



DATE: July 1, 2011

TO: Providence ProvCare Users on OneHealthPort (OHP)

FROM: OneHealthPort and Providence ProvCare Support Team

RE: **Updates to the Online Clinical Results/ProvCare system**

On **Wednesday, July 13, 2011**, we will be changing the way you access Providence's Clinical access to ProvCare systems through (OHP). This change will eliminate the need for older versions of java and the new system will accommodate Windows 7, Vista 32bit and 64bit.

Although ProvCare does not support 64bit operating systems, we are now better prepared to assist with those types of systems where possible.

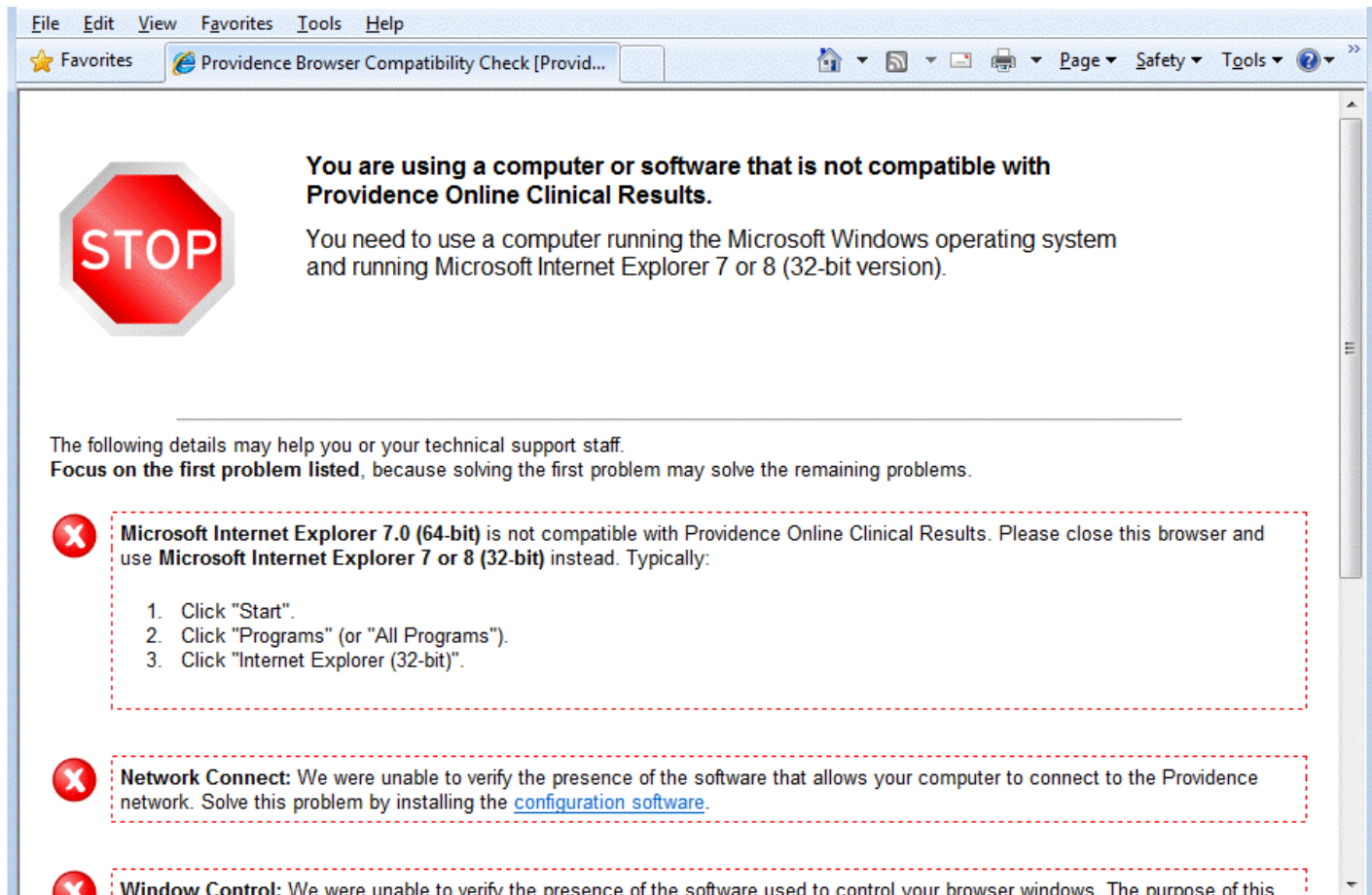
Limitations of the system are Internet Explorer 9 is not supported and you will need to use a Windows emulator when using Macintosh.

Note these changes to the system:

Browser Compatibility Checker –

We have implemented a diagnostic tool to help determine if your PC is set up for optimal performance for ProvCare.

Here is an example of what you may see:



Hyperlink(s) with Downloads –

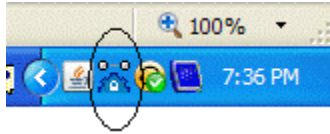
No need to troubleshoot and identify what downloads your system may be missing. It will be identified for you. You will simply need to click on the hyper link(s) identified and all of the necessary files will be installed on your PC in one step. Please select ‘yes’ to the prompts.

Windows Security Application Manager (WSAM) -

We have implemented a new security connection tool called the “Windows Secure Application Manager” or WSAM. ******You will need to be an administrator on your PC when you first log on to the system so the WSAM agent can be installed.** You DO NOT need to be an administrator on your PC once the WSAM connection tool has been installed. Technically, WSAM is a SSL VPN client for added security when accessing ProVcare. Depending on the number of people in your practice who access Providence data, you may want to have your technical staff download WSAM on the individual PCs prior to July 13th. If you would like

a WSAM client emailed to you in advance, please contact your Providence contact person (listed below by region).

The WSAM icon will be displayed in your system tray while you are connected via OHP to ProvCare.



System Support

During regular business hours, call or email your Providence OHP internal contacts at each Providence facility: (listed below)

Providence Regional Medical Center Everett: Ruth Stocker at 425-261-4082

Providence St. Peter Hospital: Peggy Le Hew at 360-493-7000

Providence Centralia Hospital: Pat Caldwell at 360-330-8888

After hours/weekends/holidays:

Call the Providence Washington Help Desk at 800-635-9295

As a reminder, OHP strongly recommends that practices nominate a second system administrator for back-up purposes. In instances where users have been locked out of the system and the system administrator for the practice was unavailable or no longer with the practice, this has caused a service delay. To designate another OHP Administrator, log on to the OHP website at <://saml.onehealthport.com/TACS-AG/adminLogin.do>