

# Providence Inpatient Provider Onboarding

Welcome to Providence St. Joseph Health! This onboarding packet will help you get set up with our EHR and other hospital applications to prepare you for your first clinical day.

## Inpatient Provider Onboarding Checklist



\* Managed by Provider Informatics Team

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# Set Up Access

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Once you receive your Access letter from MSO/Onboarding body, you will complete the following steps after your start date:

- 1. Claim your account** if you do not have an existing network or email account. You should have received these instructions with your Access Letter
  - a. Log in to: <https://access.providence.org/> and follow instructions to **Claim Your Account** (This link is accessible on any computer including your personal device)
  - b. If you are having trouble claiming your account, please contact AskIT (Providence IT Help Desk) at **844-922-7548** option 8 and identify yourself as new caregiver completing virtual orientation

## 2. Configure Multi-Factor Authentication (MFA)

**IMPORTANT: Please complete your MFA registration at your earliest opportunity to avoid any potential security delays**

- a. Download the **Microsoft Authenticator** app on your phone from your app store
- b. Once downloaded, click on "**Add Account**" and then "**Work Account**". You should see a camera view
- c. On your computer, go to <http://access.providence.org/> and select **Configure Multi-Factor Authentication**
- d. You will log in with what's called your UPN (User Principal Name). You should have received that when claiming your account. It will look like one of these 2 options:
  - i. Your normal user ID (example p370584 or n9184975 adding @providence.org – **p370584@providence.org** or **n9184975@providence.org**)
  - ii. **First.last@providence.org** (example john.smith@providence.org)
- e. Click on **Add Method** and select **Authenticator App** or **Phone**. Continue following the prompts
- f. This will take you to a QR Code – use your phone to capture the QR Code
- g. Follow the prompts to continue setup. You will also have to enter your phone number
- h. This completes your MFA setup. When you log in to certain Providence applications or citrixapps.providence.org in the future, you will log in with your UPN/password and be authenticated through the app on your phone



- i. If you are having trouble setting up MFA, please contact **AskIT** (Providence IT Help Desk) at **844-922-7548** option 8 and identify yourself as new caregiver completing virtual orientation

### 3. Accessing Epic or Citrix Applications Remotely (not on the Providence network):

- a. Navigate to <https://psjhapps.providence.org>
  - i. If not able to log in to the above link, please try <https://citrixapps.providence.org>
- b. When logging in to Citrix remotely, you will use your UPN (User Principal Name). Try one of these 2 options:
  - i. Your normal user ID (example p370584 or n9184975 adding @providence.org – **p370584@providence.org** or **n9184975@providence.org**)
  - ii. First.last@providence.org (example **john.smith@providence.org**)
- c. Use the password you use when logging in to the network or Epic
- d. You should now see the Citrix Storefront and have access to your applications
- e. Continue to use your normal login ID and password for Epic
- f. When opening applications, you will be prompted to save a file and open the application from the saved file. If you are getting an error message, you may need to download the Citrix Workspace App to your computer
- g. Recommended browsers include Chrome, Microsoft Edge, and Safari
- h. Go to: <https://www.citrix.com/downloads/workspace-app/>
- i. Select the latest version for Windows, Mac, or your operating system
- j. Click **Download Citrix Workspace app**
- k. When prompted, run the CitrixWorkspaceApp.exe file
- l. Click Start to setup and install Citrix Workspace app on your computer
- m. Select the check box to agree to the Citrix License Agreement and then click Next
- n. Click Install. Once the installation is complete, click Finish
- o. You will now be able to open the application files from Citrix



## Tools & Applications You Need

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1. **EPCS** (Electronic Prescription of Controlled Substances) - If you prescribe controlled substances, please inform your credentialing MSO to initiate the process. Be ready to provide one form of government issued ID. Please find detailed information and key steps of the process [here](#)
  - a. For activation questions, please contact: EST (855) 415-8188
2. **Office365** – To stay connected, we encourage all our providers have O365 through PSJH. If you have not been enrolled, please click [here](#) to sign the End User License Agreement
  - a. Must first claim your account (see step 1 under “Set Up Access”)
  - b. Expect 24hrs to receive O365 license and Providence email upon signing the license agreement
  - c. For any questions, please contact: Kevan Acker ([Kevan.Acker@providence.org](mailto:Kevan.Acker@providence.org))
3. **Haiku/Canto** are Epic’s mobile apps that enable secure access to the EHR to use with an Apple iPhone or Android (Haiku) or with an Apple iPad (Canto). Mobile apps will assist with care team communication. Follow instructions [here](#) to request access and complete the configuration steps
  - a. If you have any questions, please contact: [PSJHProviderInformatics@providence.org](mailto:PSJHProviderInformatics@providence.org)
4. **DMO** (Dragon Medical One) – For all the information you need including account set up, click [here](#)
  - a. To set up your **PowerMic Mobile**, click [here](#)
5. Microsoft Teams is the system standard tool used for communication and most virtual meetings - [Download MS Teams](#)
6. For affiliate providers (non-employed), **EpicCare Link** (ECL) provides access to Epic Hyperspace for your support personnel (office staff, schedulers, billers). ECL is a secure, online, view-only portal that is easy to access.
  - a. If you are an affiliate surgeon, go to [EpicCare Link Communication General Surgical Groups](#) for more information
  - b. If you are an affiliate medical group, go to [EpicCare Link Communication General Medical Groups](#) for more information



# Complete EHR Training

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You will access your training through HealthStream. Training consists of reading materials, cognitive eLearnings, and/or recorded training sessions. Training can include one or more End User Proficiency Assessments (EUPA) - a test in HealthStream. A score of 80% is required to pass. If needed, a EUPA can be repeated.

1. To access HealthStream, go to <https://myapplications.microsoft.com/>
2. Log in with your UPN and password if you are outside the Providence network.
3. Select the HealthStream icon.
4. Your assignments will be found in your **Assigned Learning** under the "To Do List" section.
5. Complete your assignments in the order listed. Your Epic training will launch to another page. Training does not have to be completed all at once. Make sure to write down where you left off because the system will not bookmark your place. When you close the online page where training is displayed, you should be prompted to choose "yes, mark it complete" or "no, not yet." Choose the appropriate option. Once you mark that you have completed training, the Assessment (EUPA) will become available.
6. **Pass** all assigned End-User Proficiency Assessments (EUPA) with a score of 80% or greater
7. **Prior Epic experience?** Most of the training was developed using an adaptive learning platform that tailors the content to each learner's needs. With prior Epic experience, you should be able to complete the training with less time.
8. **Practice:** After you have completed training, practice the skills you learned in the Hyperspace Training Practice environment. Click [here](#) for more information



# POWs – Provider Onboarding & Workflow session

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While Initial Epic training provides basic functionality of Epic, POWs prepares the provider to effectively care for patients on their first day in Epic

*"If you go to training, you just get the training wheels, but if you go to POWs, you actually learn to ride the bike! I highly recommend attending the Provider Onboarding and Workflow sessions as it is going to become extremely helpful in your efficiency with the system"*

1. Please look for an email from [PSJHProviderInformatics@providence.org](mailto:PSJHProviderInformatics@providence.org) with additional information and instructions on scheduling your POW session
2. The Provider Informatics Team will take you through the last few steps of onboarding and be your connection for ongoing support and learning opportunities (see below)

## Stay Connected

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1. Bookmark the [Providence Acute Provider Informatics](#) SharePoint site for ongoing opportunities to improve proficiency, efficiency, and satisfaction in the use of the EHR
  - a. Learn about  (**Empowerment through EHR Efficiency**) Program
  - b. Participate in ongoing provider proficiency activities
    - i. [Epic 3.0/Deep Dive](#)
    - ii. Power User Course hosted by Epic
    - iii. [Epic Coaching Sessions](#)
    - iv. [Asynchronous Support](#) through MS Teams

