Monitor / Auditor Epic Access Request Process

Obtain UVa user id (computing ID)

1. The Data Provisioning Spreadsheet will need to be completed (only columns in red are required fields). Please note, any non-employee must be '**sponsored/supervised' by a UVa employee.**

   - Do not add or remove any columns or change any of the names of the column headers.

   - A SSN is required to create an account but can be done so with a generic SSN. If you are asking for the account to be created with a generic SSN, record "generic" in the SSN column.

   - Note: A valid email address must be provided for 3rd parties.

   - Rename the spreadsheet with your name (as the requestor) and the date (ex. SmithJohn_20130805).

   - The spreadsheet should be sent as an e-mail attachment to MCC Security (MCCSecurity@hscmail.mcc.virginia.edu). They are in the Global Address List as MCC Security.

   - In the email to which you attach the spreadsheet, please specify what you need for the person(s) in the spreadsheet:
     - Health System Computing ID and 9 digit badge number
     - LMS (Net Learning)
     - Health System Network account
     - Generic SSN

   - The Computing ID is created by ITS overnight. Network/Email access is created next business day.

   - An email with the user login information is sent to the user and cc'd to the Sponsor/Supervisor.

   - The Sponsor/Supervisor of the outside user (monitor/auditor) will use the Online Access Request Form to request system access needed.

Obtain VPN access (only required if monitoring/auditing is being done remotely)

2. Complete the Online Access Request:
   https://www.healthsystem.virginia.edu/auth/login.cfm?referringurl=/alive/computing/forms/Security/AccessRequest/AcctRequest.cfm.

   Check:
   VPN - Single factor authentication token that allows for connections into the Medical Center network using VPN software. The CryptoCard client software may not be transported or used in countries that have been determined to have repeatedly provided support for acts on international terrorism, i.e., Cuba, Iran, Iraq, Libya, North Korea, Sudan and Syria.

   Then check:
   VPN Windows Software Token - Software based CryptoCard token for remote access from a Windows PC.

Obtain UVa Epic access

3. The monitor/auditor must enroll and complete the required CBL (Mandatory New Employee Training: Privacy and Information Security CBL) via Netlearning:

http://www.healthsystem.virginia.edu/internet/e-learning/

4. Complete the Online Access Request Form at the following website:
   https://www.healthsystem.virginia.edu/alive/computing/forms/accessRequest/acctrequest.cfm

   Sponsor/Supervisor (person from UVa who will serve as the monitor's 'supervisor') submits Online Access Request on behalf of the monitor/auditor.
   - Check the 'Supervisor Override', enter UVa ID of end user (monitor/auditor)
   - Check "Epic"
   - Chose "HIM ROI Inspector" as the Epic role
   - It will then be forwarded to Supervisor/Sponsor (person from UVa who will serve as the monitor/auditor's 'supervisor') for approval.
   - It will then be forwarded to Training personnel to verify all CBL training has been completed by the monitor/auditor.
   - E-mail is sent to user (monitor/auditor) to sign the Electronic Access Agreement (EAA).
     https://www.healthsystem.virginia.edu/technology/departments/health-system-technology/forms
   - Once all steps have been completed and verified, Security will notify the monitor/auditor that access has been granted.

Helpful Links:

Supervisor Approval Needed
http://www.healthsystem.virginia.edu/alive/computing/forms/accessRequest/Supervisorapproval.cfm

User Agreement Needed
http://www.healthsystem.virginia.edu/alive/computing/forms/accessrequest/acctagreement.cfm

Obtain Access to Medical Records

5. Once all access has been granted, monitors/auditors can be granted access to specific medical records via Release to Inspector.
   - Complete the Release to Inspector – Request to Access Medical Records form.
   - Fax to UVa Health Information Services (434-924-2432) at least five days in advance.

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