

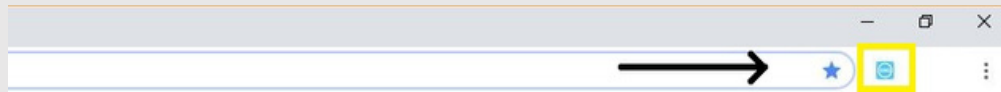
IMPOSSIBLE TO ACCESS THE QHR IN OMNIMED

HOW CAN I FIX IT UP?

1. Are the three blue QHR icon tests positive?

If not, address the situation by following the instructions from the tests.

If you do not see the blue QHR icon in Chrome extensions, your computer isn't set up or your extensions are hidden.



2. If you are a non-physician healthcare professional, is your professional title set up in our database?

If you see the red error message Your license number, first name and last name combination could not be found in the QHR, then your professional title is not set up. Complete this form to do so.

3. Do your colleagues have access to the QHR through Omnimed?

If you do not know, ask your technical expert (CSA).

4. Right now, does the search for a health insurance number (HIN) at DSQ Production give you a result?

If not, please reach the QHR team, your key must be checked.

5. Have you selected your key in your Omnimed profile?

If not, select it.

6. Are you trying to access the QHR in a patient record with a HIN?

If not, find a patient with a HIN and test again.

7. Does your system run on a Windows 7 or newer version?

If you own a MAC, read this article.

8. Do you work with the latest version of Google Chrome?

If not, update it.

9. Have you tried to clear your browsing data?

If not, clear your browsing data and reconnect to Omnimed.



If you answered YES to all the questions:

Option 1 - Call your technical expert (CPU, MS Solutions, etc.).

Option 2 - If you do not have one, please join us by chat or phone so that we can analyze the situation more closely (billable technical service).