

Accessing Telecare Avatar EHR for Audit Staff

If you are an auditor who has a scheduled audit at a Telecare Community Program, then follow these steps to connect to our Avatar EHR system. Please make sure the Program Administrator you are working with has provided the IT Help Desk your name, phone number, and email address. You should have received a 'Welcome to Telecare Avatar' email with your credentials before continuing this process.

Step-by-step guide

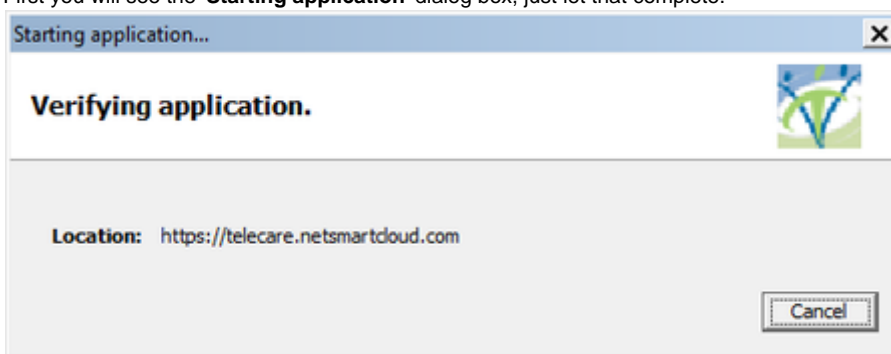
Getting Connected to Telecare myAvatar

Are you connecting from a location outside of the local Telecare office? If so, please make sure your computer is ready to connect:

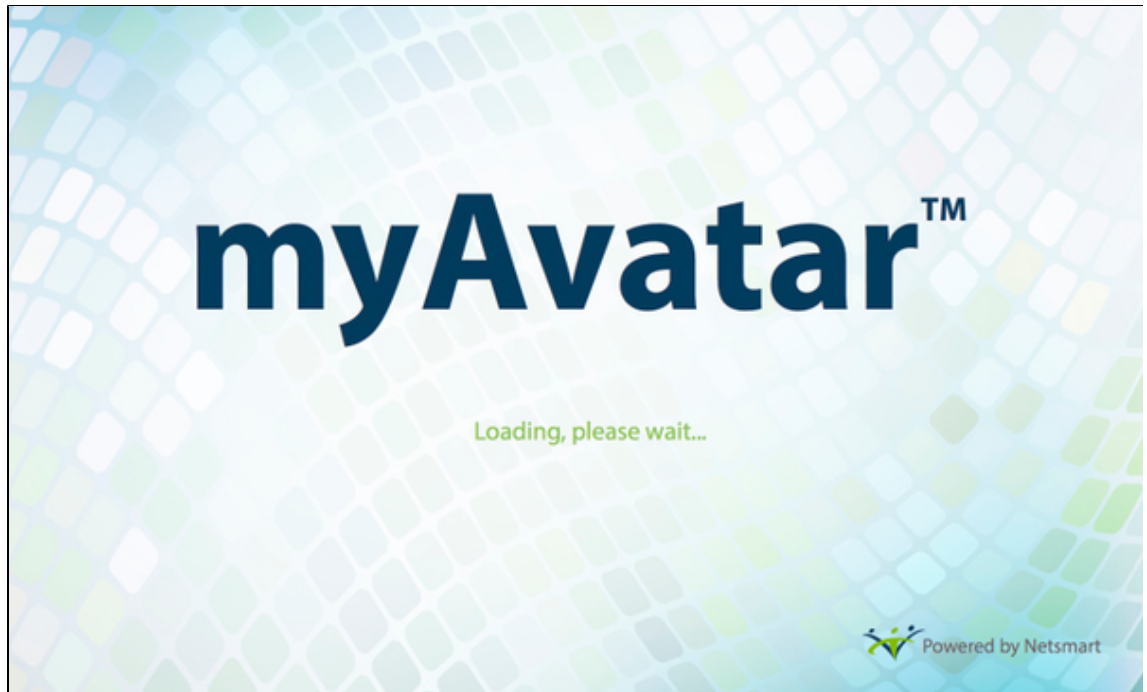
1. Do you have Java installed? Telecare's Avatar system runs using a Java client. Please confirm with your IT staff to make sure you have one of the following versions available for your computer. You will need the following Java version installed depending on what Operating System Release you are running.
 - a. WINDOWS 10 JAVA 8 UPDATE 45
 - b. WINDOWS 7 JAVA 8 UPDATE 112
2. Do you have internet access available? You will need to reach our Avatar URL to get to our URL, so you will need an available internet connection.
 - a. USING THE INTERNET EXPLORER BROWSER, NAVIGATE TO: [HTTPS://TELECARE.NETSMARTCLOUD.COM/RADPLUS/INDEX.JSP](https://telecare.netSMARTCLOUD.COM/RADPLUS/INDEX.JSP)
3. You will see the following web page, please click on the **'Start MyAvatar'** button to continue



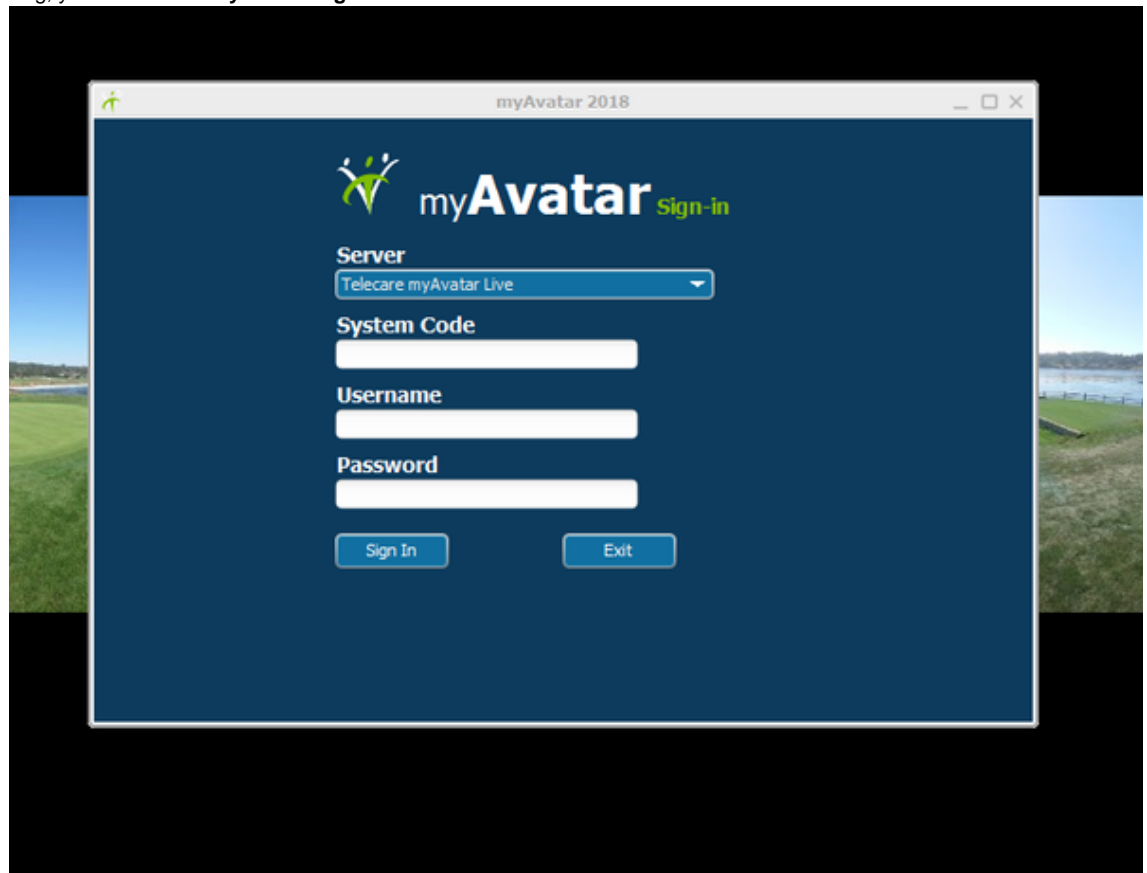
- a.
4. Avatar will download to your computer and then launch.
 - a. First you will see the **'Starting application'** dialog box, just let that complete.



- b.
- c. Next, you will see the **'Loading, please wait'** form, let that complete as well



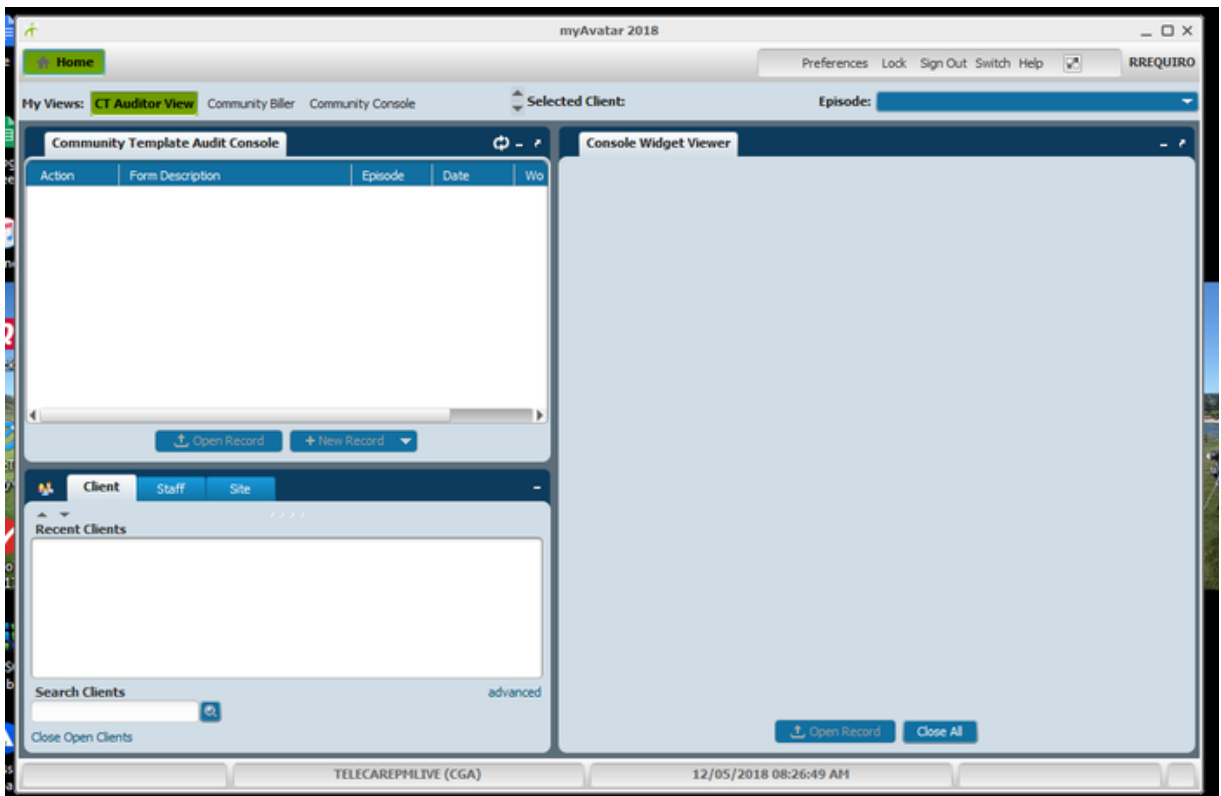
- i.
- d. After loading, you will see the **myAvatar Sign-In** form



- i.
- e. Sign on with the credentials previously provided in your "**Welcome to Avatar**" email
 - i. System Code = 'See email for System Code'
 - ii. Username = 'Your User Name Here'
 - iii. Password = 'Your Password'
- f. Click the '**Sign In**' button to log into myAvatar

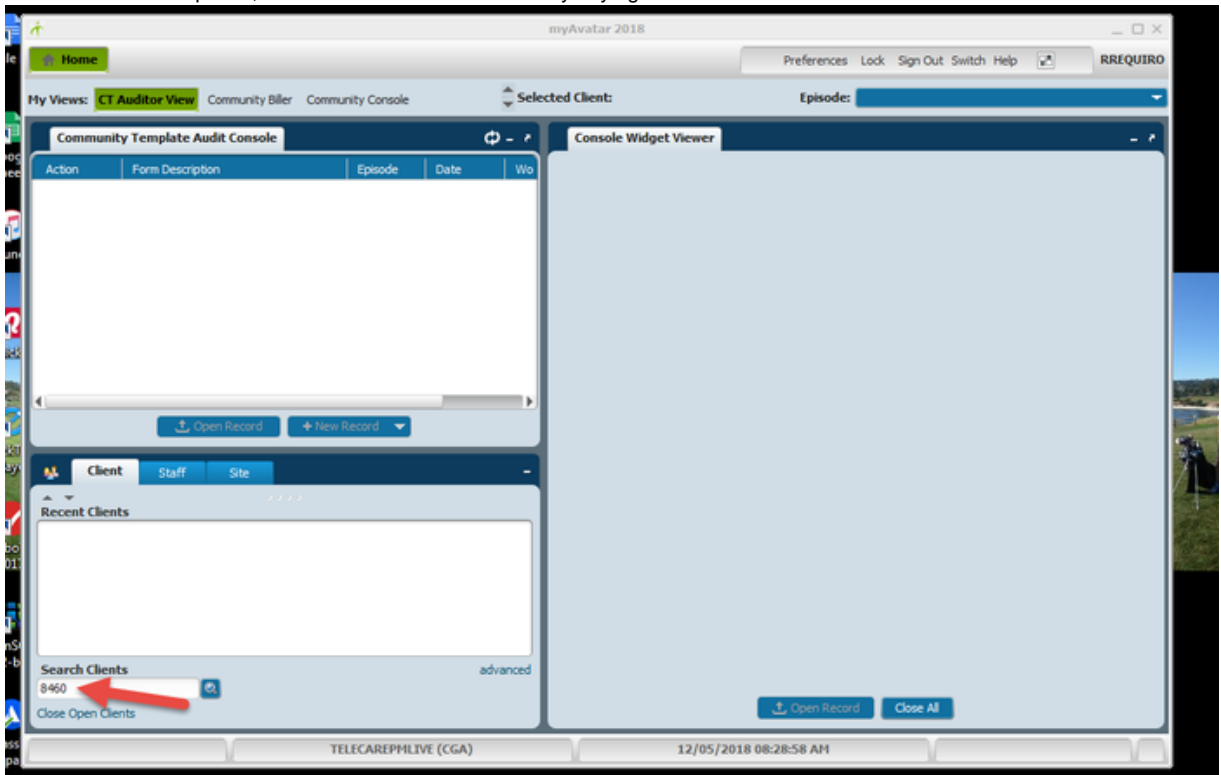
Now you are ready to begin reviewing **Member Chart** information

1. You will see the '**CT Auditor View**' Home View



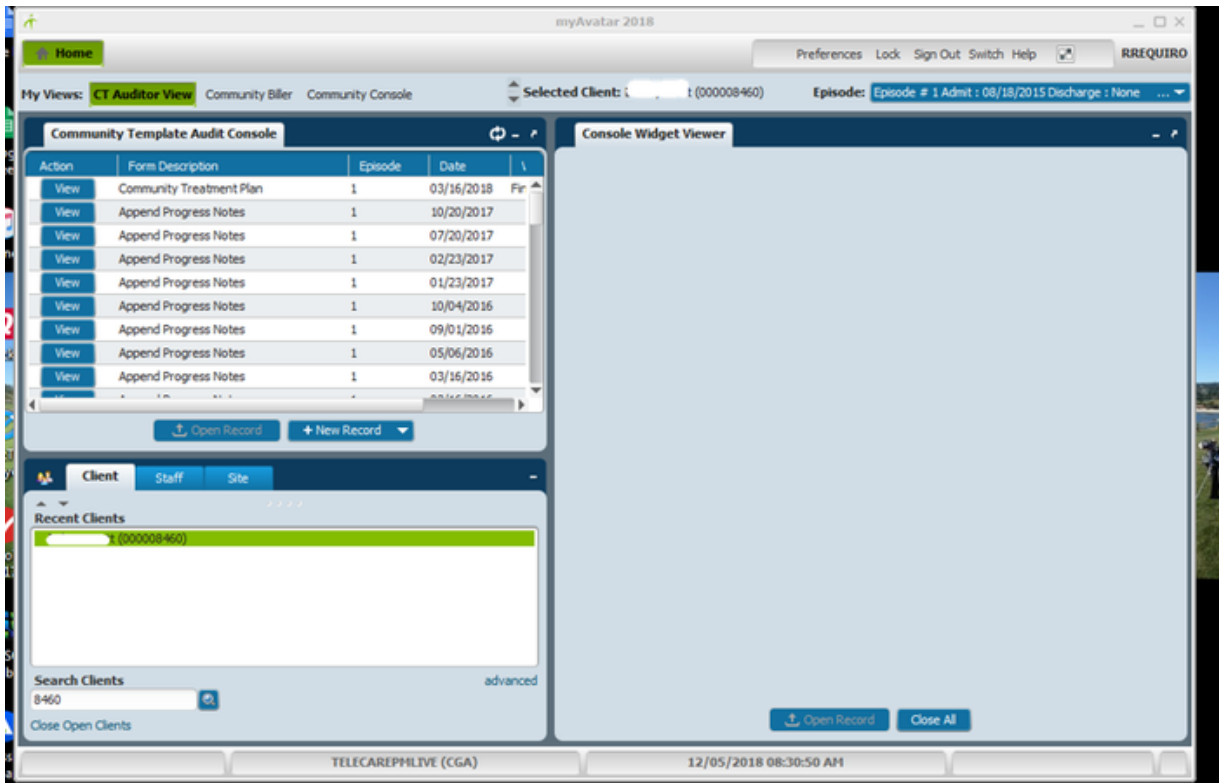
a.

2. In the 'Search Clients' lookup field, Select a member to work with by keying in the associated Patient ID or Medical Record Number



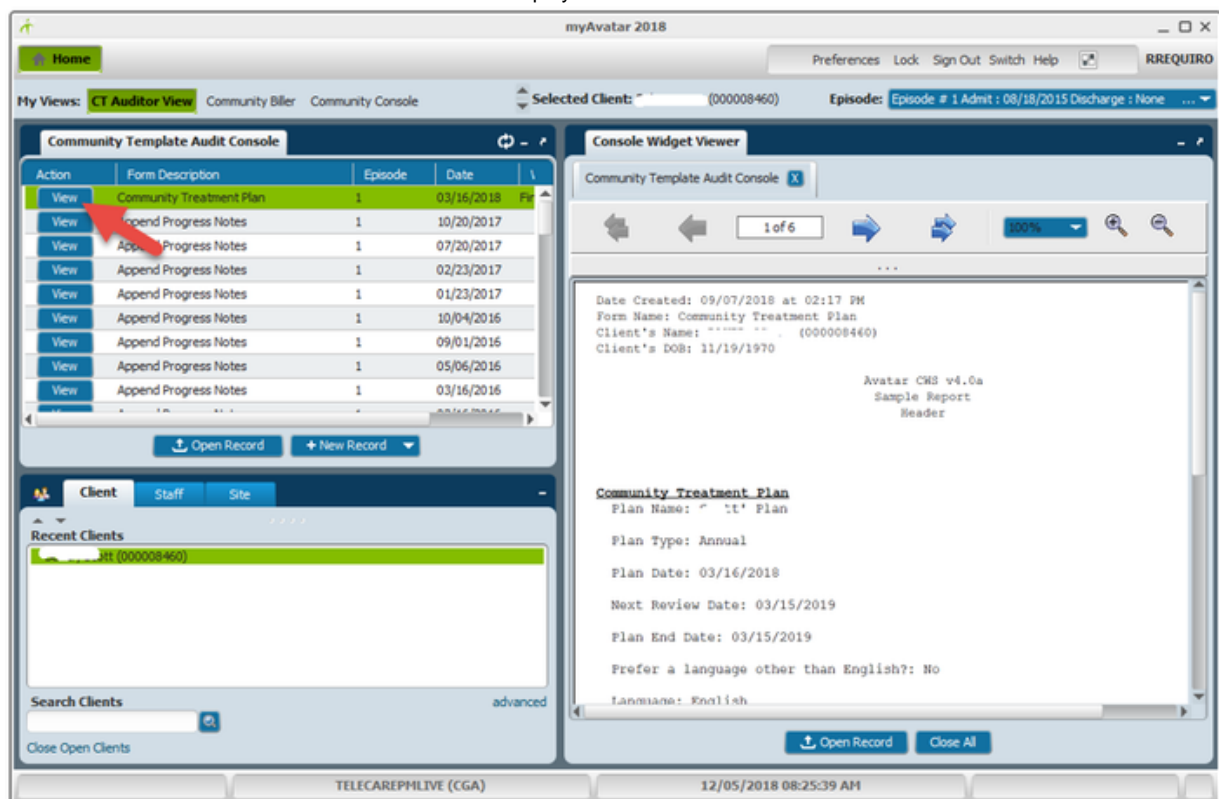
a.

3. A list of Chart Forms will display in the widget titled 'Community Template Audit Console'



a.

- Click the 'View' button to the left of each of the listed forms to display the content of that form

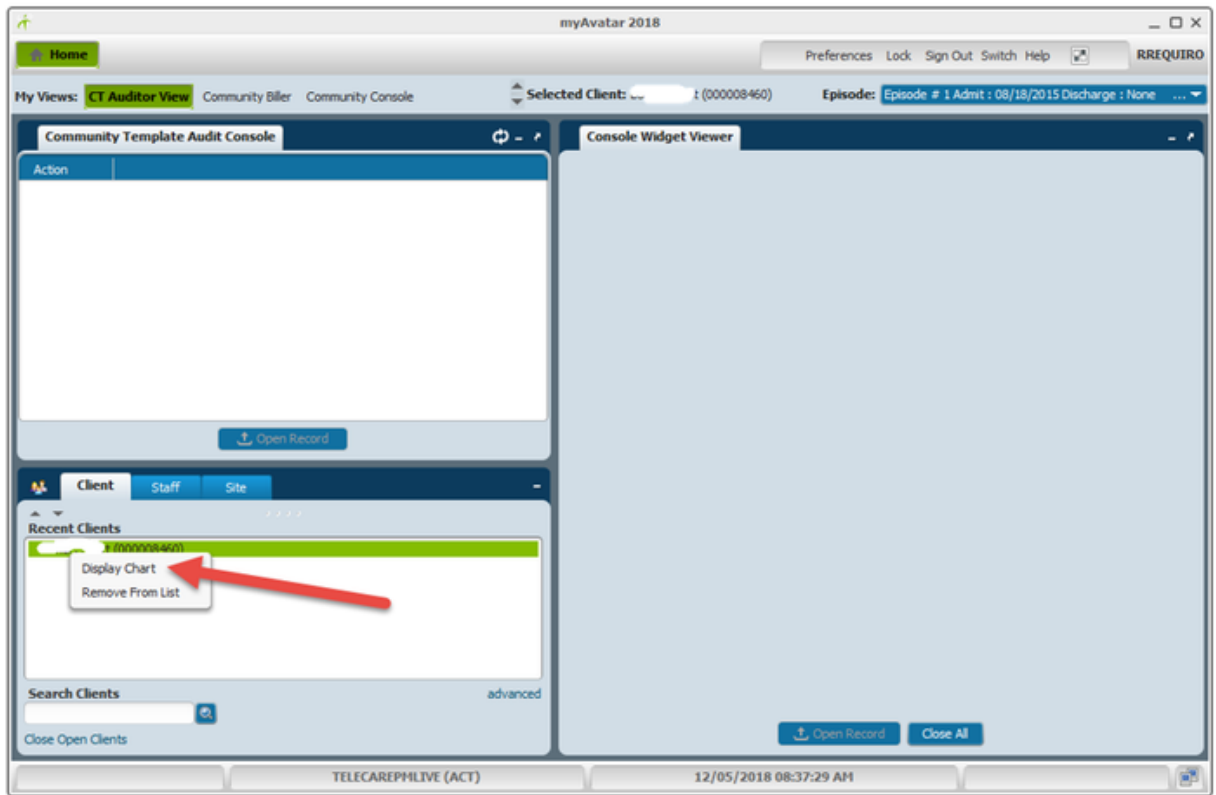


a.

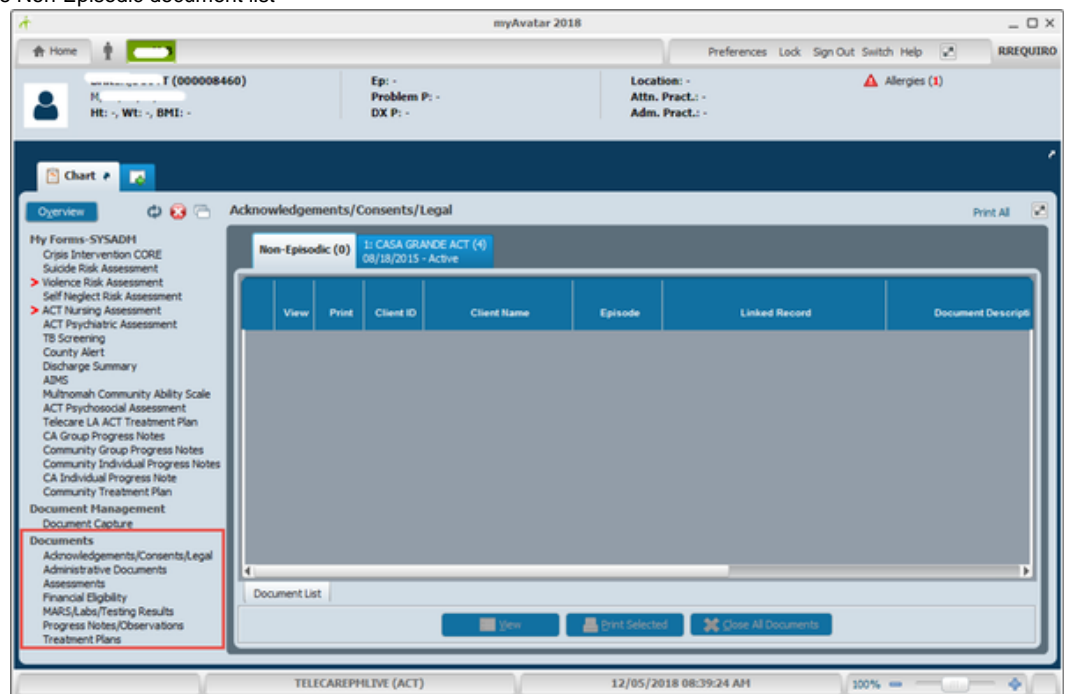
- Continue selecting members by keying in their Patient ID or Medical Record Number

Reviewing Scanned Documents

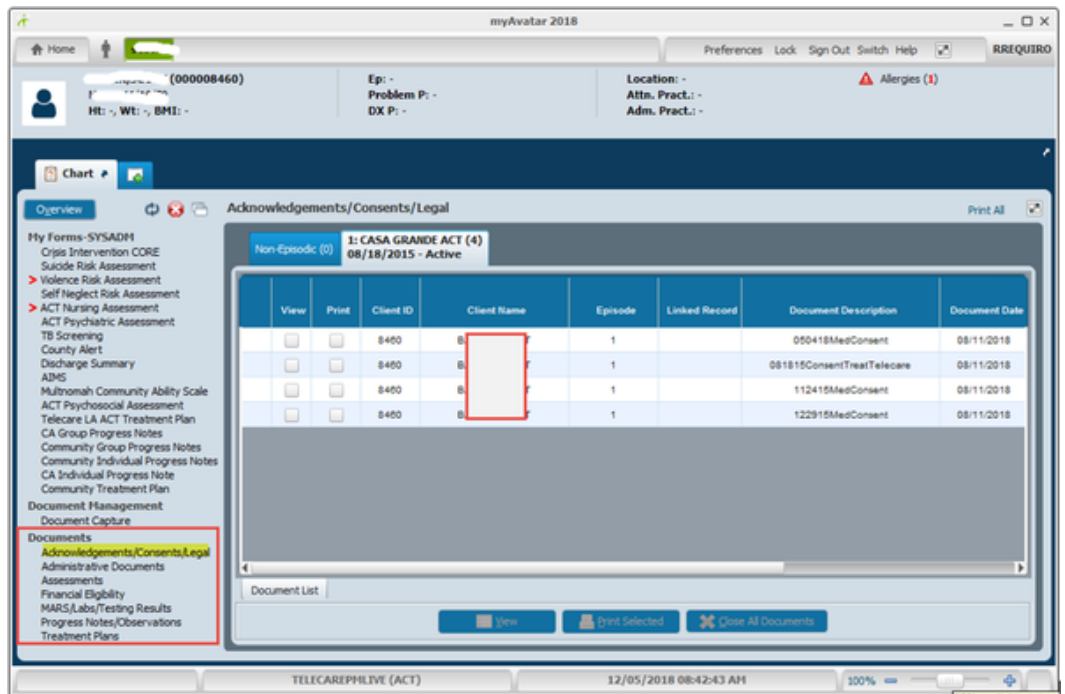
- Right clicking on a member's name in the Clients list will load a popup menu. Select 'Display Chart' so you can review any scanned documents for that client



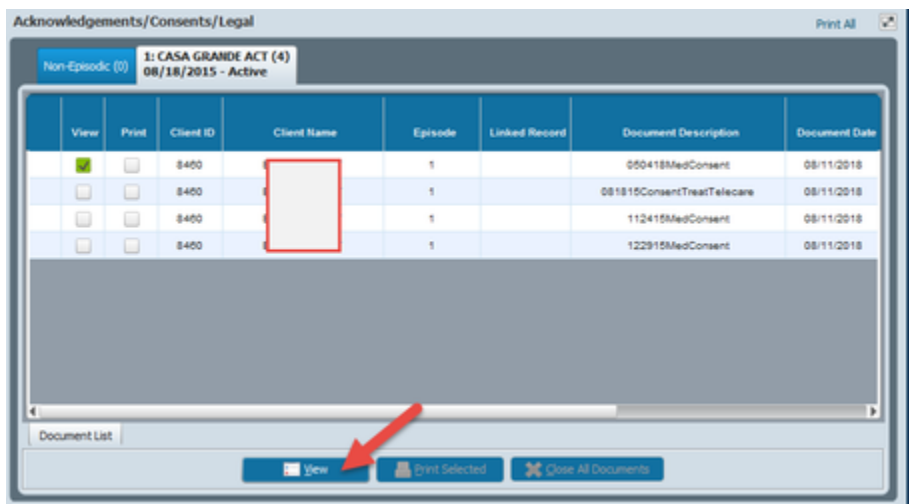
- a.
- b. In the 'Documents' section of the Chart View, you can select from a variety of document categories and display client-level or episode-level scanned documents. Most of Telecare's scanned documents will be episode-level documents
- i. Example Non-Episodic document list



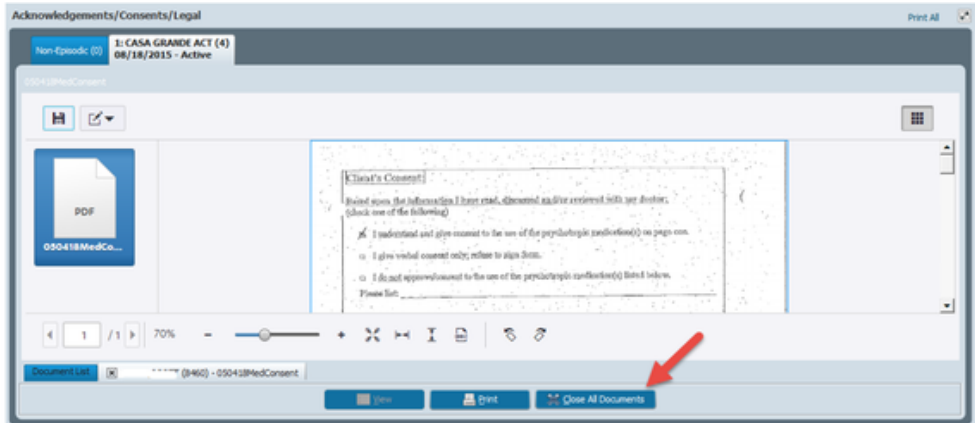
- 1.
- ii. Example Episodic document list ('Acknowledgements/Consents/Legal' document type selected)



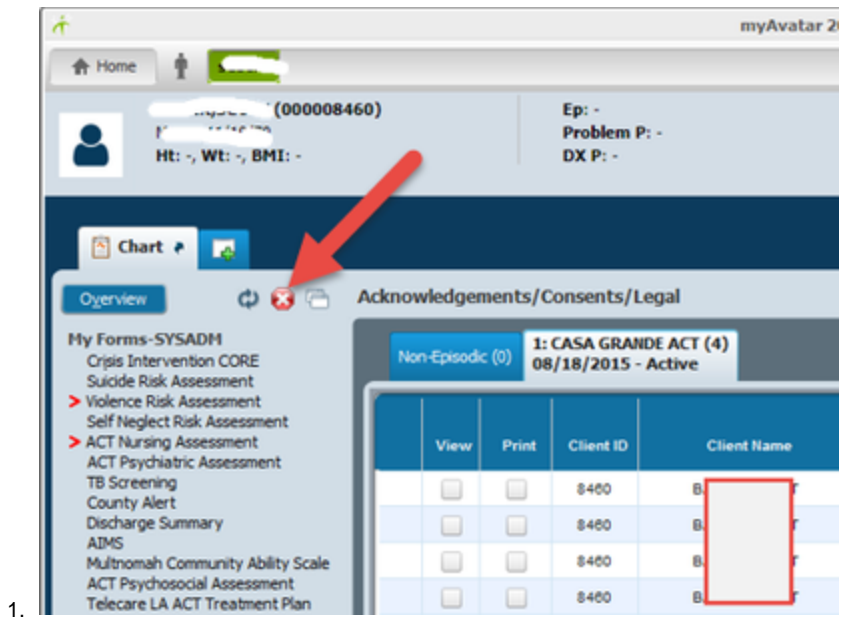
- 1.
2. Check the 'View' checkbox for any document(s) you wish to review. Click the 'View' button to display those item(s).



- a.
3. When done with your review, click the 'Close all documents' button to close the scanned documents.

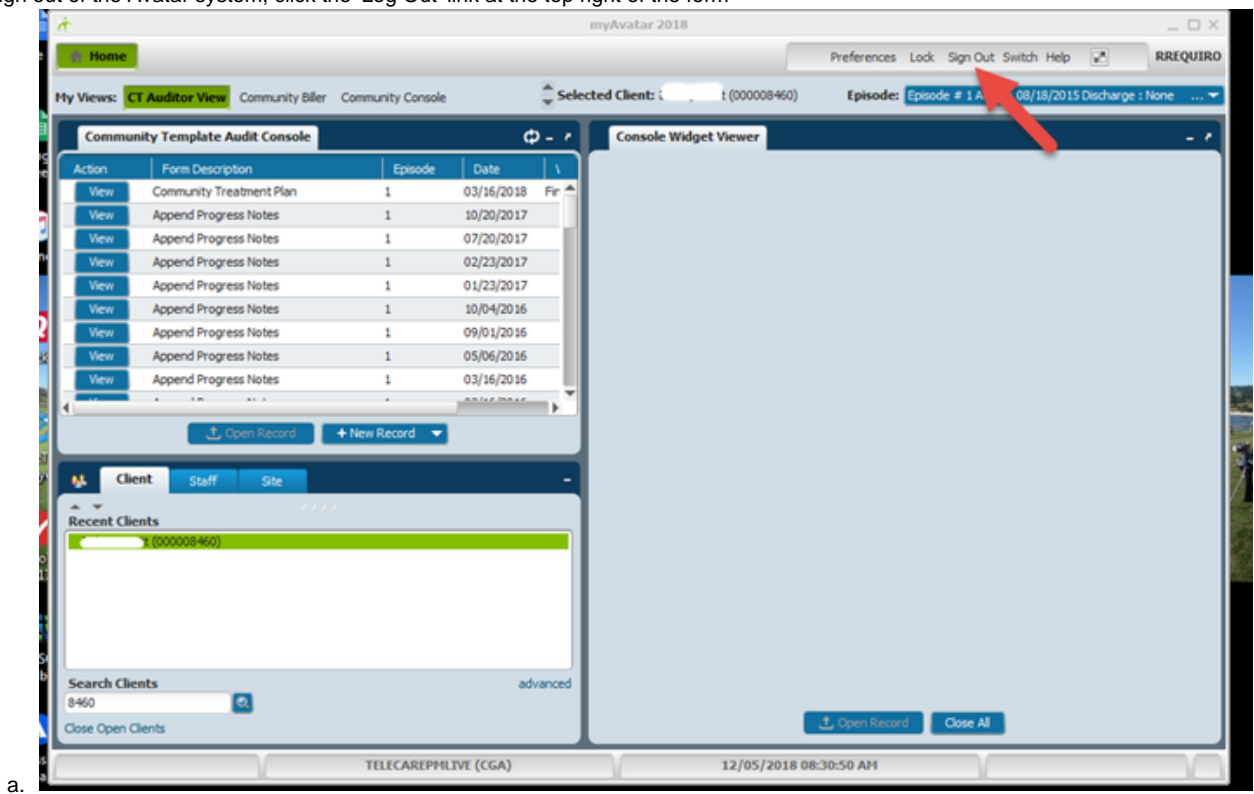


- iii. Click the red 'X' to exit the Chart View



Signing out of myAvatar when you are done

1. To sign out of the Avatar system, click the 'Log Out' link at the top right of the form



Related articles

- What does the Architect do?
- Developer
- Configure Room in Appointment Scheduling
- Accessing Telecare Avatar EHR for Audit Staff

- Welcome to Avatar letter