



Process for Securely Capturing and Sending an Image in TigerConnect for Upload into Allscripts

This process is to enable providers to capture and securely transmit identifiable images through TigerConnect. These images can then be uploaded into the EMR.

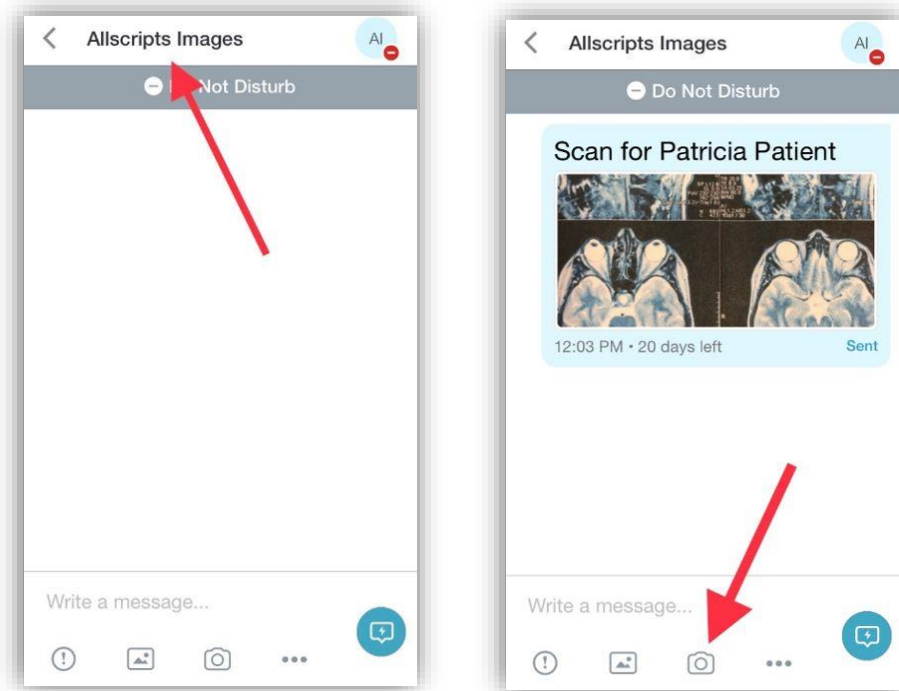
Special Notes:

- ***Identifiable images must be captured inside the TigerConnect app. You are prohibited from capturing identifiable images using the native/default photo app on your mobile device.***
- TigerConnect messages are only available for 20 days. You must ensure clinically relevant information, including identifiable images, are appropriately transferred to the electronic medical record before the messages expire forever.
- Users are responsible for ensuring the completeness and quality of images are appropriate.
- A computer is required to transfer images from TigerConnect to Allscripts. Users should only use ETSU-MEAC owned computers to complete this process.

If you do not currently have the TigerConnect service, please visit the [HIPAA Compliance website](#) for further instruction on how to initiate the request process. If you already have an account for the TigerConnect service, please continue

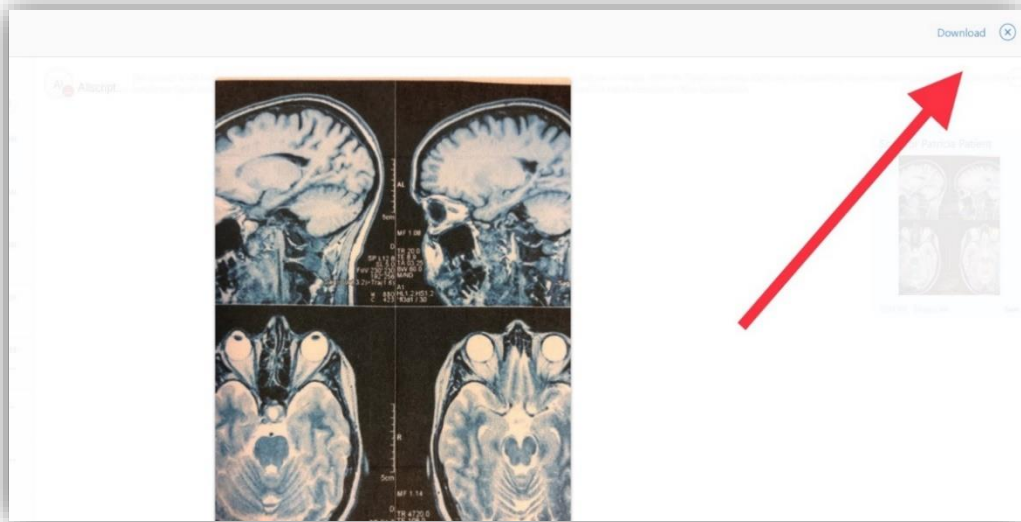
1. Log in to the TigerConnect App using your ETSU email address and your TigerConnect password. If you need help with resetting your TigerConnect credentials, please contact the ETSU HIPAA Compliance Office for assistance. Phone: 423-439-8533 or Email: hipaa@etsu.edu
2. After you are logged into the app go to the directory.
3. Find the Allscripts Images contact and click it to start a new conversation.

4. Click the camera icon to open the secure camera within the TigerConnect app. Capture and send your image. Once you send the image wait to make sure the image sends before you close the app. Failure to do so can cause the image not to send and for you not to be able to access it from a computer later.



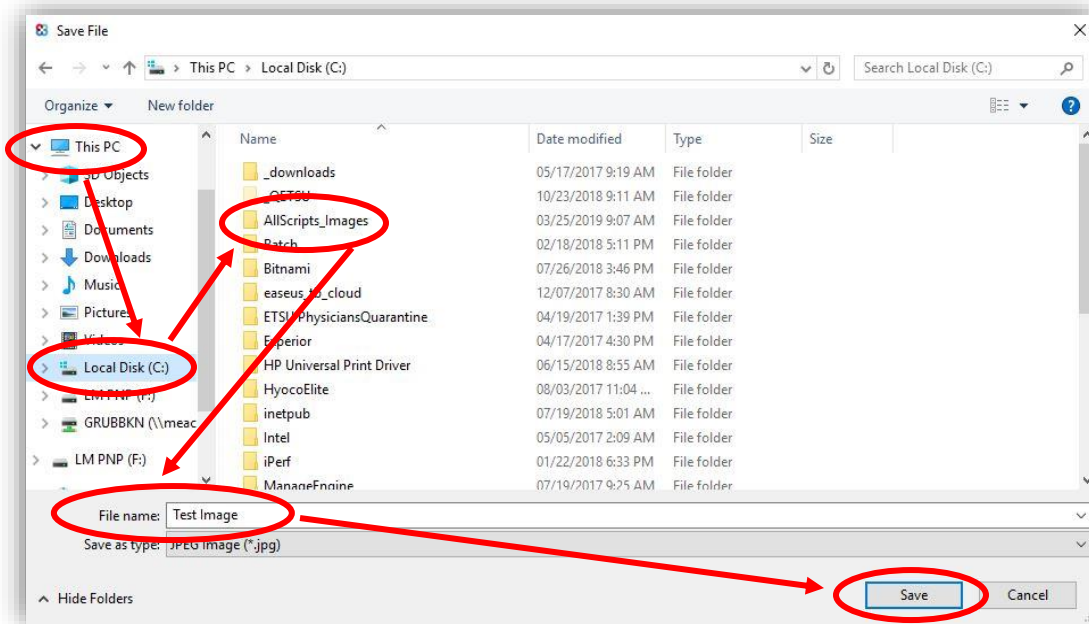
5. When you are ready to move the image from TigerConnect to Allscripts, you will need to access the TigerConnect desktop app on an ETSU-MEAC owned computer.
 - If you need help with getting the TigerConnect desktop app on your ETSU-MEAC computer, please call the help desk at 423-282-6122 option 3.
 - If you need help with resetting your TigerConnect credentials, please contact the ETSU HIPAA Compliance Office for assistance. 423-439-8533 or hipaa@etsu.edu
6. Once logged into TigerConnect on an ETSU-MEAC computer click on your “Allscripts Images” conversation. This will display all the images that you have sent for 20 days before they are automatically deleted.

- Find the image you want to upload to Allscripts and click on it. This will enlarge the image and give you a download button at the top right.



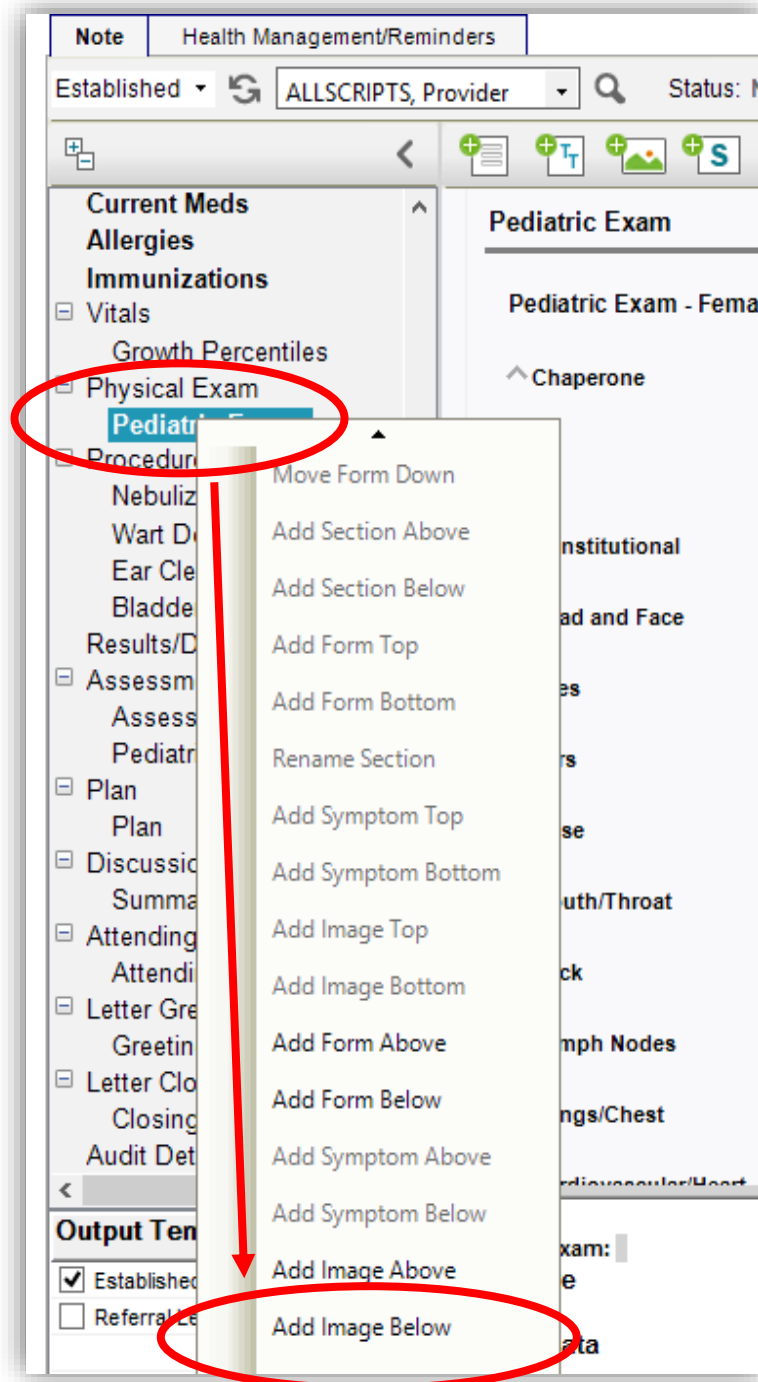
- After you click download it should give you a “Save File” screen that looks like this. On the left there should be an option for “This PC” click on the little arrow to the left of it to expand it if need be. Then under it should be an option for “Local Disk (C:)” click it. Now click the “AllScripts_Images” folder > name your image > then click save. Be conscious about where you save this file. You will need to find it again later to load it into Allscripts and delete it after your upload is complete.

- If you are missing the “AllScripts_Images” folder on the C drive, please call the help desk at 423-282-6122 option 3.



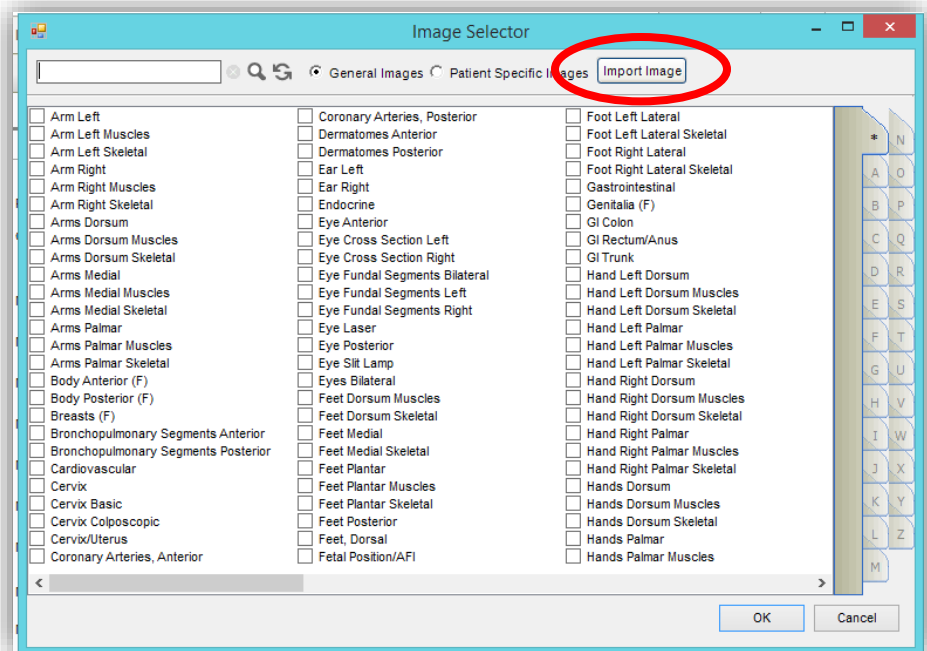
9. Now that the image has been saved onto the ETSU-MEAC computer login to Allscripts. If you have a problem with getting logged in or with the functionality of Citrix or Allscripts please call the MEAC help desk at 423-282-6122 option 1.

10. From within Allscripts right click the section of the note that you are wanting to add the image to in the table of contents. Then choose “Add Image Below”.

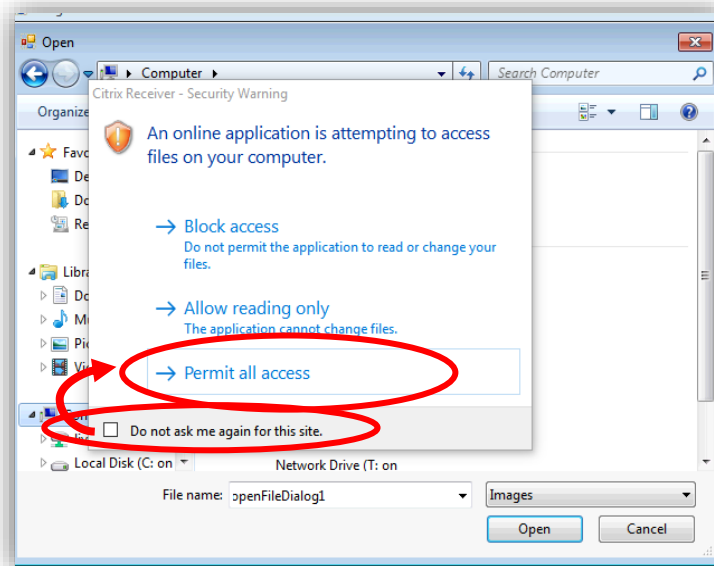


11. The “Image Selector” screen should now be showing and on this screen, you will want to click “Import Image”.

- If you get an error similar to that below at any time just click through it and it will still let you upload the image.

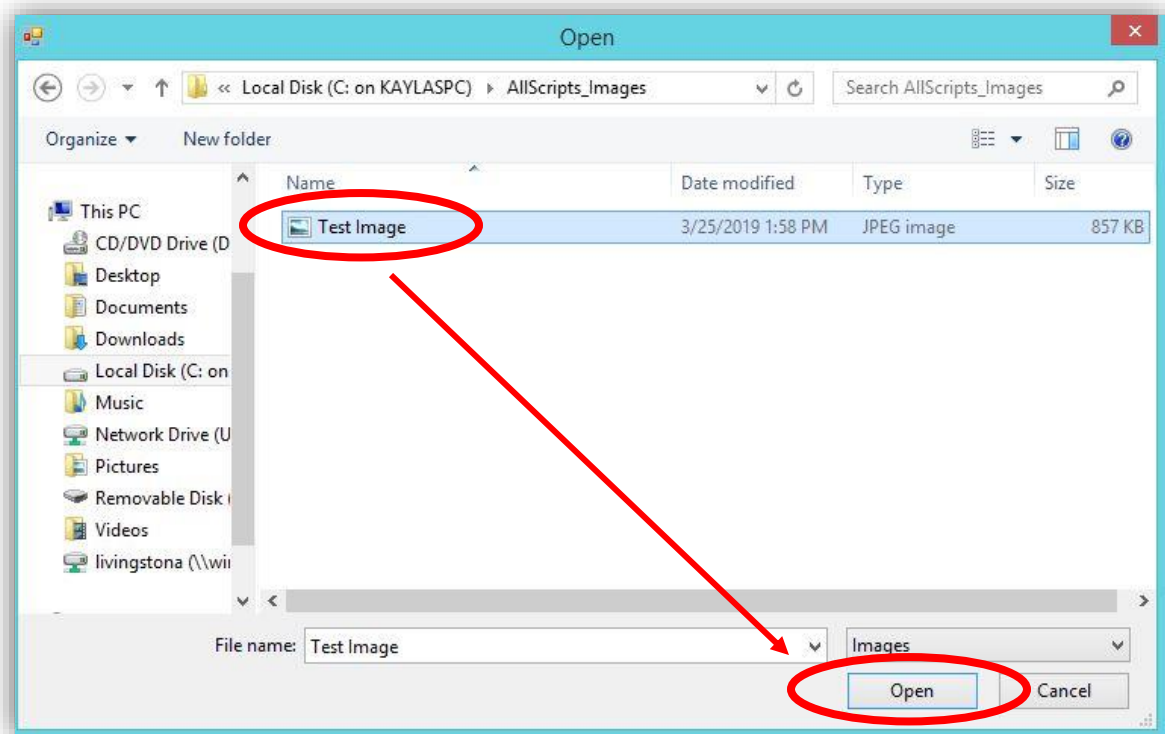
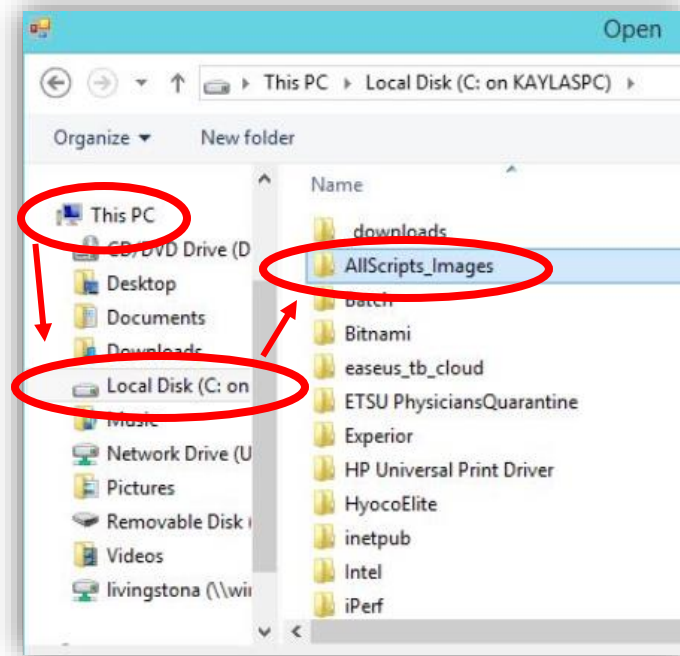


12. Find where you saved your downloaded image on your ETSU-MEAC computer. On the left of the file window there should be an option for “This PC” click that. It will then ask you to give it access to your computer to upload the image, check the “Do not ask again” box then click “Permit All Access”.

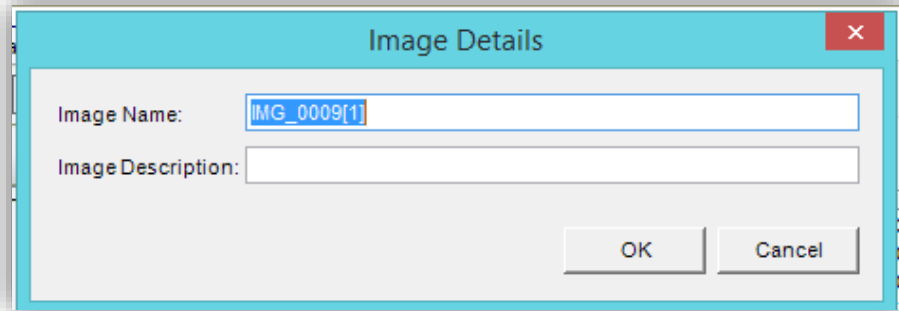


13. If after clicking “This PC” does not display the “Local Disk C: on XXX”, you may have to click the little expand arrow beside “This PC” to get that option to show. Inside of the “Local Disk C:” folder should be your “AllScripts_Images” folder containing your image. Select your image then click open.

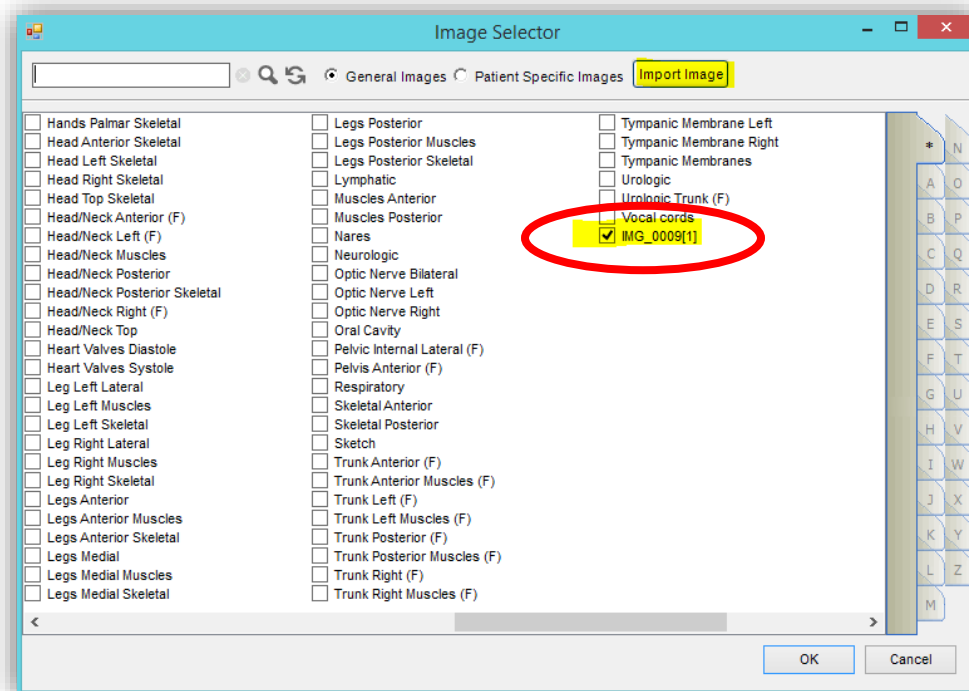
*If you saved your image somewhere else navigate to wherever you saved your image to upload it.



14. Now Allscripts will pop up and ask if you would like to name your image something different or keep it the same. Once name is finalized click the ok button.



15. Your named imaged will appear in the “Image Selector”. If you would like to add additional images just click import image and then follow the process listed again.



16. After you click ok on the above screen you will have the option to draw on the images that you uploaded. To do this just click the little pencil on the menu bar then when finished hit apply to save the changes.



17. The image should now be uploaded to the patient's chart.

18. ONCE YOU CONFIRM THE IMAGE SUCCESSFULLY UPLOADED TO ALLSCRIPTS, PLEASE GO BACK AND DELETE THE IMAGE OFF OF YOUR ETSU-MEAC COMPUTER FROM WHERE YOU SAVED IT.

19. If you used the "AllScripts_Image" folder method, there should be a shortcut on your desktop that you can click to open the folder where you saved the image. Then clear everything out of the folder.



* If you have any questions about TigerConnect, or its use, please contact the ETSU HIPAA Compliance Office 423-439-8533 or hipaa@etsu.edu.

* If you have any questions about Citrix or Allscripts, or its use, please contact the MEAC help desk at 423-282-6122 option 1 or helpdesk@qetsu.org.