

## **Welcome to University Health Care!**

Information Technology Services (ITS) provides a number of computer systems to support the operations of University Health Care. Several of these systems are of particular interest for fellows, residents, interns and physicians.

For up-to-date information, visit the GME Handbook Website at:

<http://uuhsc.utah.edu/gme/handbook>

A Computer Systems Quick Reference can be downloaded to your PC or PDA in its entirety or section by section.



## COMPUTER HELP



If you have questions regarding a computer, your password, or other computer related issues:

1. Call the Help/Support Desk at **587-6000**; or
2. Open the web browser and type in the following address:  
<http://support.med.utah.edu>.
3. Click on the **Trouble Ticket** link in the upper left-hand corner.
4. Fill out the appropriate information.
5. Submit the Trouble Ticket to the Support Team.

## **TRAINING**

You will need training to access Clinical, Financial, and Scheduling systems. Contact your supervisor to find out the appropriate applications for your job duties.



1. For computer and training questions call the IT Training Department at **587-6005**; or
2. For registration, class schedules, maps and other training information, open the web browser and type in the following address:  
<http://healthcare.utah.edu/education/ittraining/>; or
3. If you would prefer, you can Email [itstraining-dist@hsc.utah.edu](mailto:itstraining-dist@hsc.utah.edu)

All classes offered by the University Health Care IT Department are **free** to hospital employees.

# LOGON, PASSWORDS & SECURITY

## **University Employee ID (UNID) and your uNID Passwords**



As an incoming employee, you will receive a University Employee ID number (called a UNID). The UNID along with a uNID password (which you will be prompted to change) will be your computer logon.

Your UNID will be your number that has been assigned to you as a University Employee. The number will be listed as an u0 number. (e.g. u0123456)

Your uNID password provides access to, Kronos, CIS, Umail, Outlook, Campus Utilities, Citrix Web Interface and printers throughout University Health Care. It provides the resources and support to help you provide the best care for your/our patients.

## **PASSWORDS**



Your personal password (logon, security code and/or electronic signature) is your way to verify, your identity and obtain access to otherwise restricted information systems. Unauthorized access may result in harm to a patient or a compromise of the integrity of the institution's health data. Consequently, unauthorized access will subject the user to disciplinary action, up to and including termination.

“I will not disclose security codes to anyone nor will I attempt to learn another person's security codes. Any misuse of my confidential security code will be a violation of UUHSC policy and will subject me to disciplinary action, up to and including termination.”

## PASSWORDS (cont.)



Passwords should:

- **never** be shared with anyone
- not be dictionary words
- not contain information that is easily guessed
- have a minimum of 8 characters
- use upper and lower case letters
- contain at least one number
- include at least one character

## **SECRET QUESTION**



Your **Secret Questions** are a means of identification and ensures your privacy when contacting the Help Desk with a password issue. Without a secret question you will be required to fax a University photo ID or provide social security and date of birth before a Help Desk agent can reset or give you a password of any kind. **NO EXCEPTIONS.**

The secret questions are verified through the **Campus Information System**. You will need to set your secret questions when logging into the CIS system for the first time.

- <http://gate.cis.utah.edu> or by going to <http://support.med.utah.edu> and click on *my account* which will redirect the user to the CIS web site.
- Log in and click on *Change your Security Information*
- For assistance in setting up your CIS secret question please contact the Help Desk at 587-6000.

## SECURITY



Everyone who uses the University Health Care Computer Network must insure confidentiality of patient information. This is a professional, ethical and legal responsibility. Physicians and other providers have full access to patient information for treatment purposes only. For all uses other than treatment, access is limited to the “minimum necessary to accomplish the business task at hand.”

A comprehensive logging system records all clinical data access. If you access electronic health information, the system collects the following information: user, logon ID, the patient ID, the data accessed, the date/time and the machine IP address. **Do not share your logon ID.** You will be held responsible for any activity in the health record that occurred under your login.

## **SECURITY AND CONFIDENTIALITY**



- Wear your identification badge. whenever you are on the job.
- Do not share your passwords.
- Log off or lock your computer when you leave your workstation.
- Password protect, encrypt, and back-up all confidential information on all portable electronic devices (i.e., laptops, blackberries, PDAs, phones, etc.).
- Store documents in a secure and lockable location
- Keep your computer screen out of public or unauthorized view.
- Be careful not to leave reports and records on printers and fax machines, or unattended on the desk.
- Consider your surroundings when discussing patient information or condition.

## **CONFIDENTIALITY and SECURITY AGREEMENT**



...states that you will protect both the patient and the University Hospitals' and Clinics' information. It also states that you will use the computer in the way that it is intended: *for patient care, research or business purposes*. It also states that you will use only your own password and not share it.

“I will maintain the confidentiality of all information concerning patients, staff, or operations of the University of Utah regardless of the method of retrieval, including information obtained on home based or off-site personal computers.”

For any additional questions regarding privacy and security, please contact the University Information Security and Privacy Office – Telephone: 587-9241, Pager: 339-HELP, Fax: 587-9443, Email: [compliance@utah.edu](mailto:compliance@utah.edu), or visit [www.compliance.utah.edu](http://www.compliance.utah.edu)

EMAIL &  
PAGING

## **EMAIL**

Each employee will receive an email account.  
Your email address will look something like this:



[firstname.lastname@hsc.utah.edu](mailto:firstname.lastname@hsc.utah.edu)

- All University Health Care information/correspondence will be emailed through this account. **CHECK YOUR EMAIL ACCOUNT OFTEN.**

Email is provided as a business tool. Keep personal use to a minimum.

## **EMAIL**



To access your email from a **Hospital Location**:

(A hospital location is defined as all University Hospital Care sites including Huntsman Cancer Hospital, University Orthopedic Hospital, Moran Eye Centers, and all University Community Clinics.)

1. Click on the **Outlook icon** on any hospital PC computer desktop.
2. Logon using: [UNID@umail.utah.edu](mailto:UNID@umail.utah.edu).
3. Password is your uNID password.
  - o **NOTE:** This logon is not your email address.

If you have problems, please call the Help Desk at **587-6000** or the Training Department at **587-6005**.

## **EMAIL**



To access your email from a **Remote Location**:

(A remote location is defined as home, another hospital, or an offsite location.)

1. Open the web browser and type in the following address: <https://email.uuhsc.utah.edu>.
2. Logon using your UNID (for your username) and uNID password.

The web based Outlook is convenient and can be used anywhere the internet can be accessed. However, there are some limits to the functionality.

Please contact the Help Desk at **587-6000** or the Training Department at **587-6005** with questions.

## EMAIL & “PHI” (cont.)



**Secure email** is more than a matter of HIPAA Compliance and Information Security; it is also a matter of trust.

Use “**phi**” in the subject line of Emails to encrypt messages and protect **PHI** (**P**rotected **H**ealth **I**nformation) when sending email outside of the University Health Care system.

- Add “**PHI**” anywhere in the subject line
- PHI is not case-sensitive

More information is available at:

<http://www.secureit.utah.edu/securemail>

## Paging – Smart Web



### **Paging thru phone: 801-587-PAGE**

- To Page: Enter 8 digit Messaging ID of the person you want to page
- To Change Status: Press \*, then enter your 8 digit Messaging ID
  - Status Codes: 2 – AVAILABLE BY PAGE; 3 – NOT AVAILABLE BY PAGE; 4 – IN HOSPITAL, NOT AVAILABLE; 5 – PAGE EMERGENCY ONLY; 6 – AVAILABLE BY PHONE, PLEASE CALL MY OFFICE

### **To Page Online:** Visit Smart Web – <http://amcomwb/smartweb>

- Click on PAGING Tab
- Search by Name or Department
- Click on Pager Icon next to the person you want to page
- Click Compose New Message; Type Message, Send

## **Paging – Smart Web (cont.)**

### **To Change Status in Smart Web:**

- Click on PERSONAL PROFILE Tab
- Log In (Network User Name and Password)
- Click STATUS Tab
- Select new status from list
- Click UPDATE



**For Questions about Smart Web and/or Paging:** Page Operator Assistance Line @ 801-581-2100 or email: [telops@hsc.utah.edu](mailto:telops@hsc.utah.edu)

**For Questions related to pager malfunction(s):** Telecommunications @ 801-585-6319

## REMOTE ACCESS

## **REMOTE ACCESS**

### **Remote Access to UUHSC Applications**

*Your gateway to the great universe of network applications from the comfort of any off-site location!*

Off-campus access to the University Health Care network is available. To use this service, a uNID password is required.

1. Open the internet web browser and type in the following address: <http://remote.med.utah.edu>.
2. Download the "Citrix Client" before using the Applications Portal for the first time. You will only have to do this once. (See Downloads section on the left section of the remote web page.)
3. Click on the Applications Portal link...

## **REMOTE ACCESS (cont.)**

### **APPLICATIONS PORTAL**



To access the UHC clinical applications such as PowerChart, EPIC, and Email, enter through the Applications Portal. Accounts and passwords are required to open each application.

1. Open the web browser and type in the following address: <http://applications.med.utah.edu>; or.
2. In the web browser, type in: <http://remote.med.utah.edu>.; then
3. Click on the “Web Interface” link.
4. Logon with your UNID and uNID password.



## **UHC INTRANET**



University Health Care maintains clinical and administrative resources in an internal web system called, the Intranet. The home page can be found on *University Health Care-based computers*.

1. Open the web browser and type in the following address: <http://intranet.uuhsc.utah.edu>; or
2. Type the word “intranet” in the web address line.

## UHC INTRANET (cont.)



Sections on the Intranet of particular interest for clinicians from the Clinical Resources link on the left side of the screen include:

- **MicroMedex** – a pharmaceutical and clinical information look-up system.
- **ARUP Guide** – a lab test information look-up system.
- **Eccles Health Sciences Library** link
- **Etc.**

Please use the Intranet for more resources and information.

PAYROLL & BENEFITS  
ONLINE

## **PAYROLL & BENEFITS ONLINE**



### **View your Payroll and Benefits Online**

The Campus Information System (CIS) is available to all employees at: <https://gate.acs.utah.edu>

The Campus Information System (CIS) enables students, faculty, and staff to sign in once to access a wealth of resources: from Student Services (grades, schedules, registration, DARS) to Payroll, Human Resources, Financial Systems -- and more!

Log in for the first time with your UNID (University Employee Number) and your birth date as the password.

For questions, contact the **Help Desk at 587-6000**.

## PAYROLL & BENEFITS ONLINE



### **View/update your personal information.**

View paycheck, direct deposit and other payroll information.

View your personal benefits information.

To update your mailing address, home phone, and email address use the link "Personal Bio/Demo Information" in the My Human Resources/Payroll box.

**NOTE:** If information is changed in CIS, only Payroll is notified. Also notify your program and the GME office of any changes.

Email changes to: [GME@hsc.utah.edu](mailto:GME@hsc.utah.edu)

CLINICAL  
APPLICATIONS

## CLINICAL APPLICATIONS



PowerChart

### **PowerChart**

PowerChart is the Electronic Medical Record system (**EMR**) used at University Health Care for all inpatient units. It provides convenient access to lab results, radiology reports, and clinical documentation. Providers are able to enter patient orders electronically. Medications are also charted electronically through this system. The majority of **nursing** charting and **clinical** notes is also entered directly into PowerChart.

## CLINICAL APPLICATIONS (cont.)



PowerChart

### **PowerChart (cont.)**

1. Open the web browser and type in the following address: <http://applications.med.utah.edu>.
2. Download the "Citrix Client" before using the Applications Portal for the first time. You will only have to do this once. (See Downloads section on the left section of the web page).
3. Login to the Applications Portal using your UNID and uNID password.
4. Select the PowerChart icon. The logon screen will appear.
5. Enter your User Name (UNID) and your password.

If you have any problems logging in, call the **Help Desk at 587-6000**.

## CLINICAL APPLICATIONS (cont.)



### **EpicCare**

Epic Hyperspace is the comprehensive Electronic Medical Record (**EMR**) used by all University Health Care **Community Clinics**. These are clinics that are offsite clinics from the University Hospital. It provides resources for documentation, order entry, patient history, referrals, and ensures continuity of care.

Training is required and provided to all employees working in the Community Clinics. Each clinic will help with training sign-up.

## CLINICAL APPLICATIONS (cont.)

**Epic**

Hyperspace

### **EpicWeb**

EpicWeb is a web-based application used in the University Hospital to gain access to patient information from the Community Clinics EMR, EpicCare. Hospital employees can view and print medical records for patients including lab and imaging results, documentation, orders placed and much more.

For training and additional information about EpicWeb please go to <http://uuhsc.utah.edu/its/training> .

## **CLINICAL APPLICATIONS (cont.)**



### **PACS**

Picture Archiving and Communication System (PACS) allows on-line viewing of radiology images. In addition to web-based access, there are a number of special PACS stations located throughout the hospital with high-resolution monitors.

Open the web browser and type in the following address:  
<http://pacsweb.med.utah.edu/ClientWeb/default.aspx>

Help Desk: 587-6000

You may ONLY access patient information in PACS if (a) you are responsible for providing care to the patient, or (b) your job requires you to access the patient's chart.

## CLINICAL APPLICATIONS (cont.)



### Computer Systems of Interest

The following computer applications may be of interest for clinical staff, although most information you will be accessing is available in PowerChart. Applications you may hear...

- **Allegra** – The University Hospital admitting, registration and billing system.
- **IDX** – The Physician/Patient scheduling and billing system.
- **IDXRad** – The radiology information system.
- **PharmNet** – The inpatient pharmacy system.
- **MediLinks** – The respiratory care services information system.

## COMPUTER HARDWARE & DISK SPACE

## COMPUTER HARDWARE



**PC** – available in most offices and some patient care areas.

**MetaFrame** – available in most patient care areas.  
Sometimes referred to as **Citrix** machines or **thin** clients.

**Macintosh** – available in many School of Medicine offices.  
Many Hospital systems are supported via “Citrix” session on the Mac (requires some additional software)

## COMPUTER HARDWARE



### CLINICAL DESKTOPS

Most patient care units contain **MetaFrame** workstations that contain their own unique Network log on ID and password when powered on.

You logon to PowerChart or other applications you need using the icons available on the desktop with your logon IDs and passwords that you have been given for those systems.

## COMPUTER HARDWARE (cont.)



### **DISK STORAGE SPACE**

Each personal Network Account has disk storage space provided on the **G:/ disk drive**.

Many areas also provide shared disk space on the **H:/ disk drive**.

This storage space is available from the Applications Portal under the 'My Documents' icon.

## WEBSITE INDEX

## **HELPFUL WEBSITES: A-to-Z INDEX**

University Health Care Home Page – <http://uuhsc.utah.edu>

Applications Portal – <https://applications.med.utah.edu>

Email – <http://www.umail.utah.edu>

Help – <http://support.med.utah.edu>

Privacy & Info Sec – <http://compliance.utah.edu/privacy>

Intranet, HSC – <http://intranet.uuhsc.utah.edu>

Payroll Online – <https://gate.acs.utah.edu>

Remote Access – <http://remote.med.utah.edu>

Secure Email - <http://www.secureit.utah.edu/securemail>

Support – <http://support.med.utah.edu>

Training – <http://healthcare.utah.edu/education/ittraining/>

Trouble Tickets – <http://support.med.utah.edu>

University of Utah Home Page – <http://www.utah.edu>