



AHS IT Access Automation

September 2024



Scope of the Automation

- ▶ The Automation processes being outlined in this presentation is directed to the Post-Secondary Institutions who place students under the Student Placement Team's portfolio and some of its partners: i.e. Dietetics, Pharmacy technicians, Pharmacy
 - ▶ Nursing students
 - ▶ Clinical Clerical Students
 - ▶ Health Information Management students
 - ▶ Allied Health students
- ▶ Automation does not include the following:
 - ▶ Medical Affairs; medical students, NP students (but may include PA students in the future)
 - ▶ Alberta Provision Labs

Scope of the Automation (continued...)

For all placements under the AHS Student placement Team portfolio, Automation will:

- **Regardless of the placement destination**, create, enable or reactivate an AHS Network Account (NAR)
- **When required and activated in HSPnet**, create or reactivate an AHS email
- **When required and activated in HSPnet** Register the Epic(Connect Care) Role(s)
 - Epic(Connect Care) roles only need to be entered if the students are attending a placement at an AHS site that has implemented Epic(Connect Care)
- **Process the NAR, AHS email (when required), Epic(Connect Care) role (when required), the automation timelines are 45 days prior to start date of placement and up to 7 days after the start date. Any changes made after the 7 days post start date, must be completed manually by making the change in HSPnet AND sending a Provincial IT Spreadsheet (PITS)**

Scope of the Automation (continued)

Automation will:

- ▶ Automatically send an encrypted email to each student/group instructor to the student's preferred email entered in HSPnet by the school. The email will contain their User ID, temporary password and AHS email address (when required); students will need to be educated on encryption- **see slide 41 for instructions**
 - ▶ The encrypted email must be opened from the preferred email address;
 - ▶ student/group instructors will not be able to obtain their credentials from a forwarded email
- ▶ Provision the MyLearningLink account for the Epic(Connect Care) e-learning modules:
 - ▶ Students will only have access to MyLearningLink for Epic(Connect Care) e-learning modules. No other access is available for students at this time **except for some Required Organizational Learning (ROL) modules and post training modules and these modules are not mandatory for students**

Scope of the Automation (continued)

Automation will:

- Provide an HSPnet report to the Connect Care Learning team, to register student/group instructor for the classroom training associated with the Epic (Connect Care) role in HSPnet
- ❖ This report is also utilized to predict the seats and ILT required which highlights the importance of having student names in HSPnet at the 45-day automation timeline
- Provide group instructors with same access as their students, there are no Instructors roles only.
 - ❖ To ensure student/group instructor's AHS IT access is aligned with placement dates:
 - Ensure the placement dates are accurate to meet the Epic contractual obligations
 - At time of placement confirmation, actual placement dates are required, not an estimated date range
 - If a placement is extended for special circumstances, ensure the end date is updated in HSPnet and if this change occurs **7 days** after the placement start date, the school must also send a Provincial IT Spreadsheet to make the change

Scope of the Automation (continued)

Automation will only proceed if

- ▶ *The placement is confirmed by the Post-Secondary Institution in HSPnet:*
 - ▶ *For Guest Access links, the receiving coordinator will confirm the placement once accepted in HSPnet*
- ▶ *The student/group instructor date of birth (MM/DD) is entered correctly*
- ▶ *The student/group instructor Legal name is entered and released*
- ▶ *The student/group instructor email is entered and released*
- ▶ *The student/group instructor RA IT provisioning is activated*

Automation will not:

- ▶ Process any legacy IT applications (i.e. Meditech, etc)
- ▶ Remove or cancel the Epic(Connect Care) role(s) that are no longer required or entered incorrectly- **see slide 34 for instructions**



Receiving Agency (RA) IT Provisioning

Selecting Connect Care Role

Placement information tab – IT Provisioning Roles box. CC roles are listed in alphabetical order. Select proper role for your student's discipline from a dropdown list by clicking on the box.

The screenshot displays the 'Placement Information' tab in a software interface. At the top, there are buttons for 'Print Details', 'Print Form', 'Show All', 'Refresh View', and 'Close Window', along with a help icon and a calendar icon. Below these are tabs for 'Contacts', 'Program / Course', 'Students', 'Placement Information', 'Comments', 'Documents', and 'History'. The 'Placement Information' tab is active, showing fields for 'Sent to: Agency: AHS - Calgary Zone', 'Site: Foothills Medical Centre', 'Service: Spiritual Care', and 'Destination: Spiritual Care Services'. The 'IT Provisioning Roles' field is open, showing a dropdown list of roles. The roles listed are: 'Admitting/Registration Clerk' (highlighted), 'Ambulatory Front Desk /Unit Clerk', 'Ambulatory Health Care Aide', 'Ambulatory Pharmacist Role', 'Ambulatory Pharmacy Student with Oncology Role', 'Ambulatory Unit Clerk', 'AMH Therapist - Forensic Adult', 'AMH Ambulatory Clerk/Admin', and 'AMH Ambulatory Therapist'. Other fields include 'Reply By:', 'Start Date: May 6/24', 'Days: M T W', 'Start Time: (24-hou', and 'Shifts: of H (for 1 student at a time'.

➤ **RA IT provisioning must be activated**

- If an AHS email is required by the destination, **this needs to be selected**
- Indicate current or previous employment with receiving agency, **if known**
- **All other information will be provided by AHS IT**
- Click on the green checkmark to save and activate the RA IT provisioning

➤ **If ILT is required:**

- *The Classroom Training setting defaults to disabled (classroom training not required).*
- *An ILT is required for all Epic (Connect Care) roles, you need to activate this icon to enable 'ILT required' unless:*
 - *The student has never taken the ILT before (the 180 day rule no longer applies)*
 - *If the student has taken the ILT before (timeline no longer matters) then they only need to retake the SEUPA; the ILT is not required so leave as the defaulted unselected option*

Name: Benjamin, Tony (HSP2142)
Phone:
Email: temo@hspcanada.net
Role(s): Instr
Last Updated: Jan 23/20

Print Profile | Refresh View | Close Window

General Documents Orientation Prerequisites: **RA IT Provisioning** Education Placements History

Add new entry

IT Provisioning Receiving Agency: AHS/Calg

Receiving Agency Unique ID:

Receiving Agency Login ID: tonybenjamin

Receiving Agency Email Required:

Current or Previous RA Employee:

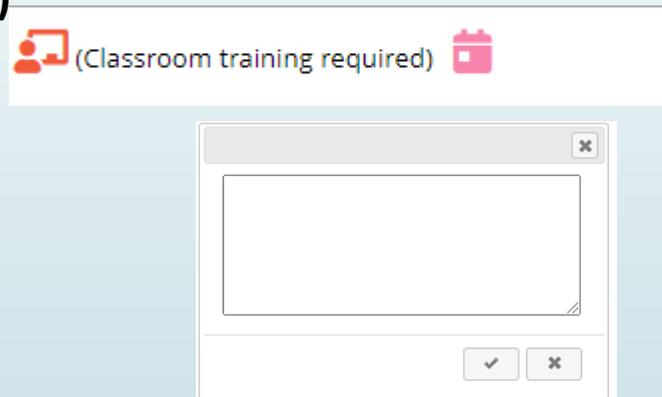
Current or Previous RA Email:

✓ X

(Classroom training not required)

Adding comments regarding the ILT

When the Classroom training Icon is activated, a pink box, for comments, is activated (**remember: the ILT is only required if the student or instructor has NEVER taken the ILT before regardless of timeline**)



Placing Coordinators are asked to add dates students may be unavailable for an ILT in the 7-10 business days prior to the placement start date





Excluding from RA IT Provisioning

RA Network not required

- ▶ If the Placing Coordinator deems that the student does not require an active Network Access (NAR) for a placement, they can activate this icon



- If the Placing Coordinator is entering a Preceptored Placement, they must activate this icon to ensure the Instructor is not provided an Epic (Connect Care) role:

Instructor:



(HSP55389)



(Classroom training not required)

Instructor:



(HSP55389)



(Excluded from IT Provisioning Roles)



Simulation End User Proficiency Assessments
(SEUPA)

End User Proficiency Assessments (EUPA)

- 
- ▶ Access to Epic(Connect Care) is contingent on passing either a Simulation or End User Proficiency Assessment (SEUPA or EUPA)
 - ▶ Most ILT have a SEUPA and most ILT have the SEUPA built in the curriculum:
 - ▶ See the Student Epic(Connect Care) Catalogue in HSPnet for more details
 - ▶ An 80% pass rate must be achieved to gain access to Epic(Connect Care)
 - ▶ Learners will be provided 3 attempts to pass the SEUPA: after 3 failed attempts the practicum must be postponed to allow the learner to repeat the Epic (Connect Care) role ILT, in order to be successful in further SEUPA attempts



Student Responsibilities

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- ▶ **A minimum of 7-10 business days before their placement start date at Epic(Connect Care) destinations, Students are responsible to:**
 - ▶ **Ensure that they have been able to log in to MLL and have completed their e-learning modules**
 - ▶ **Confirm they have received their ILT registration information in MLL**
 - ▶ **Attend the ILT**
 - ▶ **Ensure their access to Epic (Connect Care) is active PRIOR to their placement start date and to inform their Placement Coordinator of **any issues in this process**, including if they have failed their SEUPA**
 - ▶ **It is highly recommended that Students and Faculty refer to the Epic(Connect Care) Onboarding checklists provided on the Epic(Connect Care) external website.**



Problem Solving Access issues

Problem solving access issues

Students not receiving an email with AHS Network user ID and password:

- ▶ Verify HSPnet to ensure that the student's email and DOB has been entered
- ▶ Have you released the student emails to AHS? **-see slide 44 for instructions (this only has to be completed once per program)**
- ▶ If the student is a past or present AHS/CVH employee or volunteer of AHS or any of its affiliate, **or** has had a previous placement with network access, they will not receive an email as the email is sent **ONLY for new accounts**

Only one AHS Network User ID is provided in a lifetime- the students must use their previously provided User ID

- ▶ The email may be in the student's junk or spam folder
- ▶ If the student does not meet any of these criteria and has not received a user ID and password, contact student.placements@ahs.ca
 - ❖ List of affiliates includes: Carewest, APL, Capital Care as well as some research positions and some community clinics

Problem solving access issues-continued

► Students are not able get Network account but have a User ID

- Has the student's name been entered and spelt accurately in HSPnet?
 - Are you using their legal name? Has there been a legal name change?
 - Do not put a preferred name in brackets in the first name field in HSPnet: i.e. Smith, Elizabeth (Lizzie) as the automation system will create the following user ID:
 - Elizabethlizziesmith
 - A preferred name should only be entered in the preferred name field in HSPnet
See slide 20
 - Has the student ever received their Network account with a 'preferred name' or have they received their Network account with their legal name and HSPnet now has their preferred name in the first name field?
 - Does the student have multiple first names and different ones have been entered in AHS or HSPnet?
 - Please contact us with this information at student.placements@ahs.ca
- Has the DOB been entered correctly?
 - The correct DOB is often used to clarify the correct user ID for the students whose names may have changed; it is very important for the IT team to have this correct information in HSPnet

- ▶ Here is where the PSI's **should** be entering preferred first names in HSPnet:

Add new entry

Names: Last:	<input type="text" value="Smith"/>	*	First:	<input type="text" value="Suzanna"/>	*	Middle:	<input type="text" value="Beatrice"/>
Prev. Last Name:	<input type="text" value="Jones"/>		Preferred First Name:	<input type="text" value="Suzy"/>		Salutation:	<input type="text" value="v"/>

- ▶ Here is where the PSI's **should not** be entering preferred first names in HSPnet:

Add new entry

Names: Last:	<input type="text" value="Smith"/>	*	First:	<input type="text" value="Suzanna (Suzy)"/>	*	Middle:	<input type="text" value="Beatrice"/>
Prev. Last Name:	<input type="text" value="Jones"/>		Preferred First Name:	<input type="text"/>		Salutation:	<input type="text" value="v"/>
Consent Obtained:	<input type="text"/>	*		<input type="text"/>	*		

Problem solving access issues-continued

- ▶ If your student/nursing group instructor has an existing user ID and cannot remember their password, they can access the Self Service Password Reset tool in 3 ways:
 - ▶ "Forget Password?" icon on your AHS desktop
 - ▶ "Forget Password?" link on the [IAM Login page](#)
 - ▶ "Forget Your Password?" link on the AHS.ca Staff Portal page (should you be working remotely)

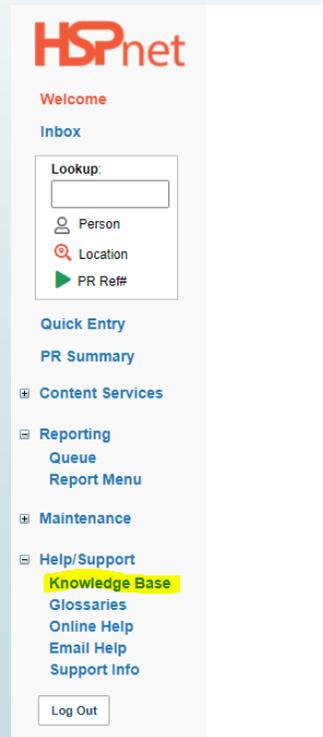
If they cannot remember their User ID or their password, they must call the AHS IT Help desk at 1-877-311-4300. To assist in their request, the Placing Coordinator can provide the student with their Receiving Agency Unique Number (IGUID) found in the Student profile under RA IT Provisioning

❖ Please remind your students to keep their User ID information



HSPnet Knowledge Base procedures

- The Knowledge Base procedures in HSPnet have been expanded and updated
- A Knowledge Base training video has been developed
- The new pages are available in the Knowledge Base, by searching for **IT Provisioning** in the main search page, scrolling to **“IT Provisioning”** in the list on the left.



Out of province PSIs that have HSPnet access in their province can access the full Knowledge Base

Out of province Guest Access users can see a PDF version of [the IT provisioning Information for receiving Agency Automation- Entry of Student Information for Guest Access users \(non-user Placing Agencies\)](#) on the Welcome page of the Guest Access screen.



IT Provisioning Out of province Post-Secondary Institutions



IT Provisioning - Information for Receiving Agency Automation - Entry of student information for Guest Access users (non-user Placing Agencies)

- ▶ All out of province PSI must utilize **Guest Access** to enter placement requests in AHS:
 - ▶ PSI must request a Guest Access link **with a student name, DOB, preferred email and enter the Connect Care role** for an identified destination via email to the AHS Student placement team Receiving Coordinator **and notify Student Placement Team if this is a returning student**
 - ▶ The Guest access link is valid for 7 days before it expires
 - ▶ HSPnet consent form must be signed by the student and uploaded to HSPnet by the PSI prior to submitting student information;
 - ▶ if this is a returning student, this will not be required

IT Provisioning - Information for Receiving Agency Automation - Entry of student information for Guest Access users (non-user Placing Agencies)- continued

PSI will provide the student and placement information in the Guest Access form **prior to submission**:

- Student full and legal name
- Student preferred email
- Student DOB
- Specific Placement start and end dates; not a date range
- Placement destination
 - ***Only 1 placement request per student will be re-directed at a time***
 - ***For Allied Health Disciplines, also provide the second and third choice indicated in the comments section***
- ***Epic (Connect Care) role (for a site which has implemented Epic (Connect Care) and Classroom Training (ILT) - this is compulsory even if the student is an AHS employee***
- ***Incomplete Guest Access entries will be declined, and a new Guest access link will be resent***



IT Provisioning - Information for Receiving Agency Automation - Entry of student information for Guest Access users (non-user Placing Agencies)- continued

- ▶ Legacy systems:
 - ▶ Access to Legacy systems will remain the responsibility of the frontline managers or designate with the exception of the NP programs
- ▶ For all Student information changes on Guest Entry after submission, PSI must contact HSPnet support:
 - ▶ support@hspscanada.net



IT Provisioning Alberta Post-Secondary Institutions



IT Provisioning Resources in HSPnet Knowledge Base

- ▶ [IT Provisioning - Information for Receiving Agency Automation - Video - Knowledge Base - HSPnet Knowledge Base \(hspcanada.net\)](#)
- ▶ [IT Provisioning - Information for Receiving Agency Automation - Entry of student information \(for Placing and Receiving Coordinators\)](#)
- ▶ [IT Provisioning - Training Scenario - Group - Knowledge Base - HSPnet Knowledge Base \(hspcanada.net\)](#)
- ▶ [IT Provisioning - Training Scenario - Individual placement - Knowledge Base - HSPnet Knowledge Base \(hspcanada.net\)](#)
- ▶ [IT Provisioning - Training Scenario - Split placement - Knowledge Base - HSPnet Knowledge Base \(hspcanada.net\)](#)



IT Provisioning - Information for Receiving Agency Automation - Entry of instructor information (for Placing and Receiving Coordinators)

- Instructors are assigned to placements in Contacts tab of the Placement Request Details screen (info-bubble icon).
- Once the instructor has been selected in this screen (and thus appears on the placement), the automation process operates the same way as it does for students.
- Opening the instructor profile (e.g. by clicking the page icon next to their name) and going to the RA IT Provisioning tab, an entry can be created or updated.
- Once an RA IT Provisioning entry is added, the icon for classroom training required will appear next to their name.
- As for the Epic(Connect Care) role, it is assigned to the placement itself (in the Placement Information tab of the Placement Request Details). The Epic(Connect Care) role(s) thus apply both to students and instructor assigned to the placement.
- ***If an instructor is listed in contacts and is not a nursing group instructor, you must activate RA IT Provisioning and activate Excluded from IT Provisioning roles. Only end-user can have Connect Care access***



Epic (Connect Care) Student roles



Epic (Connect Care) roles menu

- ▶ The menu of Epic (Connect Care) roles on HSPnet can only be updated by the AHS Student Placement Team:
 - ▶ Roles cannot be 'typed' in
- ▶ If any destination requests a role that is not in the drop-down menu, or cannot be found under the ILT column in the Connect Care Catalogue in HSPnet, please contact the Student Placement Team either directly through the Receiving Coordinator you are working with, one of our consultants or the student.placements@ahs.ca email
- ▶ The process for adding a new role is a lengthy process and may not be approved in time for the placement.
- ▶ The Student Placement Team will contact the destination to consider another role and to confirm the placement can proceed.
- ▶ If the placement cannot proceed without the requested new role, a new placement will have to be found for the student(s)
- ▶ The most up to date Epic (Connect Care) Catalogue is found in HSPnet in the Document Tab under Destination



Manual processes

- 
- **When a placement is cancelled, or an incorrect role has been chosen after the automation process has registered the role** the removal of the students' Epic (Connect Care) role is **mandatory** and must be done via the Provincial IT spreadsheet and HSPnet:
 - A PITS must be sent to IT Access at ITAccessNonEmployees@albertahealthservices.ca to cancel the role, accompanied by an email that clearly states which role must be removed
 - The role must also be removed from HSPnet; *if it remains in HSPnet, the automated feed will read this as a new item to process and will re-provision the role*
 - The most up to date PITS is found in HSPnet in the Document Tab under Destination
 - *"Clinical and AHS Network access is periodically reviewed by both internal (AHS Internal Audits) and external (Auditor General) auditors under the Health Information Act. The IAM team is required to provide information to these auditors about users that have access to systems, as well as when it was requested, or removed, and who authorized the change in access."*

Student access is now being managed by the HSPnet feed which is populated by the schools, this means access is being provided on their authorization and schools are ultimately responsible for the actions taken by students with this access."

- 
- ▶ Instructor Led Training (ILT) Scheduling
 - ▶ Process for '.e2' to be created: IAM to send a report to provider team to create an .e2 account.
 - ▶ .e2 accounts are for students who are also employees who have an Epic(Connect Care) role as part of their employment
 - ▶ Group instructors who are also employees with an Epic(Connect Care) role, **will not be receiving a .e2 account.**
 - ▶ **Please review the detailed information of the .e2 accounts in both the Faculty and Student Onboarding Checklists**



Significance of information in HSPnet

- 
- If the required information is not entered in HSPnet, the student will not be provided with AHS IT access
 - If the student has no IT access and no Epic(Connect Care)or legacy system access, they cannot provide patient care as they will not meet the AHS Clinical Documentation Directive which complies with the Health Information Act (HIA) [Alberta] and AHS bylaws, policies and procedures
 - The placement may need to be postponed or cancelled but the student can still attend and be purely Observational Only until their training is completed soon



Legacy Systems

- 
- ▶ Access to legacy systems (Meditech etc.):
 - ▶ Faculties who have utilized the PITS for several years (i.e. Nursing, Unit Clerks programs) will continue to use it as an addition to automation to request access to legacy systems
 - ▶ ***The PITS will be processed for the Legacy systems access, after the students' Network Access has been processed via HSPnet***
 - ▶ *The AHS IT Access Team no longer processes Network Accounts*
 - ▶ Faculties who were new to the PITS as of January 2020 (i.e. Allied Health) will not request legacy systems. This will remain the responsibility of the frontline managers at the placement destination



Resources



Student management of encrypted email

- ▶ Guide to Email Encryption

- ▶ "Your recipient will receive an email from Microsoft with information on how to access the encrypted message. If the recipient is using a Microsoft based email system (Office 365, hotmail.com, outlook.com, or live.com) then the message will be automatically decrypted and no further action is required from the recipient. If the recipient is using any other email system (examples: @gmail.com, @shaw.ca) they will be presented with an option to request a one-time passcode to view the message."

Sample student emails received from AHS IT

- ▶ Sample email with user ID & Password:



Microsoft Word
Document

The standardized sample email also contains information regarding an AHS email: this is only valid for students who have been provided with an AHS email, i.e. Allied Health students

- ▶ Sample Welcome to MLL email:



Microsoft Word
Document

- ▶ Sample ILT may be required email:



Microsoft Word
Document

All other emails received by students are listed in the Faculty Onboarding checklist

Student's first login

Instructions for logging into the AHS network from a non-AHS computer are to be found under Destination profile, on the documents tab in HSPnet as well as on the Epic(Connect Care) external Website



The screenshot shows the Alberta Health Services website. At the top left is the logo for Alberta Health Services. Below it is the heading "HOW TO: Log In access from a NON- AHS computer". A paragraph of text explains that the instructions will guide a user to reset their AHS Windows password from a temporary one. Below this is a search bar with the text "alberta health services" entered. The search results show a link to "Alberta Health Services - Official Site" which is circled in red. At the bottom of the page, there is a "Health Link" section with a search bar and a "Patient Feedback" button.

Alberta Health Services

HOW TO: Log In access from a NON- AHS computer

The following instructions will guide a user to reset their AHS Windows password from the temporary one provided. Please note this will work for users with or without an AHS email address. Also, the account must be active.

*Using your personal computer, search for ALBERTA HEALTH SERVICES WEB PAGE.

alberta health services

Alberta Health Services - Official Site

Health Link

811 Health Link



How to release student emails to AHS

- ▶ A 'one-time' task that is required for all Placing Coordinator is to ensure that your HSPnet settings are set to allow your students to release their email address to AHS to allow the network access automation to work. **Please complete this as soon as possible to ensure your student's IT access is provisioned.**
- ▶ Shown below are the steps for you to do to review your setup of the setting for release of email address to the receiving agency for IT provisioning:
 - ▶ In HSPnet, in the left menu, click and **Maintenance > Setup/Lookup**
 - ▶ Under the **Agency Setup** section, click on **Departments**
 - ▶ Click on the pencil icon to the right of your Department(s)
 - ▶ Ensure the **Release student email for delivery of network/computer account information** is enabled
- ▶ If it is not, please contact the HSPnet Help Desk at support@hspscanada.net to enable it.



Connect Care Resources

- ▶ Epic(Connect Care) questions:
 - ▶ For more information on the AHS Epic(Connect Care) implementation program as it relates to students, please visit our Epic(Connect Care) Website [Epic\(Connect Care\) - Post-Secondary Institutions, Regulatory Colleges & Professional Associations Resources | Alberta Health Services](#)
 - ▶ To be part of the monthly 'Post Secondary Partners in Epic(Connect Care) Training Taskforce', please email student.placements@ahs.ca to be added to the Taskforce Distribution list:
 - ▶ This is a monthly meeting between AHS student teams and Post-Secondary Institutions who place students in AHS
- ▶ When is a Epic(Connect Care) Role required?:
 - ▶ Please visit the Epic(Connect Care) Website and view the [Sequencing Detail](#) in the Quick Reference box in the top right corner
 - ▶ Access the Connect Care Catalogue in HSPnet or on the Epic(Connect Care) Website, for the list of Epic(Connect Care) roles available for students



Student Placement Team contact:

- ▶ Student Placement team generic email address:
 - ▶ Student.placements@ahs.ca
- ▶ Manager of the AHS Student Placement team:
 - ▶ Holly.Knight@ahs.ca
- ▶ Senior Advisor Health Education and Regulatory, HPSP:
 - ▶ Ngaire.nix@ahs.ca
- ▶ Connect Care Learning team; for questions regarding ILT booking
 - ▶ Connect.CareLearning@ahs.ca