

## Access: Applying for ieMR Access

### Quick reference guide

ieMR access is requested through the Self Service Centre, and an active Novell account is a prerequisite.

### Components of an ieMR Account

ieMR access is made up from several components:

- **Role:** Matched to users profession and determines the access and view in ieMR
- **Credential:** based on profession and level of seniority. Credentials are displayed in note signatures.
- **Keychain:** Allows users to see scheduled events or appointments
- **Physician Indicator:** Must be set to Y or N accordingly
- **PPR:** Set for Radiology and SurgiNet
- **Message Pools:** For Consultants

### My Experience User Console

My Experience allows users to change their role 'on the fly'. This functionality applies to: Administration, Allied Health, Doctors, Registered and Enrolled Nurses.



Refer to the [My Experience User Console QRG](#) for a detailed instruction of this functionality.

### Tap On Tap Off/RAWS

Tap On, Tap Off (or RAWS) is requested through the [Self Service Centre](#) – this allows staff to use their ID to unlock their workstation and log into ieMR and other applications such as OWA and Auslab.

### Removal of access

Access to Novell, ieMR and other applications should be *removed* when a staff member leaves the organisation.

An end date can be specified for a Novell account, and all applications (including ieMR) must be *manually removed* using the Self Service Centre if an employee leaves the organisation.

### Specialised Groups

#### Agency Staff

- All nursing Agency staff including Enrolled and Registered Nurses working at the Princess

Alexandra Hospital will be granted temporary access to ieMR at PAH.

- Novell and ieMR access for Agency staff members is coordinated through the Nurse Manager for the Permanent Nurse Pool and the After Hours Nurse Manager.

### Students

- Novell and ieMR access can be provided to students on rotation at PAH.
- An end date must be selected when requesting a student account (for Novell and ieMR).
- As students do not have a PAH Employee ID '0000' is to be entered against this field.

### Researchers

- ieMR access can be provided to external researchers with an approved study at PAH if required.
- A Data Use Agreement must be completed for external personnel wishing to access the chart. Access is organised through the Centres for Health Research and HIMS.

### Troubleshooting

Examples of issues include:

- **Invalid Username or Password:** request a password reset
- **Security Account Disabled Error:** Novell account has expired
- **Message: 'No Resources currently available' after logging into ieMR:** ieMR access has not been correctly set up
- **Protected Health Information message appearing through ESM or Scheduling Function:** ESM Keychain has not been activated against the account.

Refer to policy [60077 – Access to the patient electronic health records](#) on QHEPS for further information regarding access to ieMR.



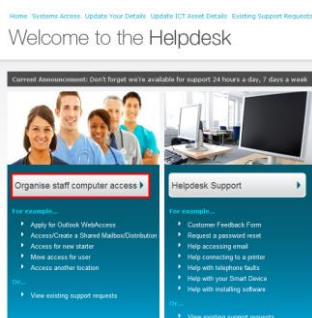
Any access issues should be logged via the [Self Service Centre](#) or [1800 198 175](#).

### Adding ieMR Access to an existing Novell Account

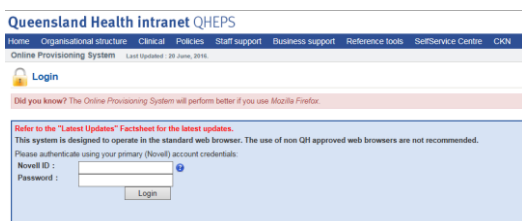
1. Open the [Self Service Centre](#) via the desktop icon



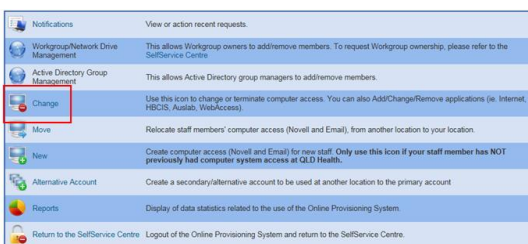
2. Select **Organise Staff Computer Access**



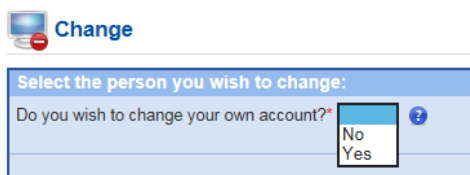
3. Log in with your personal **Novell** details



4. Select **Change**



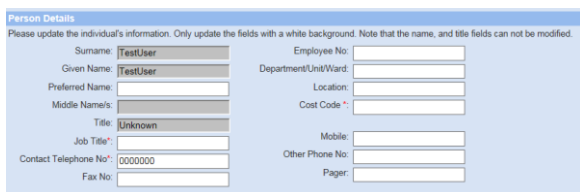
5. Click **Yes** or **No** depending if you are adding ieMR to your own or another users account



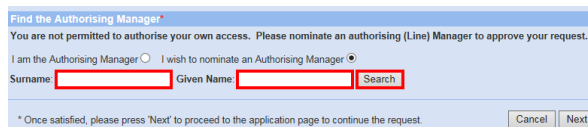
- If **No**, search and select the user whose account you are changing



6. Update any details that require changing and click **Next**

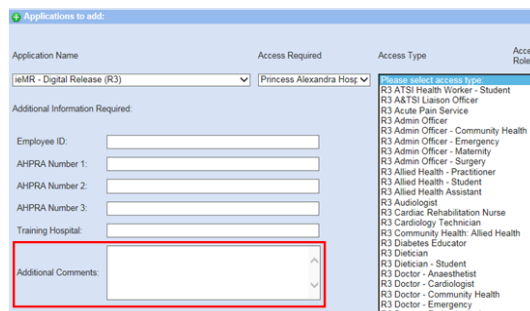


7. Input the **authorising (Line) Manager** that will approve the access.



8. Add **ieMR Access** as an application with the below details:

- Select the:
  - Site – Princess Alexandra Hospital
  - Role – e.g. R3 Registered Nurse
  - Credential – e.g. RN, EN, AIN
  - Physician Indicator – Yes or No
- Add any requests for:
  - Keychains (e.g. Metro South View),
  - PPR (SurgiNet and Radiology only)
  - Message Pools (Consultants Only)
- Fill in the Employee ID and AHPRA Number (for AHPRA Registered professions)



Credentials, Keychains, Physician Indicator, PPR and Message Pools all need to be specified in the 'Additional Comments' box when requesting ieMR access

9. Click **Next**, review the account details and click **Confirm** to log the request

If moving a user from another site or creating a new account, the process for adding ieMR access as an application (Step 7) is the same.

