Access and Set Up – Requesting User Accounts

Digital Health
CONNECTING BEST CARE

**Digital Health
Quick Reference Guide**

This Quick Reference Guide will explain how to:

Request user accounts for staff who needs to use the Electronic Medical Record (EMR).

Account Types

- **Western Health (WH) Staff –** All employees of WH that have a WH Employee ID (full-time/part-time/casual).
- **Students –** On placements from partnered organisations that have an existing contact with WH.
- **Agency and Locum Staff –** Staff engaged through an external agency that has an existing contract to supply staff to WH.
- **Contractor/Non-WH Employee –** Staff engaged directly by a business unit *without* going through an agency OR staff from an external organisation contracted to perform work within WH.

Definitions:

Welearn – WH Learning Management System

Cherwell – IT Service Management application used at WH

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> ❗ **Important – WH Account needs to be created *before* EMR access can be granted.**

💡 **Handy Hint – How to request EMR Access via Service Desk**

1. Navigate to the Service Desk portal.
2. Select **New Network Account** or **Change Network Account** option.
3. Complete the Service Request information required.
4. Check **'Do you require access to EMR?'** checkbox under "EMR Access" subheading.
5. Select the appropriate options under 'Select EMR Role' and 'EMR Credential' drop-down.

6. If required, check the box for other digital application under "Other Access" subheading (e.g. BOSSnet)
7. Click **Add to Cart.**
8. Click **Submit Order.**

💡 **Handy Hint – Submitting a bulk EMR access request via Service Desk**

To submit EMR Access request in bulk (e.g. for 10 employees or more) from the Service Desk portal:

1. Select **I Need Something** > **Access Management > Network Account > Bulk Network Account Request.**

2. Download the required template in STEP 1 and upload them in STEP 2.

3. Click **Add to Cart.**
4. Click **Submit Order.**

Western Health Staff Online Training

- Staff will be given access to the EMR when appropriate training has been completed.
- Training can be completed online at your own pace via **Welearn**.
- Welearn account is created automatically once the IT account is created and account information is finalised in People Hub.
  - If required, staff can register to create their Welearn account using their mobile number (IT request for user accounts must contain a mobile number).

Which EMR training do I need to complete?

Refer to our EMR Training and Practising page on the Digital Health Site for more information.

WH Staff Requesting EMR Access

Follow the steps outlined in page 2 of the QRG to learn how to request EMR Access via Service Desk.

WH Manager requests WH account creation via Service Desk → Service Desk informs WH Manager of account details → WH Staff completes EMR Training via Welearn → WH Manager requests EMR access via Service Desk → EMR, BOSSnet, PAC access granted

Students Online Training

> ❗ **Important - WH Education/ Student Owner is responsible for:**
> - Providing students with details on how to register on Welearn to complete online training.
> - Providing accurate information in account request form to IT Service Desk (Student university email address used for creating WeLearn account).
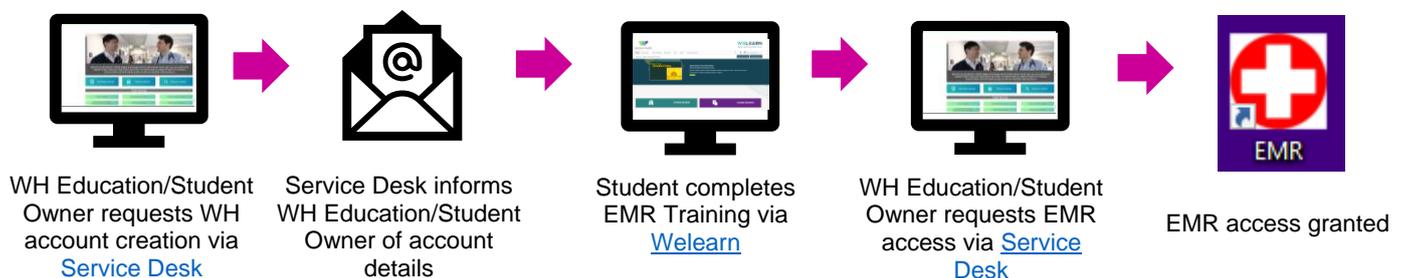
- Students will be given access to the EMR when appropriate training has been completed.
- Training can be completed online at your own pace via **Welearn**.
- Students can register to create their Welearn account using their university email address (IT request for user accounts must contain the university email address for all student accounts).

Which EMR training do I need to complete?

Refer to our EMR Training and Practising page on the Digital Health Site for more information.

Student Requesting EMR Access

Follow the steps outlined in page 2 of the QRG to learn how to request EMR Access via Service Desk.

WH Education/Student Owner requests WH account creation via Service Desk → Service Desk informs WH Education/Student Owner of account details → Student completes EMR Training via Welearn → WH Education/Student Owner requests EMR access via Service Desk → EMR access granted

Agency and Locum Staff Online Training

> **!** **Important – Business Units and Agency Responsibilities:**
> - It is the responsibility of the **WH Business Units** (Medical Workforce Unit or Nursing & Midwifery Workforce Unit) to coordinate the following requests with the Agency for User Account access.
> - It is the responsibility of the **Agency** to provide Agency and Locum Staff with instructions for Welearn registration, including the **Registration Key.**
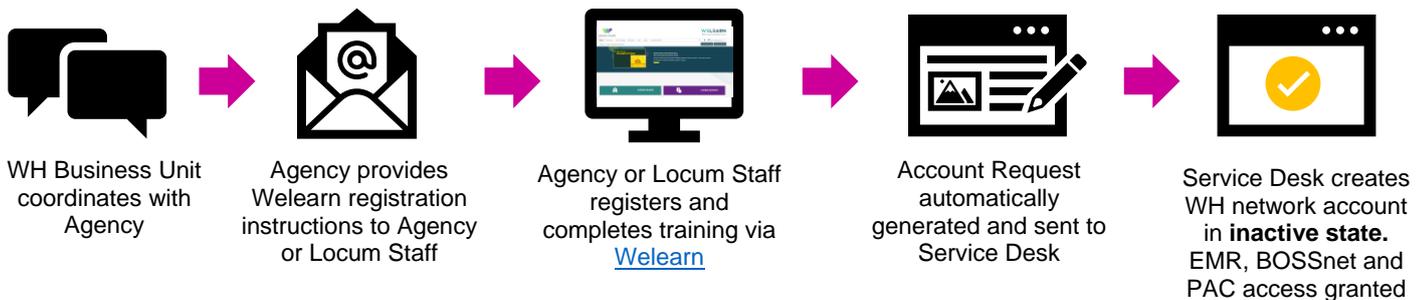
- Agency and Locum Staff will be given access to the EMR when appropriate training has been completed.
- Training can be completed online at your own pace via **Welearn.**
- Staff needs to register themselves to create their Welearn account using their private email address and **Registration Key** provided.
- User account request must contain a mobile number for identification confirmation purposes on arrival of shift.
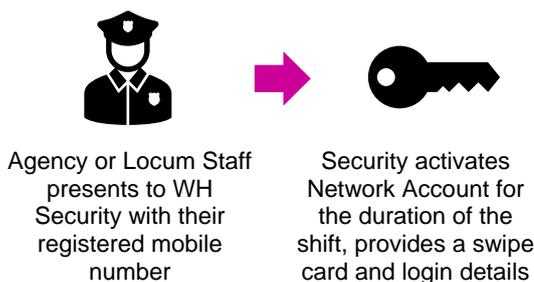
Which EMR training do I need to complete?

Refer to our EMR Training and Practising page on the Digital Health Site for more information.

> **!** **Important – Required Welearn training MUST be completed at least 48 hours prior to shift.**

Agency and Locum Staff Requesting EMR Access

WH Business Unit coordinates with Agency → Agency provides Welearn registration instructions to Agency or Locum Staff → Agency or Locum Staff registers and completes training via Welearn → Account Request automatically generated and sent to Service Desk → Service Desk creates WH network account in **inactive state.** EMR, BOSSnet and PAC access granted

Arrival Procedures for Agency and Locum

Agency or Locum Staff presents to WH Security with their registered mobile number → Security activates Network Account for the duration of the shift, provides a swipe card and login details

Contractor or Non-WH Employees Online Training

> **!** **Important – WH Managers are responsible for:**
> - Contacting **welearn@wh.org.au** to create a **Registration Key.**
> - Providing contractors with details on how to register on Welearn to complete online training.
> - Providing accurate information in account request form to IT Service Desk.

- Contractors and Non-WH Employee will be given access to the EMR when appropriate training has been completed.
- Training can be completed online at your own pace via **Welearn**.
- Staff needs to register themselves to create their Welearn account using their private email address and **Registration Key** provided.

Which EMR training do I need to complete?

Refer to our EMR Training and Practising page on the Digital Health Site for more information.

Contractors and Non-WH

WH Manager requests WH account creation via Service Desk → Service Desk informs WH Manager of account details → Contractors completes EMR Training via Welearn → WH Manager requests EMR access via Service Desk → EMR, BOSSnet, PAC access granted