Point of Care: Login, Sync, Logout, and Quit

Point of Care is a program that allows you to complete assessments, confirm services, and pass medications without having a constant internet connection. You will need to be connected to the internet to Login, Sync, and Logout.

**LOGIN**

The login is password protected. Each user will be able to select the modules to load and provider(s) based upon their employee access level. Then data is downloaded from the main database to the database on your mobile computer. Once you see the screen with the icons, you will be able to work with or without internet connection on the computer.

**SYNC**

When you sync Point of Care, any information you have added or recorded will be uploaded and saved to the core database.

**LOGOUT**

When you logout of Point of Care, any information you have added or recorded will be uploaded and saved to the main database and you will be returned to the login screen.

**QUIT**

There are two options when you select Quit.

**Quit (without logging out):** An internet connection is not required for Quit without logging out. Your information will not be uploaded; you will just exit the program. Also, you will be able to log back in without an internet connection.

**Logout & Quit:** Requires an internet connection. Your data will be uploaded and you will exit the program when this option is selected. This is the same as selecting Logout.

To open the program, click on the Point of Care icon on your desktop.
The Point of Care Login screen will open.

**Login Name:** Enter your login name.

**Password:** Enter your password.

Click ‘Login’.

If you have access to multiple facilities, the next screen is Select a Facility.

- Click on the Company name to highlight and click ‘Select’ or double click to select.
- If you only have access to one facility, you will not see this screen.

Click on the Modules to select, and then click ‘Continue’.
Note: If you do not have access to a module, it will be grayed out and you will not be able to select it.

If you selected Services, the Select a Service Provider screen will open.

The Service Providers displayed will include all providers with a Shift Begin or Shift End that is one hour before to one hour after the current time.

Click the Service Provider to highlight and click ‘Select’ or double click to select.

Note: Service Providers marked as Do Not Print on Schedule in the Service Provider setup will not be displayed.
If you Selected EMAR, Select a Med Provider screen will open.

The Medication Providers displayed will include all providers with a Shift Begin or Shift End that is one hour before to one hour after the current time.

Click the Med Provider to highlight and click ‘Select’ or double click to select.

Once you have selected your providers, or if you have selected the assessment module only, you will see the system load the residents, choice lists, medications, med delivery history, assessments, services, diagnosis, etc.

You will see multiple progress windows, with the progress bar.
Once everything is downloaded from the core database, the Point of Care home screen will open.

If your facility uses EMAR and Pre-Pour is turned on, then you will also see the Pre-Pour icon on the home screen.

Any module not selected will be grayed out on the home screen of Point of Care.
Buttons at the bottom of the screen:

![Configure](image)

Click on the Configure button to view the Server Connection information or to test the connection.

The connection information will be setup by Eldermark staff; you will not be able to change these settings.

![Test](image)

Click ‘Test’ to test your connection to the server. If you see the message Success, you will be able to Sync or Log Off. (See error messages at the end of this document.)

![Sync](image)

When you Sync Point of Care, any information you have added or recorded will be uploaded and saved to the core database. Click ‘Sync’ and the following window will open.

![Confirm](image)

Click ‘OK’ to synchronize data with the server and stay logged in. You will see progress windows, similar to when you login, during the Sync process. When it is completed, you will be returned to the Point of Care home screen.
When you logout of Point of Care any information you have added or recorded will be uploaded and saved to the main database and you will be returned to the login screen. Click ‘Logout’ and the confirmation window will open.

Click ‘OK’ to Logout and send data back to the server. You will see progress windows, similar to when you login, during the Logout process. When it is completed, you will be returned to the Point of Care login screen.

To exit the Login screen and close the program, click ‘Quit’.

There are two options when you select Quit.

**Logout & Quit:** Requires an internet connection. Your data will be uploaded and you will exit the program when this option is selected. This is the same as selecting Logout.

**Quit (without logging out):** An internet connection is not required for Quit without logging out. Your information will not be uploaded; you will just exit the program. Also you will be able to log back in without an internet connection.
The next time Point of Care icon is opened, the Login screen will have your user name.

Enter your password and click ‘Login’ to log back into Point of Care. You will not need an internet connection to log back in.

If this is not your Login Name, you will not be able to change it. You must click Logout. You will need an internet connection to log this person off and login as yourself.

Click ‘Logout’ and the following window will open.

Click OK, to Log off this person and send data back to the server.

You will be returned to the Login screen. Enter your name and password.

Unlock Session:

In the rare instance that the previous employee’s login will not clear with a logout, click ‘Unlock Session’.
If there is any data in the database that has not been synced, the following warning will open.

Click ‘Stop’ to return to the login screen, and then click ‘Logout’. If you are still unable to logout, call Eldermark Support at 866-833-2270.

**Errors during Login:**

**No internet connection**

If you do not have an internet connection, you will see the window below, where the program attempts to connect to multiple common internet sites.

After the series of internet sites are checked and none can be contacted, you will see the following message.

Once you have reestablished an internet connection, try to login either by clicking ‘Try Again’ if the message is still on the screen or entering your Login Name and Password again.
Database is down

If your database is down, you will see the message below. Note the number at the end of the message will be different than the number in this screen shot.

If there is no success opening the connection to the server, you will see the following message.

If you receive this message longer than 5 minutes, please call Eldermark Support at 866-833-2270.