

Primary Care Center Name	
Policy Name: HC Standard Communication Platform	
Policy Date:	Policy Revision: 02/08/2016

Purpose:

To maintain active and effective communications and situational awareness between **Primary Care Center Name**, the Community Health Care Association of New York State (CHCANYS) and the Primary Care Emergency Preparedness Network (PCEPN) using the HC Standard Communication Platform.

Policy:

Primary Care Center Name has designated **Staff title (1), Staff title (2) Staff title (3)**, to monitor communications via HC Standard. The above mentioned staff will complete the initial log-in and update the user profile (password and contact information). The user name for **The Primary Care Center Name** is _____ and the password has been shared with **staff title(s) and/or shared via secured file on shared drive**.

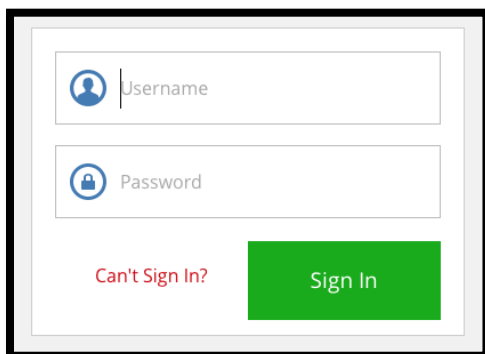
A representative of the above designated staff will inform **key staff (by title or committee)** of notifications sent via HC Standard and will be responsible for responding to notifications, accessing information and completing situational reporting templates (matrices) on behalf of the primary care center .

Procedures:

Initial Log-in:

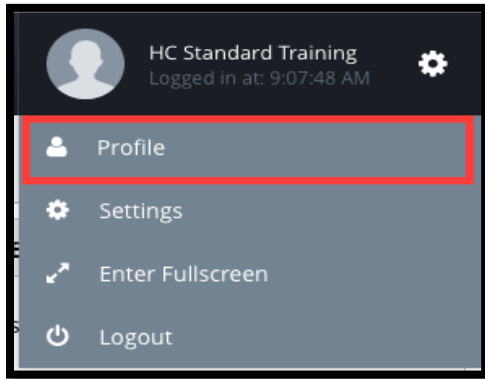
1. Navigate to <https://pcepn.ger911.com> or <https://chcanys.ger911.com> in your browser
2. Enter your username and password and select “Sign in.”

Login Window



To Update Your User Profile:

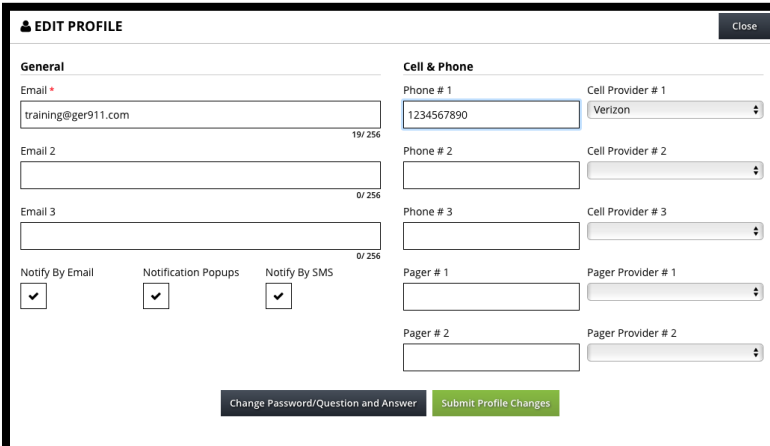
1. At the top right-hand corner of the page select your account name, then select “Profile” to edit your user profile.



2. In “Edit Profile” (screen shot below) enter up to three email addresses and three cell phone numbers including the cell phone provider. If applicable enter pager number and provider.
3. Check the boxes for Notify by Email, Notification Popups, Notify by SMS options and Stay Logged in. Select Submit Profile Changes at the bottom of the page.
4. Select Change Password/Question and Answer at the bottom of the window to change your password* (as needed) and to change your security question and answer (which will be used to reset your password in the future). It is suggested to choose a general question that can be shared among points of contact.

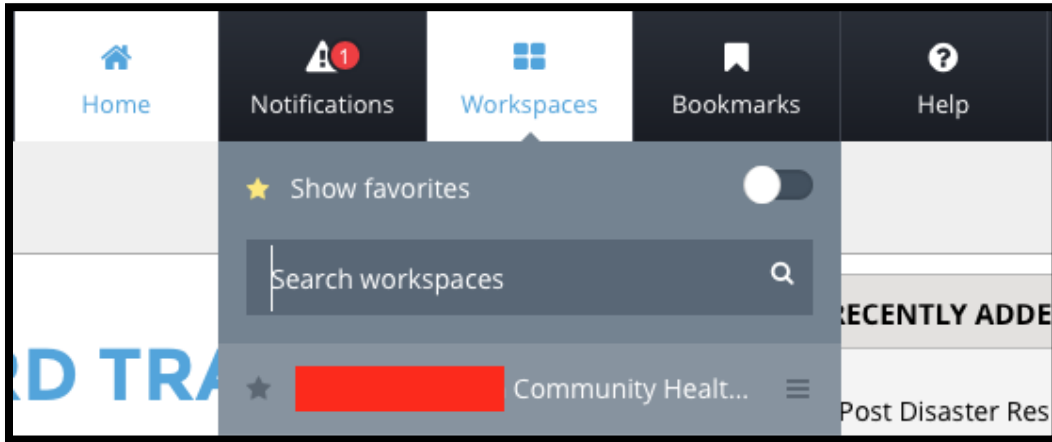
**The minimum password length is 7 and must contain at least 1 non alpha-numeric character.*

Sample Edit Profile Window

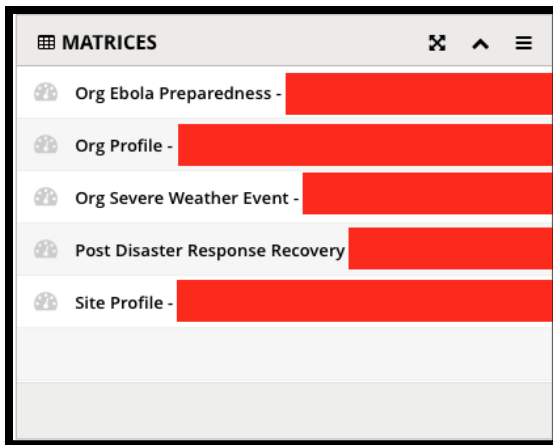
A screenshot of the "EDIT PROFILE" window. The window is divided into two main sections: "General" and "Cell & Phone".
The "General" section includes three email address fields (Email 1, Email 2, Email 3) with character counts (19/256, 0/256, 0/256). Below these are three checkboxes: "Notify By Email" (checked), "Notification Popups" (checked), and "Notify By SMS" (checked).
The "Cell & Phone" section includes three phone number fields (Phone # 1, Phone # 2, Phone # 3) and three cell provider dropdown menus (Cell Provider # 1, Cell Provider # 2, Cell Provider # 3). Below these are two pager number fields (Pager # 1, Pager # 2) and two pager provider dropdown menus (Pager Provider # 1, Pager Provider # 2).
At the bottom of the window, there are two buttons: "Change Password/Question and Answer" and "Submit Profile Changes".

Matrices Entering Information into Reporting Templates:


1. Select your facility's workspace using the workspace dropdown at the top of the screen.



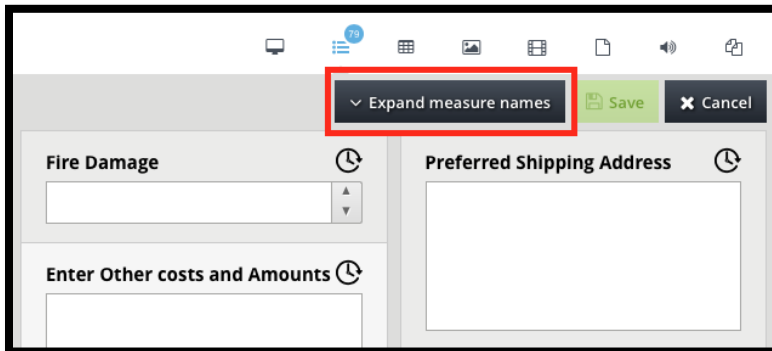
Matrices Window



2. To view and update information within a reporting template (matrix), select the appropriate matrix in the “Matrices” section of the workspace. Once open select the “Edit” pencil icon at the leftmost side of the row.

		Public Na...	Has the o...	If yes, h...	If so have...	If yes, to ...	Has the...	Has the...	At what...	Is the org...
<input type="radio"/>										

- Next, select “Expand measure names” to see the full list of questions to answer.



- After information has been entered, **save your changes** by selecting the green “Save” icon at the top right hand corner of the screen. You can also select “Cancel” to discard any changes made.

