0-9)
 - At least one special character (i.e. %, \$, +, @)
- Passwords cannot be part of your name, part of your user ID, or a common dictionary word
- Password expiration will be set to 365 days and cannot be repeated over a 4-year period.
- Passwords will lock out after 10 failed password attempts

Step 2: Selecting PowerChart

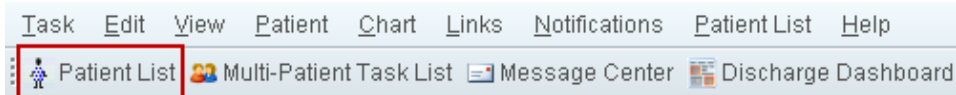
- Select the PowerChart icon.



- The application will launch.



- Click on "Patient List" to see your list. If this is not available, contact EMR support for assistance.



- Click the Search icon to look for a particular patient.



- Enter the patient name. The patient's chart will open.

The screenshot shows the 'Patient Search' form. The form has a blue header with the text 'Patient Search'. Below the header, there are four input fields: 'Last Name:', 'First Name:', 'FIN #:', and 'MMI:'. Each input field is empty and has a light blue border.