EMR Access and Set Up - Requesting User Accounts for Agency Staff

Digital Health
CONNECTING BEST CARE

Digital Health
Quick Reference Guide

This Quick Reference Guide will explain how to:

Request User Accounts for Agency Staff

Account Types

This guide covers the process for requesting accounts for agency staff that will need to use the EMR.

- **Agency –** Staff engaged through an external agency that has an existing contract to supply staff to Western Health.

Bulk account request templates can be obtained from the ICT Request Forms Intranet page but can take up to 10 days to complete.
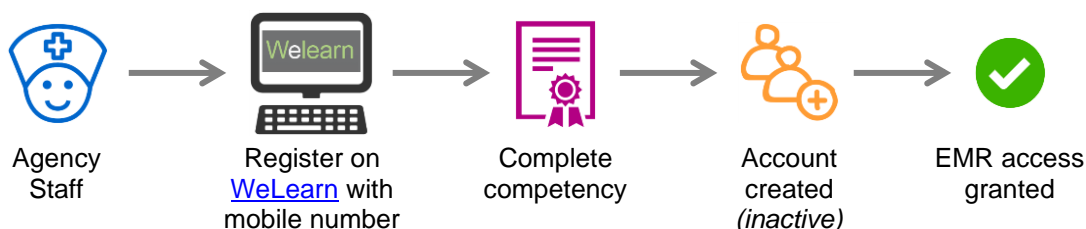
Online Training

Agency Staff will be given access to the EMR when appropriate training has been completed.

Training can be completed online via **WeLearn** where agency staff can register with their mobile number,

ICT requests for user accounts must contain the mobile number for identification confirmation purposes on arrival for shift.

Agency Staff Account

Agency Staff → Register on WeLearn with mobile number → Complete competency → Account created *(inactive)* → EMR access granted

Notes:

- Agency Staff will be provided with details on how to access WeLearn to complete required competencies from their registered agency
- Agency staff must ensure they enter their correct mobile number when registering on WeLearn
- Agency staff accounts are created 'inactive' and are only activated when they attend for an allocated shift
- Agency staff must present to Security upon arrival for a shift to obtain network access details and receive a swipe card. Their network account will be activated for 24 hours (1 day) only
- Agency staff will not be permitted to work if they have not completed their EMR competency **at least 48hrs prior to attending for a shift**