

# Finding Patient Information

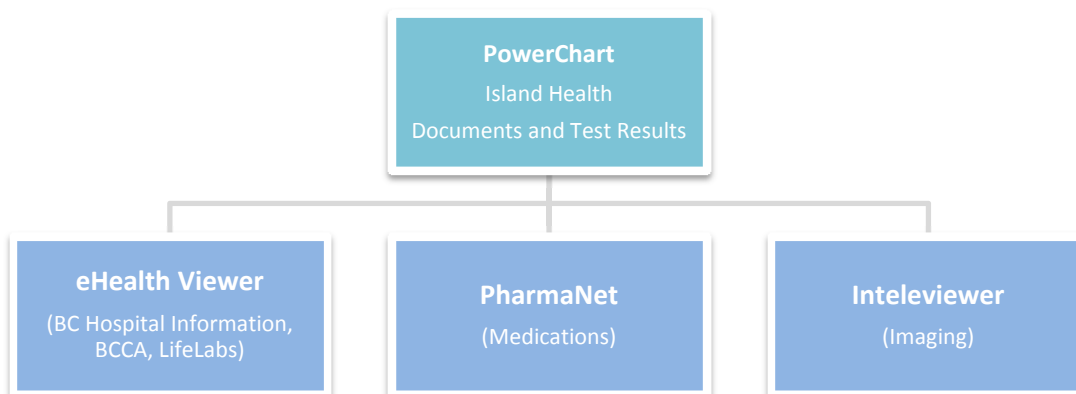
Currently, patient information is available in many databases throughout the province. While this information may not be needed by General Practitioner's (GPs) (typically because information about their regular patients is sent to them) there are times when a GP would like to look for additional patient information stored elsewhere. These circumstances may include:

- A patient was cared for outside of Vancouver Island and the information was not sent to the GP
- A patient's information should be in the Electronic Medical Record (EMR) but cannot be found (ex. never sent, misfiled, not sent yet)
- A patient is currently in hospital and the GP would like to check on their progress/status or be involved in the care planning
- A GP is caring for a new patient:
  - Working on-call
  - Working at hospital
  - Working at a walk-in-clinic
  - Patient is new to the practice

This document explains how to access patient information in these circumstances. It assumes that the physician is working in the community. Therefore, much of the document describes how to set up access. For those who are working in the hospital or with significant experience with Health Informatics, reading the chart on the next page may be sufficient.

For all readers, the simplified approach for accessing patient information is to start with the Island Health's Electronic Health Record (EHR) called *PowerChart*. PowerChart contains all Vancouver Island's Hospital consults, labs, and imaging. From PowerChart you can access eHealth Viewer which provides access to LifeLabs data, hospital consults, and imaging from most of the province plus BC Cancer Agency (BCCA). PowerChart also provides access to PharmaNet.








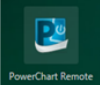


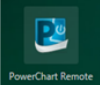



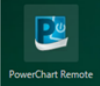


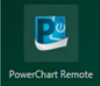
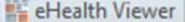




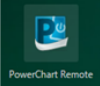
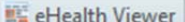

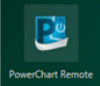



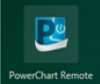
**Please note that in Primary Care you must obtain consent of your patient to access their PharmaNet record. This is considered best practice and should be documented for all PharmaNet access.**



Refer to the next page to find which application to use to find applicable patient information.

This document was put together by the Primary Care Informatics Committee. For more information please visit <https://www.divisionsbc.ca/nanaimo/PCIG>

## Patient Clinical Information Available Online - Click-On Icon

Patient Information	Viewer	Access
<b>Medical Record</b>		
<ul style="list-style-type: none"> <li>Island Health Acute Care Inpatient</li> <li>Island Health Palliative/Hospice</li> <li>Some Rehabilitation units throughout Vancouver Island</li> <li>Island Health Mental Health Substance Use (MHSU) Program</li> <li>Island Health Ambulatory Clinics</li> <li>Some Island Health Residential Care Facilities</li> </ul>	 PowerChart	 Citrix Receiver  Citrix Desktop  PowerChart Remote
<b>Discharge Summaries and Consultations</b>		
<ul style="list-style-type: none"> <li>Island Health Acute Care Inpatient</li> <li>Island Health Hospital Outpatient or Ambulatory Clinics</li> <li>Island Health Palliative/Hospice</li> <li>Island Health Mental Health Substance Use Program</li> <li>Some Rehabilitation Units throughout Vancouver Island</li> </ul>	 PowerChart	 Citrix Receiver  Citrix Desktop  PowerChart Remote
<ul style="list-style-type: none"> <li>BC Women's Hospital &amp; Health Centre and Children's Hospital</li> <li>BC Cancer</li> <li>Vancouver General</li> <li>North Shore</li> <li>Royal Columbian</li> <li>All other lower mainland hospitals</li> </ul>	 eHealth Viewer	 Citrix Desktop  PowerChart Remote
<b>Medical Imaging (Reports and Images Only)</b>		
<ul style="list-style-type: none"> <li>Reports from all Island Health Facilities               <ul style="list-style-type: none"> <li>Some local images</li> </ul> </li> </ul>	 PowerChart	 Citrix Receiver  Citrix Desktop  PowerChart Remote
<ul style="list-style-type: none"> <li>Images and reports from all Island Health Facilities</li> </ul>	 Inteleviewer	 Citrix Desktop  PowerChart Remote
<ul style="list-style-type: none"> <li>Medical imaging reports from all BC Health Authorities</li> </ul>	 eHealth Viewer	
<ul style="list-style-type: none"> <li>Medical images and reports from West Coast Medical Imaging</li> </ul>	 Inteleviewer	Inteleviewer on PC direct to West Coast Imaging
<b>Laboratory Results</b>		
<ul style="list-style-type: none"> <li>Acute care inpatient and outpatient results from all Island Health Facilities</li> </ul>	 PowerChart	 Citrix Receiver  Citrix Desktop  PowerChart Remote
<ul style="list-style-type: none"> <li>All outpatient laboratory results from across BC including all other Health Authority Labs, LifeLabs, and more</li> </ul>	 eHealth Viewer	 Citrix Desktop  PowerChart Remote
<b>Medication Dispensed</b>		
<ul style="list-style-type: none"> <li>Medications Dispensed by all BC Community Pharmacies (other than those that are not included in PharmaNet such as some HIV medications etc)</li> </ul>	PharmaNet	  Citrix Receiver  Citrix Desktop  PowerChart Remote

## Connecting to Other Clinical Information Sources

### Access PowerChart

If you need information on a new patient or your patient is in the hospital, PowerChart is the place to go. PowerChart is Island Health's view into the patient record created during their interaction with any Island Health location. All comprehensive consultations, medical imaging, labs, medications, and vital signs during a patient's stay in acute care are recorded on PowerChart. Much more information is recorded from patient encounters at Nanaimo Regional General Hospital (NRGH) and Oceanside Health Centre (OHC) facilities where electronic charting is enabled. Some outpatient consults and mental health encounters are recorded in PowerChart as well. Much of this information is sent to the primary care provider electronically. However, there are times when important information can't be found in the GP's EMR or more details are desired; in this case PowerChart would be the first place to look.

PowerChart also has one-click access (no password) to the eHealth viewer and PharmaNet. The eHealth Viewer provides information from your patient's stay in all other BC Hospitals (including BC Children's and BCCA), labs from LifeLabs, and PharmaNet contains community prescriptions dispensed to the patient in BC from community pharmacies. PharmaNet does not record prescription drugs that the patient received as samples, while in a hospital or through the BC Cancer Agency, BC Centre for Excellence in HIV/AIDS, BC Transplant Society or the BC Renal Agency. Note: PharmaNet is not available to those without Island Health clinical privileges. For physicians with **PowerChart Only** privileges, please contact Medinet to arrange your PharmaNet access.

The mechanism to utilize PowerChart on a computer located outside of the hospital's network is to create a connection to the Health Authority servers through Citrix Receiver. A Citrix Desktop can then be launched to create a desktop like the one used within the health authority and PowerChart can be launched as you would at the hospital. This connection will remain open for many hours. Alternatively you can set up Citrix Receiver to make the connection to the servers and launch PowerChart in one step, this makes PowerChart appear like any other program on your computer. This connection only lasts 15 minutes and is called PowerChart Remote.

The Island Health Medical Affairs Credentialing office ([credentialing\\_office@viha.ca](mailto:credentialing_office@viha.ca)) will assist you through the application process to gain a PowerChart username and password for you and your Medical Office Assistant staff. Once this is complete, they will also provide detailed instructions on how to log into the Island Health network and coordinate your PowerChart training.

To begin this process, send an email to: [CommunityEHR@viha.ca](mailto:CommunityEHR@viha.ca) or phone: 250-519-3542.

If you already have a PowerChart username and password or if you need to install Citrix on another device, use the links below:

- [Install Citrix Receiver Here](#)
- [Citrix Troubleshooting](#)
- [Remote Access for iPads and iPhones](#)

Other helpful links: [Install Citrix on your computer](#), YouTube video showing install process for PC's.

**Remember:** If you encounter any issues, the Clinical Service Desk is there to support your clinic. See page 5 for details.

## Access eHealth Viewer (CareConnect) through PowerChart

The eHealth Viewer is a source of Vancouver Island's LifeLabs and Cancer Agency data as well as all clinical information from other health authorities in the province of BC. It includes:

- **Provincial Diagnostic Imaging Results** available through the Provincial Diagnostic Imaging Viewer (PDIV)
- **Provincial Laboratory Results** available through the Provincial Laboratory Information Solution (PLIS)
- Private Laboratory (**LifeLabs**) results available since March 20, 2013
- **Demographic and Encounter Information** from Vancouver Coastal Health Authority (VCHA), Providence Health Care (PHC), BC Children's, BC Women's, St. Mary's, and Powell River Hospital
- **Clinical Documents** such as transcribed reports, consultations and discharge summaries from Vancouver Coastal Health Authority (VCHA), Providence Health Care (PHC), BC Cancer Agency, and Powell River Hospital.

The data in eHealth Viewer is always increasing.


### References:

- Available Data as of September 2016 ([link to document](#))
- [Provincial eHealth Viewer Bulletin](#)
- [eHealth Viewer Frequently Asked Questions \(FAQ\)](#)
- [eHealth Viewer VIHA Intranet](#)

## Access Inteleviewer

The Inteleviewer application allows you to view Picture Archiving and Communication System (PACS) files used by Radiologists. The Island Health PACS system allows access to all Island Health and private radiology clinic (Madrona, Comox Valley MRI, Nanaimo MRI and View Royal Surgical Clinic) images. However, West Coast Imaging has a separate PACS systems.

Accessing Island Health PACS can be done through Citrix Receiver, the *Citrix Desktop*, and then find Inteleviewer in the

Start menu → All Programs → Citrix Program Neighbourhood → InteleViewer (non diagnostic).  The icon can be dragged to your task bar for convenience. Your Citrix password will be the same for InteleViewer.

Accessing West Coast Imaging PACS can be done by using Inteleviewer from your clinic computer or from a different log-in of the Island Health Inteleviewer. First you need to apply for an account to obtain a username and password. To apply for an account go here: <https://victoria.westcoastmedicalimaging.com/InteleBrowser/app>

Alternatively, for imaging reports made after December 2016, if you open the report in PowerChart you can view images using an image browser right from the report. You can use *PowerChart Remote* to quickly log-on, look up the patient, find radiologist reports in the Diagnostics section of PowerChart and click on the icon at the top.

Here is the YouTube video of how to view images while in PowerChart: <https://youtu.be/WlmzMYmWg8k>

## Access Pharmanet

PowerChart has one-click access (no password) to PharmaNet. PharmaNet contains community prescriptions dispensed to the patient in BC from community pharmacies. PharmaNet does not record prescription drugs that the patient received as samples, while in a hospital or through the BC Cancer Agency, BC Centre for Excellence in HIV/AIDS, BC Transplant Society or the BC Renal Agency. Note: PharmaNet is not available to those without Island Health clinical privileges. For physicians with **PowerChart Only** privileges, please contact Medinet to arrange your PharmaNet access.

Medinet is a private company that offers a few e-health solutions to physicians such as PharmaNet, Billing, and Secure email. Licensing Fees:

- a) *Single Provider and Medical Office Assistant (MOA) access* \$10/month
- b) *Multi Provider Clinic* \$6/month per user

Medinet will manage the Ministry of Health (MoH) application process for you. They will assist clients with MoH confidentiality compliance, training, and auditing procedures.

Contact Medinet toll-free at 1-800-737-3771 or by email: [info@medinet.ca](mailto:info@medinet.ca)

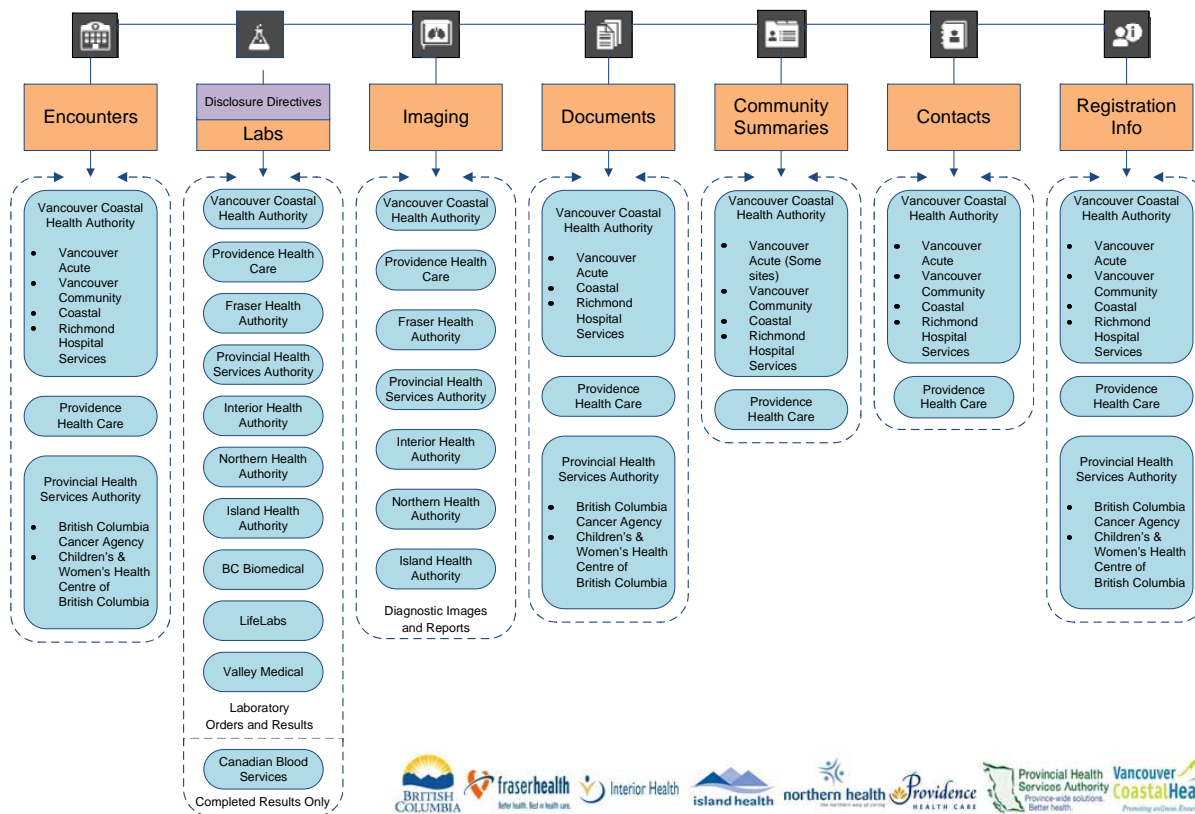
## 24/7 IM/IT Service Support

It is recommended to contact the Clinical Solutions Desk (CSD). Non-urgent issues can be emailed to: [clinicalsolutionsdesk@viha.ca](mailto:clinicalsolutionsdesk@viha.ca)

Local 250-370.8777   Toll-Free 877-563-3152   Call 18777 (from the hospital)	
Clinical Solutions Desk (CSD): (Option #3)	IM/IT Service Desk: (Option #2)
<ul style="list-style-type: none"><li>✓ How to use PowerChart</li><li>✓ Education and Support of other Clinical Applications such as Inteleviewer.</li><li>✓ Integrated Med Carts, Clinical hardware, peripherals (Green asset tag devices in the hospitalis)</li></ul>	<ul style="list-style-type: none"><li>✓ All Password Rests (including those for Clinical Applications)</li><li>✓ Problems with Citrix</li><li>✓ Hospital Phones, Hot Spots, System &amp; Network Outages/Issues, Mobile Phones</li><li>✓ Unable to log on to any application including Cerner and Citrix</li></ul>

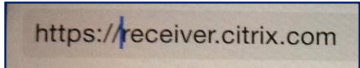
# The eHealth Viewer (CareConnect)

Available Data as of April 2016



Island Health is transitioning to a new remote access solution, via a Citrix Receiver, to replace the unreliable web-based remote.viha.ca solution. To download and install the Citrix Receiver on an iPad or iPhone, please follow these steps:

**Step 1:** Launch a web browser and enter <https://receiver.citrix.com>.



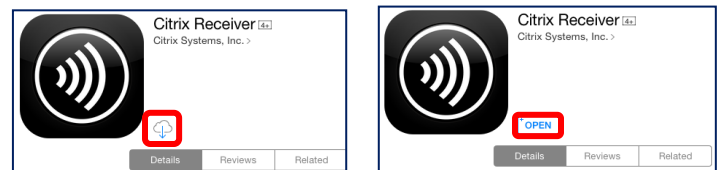
**NOTE:** Alternatively you can download and install the Citrix Receiver directly from the Apple App store. If you do this, move to **Step 5**. The website’s advantage is that it automatically recognizes the device’s operating system and presents the correct Citrix Receiver version that should be downloaded.

**Step 2:** Tap “Download Receiver....”

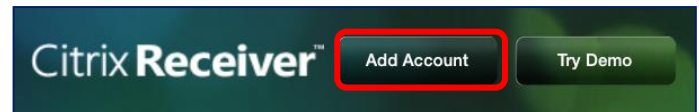


**Steps 3 & 4:** Tap the download icon and then **Open**.

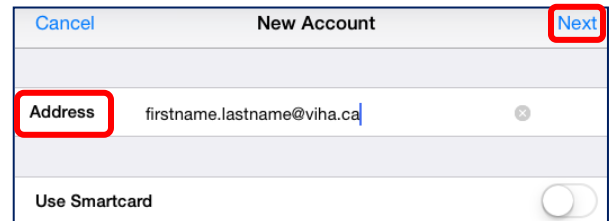
**NOTE:** You may be prompted to enter your Apple App Store username/password.



**Step 5:** Tap **Add Account**.

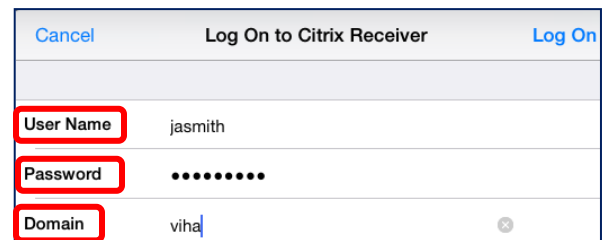


**Step 6:** Enter your **Island Health email address** or the server address, gateway.viha.ca, for physicians who do not have an Island Health email address.

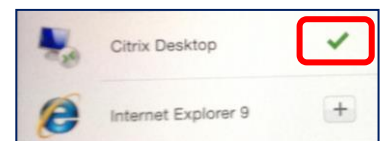


**Step 7:** Tap **Next**.

**Step 8:** Enter your **Island Health Windows User Name** and **Password**. In the **Domain** field, enter **viha**.



**Step 9:** Add **Citrix Desktop** by tapping the plus sign beside its name (it will turn to a green checkmark once added). It will provide access to your Cerner applications.





# Provincial eHealth Viewer Bulletin



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Keeping You Informed



*eHealth Viewer is essential to giving our care team timely access to patient information from across the province*

## Contents

- Summary of Upcoming Changes
- New Clinical Data
- New Features Overview
- Tips & Tricks

## Upcoming Changes to eHealth Viewer

We are happy to announce that the newest version of eHealth Viewer will be available on **September 28, 2016**

With **eHealth Viewer (CareConnect) 3.6**, as a healthcare provider, I can:

- ✓ Access new clinical data: Providence Health Care (PHC) Emergency Department Discharge Summaries and PHC/Vancouver Coastal Health (VCH) Intrahealth Electronic Medical Record (EMR) Summaries
- ✓ Easily identify when a patient is admitted and discharged from care
- ✓ Filter down and print the encounters and documents I'm looking for with fewer mouse clicks

## New Clinical Data

What's New?	Source Health Authority	Find It Under
<b>PHC ED Discharge Summaries</b>	Providence Health Care (PHC)	<b>DOCUMENTS</b>
<b>Intrahealth Profile EMR Summaries</b> <i>A printable PDF summary from VCH/PHC Intrahealth EMR</i>  Includes: Patient Demographics; Problems: allergies, social history, chronic medical conditions); Recent Measures (weight, blood pressure), EMR Clinic/Team Contact Information	Vancouver Coastal Health (VCH) Providence Health Care (PHC)	<b>COMMUNITY SUMMARIES</b>







# Provincial eHealth Viewer Bulletin



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## New Features Overview

A summary of some of the enhancements you'll notice in eHealth Viewer (CareConnect) 3.6

Keeping You Informed

### ENCOUNTERS—Admitted and Discharged Date Presentation

It's now easier to tell the date that your patient was admitted/discharged from care.

FACILITY SERVICE	DESCRIPTION ▲	PROVIDER(S)	ADMITTED DISCHARGED
VANCOUVER / RICHMOND COMMUNITY WITHDRAWAL MANAGEMENT SERVICES AS RESIDENTIAL	CLINICAL/MEDICAL CARE [Chief Complaint]		2013 JUL 03 2013 JUL 03
VANCOUVER / RICHMOND COMMUNITY WITHDRAWAL MANAGEMENT SERVICES ADDICTION SERVICES	COUNSELLING/THERAPY/EDUCATION [Chief Complaint]		2012 AUG 29 (A)

Admitted and Discharged

Admitted Only (A)

### ENCOUNTERS—Expanded Options for Viewing and Printing

No more pop-ups when you try to print! Just switch from the "Table" view to the "Print" view of your encounters:

Click on icon to switch between views!

You can now apply filters directly within "Print" view to narrow down your list of encounters. Switch back and forth between views, without losing the filters you applied.

### DOCUMENTS— Printable PDF View

When you open a document, it automatically loads in PDF so that you can print right away. If you need to print multiple documents, you can easily navigate by selecting "Previous" or "Next" from the same screen. Fewer mouse clicks saves everyone time!

Print here!





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## New Features Overview (continued)

Keeping You Informed

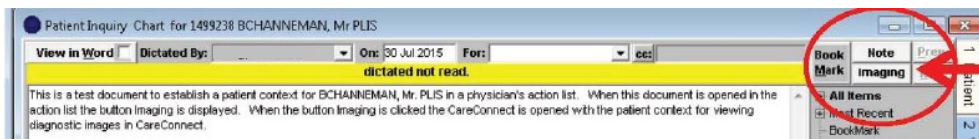


You can now easily view the Interpreting Radiologist within the body of VCH and PHC medical imaging reports

Ordering Physician: DEMO, Doctor  
Principal Interpreter: DEMO Doc Two



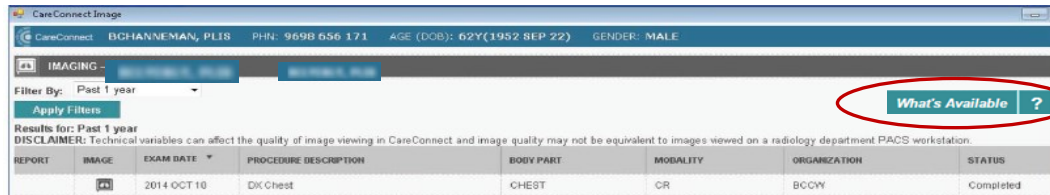
For BC Cancer Agency users accessing CareConnect Imaging within the Cancer Agency Information System (CAIS):



Click here to access CareConnect Imaging quickly from CAIS!

You can now:

- ◆ Click on “Help” to get quick answers about how to navigate through Imaging — **New!**
- ◆ Check out “What’s Available” to find out more about the information found in Imaging — **New!**



## Tips & Tricks

A reminder of some of the ways you can customize eHealth Viewer:

- ✓ Turn on the ‘Viewed History’ feature found in preferences to clearly highlight which results you have viewed and not viewed.
- ✓ Want to change the default page you see when you first access a patient’s record? Go to preferences to adjust your settings.



For more information, contact the Clinical Solutions Desk (option 3) at local 18777 or 250.370.8777 or Toll-free 1.877.563.3152



<b>Applies to:</b>	Physicians, midwives nurse practitioners, nurses and pharmacists who have received access to the eHealth Viewer.
<b>Purpose:</b>	To provide information on frequently asked questions relating to eHealth Viewer.

This document supplements the *eHealth Viewer* learning hub, on the Island Health intranet, which contains information and instructions on how to access eHealth Viewer.

## eHealth Viewer Basics

### What is the eHealth Viewer?

Previously known as CareConnect, eHealth Viewer is a view-only, patient-centric view of provincial information. It is accessible from within Cerner PowerChart and FirstNet.

### Which Health Authorities are using eHealth Viewer?

eHealth Viewer has been deployed to all BC Health Authorities, either standalone or integrated within their clinical information system (Meditech or Cerner).

### How is access to eHealth Viewer determined?

An individual's access is determined by the Provincial Access Model and is based on the location where you work and your role.

### How can I tell where information is from?

Health Authority acronyms are listed before site names to clarify where information is from (e.g., VCHA – VGH and VIHA – VGH).

### How can I tell which health authorities have onboarded to eHealth Viewer?

For information about which health authorities have onboarded and when, click About CareConnect within eHealth Viewer to view the most recent information.

### Why is the eHealth Viewer so focused on Vancouver Coastal Health Authority?

eHealth Viewer was originally developed for VCHA as their primary clinical information system, CareConnect. This first deployment of CareConnect (now re-named eHealth Viewer) still includes references to the original purpose. eHealth Viewer will be re-designed in the near future to adopt a BC provincial design.

## How current is the information in eHealth Viewer?

Lab data is updated in real time. However, if there are data discrepancies, information is not posted until the source health authority evaluates and corrects any data integrity related to patient identification.

## Can I see VCHA labs from 2011 or earlier?

Yes. On the LABS tab in the Data Source options (upper right corner), click **VCHA Historical (prior to 2012 MAR 28)**.

## Will the information that I view in eHealth Viewer be updated in the Cerner patient chart?

eHealth Viewer is view only, so no data that you are viewing will be downloaded into Cerner PowerChart

## Accessing eHealth Viewer

### Why do I have to click eHealth Viewer twice before I can access it?

eHealth Viewer conforms to the new provincial eHealth standards for privacy and security, which requires stringent encryption rules resulting in this user experience.

### How is my access to eHealth Viewer tracked?

All access to eHealth Viewer data is logged. Data audit logs will be reviewed regularly to ensure appropriate use is adhered to. Any potential breaches of privacy are reported to the Island Health Information Access and Privacy Office for review and follow-up.

### Why do I get an error when I try to search on a patient's PHN or name and date of birth?

The client demographics within eHealth Viewer use the provincial electronic master patient index (EMPI) from the Ministry of Health registries as the source of truth for patient information. There may be some differences between Cerner and the EMPI. Please validate client demographic information with the patient to ensure accuracy.

### Why do I have to accept the relationship with the patient each time?

eHealth Viewer conforms to the new provincial eHealth standards for privacy and security, which requires stringent encryption rules, resulting in this user experience.

### Will I be able to launch multiple patients at the same time?

Only one patient can be viewed at a time. If a new patient is selected, it will replace the previously-selected patient.

### What are the Alerts that display in the eHealth Viewer?

The alerts are specific to VCHA standards. Please note that there is no current reconciliation for these alerts between Vancouver Coastal and Island Health. All information must be used as appropriate in decision making, and reconciliation of alerts should be done for each encounter.

### How can I receive support?

For help with eHealth Viewer call the Island Health Clinical Solutions Desk:

- Call: 18777
- Local: 250.370.8777
- Toll-free: 877.563.3152 (press 3)



# ISLAND HEALTH CITRIX REMOTE ACCESS TROUBLESHOOTING

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## CITRIX "GATEWAY.VIHA.CA" WEB ACCESS KNOWN ISSUES

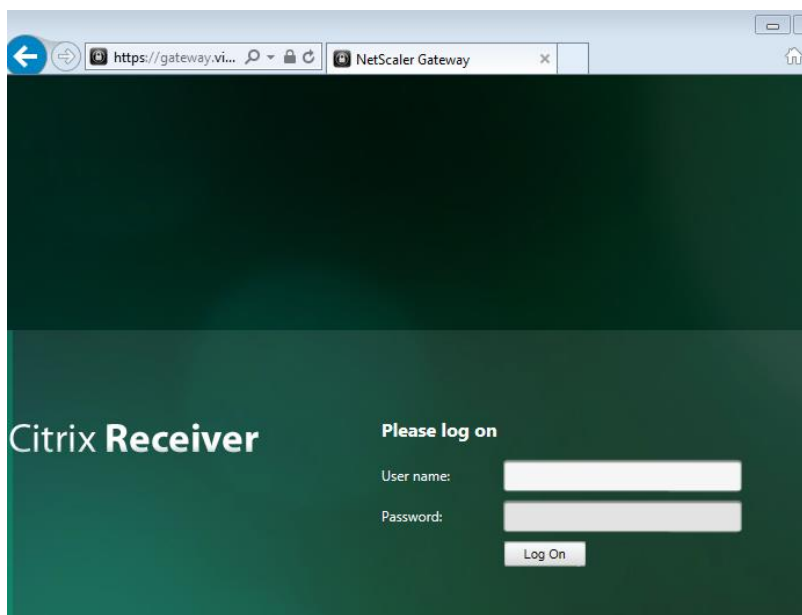
The information below captures the Internet Explorer 9 functionality with the new Netscaler Gateway and "Citrix Storefront". *This is not the recommended connection method* and users should use the **Citrix Receiver** for remote access connecting client after the migration to the new Netscaler Gateway (see the [Citrix Remote Access Quick Reference Guide](#) for connection information). This documentation is provided only for circumstances which prevents users from running the **Citrix Receiver**.

1. BEFORE INSTALLING (OR RE-INSTALLING) THE CITRIX RECEIVER ON A WINDOWS DEVICE, ENSURE THAT YOU ARE LOGGED IN AS A LOCAL ADMINISTRATOR

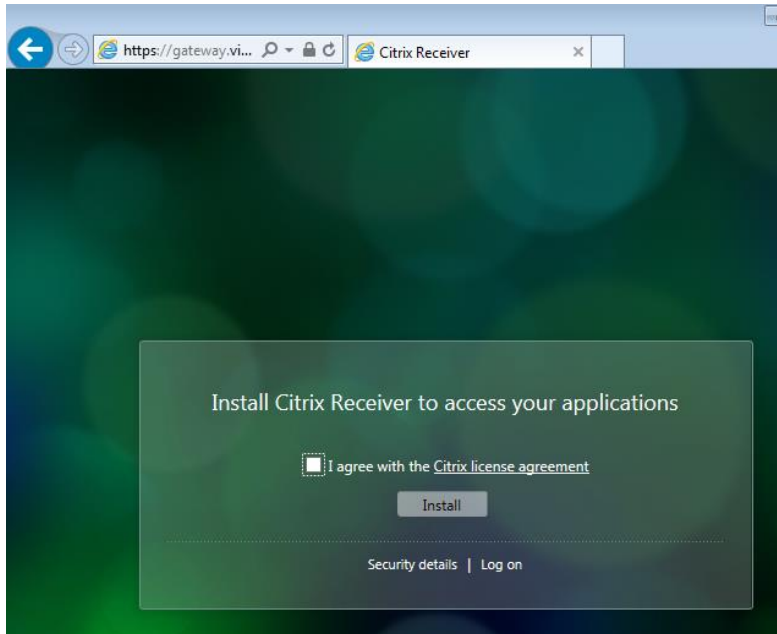
2. BEFORE INSTALLING (OR RE-INSTALLING) THE CITRIX RECEIVER, PLEASE REBOOT YOUR COMPUTER BEFORE YOU BEGIN

### 3. CITRIX RECEIVER WEB

1. Install the latest **Citrix Receiver** from <https://receiver.citrix.com> (or the appropriate device application store) and follow the prompts. The website or device application store will detect the device you have and install the correct version.
2. Enter "**gateway.viha.ca**" into your Web Browser and log in:

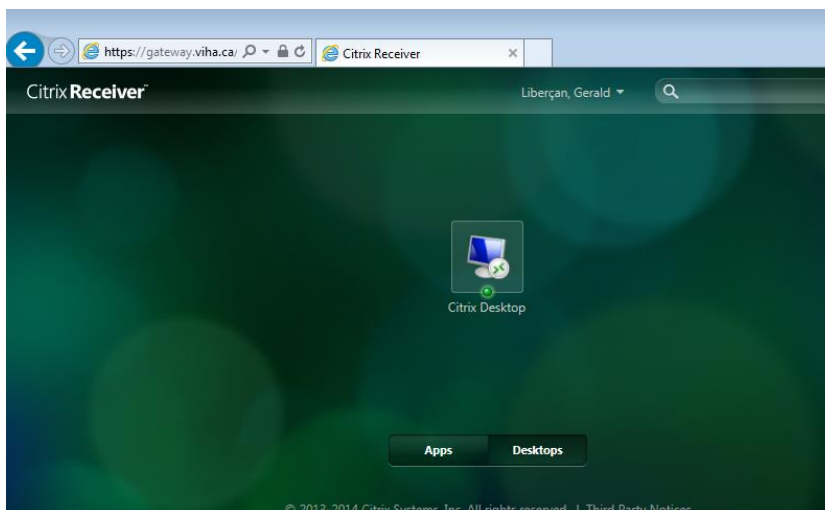


3. The following prompt may occur whether or not you have already installed a Citrix Receiver client:

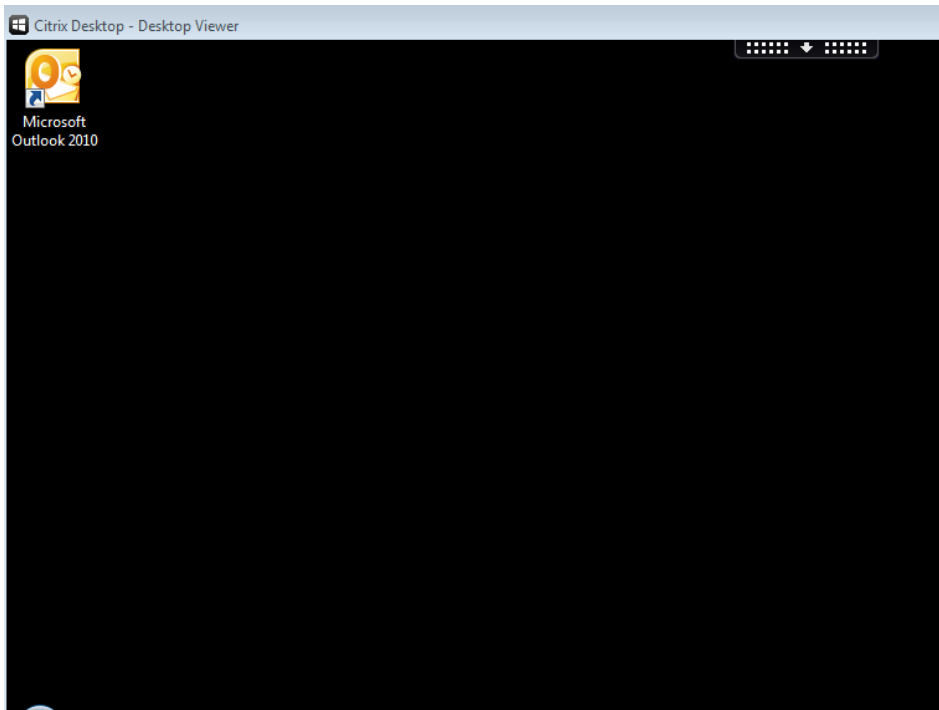


If you have already installed it *or cannot install the latest version*, just click the “**I agree with the Citrix license agreement**” box and then click the **Log on** link

4. You will now see your published applications

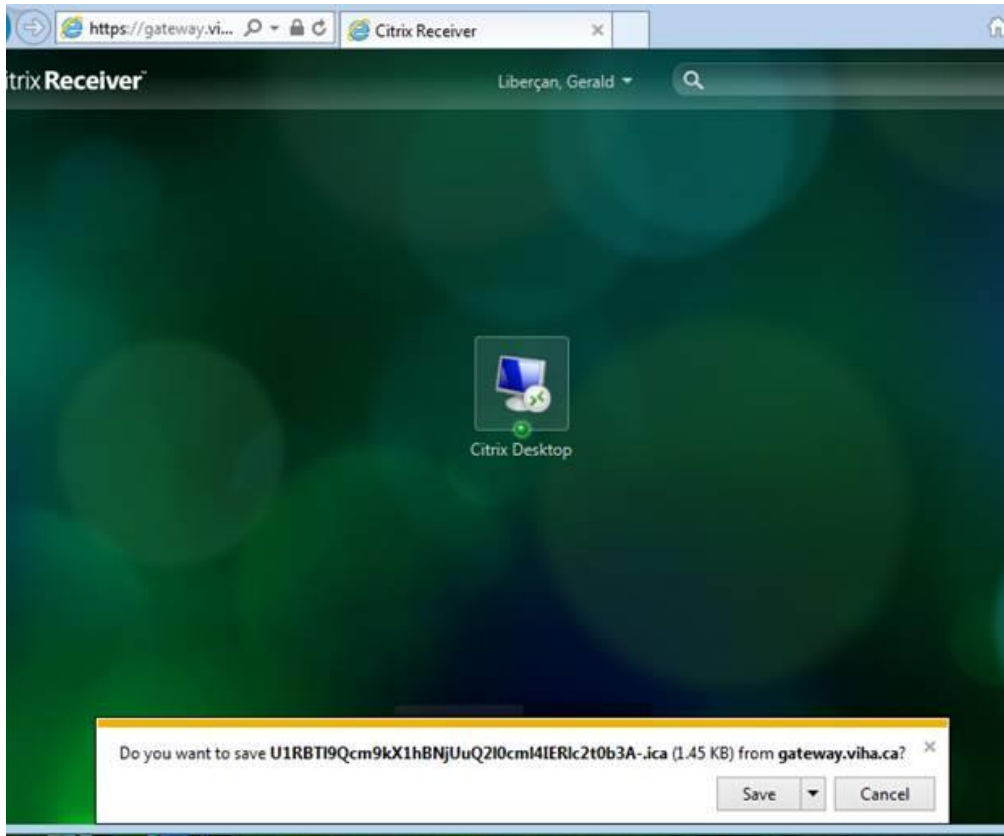






## 4. FILE DOWNLOAD

This prompt may be experienced when an application is launched from gateway.viha.ca:



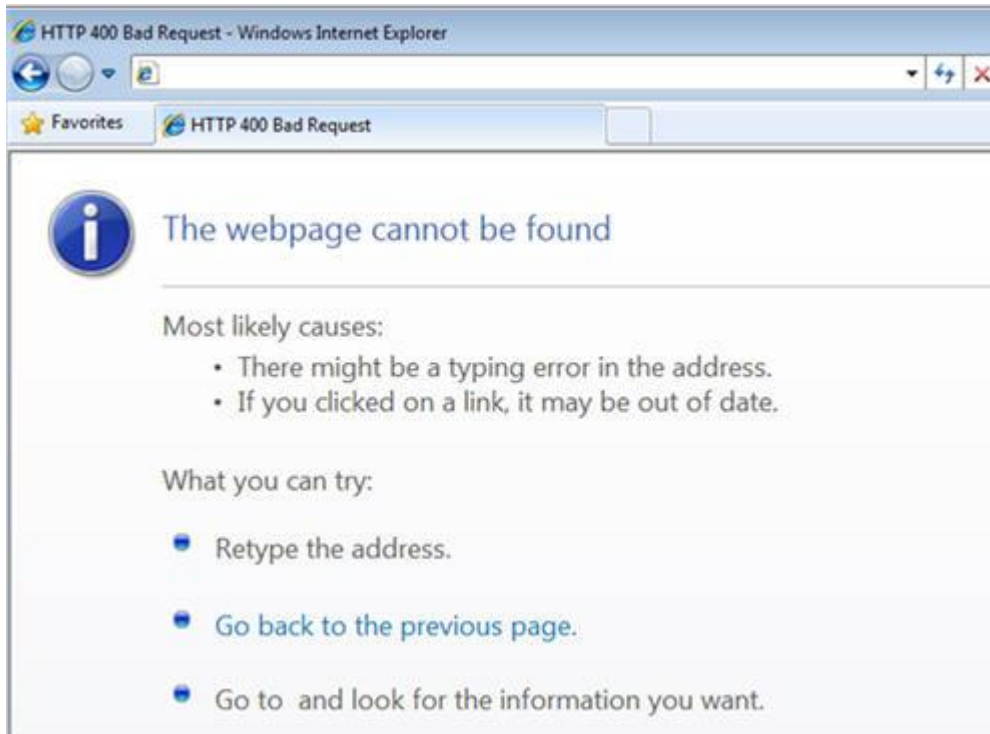
## Solution

It is resolved by:

1. In Internet Explorer Advanced options by de-selecting the “Do not save encrypted pages to disk” check box. [See your browser's help documentation for details on how to do this.](#)

## 5. HTTP 400 BAD REQUEST

This Internet Browser error may be experienced after logging into gateway.viha.ca.



### Solution

It is usually resolved by **deleting temporary internet files, cookies**, etc. [See your browser's help documentation for details on how to do this.](#)

## 6. CERTIFICATE ERROR PREVENTS OPENING OF SOME APPLICATIONS IN CITRIX

Users running older versions of Internet Explorer (IE) or other browsers such as Firefox, may experience problems accessing some Citrix published applications.

See example error message below, which occurred when **Microsoft Office Outlook 2007** was selected:



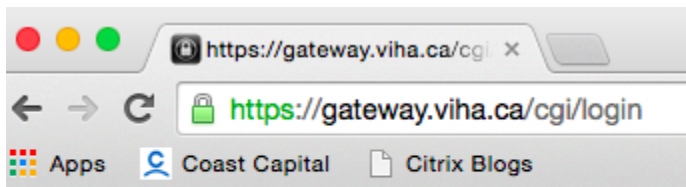
### Solution

This error can occur when a browser or an Operating System (OS) does not "trust" the certificate. Limited support is available only for Windows Vista and later Operating Systems with IE8 or newer. Please refer to your Operating System or Internet Browser software documentation, or contact the software vendor for support. Citrix Storefront user device support can be found at the following link:

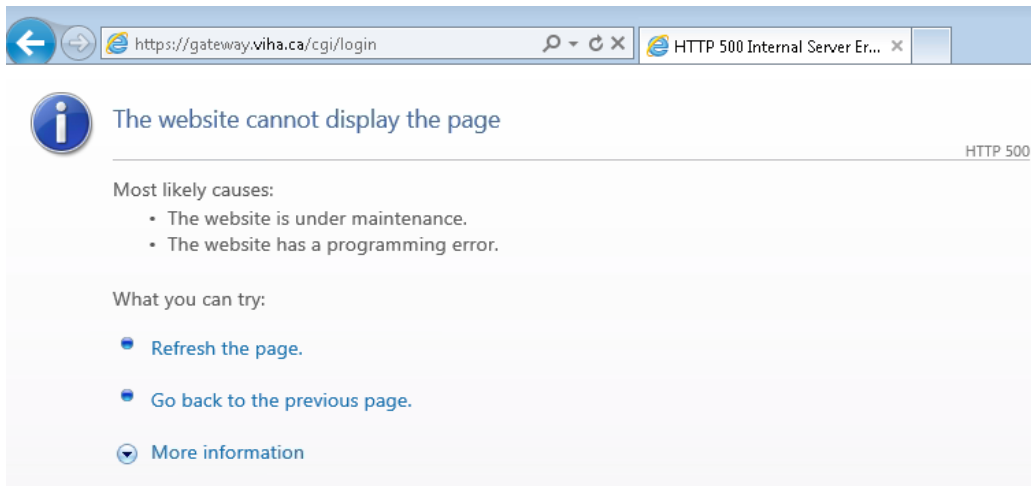
<http://support.citrix.com/proddocs/topic/dws-storefront-26/dws-system-requirements-client.html>

## 7. USERS DO NOT HAVE PERMISSIONS TO USE REMOTE ACCESS

If you do NOT have the appropriate permission to use Remote Access, then when you attempt to access the “gateway.viha.ca” URL in your web browser, you will see an error message that varies depending on your Operating system and Web Browser, for example:



### Http/1.1 Internal Server Error 43531



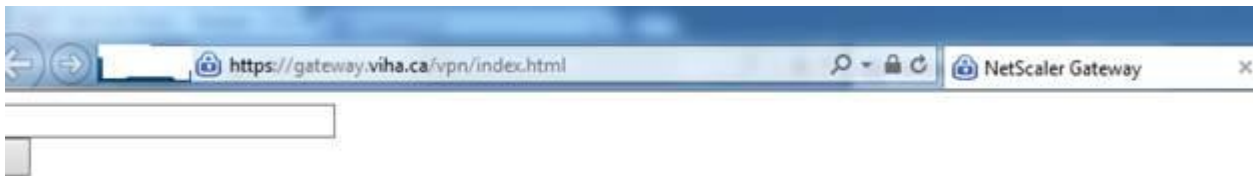
## Solution

**Reminder:** Remote Access to Island Health Applications and services is *not available to all Island Health users*. It can be requested for an employee by **Island Health Managers and Delegates** as follows:

- Use the “New, Modify or Re-instate” online Account request form on the [IM/IT Service Desk](#) Home page
- For more details and important security requirements see: [https://intranet.viha.ca/departments/imit/servicedesk/Pages/help\\_access\\_services.aspx#remote\\_access](https://intranet.viha.ca/departments/imit/servicedesk/Pages/help_access_services.aspx#remote_access)

## 8. BLANK SCREEN IS DISPLAYED WHEN YOU BROWSE TO HTTPS://GATEWAY.VIHA.CA

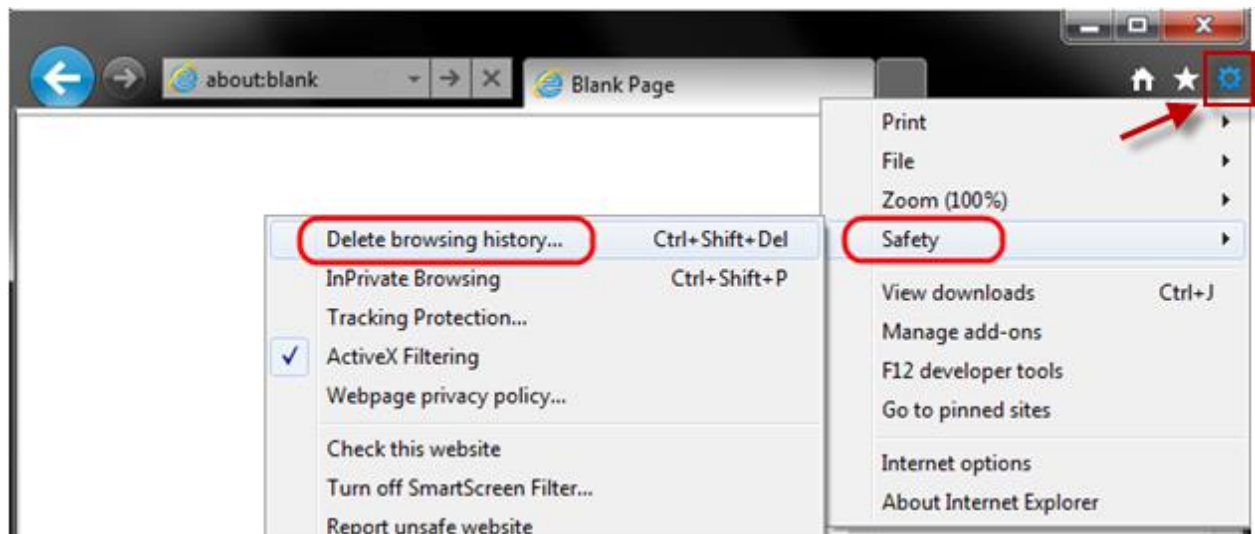
We have had a number of reports of users getting a **blank screen** when they browse to <https://gateway.viha.ca>. Please feel free to try the resolution steps below, or don't hesitate to call the [IM/IT Service Desk](#) for assistance.



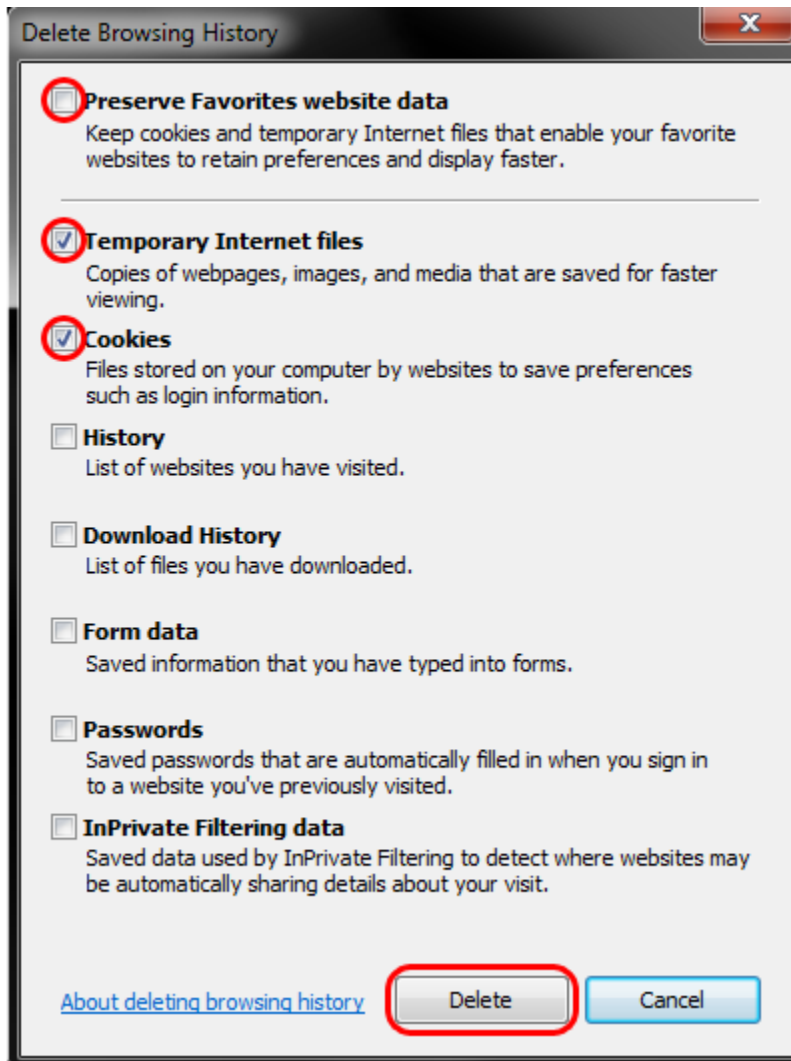
### SOLUTION: INTERNET EXPLORER (IE)

#### Option 1:

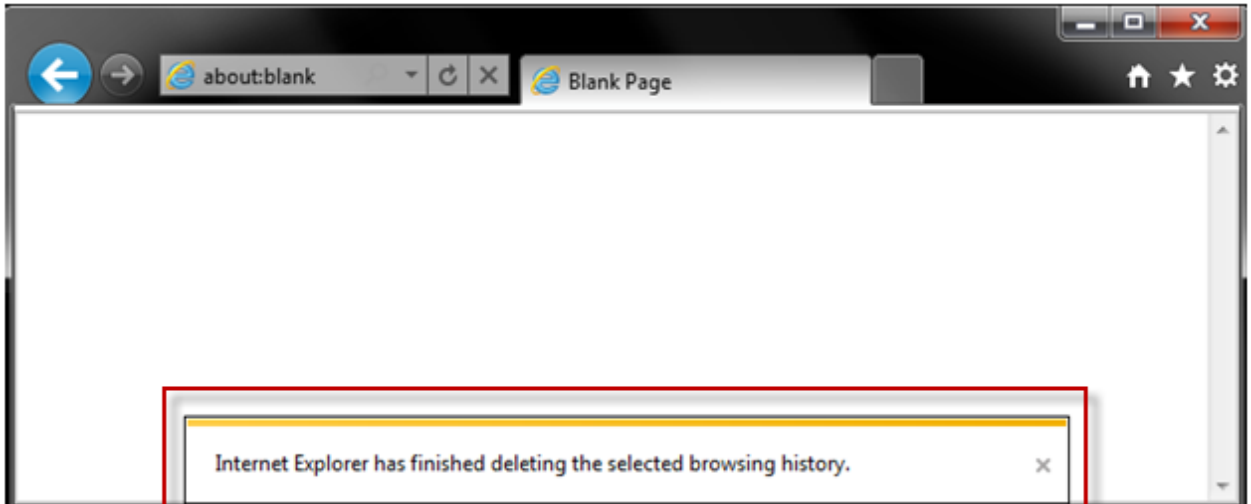
1. Clear your **temporary internet cache**
  - a. Select **Tools** (via the "Gear" Icon), then **Safety**, then **Delete browsing history...**  
(Note: You can also access this menu by holding Ctrl + Shift + Delete):



- b. Make sure to *uncheck* **Preserve Favorites website data**, and check both **Temporary Internet Files** and **Cookies**. Click **Delete**:



- c. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies




2. Close your IE browser, re-open the IE browser and try again
3. If the site still produces a blank screen, try Option 2 below

#### Option 2:

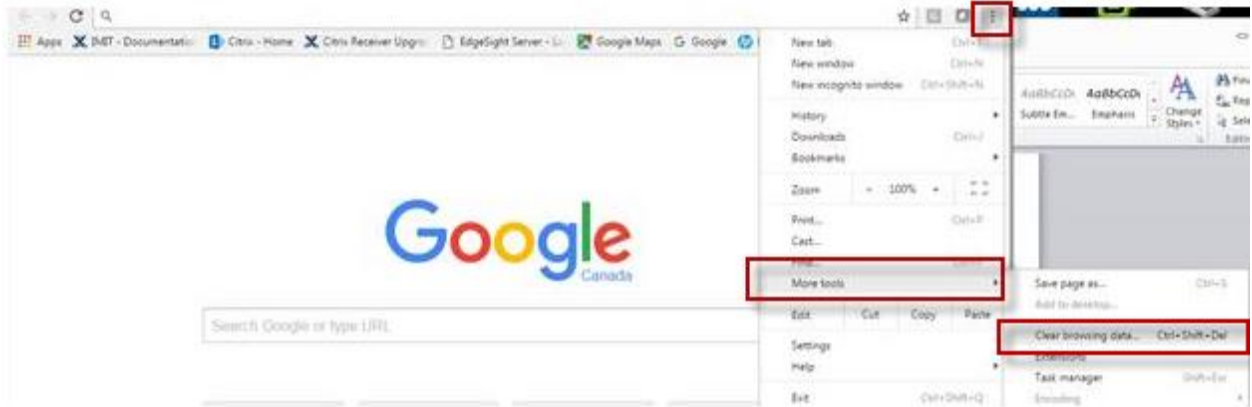
1. Clear your **temporary internet cache** (following the steps above)
2. Close your IE browser, and then re-open the IE browser
3. From within the IE browser, press **CTRL + Shift + P** (this will open a new window for *InPrivate mode*)
4. Now try to browse to <https://gateway.viha.ca>

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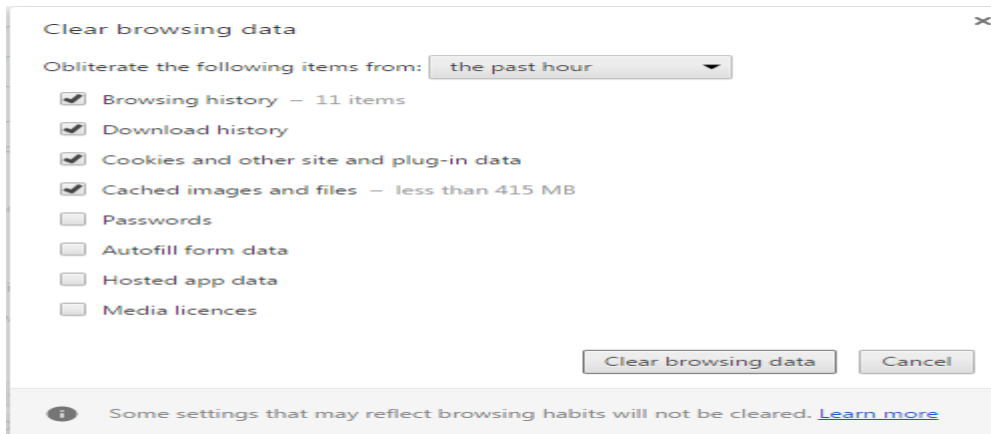
#### SOLUTION: CHROME

1. Open Chrome and click  (at the top right of your screen)
2. On your browser toolbar, select **More Tools**
3. Choose **History**, and then **Clear browsing data...**

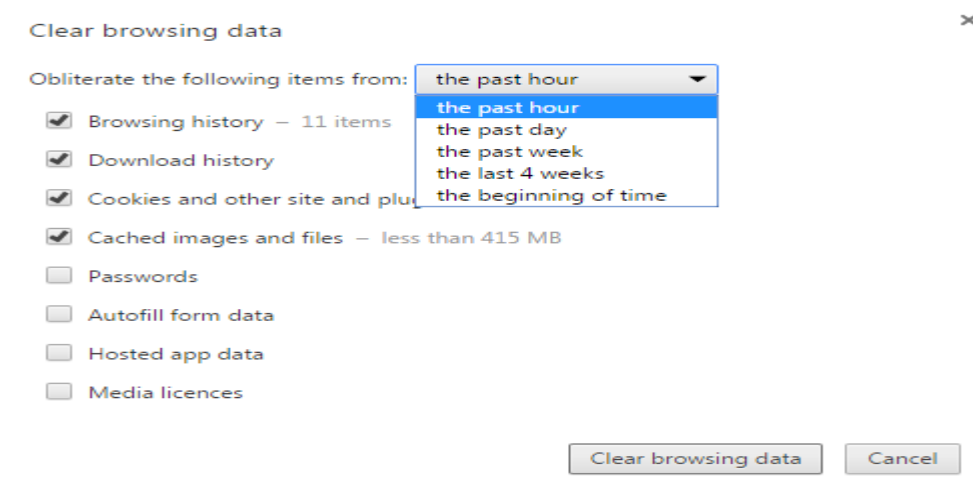




- Under Clear browsing data, select the checkboxes for **Cookies and other site and plug-in data**, **Cached images and files**, **Browsing history** and **Download history**

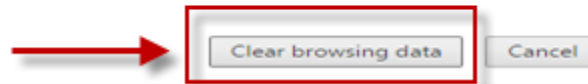


- Use the drop down menu next to **Obliterate the following items from:** and select the timeframe for the data that you want to delete



6. Select **Clear browsing data**


- Hosted app data
- Media licences



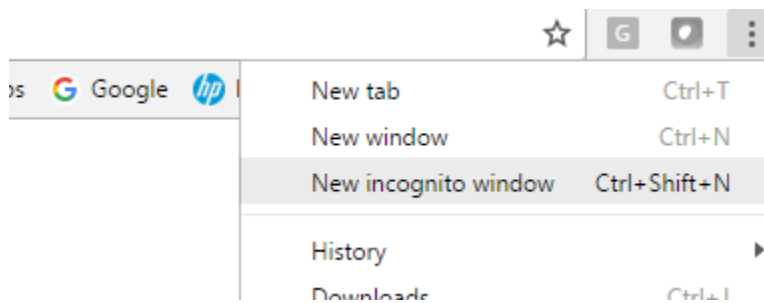
7. Close and then re-open your browser

8. Browse to <https://gateway.viha.ca>

9. If you still get a blank screen displayed, repeat the steps above to clear the browser *but do NOT attempt to go to <https://gateway.viha.ca>*

10. Open Chrome and click  (at the top right of your screen)

11. Select **New incognito window**:



12. Browse to <https://gateway.viha.ca>



## PASSWORD ISSUES

### Common issues:

1. Is your CAPS LOCK key on? **Reminder: Passwords are case sensitive**
2. Are you typing the correct password? Remember, you could be using several different username/password combinations:
  - a. Network (Windows) Username/Password
  - b. Application (e.g. Cerner) Username/Password

Your Username is most likely the same for each, but for security reasons your passwords should be different.

To reset your passwords if necessary, please contact the IM/IT [Service Desk](#)

## YOUR INTERNET CONNECTION MAY BE UNAVAILABLE?

To test this, can you get to any other Internet sites?

## RE-INSTALLING THE CITRIX RECEIVER

If required, use the following steps to re-install the **Citrix Receiver**.

### Notes:

- To ensure consistent results, [please reboot your computer before you begin](#)
  - For all Microsoft Windows devices, when installing the Citrix Receiver you must be logged into the device with a **local administrator account**
1. Double-click on the **My Computer** icon on your desktop
  2. Double-click on **Control Panel**, then click on **Add/Remove Programs**
  3. Find the **Citrix ICA Web Client** or **XenApp web client** program and **UNINSTALL** it
  4. When the program has finished uninstalling, close down all of the windows that you just opened
  5. Close all Internet Explorer windows before trying again to log into Citrix remote access
  6. Now **reinstall the Citrix Receiver** from <https://receiver.citrix.com>

**Note:** if the installation fails, you may have to reinstall the **legacy** Client Receiver from <https://www.citrix.com/downloads/citrix-receiver/legacy-receiver-for-windows/online-plug-in-123.html> and then proceed starting from step 3 above.



## DO YOU HAVE THE LATEST WINDOWS UPDATES?

Make sure you have the latest **Windows Updates**.

## DO YOU HAVE ANY "FIREWALL" SOFTWARE INSTALLED?

Some Firewall software can cause problems getting into the remote access site. To determine if your Firewall software is the cause:

1. Temporarily disable it on your computer
2. Close and reopen your Internet browser and try again

If you find that disabling the Firewall resolves the issue, you will then need to refer to the Firewall software documentation or contact the Firewall vendor for support.

## MIGHT YOU HAVE SPYWARE OR A VIRUS?

If none of the tips above have solved your connection issues, then the problem may be spyware/virus related. Try running a full scan of your system with your selected anti-virus and/or anti-spyware programs.



## DO YOU NEED MORE HELP?

Have you visited our [IM/IT online HELP](#)? Or [Frequently Asked Questions](#)?

The [IM/IT Service Desk and Clinical Solutions Desk](#) are attended **24 Hours X 7 Days**.  
Please do not hesitate to contact us at:

Local: **18777** or **250.370.8777** | Toll-free: **877.563.315**



### Service Desk:

- **Press 1:** For all Password Resets
- **Press 2:** For workstation support including logon issues, **non-clinical** application support, hardware issues, phones, printing and connectivity
- E-mail: [ServiceDesk@viha.ca](mailto:ServiceDesk@viha.ca)

### Clinical Solutions Desk:

- **Press 3:** If you are calling regarding support for **clinical** applications such as Cerner or clinical hardware such as Integrated Med Carts or tablets
- E-mail: [ClinicalSolutionsDesk@viha.ca](mailto:ClinicalSolutionsDesk@viha.ca)