Erlanger Information Technology for Physicians and APPs New UT GME Orientation 2022

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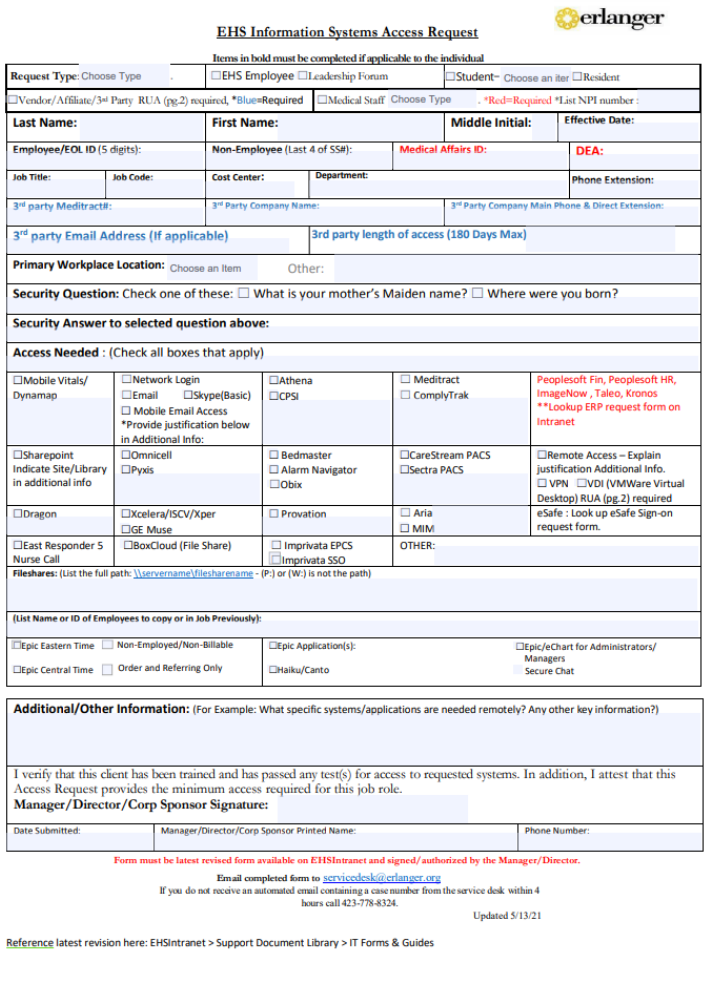
Topics

- Access to electronic systems
- Remote Access
- Mobile Apps
- How to get help
- Cyber Security

Access begins with the right form
Reference latest revision here: EHSIntranet > Support Document Library > IT Forms & Guides



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EHS Information Systems Access Request

Items in bold must be completed if applicable to the individual

Request Type: Choose Type	☐EHS Employee ☐Leadership Forum	☐Student- Choose an iter ☐Resident	
☐Vendor/Affiliate/3rd Party RUA (pg.2) required, *Blue=Required	☐Medical Staff Choose Type	. *Red=Required *List NPI number :	
Last Name:	**First Name:**	**Middle Initial:**	**Effective Date:**
Employee/EOL ID (5 digits):	**Non-Employee** (Last 4 of SS#):	**Medical Affairs ID:**	**DEA:**
Job Title: / **Job Code:**	**Cost Center:** / **Department:**		**Phone Extension:**
3rd party Meditract#:	3rd Party Company Name:	3rd Party Company Main Phone & Direct Extension:	
3rd party Email Address (If applicable)	3rd party length of access (180 Days Max)		
Primary Workplace Location: Choose an Item	Other:		
Security Question: Check one of these: ☐ What is your mother's Maiden name? ☐ Where were you born?			
Security Answer to selected question above:			
Access Needed : (Check all boxes that apply)			
☐Mobile Vitals/ Dynamap	☐Network Login ☐Email ☐Skype(Basic) ☐ Mobile Email Access *Provide justification below in Additional Info:	☐Athena ☐CPSI	☐ Meditract ☐ ComplyTrak — Peoplesoft Fin, Peoplesoft HR, ImageNow , Taleo, Kronos **Lookup ERP request form on Intranet
☐Sharepoint Indicate Site/Library in additional info	☐Omnicell ☐Pyxis	☐ Bedmaster ☐ Alarm Navigator ☐Obix	☐CareStream PACS ☐Sectra PACS — ☐Remote Access – Explain justification Additional Info. ☐ VPN ☐VDI (VMWare Virtual Desktop) RUA (pg.2) required
☐Dragon	☐Xcelera/ISCV/Xper ☐GE Muse	☐ Provation	☐ Aria ☐ MIM — eSafe : Look up eSafe Sign-on request form.
☐East Responder 5 Nurse Call	☐BoxCloud (File Share)	☐ Imprivata EPCS ☐Imprivata SSO	OTHER:
Fileshares: (List the full path: \\servername\filesharename - (P:) or (W:) is not the path)			
(List Name or ID of Employees to copy or in Job Previously):			
☐Epic Eastern Time ☐ Non-Employed/Non-Billable ☐Epic Central Time ☐ Order and Referring Only	☐Epic Application(s): ☐Haiku/Canto	☐Epic/eChart for Administrators/ Managers Secure Chat	

Additional/Other Information: (For Example: What specific systems/applications are needed remotely? Any other key information?)

I verify that this client has been trained and has passed any test(s) for access to requested systems. In addition, I attest that this Access Request provides the minimum access required for this job role.
Manager/Director/Corp Sponsor Signature:

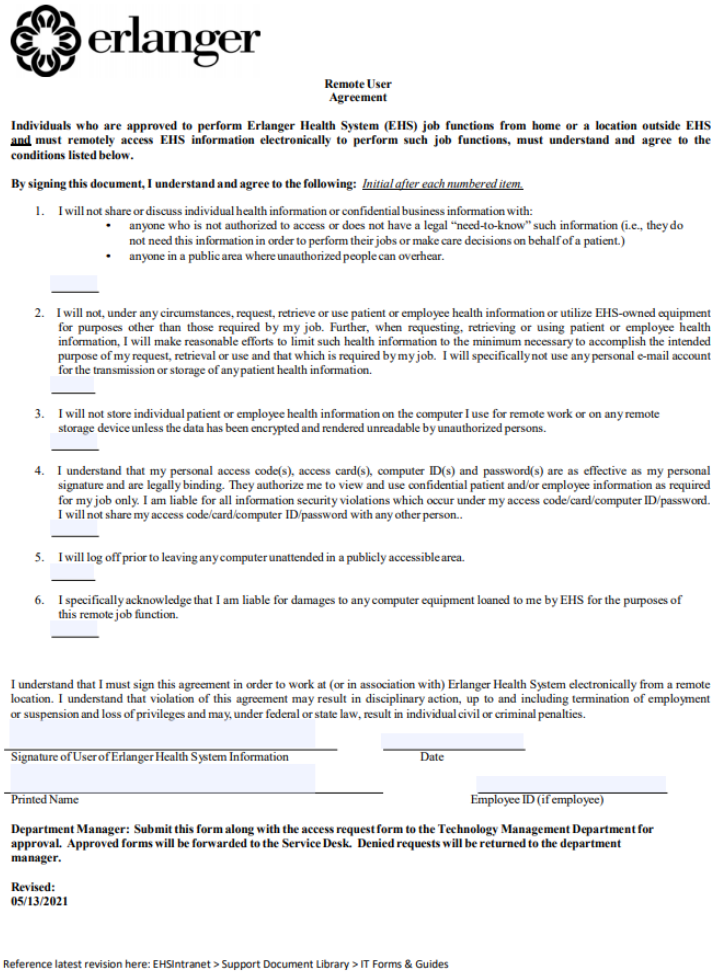
Date Submitted:	Manager/Director/Corp Sponsor Printed Name:	Phone Number:

Form must be latest revised form available on EHSIntranet and signed/authorized by the Manager/Director.

Email completed form to servicedesk@erlanger.org
If you do not receive an automated email containing a case number from the service desk within 4 hours call 423-778-8324.

Updated 5/13/21

Reference latest revision here: EHSIntranet > Support Document Library > IT Forms & Guides



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Remote User Agreement

Individuals who are approved to perform Erlanger Health System (EHS) job functions from home or a location outside EHS and must remotely access EHS information electronically to perform such job functions, must understand and agree to the conditions listed below.

By signing this document, I understand and agree to the following: *Initial after each numbered item.*

1. I will not share or discuss individual health information or confidential business information with:
   - anyone who is not authorized to access or does not have a legal "need-to-know" such information (i.e., they do not need this information in order to perform their jobs or make care decisions on behalf of a patient.)
   - anyone in a public area where unauthorized people can overhear.

   _____
2. I will not, under any circumstances, request, retrieve or use patient or employee health information or utilize EHS-owned equipment for purposes other than those required by my job. Further, when requesting, retrieving or using patient or employee health information, I will make reasonable efforts to limit such health information to the minimum necessary to accomplish the intended purpose of my request, retrieval or use and that which is required by my job. I will specifically not use any personal e-mail account for the transmission or storage of any patient health information.

   _____
3. I will not store individual patient or employee health information on the computer I use for remote work or on any remote storage device unless the data has been encrypted and rendered unreadable by unauthorized persons.

   _____
4. I understand that my personal access code(s), access card(s), computer ID(s) and password(s) are as effective as my personal signature and are legally binding. They authorize me to view and use confidential patient and/or employee information as required for my job only. I am liable for all information security violations which occur under my access code/card/computer ID/password. I will not share my access code/card/computer ID/password with any other person..

   _____
5. I will log off prior to leaving any computer unattended in a publicly accessible area.

   _____
6. I specifically acknowledge that I am liable for damages to any computer equipment loaned to me by EHS for the purposes of this remote job function.

   _____

I understand that I must sign this agreement in order to work at (or in association with) Erlanger Health System electronically from a remote location. I understand that violation of this agreement may result in disciplinary action, up to and including termination of employment or suspension and loss of privileges and may, under federal or state law, result in individual civil or criminal penalties.

_____ _____
Signature of User of Erlanger Health System Information — Date

_____ _____
Printed Name — Employee ID (if employee)

Department Manager: Submit this form along with the access request form to the Technology Management Department for approval. Approved forms will be forwarded to the Service Desk. Denied requests will be returned to the department manager.

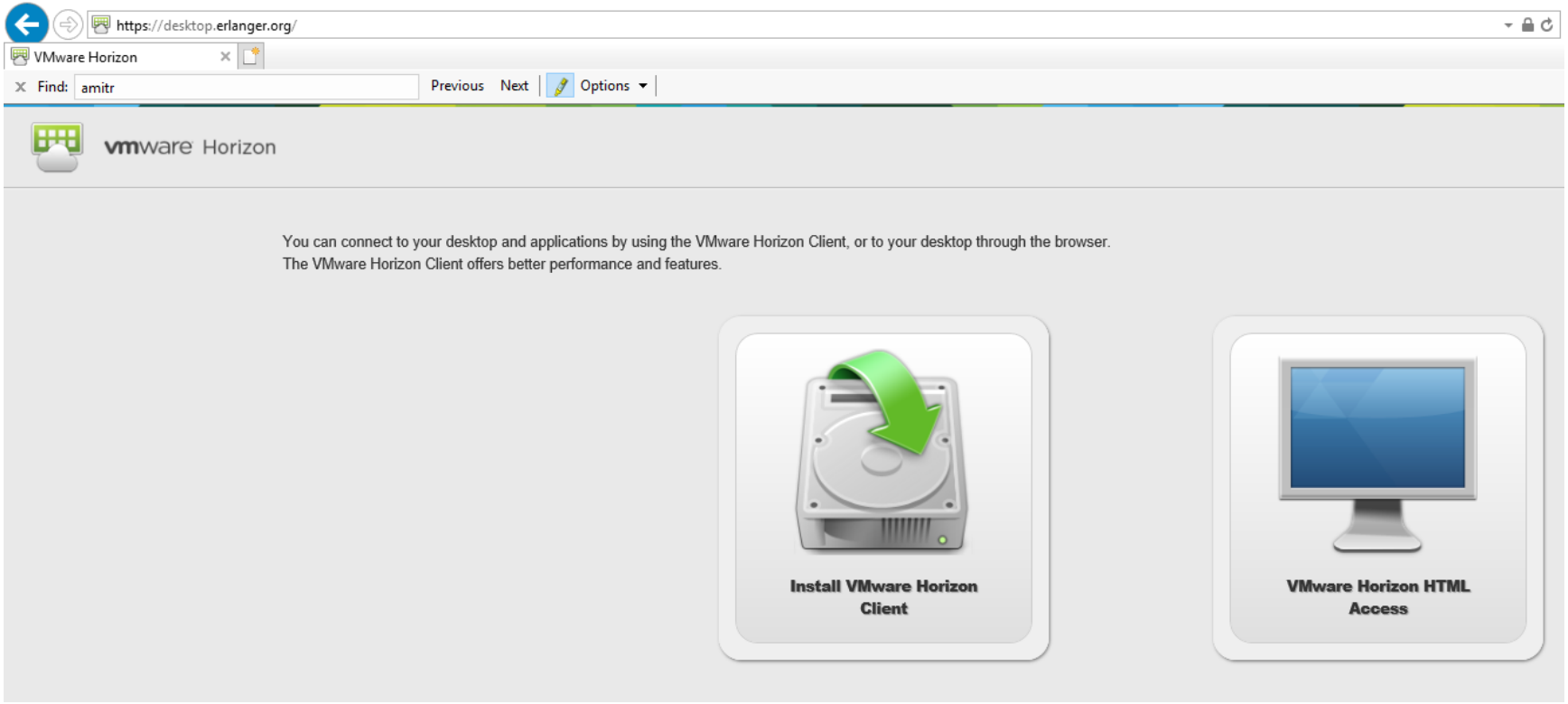
Revised:
05/13/2021

Reference latest revision here: EHSIntranet > Support Document Library > IT Forms & Guides

VPN vs VDI

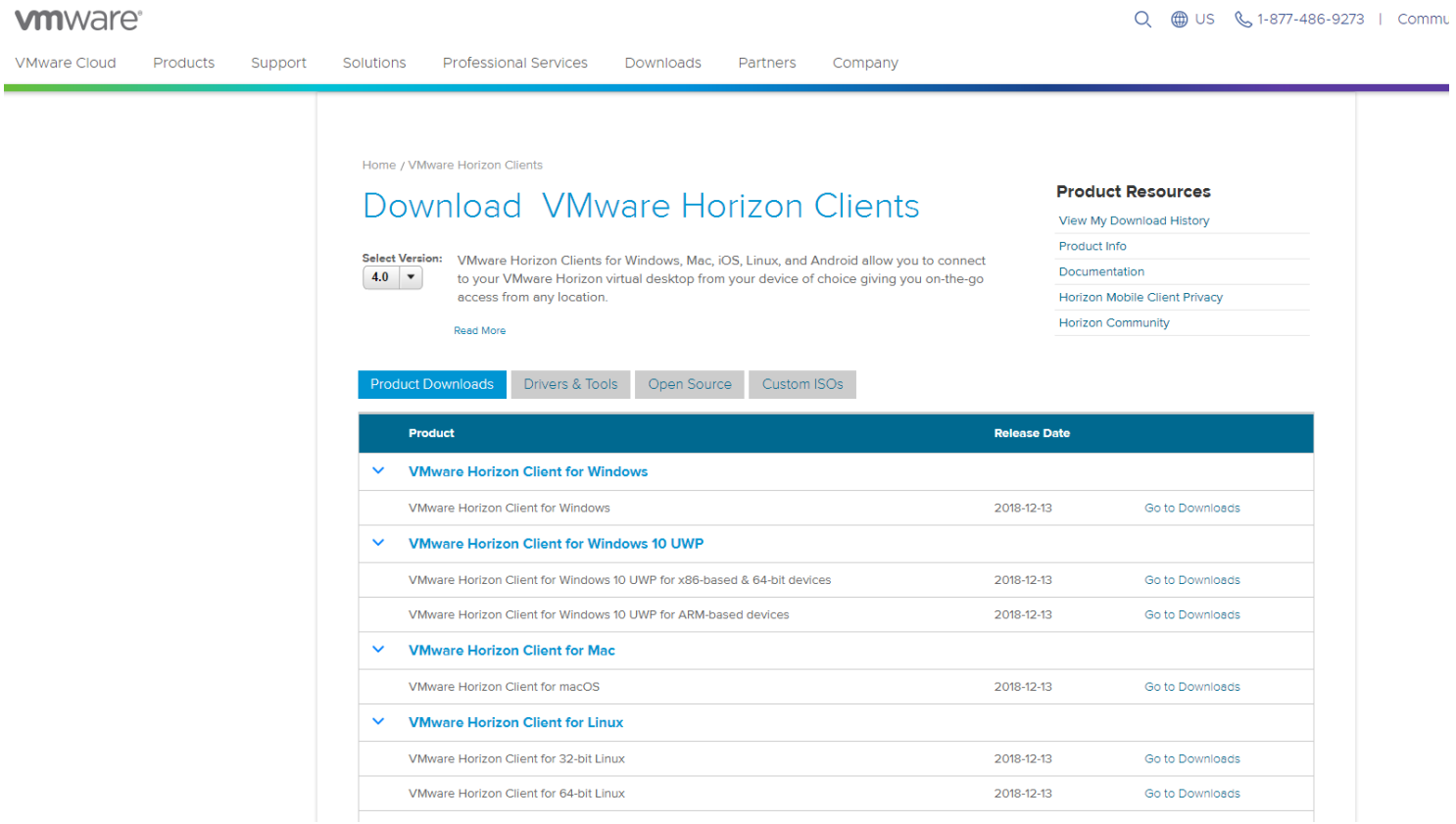
- VPN: Virtual Private Network
  - Connect to services remotely such as Outlook and eChart/Epic if using an Erlanger device remotely outside of the Erlanger network
  - Connect to a physical computer assigned to you
- VDI: Virtual Desktop
  - Connect to virtual desktop to run Erlanger applications such as eChart/Epic, OWA/Webmail, etc

Go to https://desktop.erlanger.org to get the VMware viewer

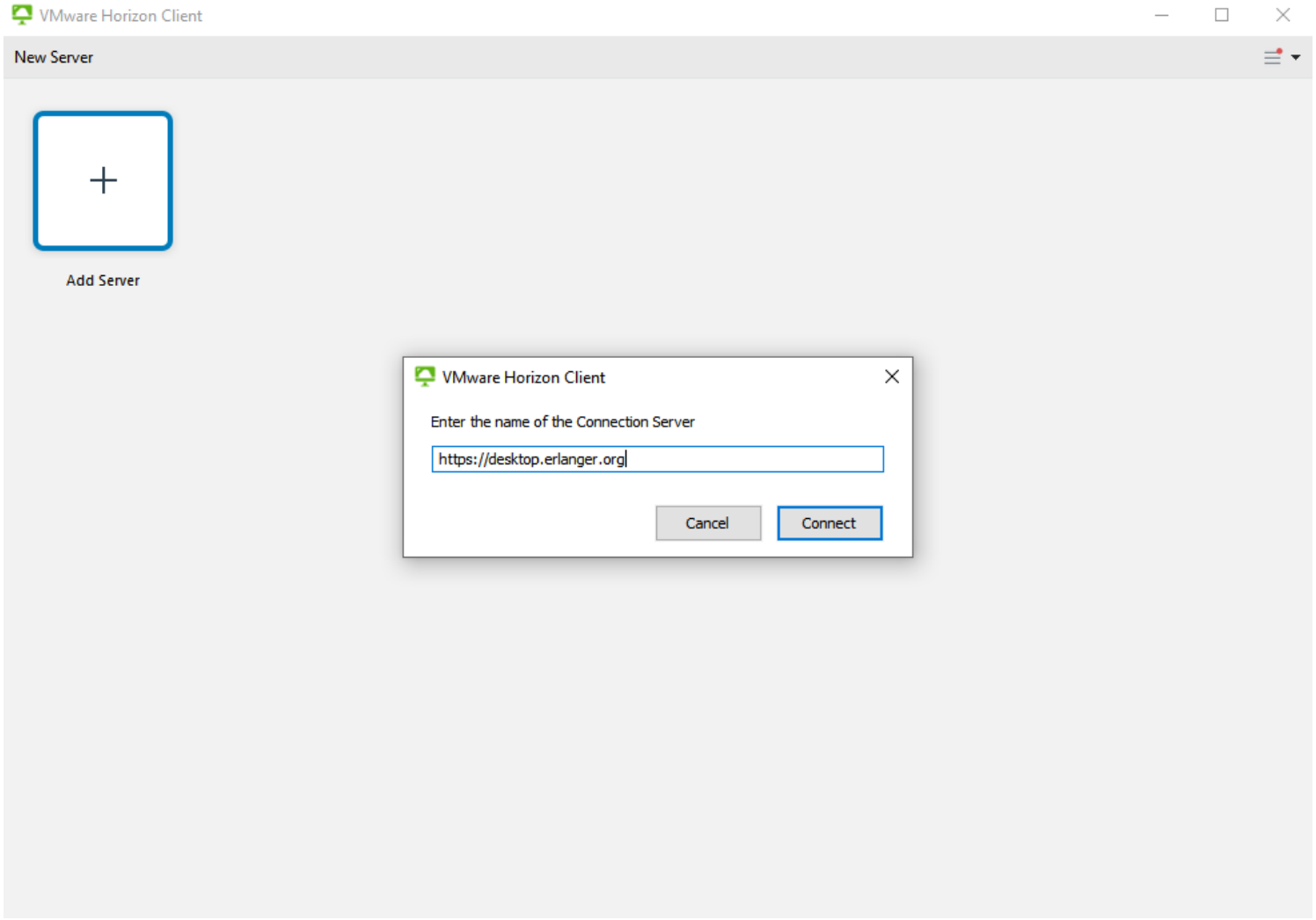


OR Download it yourself from the VMware site

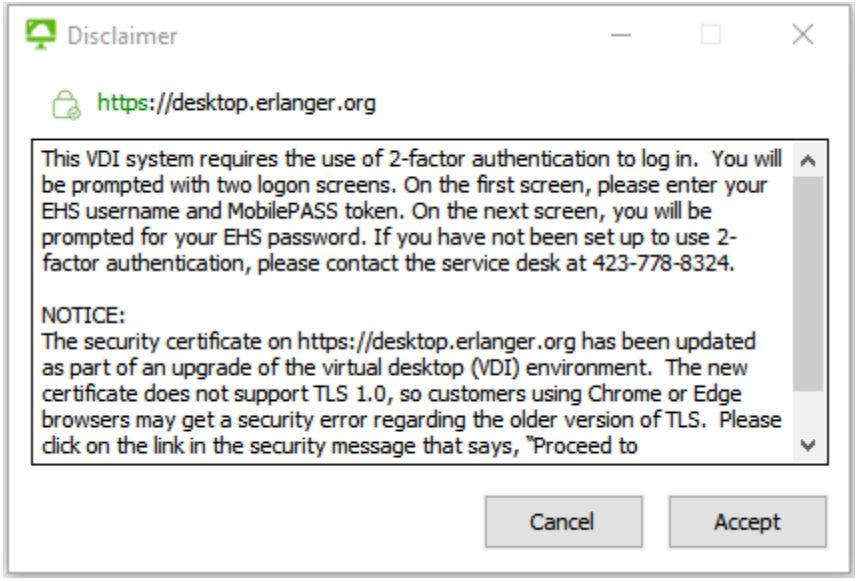
- Download VMware Horizon Client



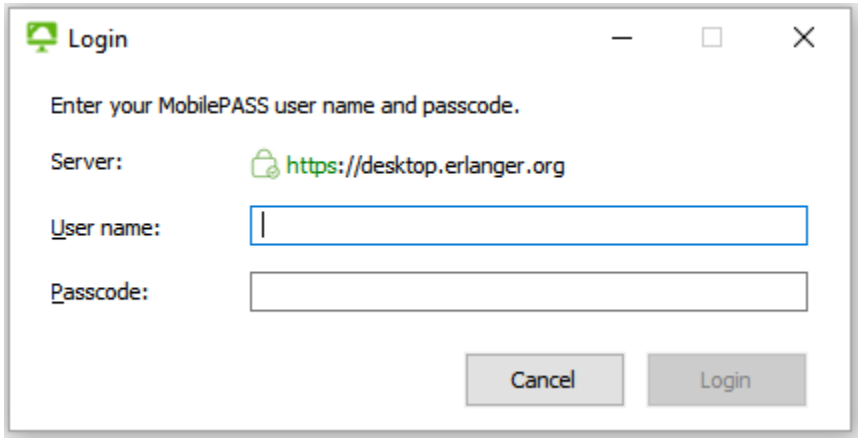
Select Add Server and enter the correct address shown below



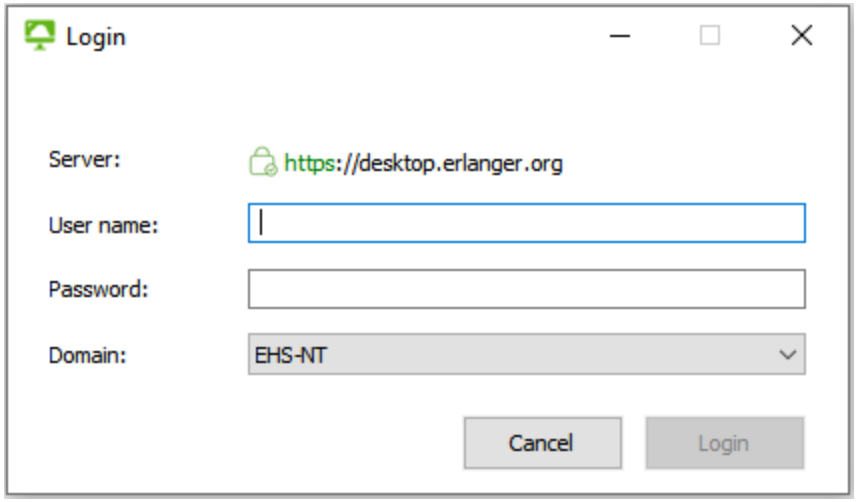
Accept the Disclaimer and 2 Factor Information



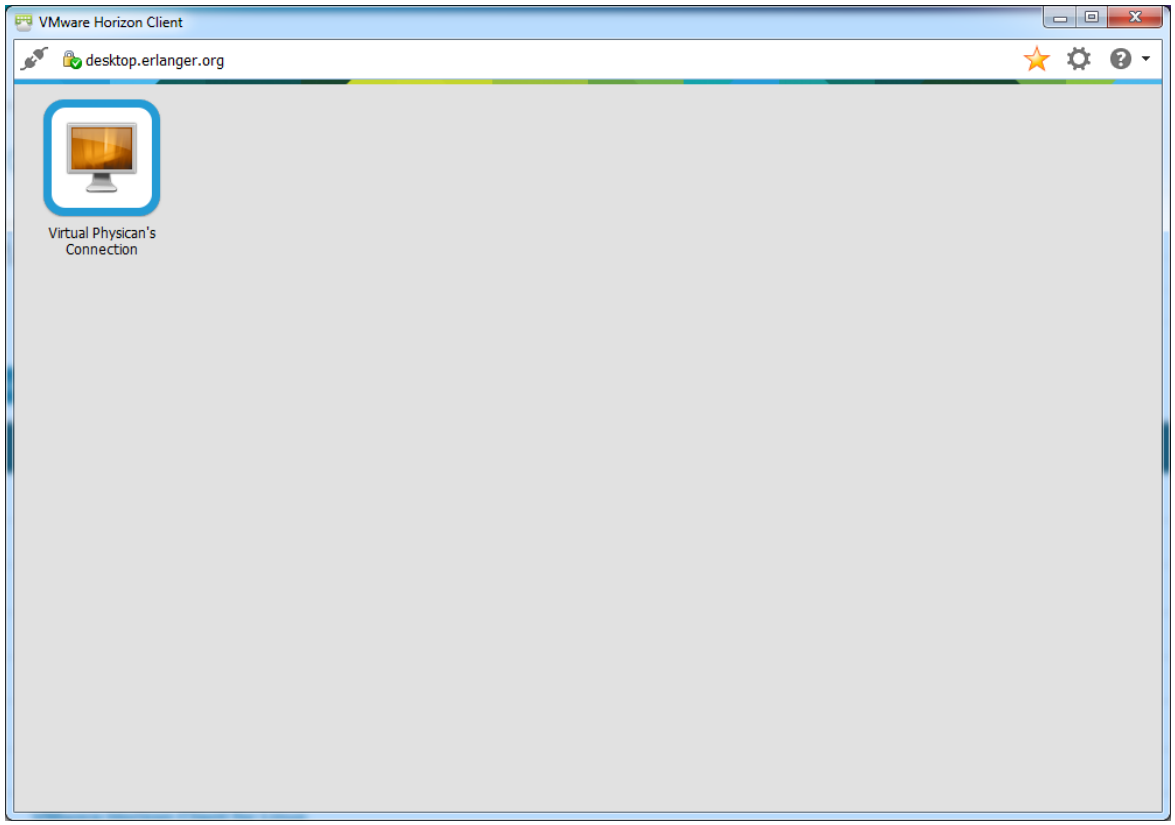
Use your Erlanger Username and Mobile Pass 2 factor password.



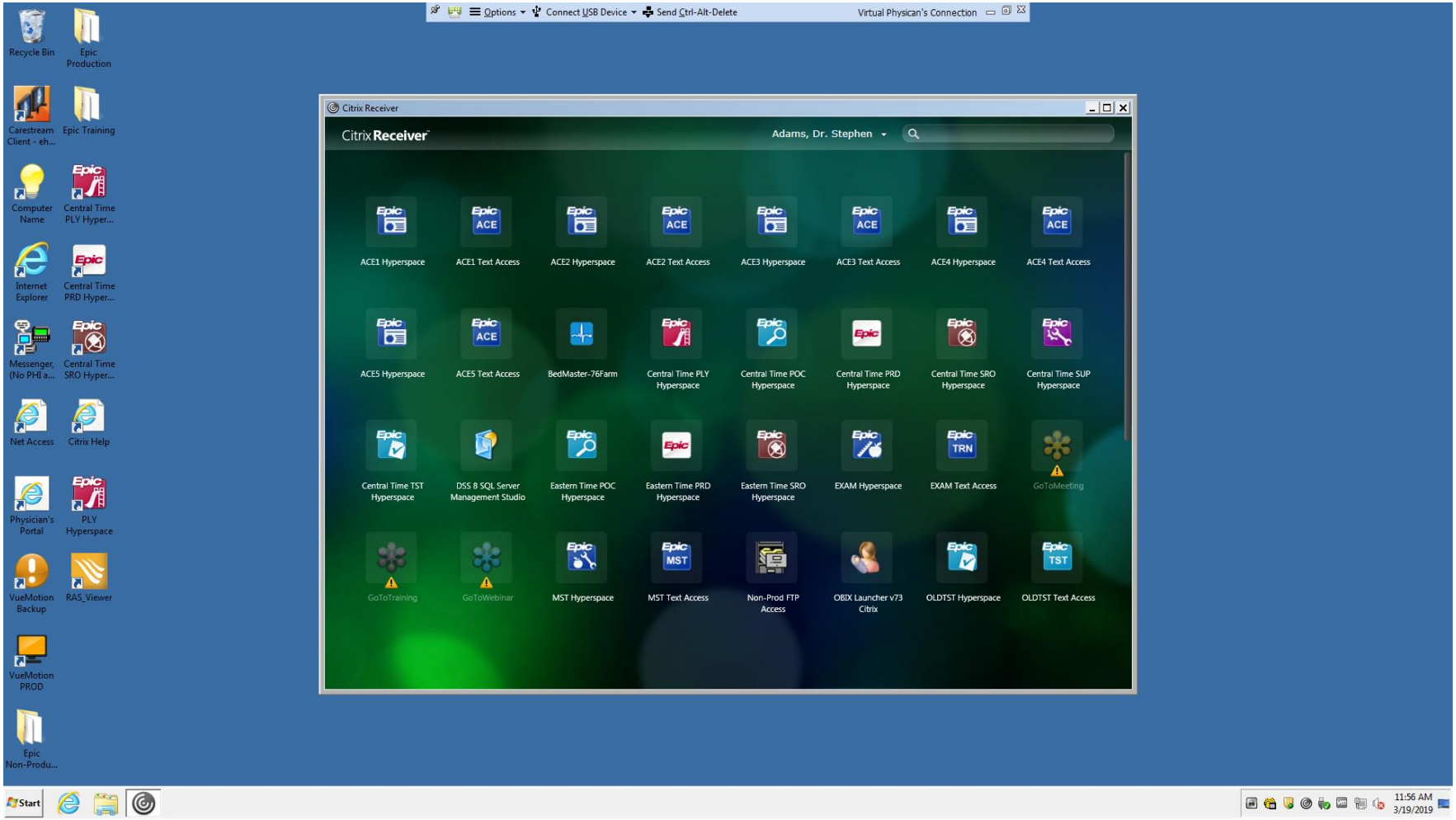
Use your Erlanger username and password. Domain is “EHS-NT”



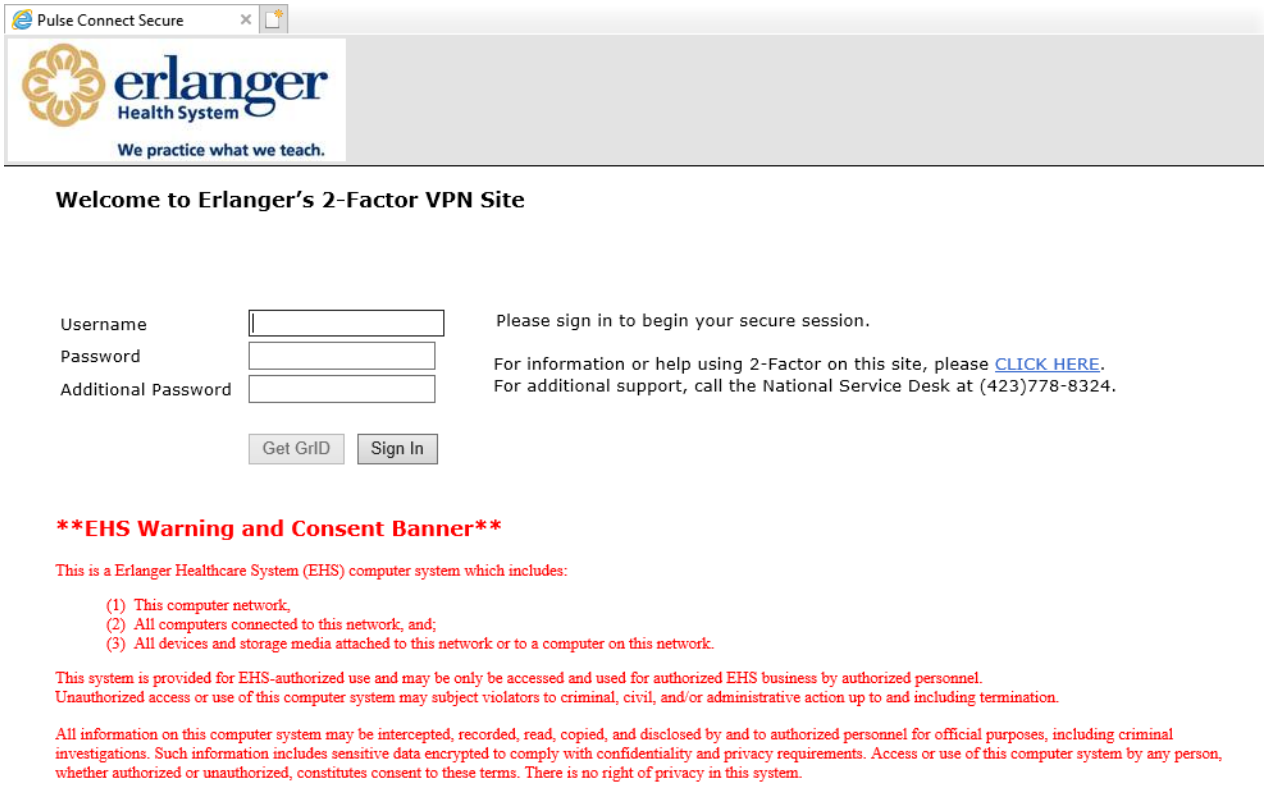
Select “Virtual Physician’s Connection”



Virtual Desktop



VPN: https://access.erlanger.org/



This requires additional two factor identification software on your personal device. Click the link on the website above for instructions. The system will download and install Pulse Secure client when you login the first time.

Remote Access

- Supported Operating Systems:
  - Windows 7, 10
  - Mac OS
- Unsupported OS that have been successfully used by some providers:
  - Chrome OS
  - Linux

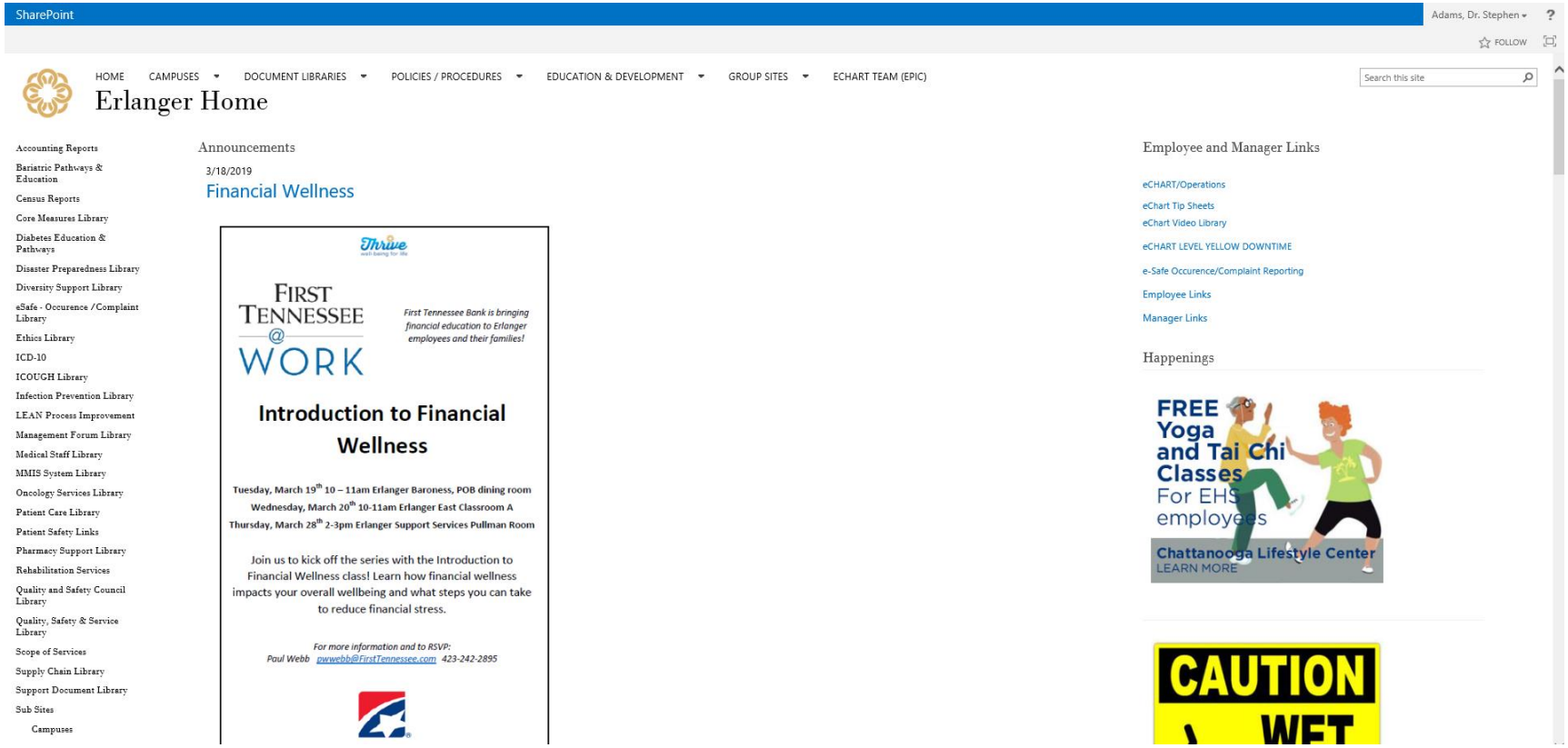
Haiku/Canto

- Haiku: phone
- Canto: tablet
- 1. Download them from the App store.
- 2. FROM YOUR PHONE/TABLET, clink this link:
- 3.https://epicproxy.et0967.epichosted.com/MobileConfigs/MobileConfigsProduction.html
- 4. Use this password to set up the application: 2lrWecf354
- 5. Your device should be correctly configured.
- Documentation: http://ehsintranet/eCHART/2018tipsheets/SitePages/Home.aspx

Secure Chat

- Replaced Tiger Connect
- Can be run in Hyperspace, on phones, tablets, etc
- Encrypted messaging allowing PHI communication between providers and other staff
- Can also be run through Rover
- Contact the Service Desk at x8324 or 423-778-8324 for help getting Secure Chat provisioned

Erlanger Intranet Home Page



eChart/Epic Tip Sheets

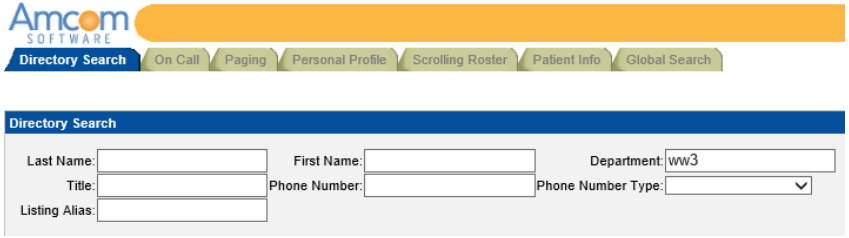
- http://ehsintranet/eCHART/2018tipsheets/SitePages/Home.aspx
- Information on all things eChart/Epic including:
- Secure Chat
- Haiku and Canto
- Imprivata – EPCS – 2 Factor
- Dragon
- And more…

Phone Directory

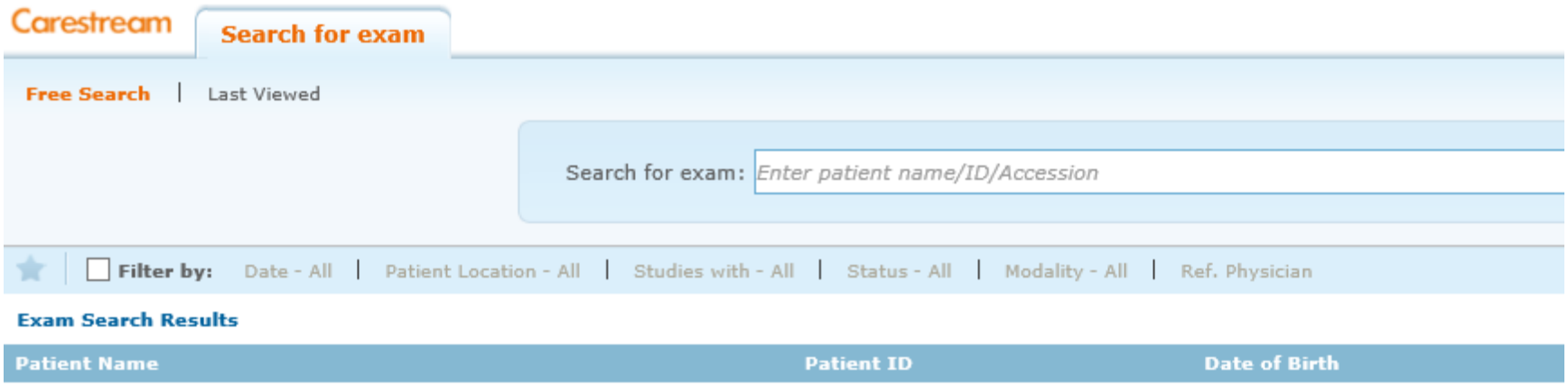
Physician Links

URL

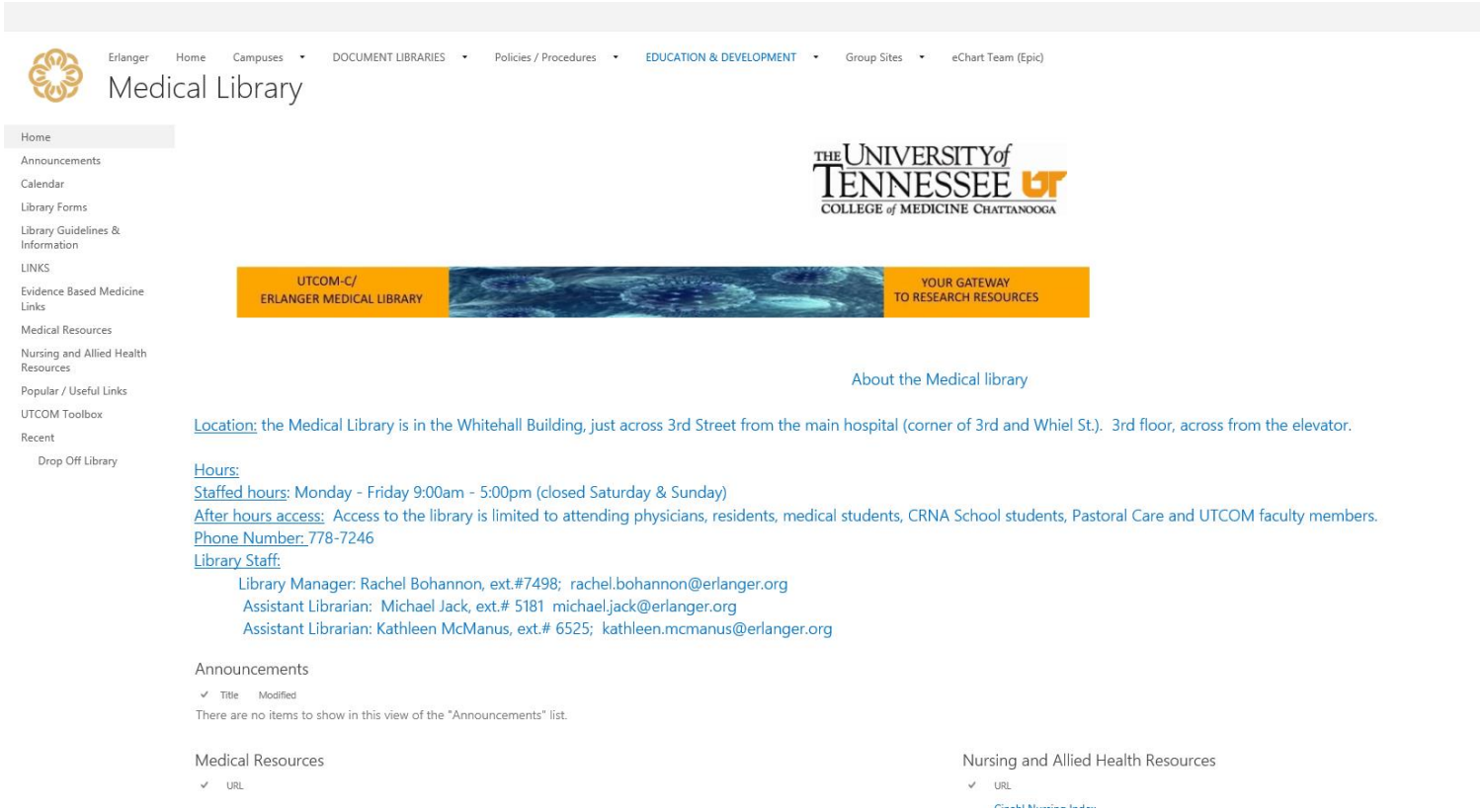
- AMION On-Call Schedule Access
- eChart Support ticket
- EHS Urology Patient Forms
- Epocrates Account Creation/Access
- Erlanger On Line Learning (EOL)
- eSafe - Occurence/Complaint Reporting
- IT Forms and Guides
- Net access
- Network Password Reset
- PACS
- PACS - Vue Motion
- Phone Directory
- Urology Documents
- VRISM
- Webmail



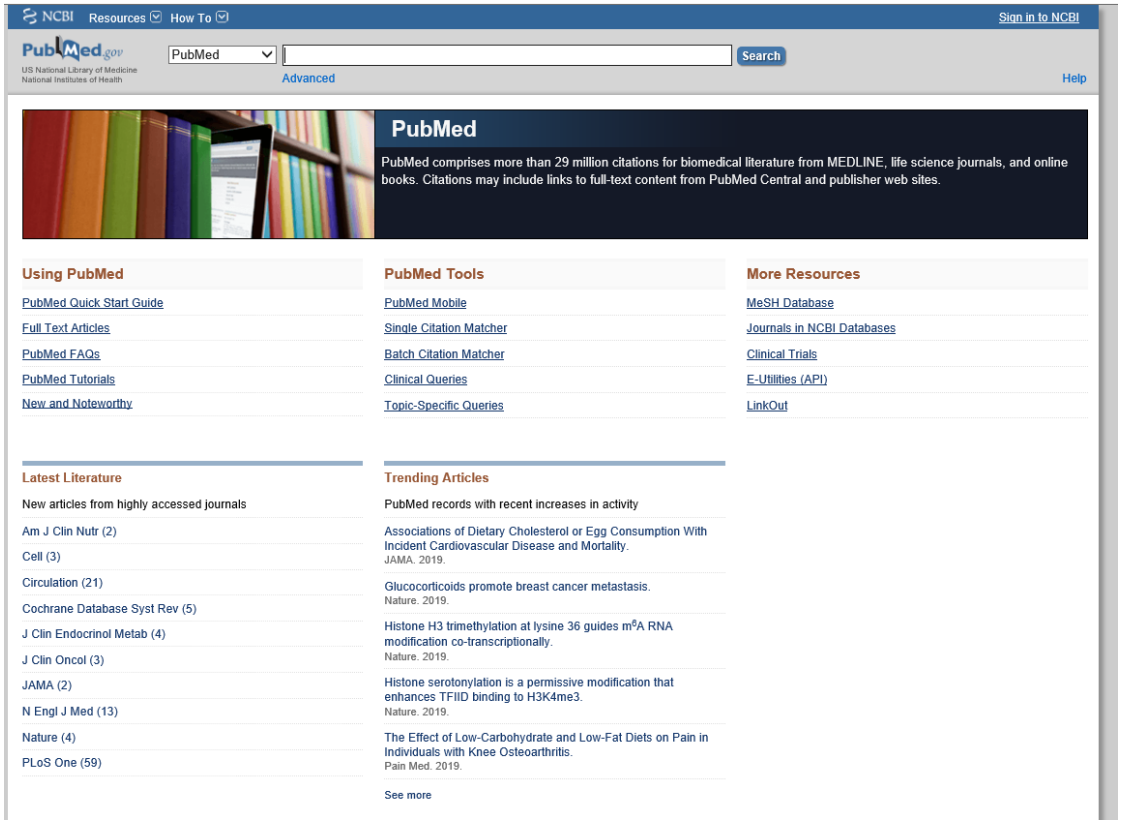
images.erlanger.org



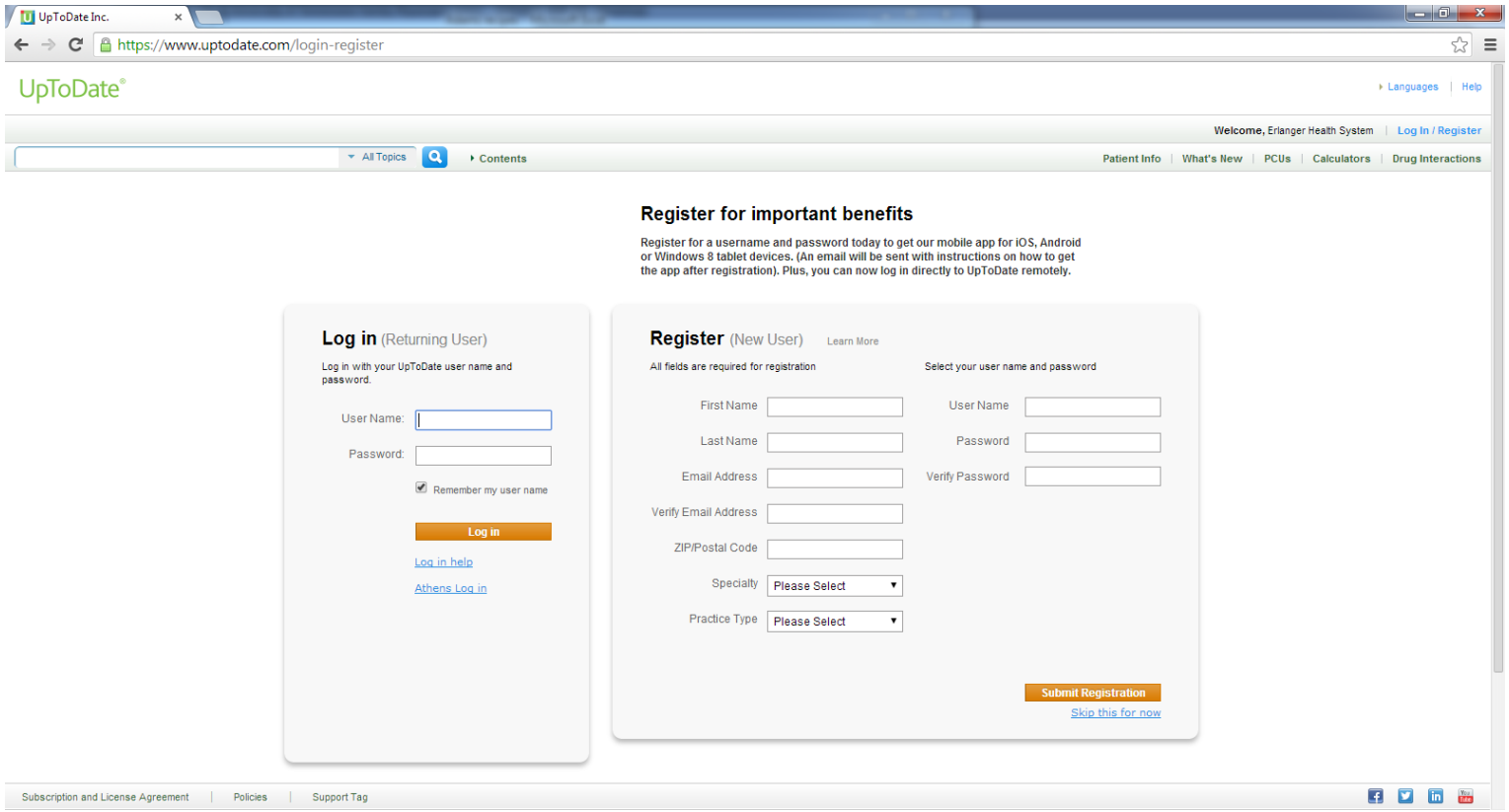
Medical Library



PubMed with linked full text articles



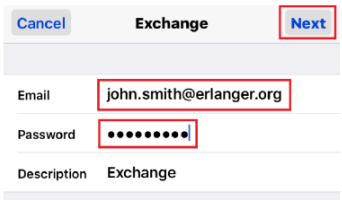
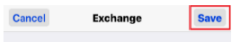
UpToDate


UpToDate Inc.
https://www.uptodate.com/login-register
UpToDate
Languages
Help
Welcome, Erlanger Health System
Log In / Register
All Topics
Contents
Patient Info
What's New
PCUs
Calculators
Drug Interactions
Register for important benefits
Register for a username and password today to get our mobile app for iOS, Android or Windows 8 tablet devices. (An email will be sent with instructions on how to get the app after registration). Plus, you can now log in directly to UpToDate remotely.
Log in (Returning User)
Log in with your UpToDate user name and password.
User Name:
Password:
Remember my user name
Log in
Log in help
Athens Log in
Register (New User)
Learn More
All fields are required for registration
First Name
Last Name
Email Address
Verify Email Address
ZIP/Postal Code
Specialty
Please Select
Practice Type
Please Select
Select your user name and password
User Name
Password
Verify Password
Submit Registration
Skip this for now
Subscription and License Agreement
Policies
Support Tag

WiFi for Personal Devices

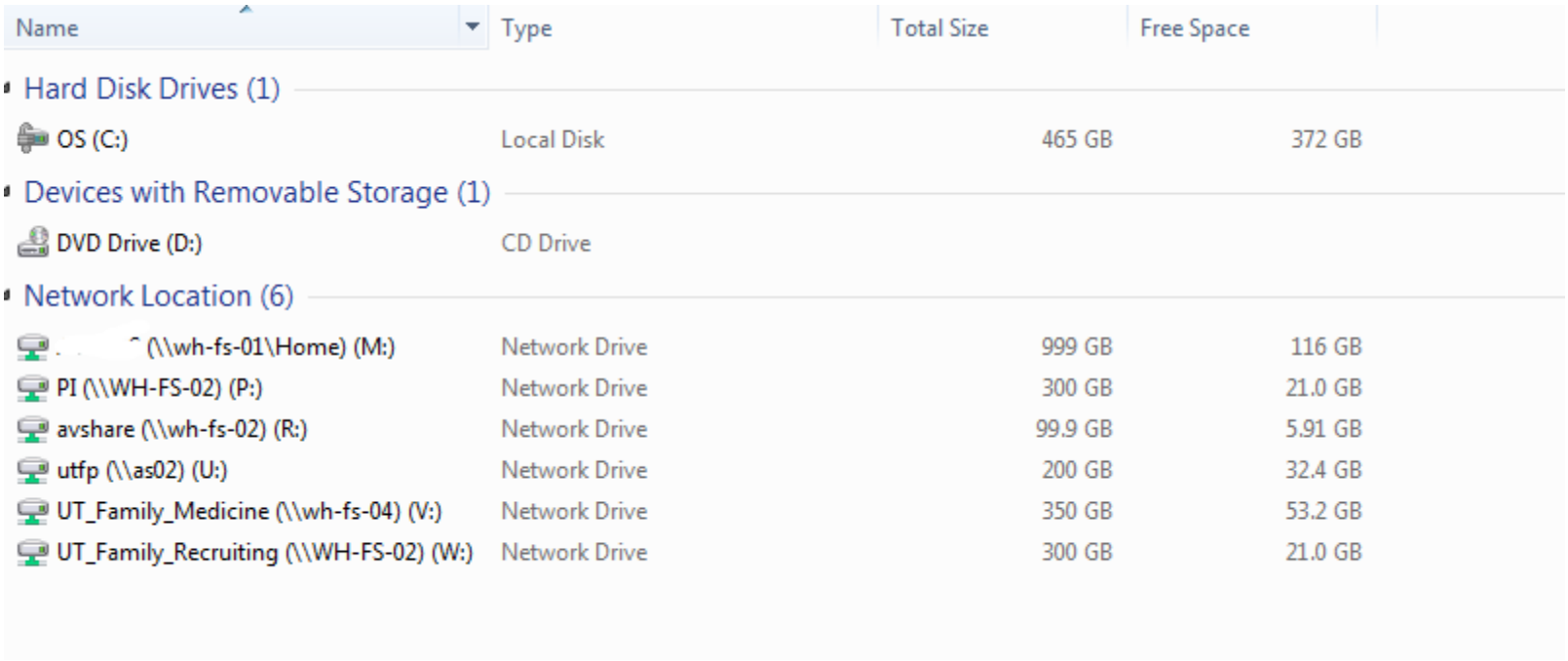
- Use EHSMAINSECURE
- EHSPUB is for the general public

Email and Calendars on your personal devices: Bitglass

#	Actions	Example
3.	Enter your **Email Address** and **Password** The example given below is for the erlanger.org email domain, user John Robert Smith. *Example:* **Email:** john.smith@erlanger.org **Password**: Your personal Erlanger network password	
4.	In the account settings enter **Server, Domain,** and **Username.** **NOTE: The server, domain and username are notcase sensitive.** **Server**: ehsmail-erlanger-org.btglss.net **Domain**: ehs-nt **Username**: Your Erlanger network username (e.g. smithjr)	
5.	Select "**Next**" or "**Done**" in the top right corner.	
	Select **Save** in the top right corner.	

Search for instructions on the Erlanger home page

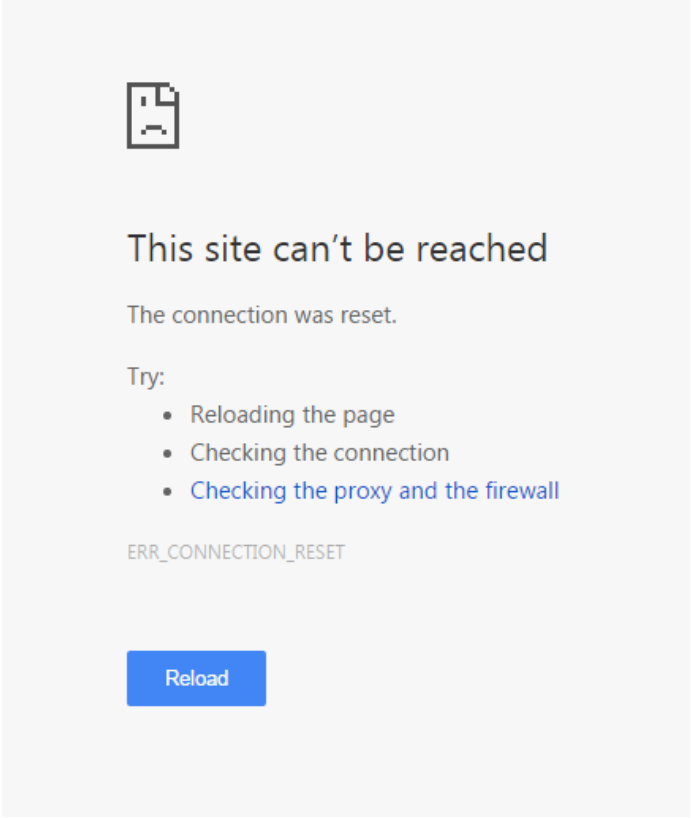
Safely Collaborating: Shared Network Folders



Name	Type	Total Size	Free Space
Hard Disk Drives (1)			
OS (C:)	Local Disk	465 GB	372 GB
Devices with Removable Storage (1)			
DVD Drive (D:)	CD Drive		
Network Location (6)			
[redacted] (\\wh-fs-01\Home) (M:)	Network Drive	999 GB	116 GB
PI (\\WH-FS-02) (P:)	Network Drive	300 GB	21.0 GB
avshare (\\wh-fs-02) (R:)	Network Drive	99.9 GB	5.91 GB
utfp (\\as02) (U:)	Network Drive	200 GB	32.4 GB
UT_Family_Medicine (\\wh-fs-04) (V:)	Network Drive	350 GB	53.2 GB
UT_Family_Recruiting (\\WH-FS-02) (W:)	Network Drive	300 GB	21.0 GB

Blocked Sites

- Patient care workstations only have basic internet access
- Personal email sites, Google Drive, and DropBox are blocked for security reasons

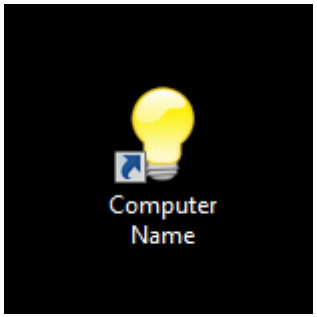


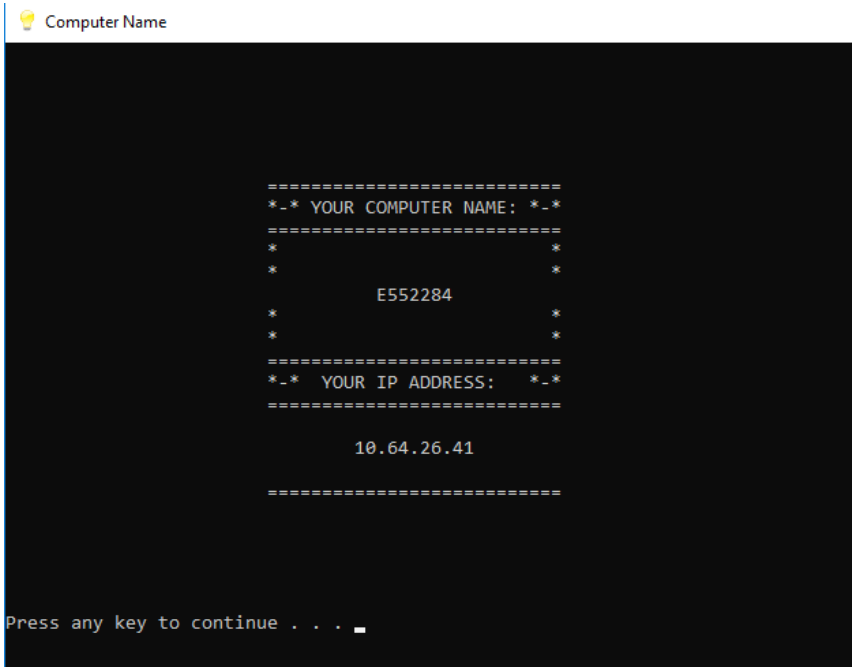
Dragon Medical One

- You can use your smartphone as a microphone for voice recognition dictation.
- Download the PowerMic Mobile App, and visit this this link for instructions: http://ehsintranet/eCHART/TipSheets/Cupid Tip Sheets/Dragon/Dragon Mobile App Instructions.pdf

Getting help

- You need to know your computer name



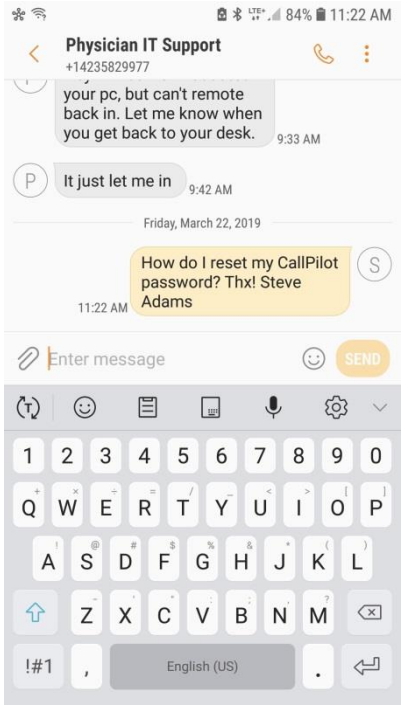


IT Erlanger Service Desk:

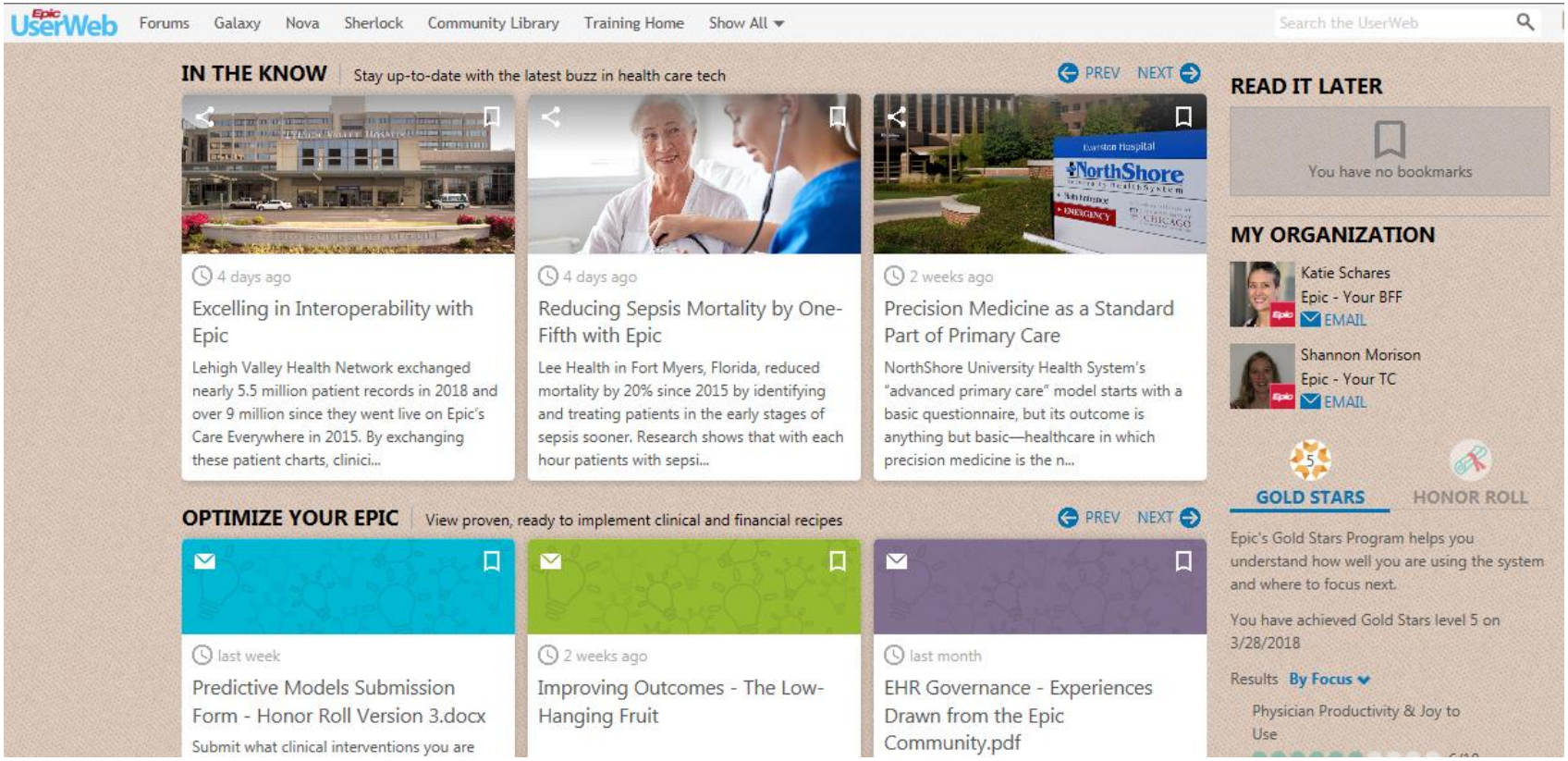
- Service@Erlanger.org
- 423.778.TECH
- Questions about Mobile Pass 2-factor authentication to connect to the Virtual Physician Desktop (remote access):
  Zachary Fox, Access Control Manager
  zachary.fox@erlanger.org, 423.778.8110
  Joel Bell, Access Control Analyst III
  joel.bell@erlanger.org, 423.778.9869

Local Erlanger IT Staff Direct Line for Physicians

- Provider Only
- Business hours M-F
- IT.Doctor@erlanger.org
- Cell: 423.582.9977
- 1-844-ITDOCTOR (toll free 24/7)



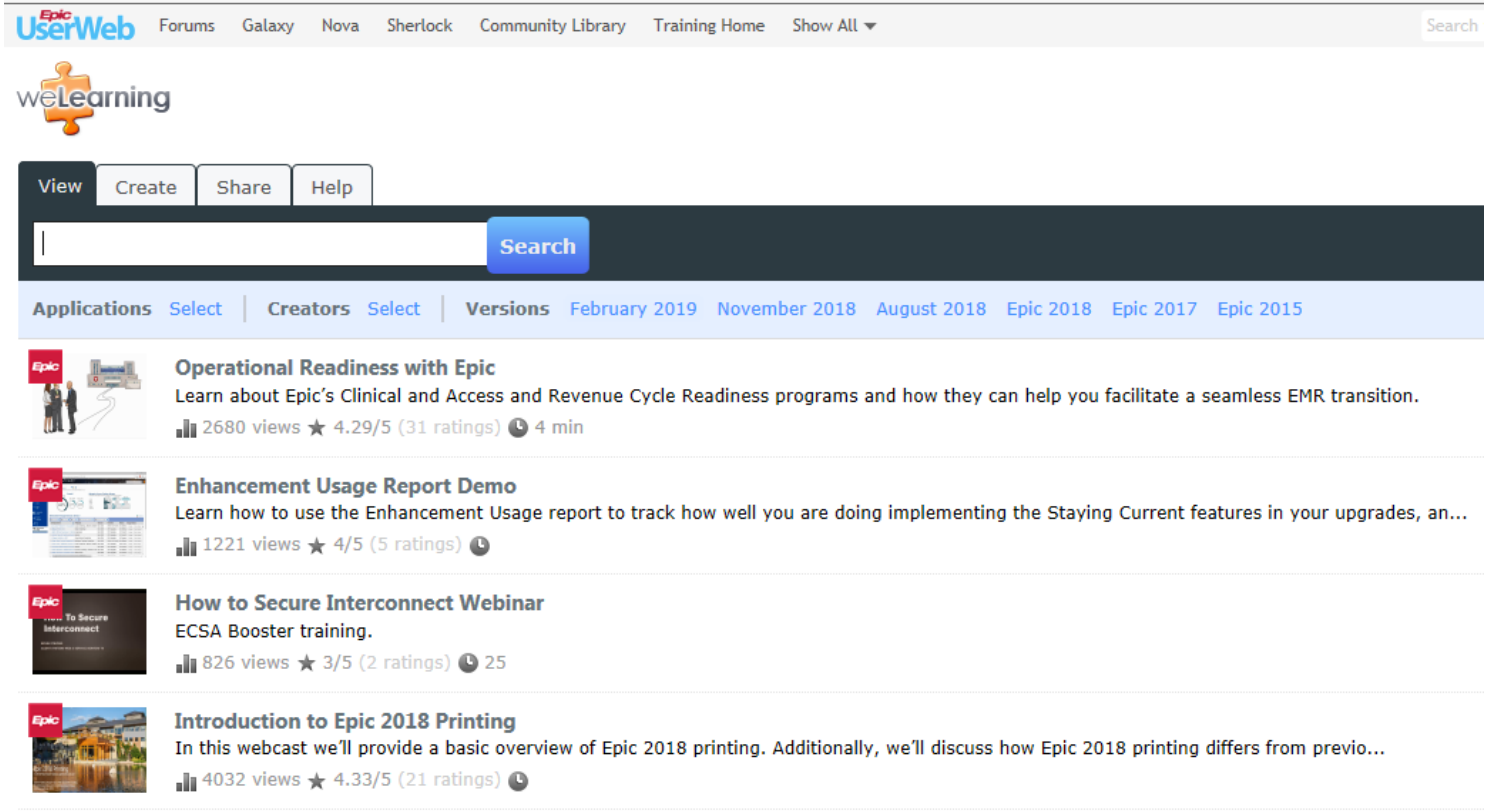
UserWeb: Your gateway to information about Epic
userweb.epic.com



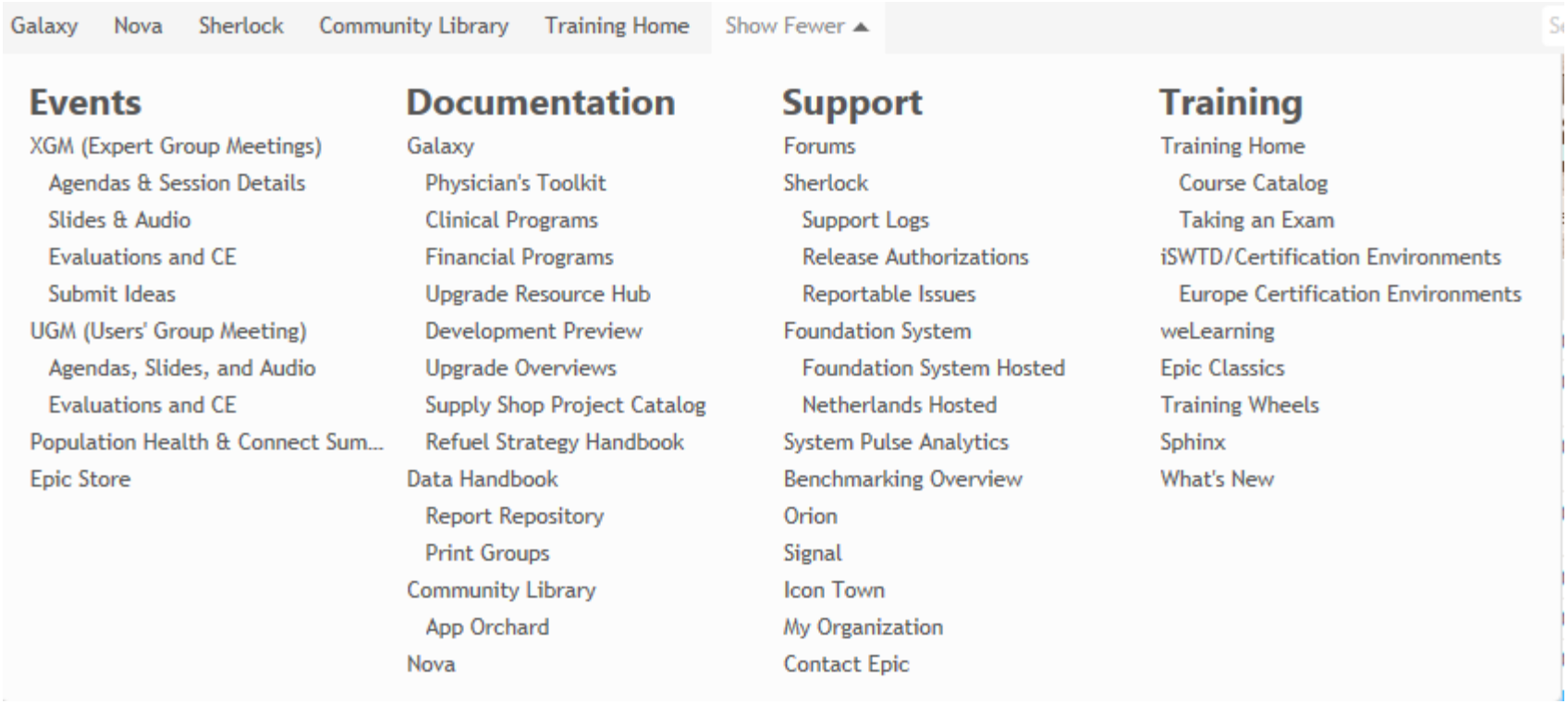
How to resources: userweb.epic.com, then select “Training”

- WeLearning: thousands of short videos

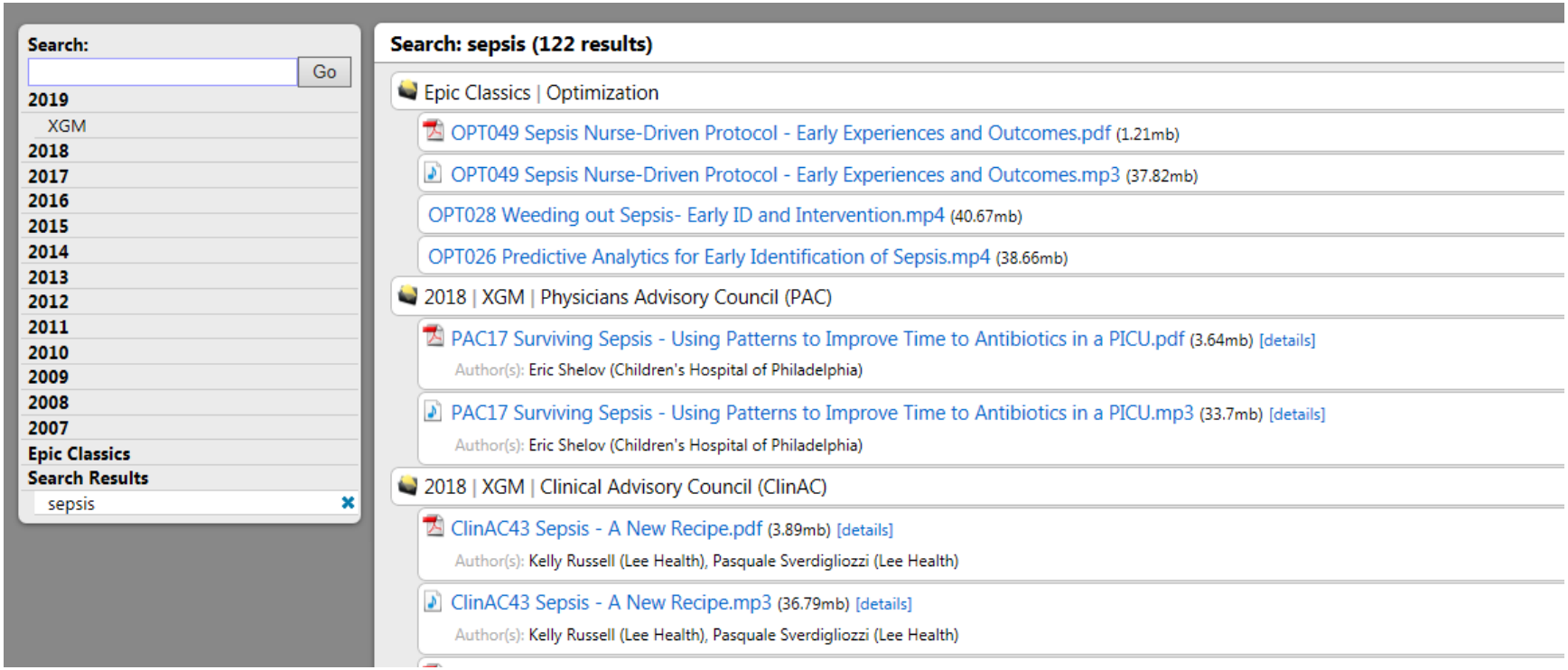
WeLearning: Examples



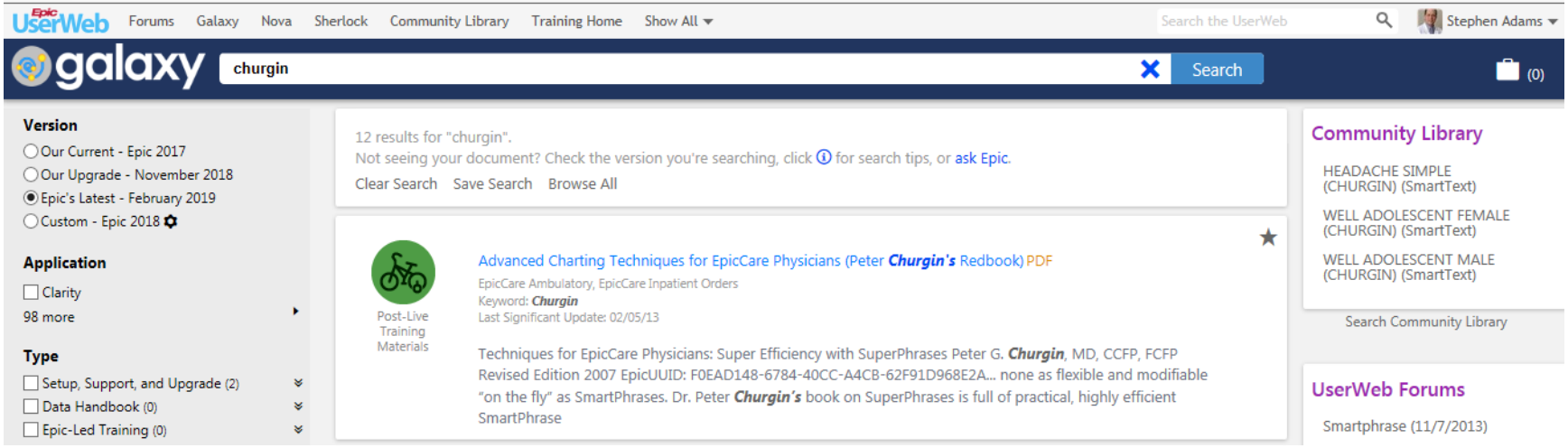
Thousands of presentations (slides and videos) from UserGroup Meetings



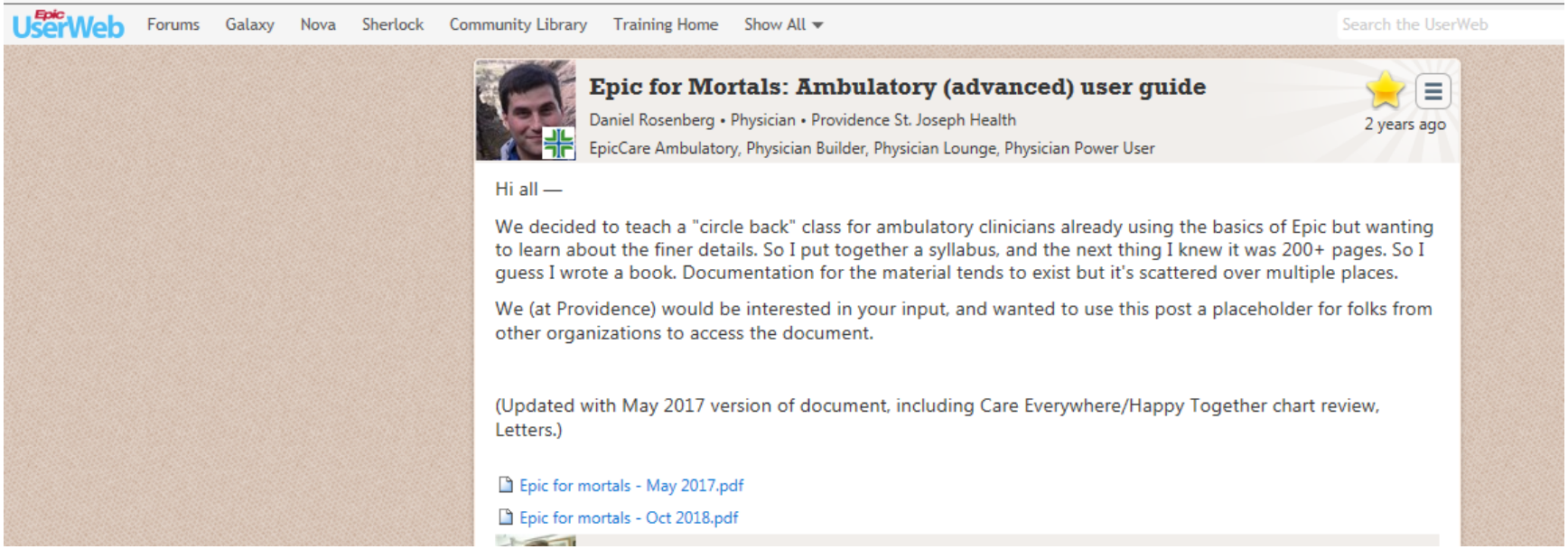
Example Search: past UGMs



Do you want to be a more efficient user of Epic? Log into userweb.epic.com and download Churgin's book



Another Free Book – Excellent!



https://userweb.epic.com/Thread/60524

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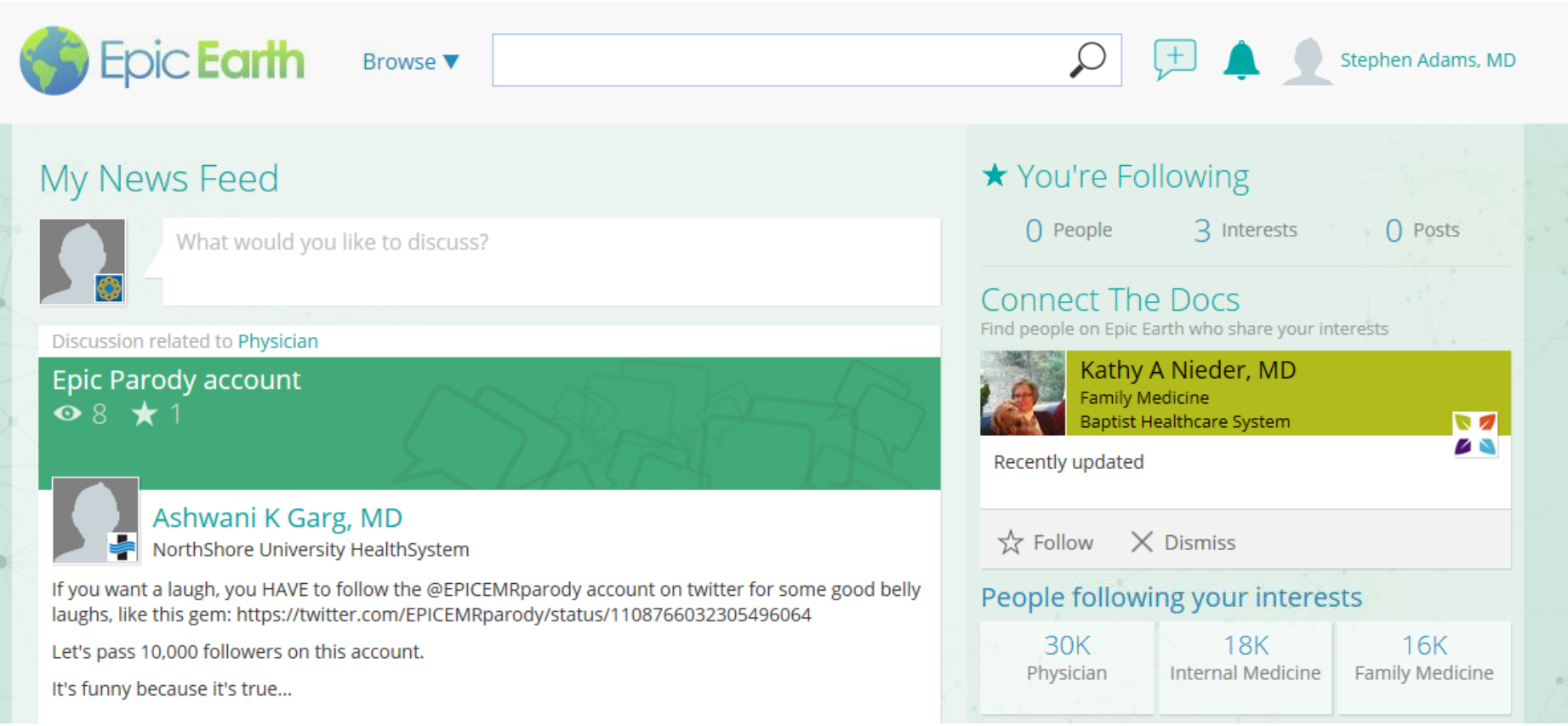
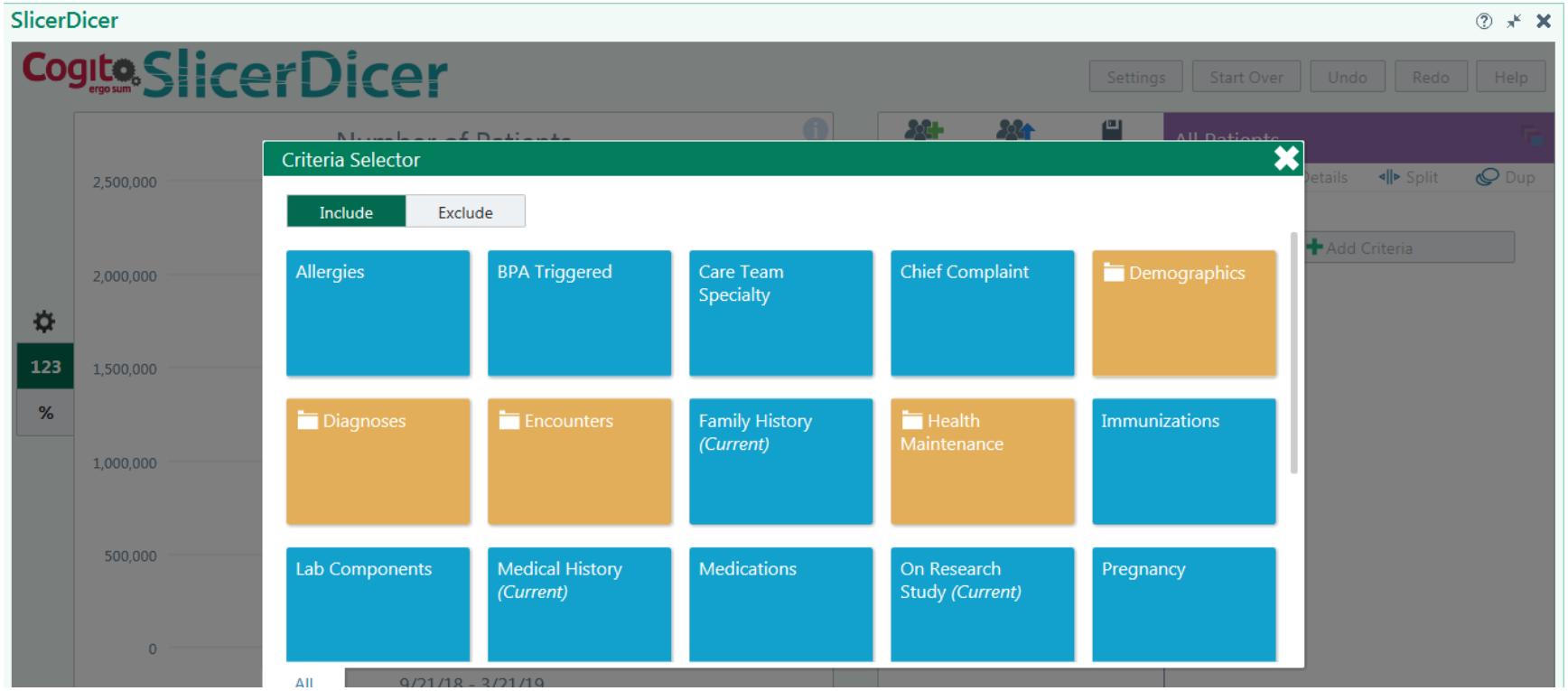
Epic Earth: Facebook for Epic users



Slicer Dicer: Self Service Reporting

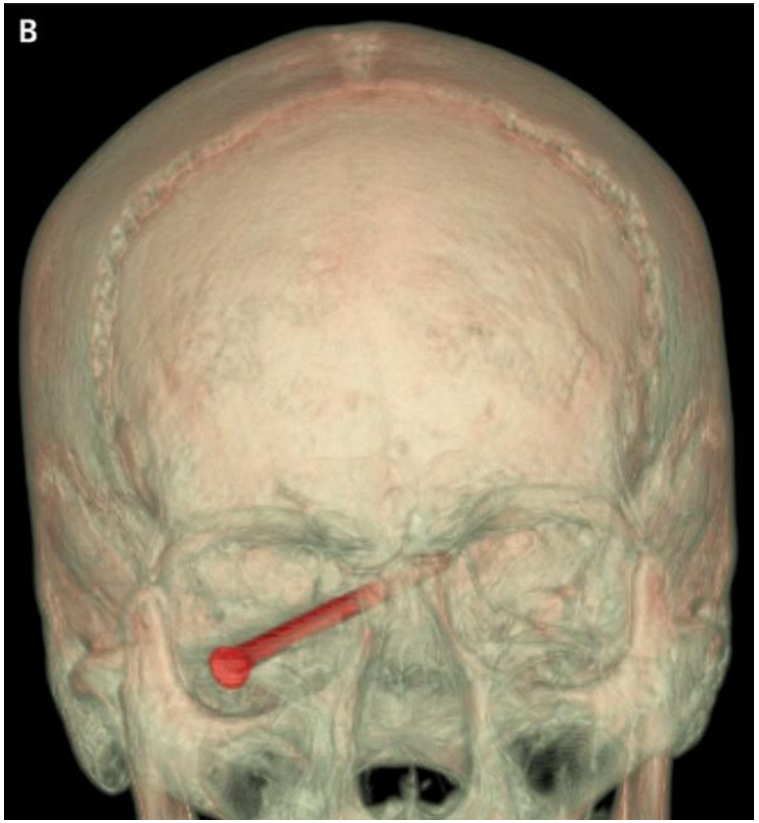


Cyber Security

- Healthcare PHI is under constant attack
- Do your part to protect us:
  - Strong passwords kept in a secure location
  - Don’t share passwords with anyone!
  - Do not upgrade or install software on an EHS computer.
  - Protect PHI – no PHI on personal devices.
  - Encrypt private emails with the word “confidential” in the subject line.
- **IronKey and Apricorn are the only approved USB drives**.

PHI in the 21st century

- Think before you post!
- TN has laws against inappropriate use of data from imaging studies



Questions?

Thank you