

Clinical Information Systems

Acute Care Solutions And User Access

Northern Health and PowerChart Access Information for Instructors

(June 2014)



northern health

Process for Granting Student Access to Northern Health Computers

Workflow

1. To request a Delegate Agreement, contact :
 - a. Email: ITS.UserAccess@northernhealth.ca
 - b. Phone: Help Desk at 1-888-558-4357 and press option 5 and then option 2"
2. All Institutions must complete the Delegate Agreement – (see sample below)
3. Scan to e-mail or fax the completed form as noted in the address portion on the form to Kirsten Thomson.
4. A Batch Request form (excel spreadsheet) is embedded within the Agreement for the institution to complete with student names.
5. The Institutional Delegate will be responsible for submitting the student names on the spreadsheet and will be the main contact point for the ITS User Access Team.
 - a. Separate the students information by the program year they are in.
6. The ITS User Access Team requires 4 weeks to prepare the access for students.
7. The Batch Request form (excel spreadsheet) will be e-mailed back to the Delegate with the username and temporary password. Delegates are then to forward this information to the students or instructors.
8. If any students either withdraw or are added to the program notify ITS User Access using the spreadsheet so that they can take the appropriate action
9. The Batch Request form will need to be submitted each year/semester. Any change in Delegate will require a new Delegate Agreement form.
10. At the end of the school year, re-send the list of students to ITS User Access so that they can terminate the students access for the summer.

Students continuing employment in Northern Health while a nursing student

Some students continue to work in Northern Health while completing their Nursing studies. Please identify these students on the Batch Request spreadsheet and the position they have at Northern Health. For example: JDoe works as a Nursing Unit clerk - part time or on a casual basis.

These students will require “Dual log ins” when accessing PowerChart. When they log into PowerChart a pop up screen will display and the student must select which “role” they are performing (i.e. Student Nurse or NUC) prior to opening PowerChart. This pop up will occur each time they log into PowerChart and their proper role must be selected every time.

Account Activation

1st Year students

1. Accounts for Northern Health Must be activated before logging in to a Northern Health computer. Please refer to the Student Handbook – External User Accounts – Activating Your Northern Health User Account.
 2. Once the Account Activation has been complete it may take 1-2 days before the account is ready for the first login.
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2nd, 3rd and 4th year Students Logging into PowerChart

1. Follow steps 1-3 as above to active their Northern Health account.
2. Students will be prompted to reset their PowerChart password on first log in. Refer to the Student Handbook – How to Activate PowerChart Access

Issues with ID's or Passwords

1. Any Problems with user ID's and passwords must be addressed by NH through the HelpDesk 1-888-558-4357 press 5 then option 2.
2. In the event students are not able to get the issue resolved with NH, students should contact their instructor and include the following information
 - NH userID Name
 - Institution Student Number
 - Description of problem and what they have attempted to do to resolve the issue
3. Instructor to contact ITS User access team with the above information
 - a. Email: ITS.UserAccess@northernhealth.ca
 - b. Phone: Help Desk at 1-888-558-4357 and press option 5 and then option 2"

Sample of the Institution Delegate Agreement –Do not use



Northern Health Corporate Office
300-299 Victoria Street, Prince George, BC V2L 5B8
Telephone (250) 565-2649, Fax: (250) 565-2640

Date:

EDUCATIONAL INSTITUTION DELEGATE AGREEMENT FOR NETWORK AND CLINICAL SYSTEM ACCESS

BETWEEN:

Northern Health Authority
600 – 299 Victoria St.
Prince George, BC V2L 5B8
Fax: 250-565-2640
("Health Authority")

AND:

Name of Educational Institution:
Address:
Phone:
Fax:
Title of Representative:
("Institution")

BACKGROUND

The Health Authority and the Institution wish to work together to support the learning experiences of students enrolled in the Institution's educational programs, by providing them with access to practice education experiences at one or more facilities operated by the Health Authority. Practice education experiences will require access to NH network, iportal and clinical information systems to be used only during their educational experience.

AGREEMENT

The Health Authority agrees that the below named facility member is delegated and authorized to request access to NH network, iportal and clinical systems for their active students enrolled in the educational program.

The Health Authority and Institution agree to be bound by the attached Terms and Conditions ("Agreement") as an addition to the "Education Institution Affiliation Agreement".

BY SIGNING BELOW THE PARTIES AGREE TO BE BOUND BY THIS AGREEMENT:

HEALTH AUTHORITY

INSTITUTION

Per: _____

Per: _____

Authorized Signatory

Authorized Signatory

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Facility Member/Institutional Delegate

Name:

Title:

Phone:

Sample of the Institution Delegate Agreement cont'd

TERMS AND CONDITIONS

1. The Institution delegate will submit a list of enrolled and active students requiring network (will not include email account) and clinical information systems access for the semester to NH Service Desk in a batch request spreadsheet. The list is to include full name, complete address, job or position which would be student nurse; Student ID numbers last 4 digits and end date. Student lists are submitted for time periods as below:
 - a. For Fall semester (during August – September).
 - b. For the beginning of Intersession (April/May)
2. Following the end of the fall semester (December) the delegate will contact NH for any accounts that require inactivation due to student no longer being an enrolled active student. NH will also be contacted immediately if a student is no longer active in the program.
3. For access to clinical applications to be granted training must occur in advance of access. Faculty agrees to provide training to students on use of the clinical information system either electronically or by use of a TRAIN domain as per the specific application.
4. Students will be instructed on Privacy and Confidentiality when using clinical information. NH confidentiality forms will be signed by students as is the current practice and will become part of their student file at the institution.
5. NH will provide access to Network and requested clinical systems. Once access is granted user names and passwords will be sent to facility delegate to distribute to students during orientation.
6. Students sign on and activate accounts following the process outlined in the student handout. If there are issues with access the student will contact NH service desk and activate a helpdesk ticket.
7. Access to clinical systems will automatically be inactivated as per end date indicated on the original request.
8. A list of students and dates of intersession will be submitted and accounts will be activated for dates indicated over the spring and summer months. There are times that these dates are rescheduled due to unforeseen circumstances. If this occurs and student's access has already been inactivated the delegate will contact NH service desk and submitted a ticket to have the account reactivated or end date extended.
9. All access will be monitored and audited by NH. In the case of an infraction or breach the name of the student and details of the incident will be provided to the institutions delegate. Access to Clinical Systems will be inactivated pending the investigation(s) outcome (NH and the Institutions).