



Panorama Tips & Tricks Getting Started & Help



About Panorama

Panorama is Nova Scotia's new electronic public health record. Users will have access to client demographic profile for all Nova Scotians with a Health Card Number (HCN) and to the immunization and vaccine inventory modules. With access to Panorama, public health providers will now:

- Record immunizations in Panorama, not in ANDS or ANDI
- Manage school and flu clinics with Panorama mass functionality
- Record an AEFI
- Print Client Immunization Certificates
- Place regular vaccine orders in Panorama, not by fax or phone to Bio Depot
- Record receipt of vaccine and regular monthly inventory counts in Panorama

Logging on for the first time

You will have received your username and temporary password from XXXX. Your local Panorama Implementation Team will let you know when your site will start using Panorama and when you should log in for the first time. Click the Panorama icon on your desktop to access Panorama. This icon will launch your internet browser and send you directly to the Panorama log in screens.

You will receive a temporary password that must be changed when you log on for the first time. Rules for Passwords:

- Passwords must contain eight characters
- Passwords must contain three of the four types of characters listed below:
 - Upper case letters
 - Lower case letters
 - Numbers
 - Special characters

Setting your user defaults

User defaults make electronic charting easier. Defaults can pre-populate your usual work location and holding point (location where vaccine is stored). See the User Guide for more detailed information about what to enter.

Start Using Panorama

On day one, gain confidence by:

- Entering immunizations into Panorama from flu clinics, school clinics or recent immunizations that









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have not been entered into ANDS and ANDI

- Search clients scheduled for immunization appointments or clinics and review their immunization histories and forecast results
- Enter any data that was not migrated from ANDS/ANDI
- View the list of schools in your region – report any missing school to the Service Desk
- Talk to your colleagues and compare experiences – what have you learned, what did you like and any interim processes that you are using
- Remember that Panorama is an electronic health record that contains an audit trail. Only access records where appropriate and in alignment with the NS Privacy training. Use the UAT environment to “play or practice” searching or reviewing client immunization records. Expect that you may initially be a slower documenting services when using Panorama. This is part of the normal learning curve. As you use Panorama more and more, you will become more proficient, faster and more confident
- **Getting Help** Knowing who to contact will help you get the assistance you need more quickly


Question or Assistance Required	Who to Contact
Can't remember steps to complete a process	Review your training material or Quick Reference Card (QRC)
Best Practice standards for immunization	Local Immunization or CD Coordinator
Problems logging on for the first time	<p>a) Submit incidents and service requests via Assyst (Client Self Service). See Panorama tips and tricks for more information on how to use Client Self Service. These requests will go to the Public Health Application Specialists who will triage the request and escalate to IBM if necessary.</p> <p>b) Or call the IT Service Desk to submit a ticket on your behalf.</p> <p> NSHA Central Zone: 902-473-3399</p> <p> NSHA Northern, Eastern, Western Zones: 1-866-224-2555</p>
Can't remember Active Directory network password. This password is the same password needed for	<p>a) Submit incidents and service requests via Assyst (Client Self Service). See Panorama tips and tricks for more information on how to use Client Self Service. These</p>

<p>Panorama.</p>	<p>requests will go to the Public Health Application Specialists who will triage the request and escalate to IBM if necessary.</p> <p>b) Or call the IT Service Desk to submit a ticket on your behalf.</p> <p> NSHA Central Zone: 902-473-3399  NSHA Northern, Eastern, Western Zones: 1-866-224-2555</p>
<p>Missing or wrong data in Panorama</p>	<p>a) Submit incidents and service requests via Assyst (Client Self Service). See Panorama tips and tricks for more information on how to use Client Self Service. These requests will go to the Public Health Application Specialists who will triage the request and escalate to IBM if necessary.</p> <p>b) Or call the IT Service Desk to submit a ticket on your behalf.</p> <p> NSHA Central Zone: 902-473-3399  NSHA Northern, Eastern, Western Zones: 1-866-224-2555</p>
<p>Panorama Forecaster is wrong or different than you expected</p>	<p>Double check client immunization and review NS Immunization schedule and Canadian Immunization Guidelines.</p> <ul style="list-style-type: none"> • If discrepancy persists, consult CD Coordinator, Immunization Coordinator or designate • If it is determined that Panorama is wrong, notify the Service Desk
<p>Vaccine lot# in Panorama is not the same as vaccine lot# in your fridge</p>	<p>Check if you have more than one lot number for the product. Notify appropriate contact for inventory/Bio Deport Coordinator.</p>
<p>I get a red dot error in Panorama and I'm stuck</p>	<p>If you used the back button, this functionality is not available. Close your browser and re-start. If you experience a red dot error in a documented process. Record your steps and report to the Service Desk.</p>
<p>New User Requests</p>	<p>a) Submit incidents and service requests via Assyst (Client Self Service). See Panorama tips and tricks for more information on how to use Client Self Service. These requests will go to the Public Health Application</p>



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	<p>Specialists who will triage the request, and escalate to IBM if necessary.</p> <p>b) Or call the IT Service Desk to submit a ticket on your behalf.</p> <p>NSHA Central Zone: 902-473-3399</p> <p> NSHA Northern, Eastern, Western Zones: 1-866-224-2555</p>
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