

## Fact Sheet

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# AHS Connect Care Epic 180-day inactive access account disabling

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## What has changed?

On July 22, 2021 the AHS Identity & Access Management (AHS IAM) system automated this Epic security practice: Epic access accounts inactive for 180 consecutive days (approximately 6 months) will be disabled. If your account is disabled, you will not be able to log into Epic. There are exceptions to this process. If you have access requested or already provided for a future Wave and / or training in progress, your access account will be excluded from this process.



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**PLEASE NOTE: No Epic access accounts will be disabled before August 24, 2021. You will be notified well in advance by email.**

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You will be sent an email notification from “Identity Management”, 30, 15 and 2 days prior to the disabling date. You can prevent the disabling by simply logging into Epic.

## When does 180-day inactive access account disabling begin?



These are the key dates to be aware of. Please be assured that everyone will go through the whole notification process and receive email notifications at 30, 15 and 2 days prior to an Epic access account's expiry date. No Epic access account will be disabled before August 24, 2021.

**Thursday, July 22, 2021** – AHS IAM implemented the code to automate Epic 180-day inactive access account disabling.

**Sunday, July 25, 2021** – AHS IAM will start looking for Epic access accounts that have been inactive for 150 days or longer.

**Sunday, July 25, 2021** – the first automated email notifications will be sent from “Identity Management”, (the Identity & Access Management (IAM) system), telling end-users and their Authorized Approvers that they have an inactive access account that will be disabled in 30 days. Subsequent email notifications will be sent at 15 and 2 days prior to the expiry date. To maintain access, simply login to Epic.

**Tuesday August 24, 2021** – is the first possible date that an Epic access account could be disabled. No Epic access accounts will be disabled before August 24, 2021.

### Ongoing

This automated security process will continue running and monitoring inactive Epic access accounts. If you go through this process and log into Epic to keep your access active, the 180-day inactivity timer starts again. If your Epic access account is inactive for 150 consecutive days the whole process starts again; you will be sent a 30-day disabling notification, and so on, until you either login or your access is disabled.

**Remember there are exceptions to this process.** If you have access requested or already provided for a future Wave and / or training in progress, your access account will be excluded from this process.

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## Why are we disabling inactive Epic access accounts?

Epic is an important patient care tool. Maintaining system competency is important to ensure ongoing patient safety. Regular use of the Connect Care is one part of maintaining competence.

In addition, inactive, unmonitored access accounts are a significant security risk to Alberta Health Services, Epic, its patients, care providers, data and data providers. People leave or change their

roles or places of employment regularly and their Epic access accounts are not always updated or removed.

Automating this security practice upholds the Epic security and competency framework and protects this valuable patient care tool.

Additional information is available in the AHS procedure: CLINICAL INFORMATION SYSTEM USER DEACTIVATION (Doc #1105-01/February 2020).

[Remember there are exceptions to this process.](#) If you have access requested or already provided for a future Wave and / or training in progress, your access account will be excluded from this process.

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## Does Epic 180-day inactive access account disabling include Connect Care Provider Portal access?

No. Connect Care Provider Portal access accounts are excluded from the AHS IAM automated process for now.

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## Does Epic 180-day inactive access account disabling include DMO or 3M?

Yes. If you have Dragon Medical One (DMO) and / or 3M access with your Epic access account, they are subject to Epic 180-day inactive access account disabling.

If you log into Epic before the expiry date, you will not lose your Epic access or your DMO / 3M access. If you do lose your Epic access, then you will lose your DMO / 3M access also. If you want Epic, DMO / 3M access again, you will have to submit a new Epic access request in AHS IAM <https://iam.ahs.ca>.

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## Does Epic 180-day inactive access account disabling include Wellsky™, OBIX, or Orpheus?

No. These Epic access account entitlements are excluded from the IAM automated process for now.

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## Will I be notified?

Yes. All end-users and their Authorized Approver on record (usually their) will be sent automated email notifications from “Identity Management”, the Identity & Access Management (IAM) system. Email notifications will be sent at 30, 15 and 2 days prior to the expiry date. All notifications are personalized by name, provide the expiry date, and include instructions on what to do to maintain or remove access.

Physicians will be sent email notifications from Provincial Medical Affairs, “PMA.Requests@albertahealthservices.ca”. These email notifications will be sent at approximately 150, 120, 90 and 7 days prior to the expiry date.

**Remember there are exceptions to this process.** If you have access requested or already provided for a future Wave and / or training in progress, your access account will be excluded from this process.

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## What can I do if an Epic access account is about to be disabled?

**If you are the Authorized Approver** who arranged Epic access for the end-user, we suggest you get in touch with them. Discuss if Epic access is still needed. If it is, the end-user needs to login to Epic to prevent their account from being disabled. If the end-user has forgotten their Epic username and / or password, please have them call the [AHS IT Service Desk](#).

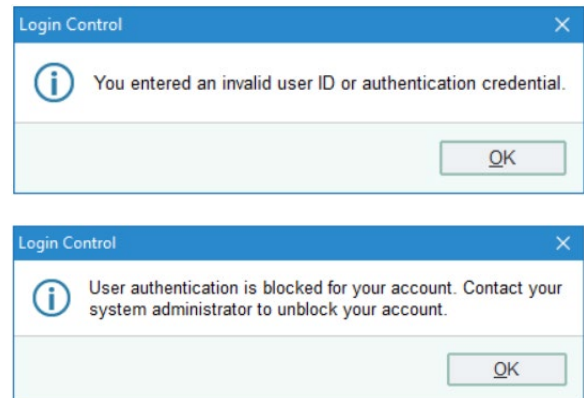
**If you are the end-user**, login to Epic with your Epic username and password. Logging in will keep your Epic access account from being disabled. If you have forgotten your Epic username and / or password, please contact the [AHS IT Service Desk](#).

Once you log in, you retain your Epic access, and the 180-day inactivity timer starts again. If your account is inactive for 150 consecutive days again, you will receive a 30-day disabling notification and so on, until you login or your access is disabled.

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## What on-screen message will I see if my Epic access has been disabled?

You will see one of these two on-screen messages if your Epic account has been disabled. These messages are not specific to 180-day inactive access account disabling, they can also apply to other account access conditions. If you are unclear about the reason, talk to your manager / Authorized Approver and if needed, contact the [AHS IT Service Desk](#).



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## How can I get my Epic access back if it is disabled?

Discuss your Epic access needs with your manager / Authorized Approver. If you both agree that you need Epic access, either one of you can submit a **new** Epic access request in the [AHS Identity & Access Management \(AHS IAM\) system](#).

The [AHS IAM Epic: Connect Care Provider Portal, Dragon Medical One, 3M User Guide](#) is available on the [AHS IAM Support Page](#) under [Learning](#).

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## Do I have to retake Epic training?

Yes. Some or all of your Epic role training must be re-taken if your access account is disabled.

All end-users, including Physicians, will be required to retake their End-User Proficiency Assessment (EUPA) found in MyLearning Link.

All end-users, excluding Physicians, may have to retake some or all of their role-based training. Work with your manager / Authorized Approver to identify the training you will need to take. As each role's training requirement is fulfilled by you, access to that role will be provided.

Please ensure your [On Our Best Behaviours](#) training is current. This 30-minute online course (clinical and non-clinical options) must be retaken every 3 years. It is a mandatory component of AHS Required Organization Learning (ROL) Privacy and Information Security training, available in [MyLearningLink](#).

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## What if I don't need Epic access anymore?

Talk to your Manager / Authorized Approver if you don't think you need access to Epic anymore. Only maintain access to Epic if it is relevant to your job role now. Remember the Health Information Act of Alberta states you should access the least amount of information needed to perform your job role.

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