



New Provider Frequently Asked Questions

GENERAL INFORMATION	
Where can I find IT info for new hires?	http://ike/itsg/newsite2010/ITOnlineBook.pdf
How do I contact HelpDesk?	663-2800 or X2800 from any 663 exchange. Also, tickets may be submitted via 2800Online, accessible at the top of our Internet Homepage, IKE.
Where would I find a list of EPN/EPS Providers?	EPN and EPN Office Lists or Search for a Practitioner There is also a Provider Finder built in to Epic (Main Epic button → Tools → Provider Finder)
POLICIES	
Where might I look up policy information?	EHS Policies or Physician Resources
E-MAIL	
What is my Elliot e-mail address?	Elliot provides Microsoft Outlook e-mail accounts to all EHS new hires. An EHS e-mail account may be requested for non-Elliot providers through the SARF form. Outlook e-mail may be accessed from your desktop or from IKE's home page. <i>Please Note: Communication regarding patient care should be completed through Epic's communication portal, In Basket.</i>
How do I set up my iPhone to get my Elliot e-mail?	A service request may be added through 2800 OnLine (accessed on IKE homepage) or here- http://servicedesk/scripts/texcel/ServiceWise/CLogin.dll
Can I use my personal e-mail?	Not for business or clinical purposes; use EHS Outlook or your company's e-mail. You can check your personal e-mail only through your own devices, not from any Elliot devices.
Can I e-mail a provider outside of EHS regarding a patient?	Yes, but enter "ehsecure" in the subject line. See policy.
REMOTE ACCESS	



How do I log in from my home?	Confidentiality Agreement and SARF form with Remote Access requested is required. See policy. Once access has been granted, any provider may log in from https://ehsweb.elliott-hs.org .
Can I use a MAC to log in from home?	If you have remote access and have updated your Citrix client.
SAVING FILES	
Where do I save my documents?	Save <i>personal</i> files to your X: Save <i>departmental</i> files to your department's L: Save <i>shared</i> files, such as those for committee use, on the appropriate T: Also, you may request an encrypted thumb drive from IT through 2800 OnLine (accessed on IKE homepage) or here- http://servicedesk/scripts/texcel/ServiceWise/CLogin.dll .
PASSWORDS	
How often do I need to change my password?	Every 90 days. See Password Self-Service instructions here .
What are the password requirement rules?	8-13 characters with two being digits and cannot reuse any of last 5 passwords. Remember, your user name and password is your network password, gaining you access to Epic, Lawson, Windows, etc.
EPIC	
Is there a requirement as to how often I need to log in to Epic?	After 90 days of not logging in, your Epic access becomes disabled.
Where do I practice Epic?	Use Epic Hyperspace Playground. Do not use Epic Hyperspace Production for practice purposes.
May I access my own Epic EMR?	Absolutely not. MyEChart is our patient portal; you may set up an account if you are an EHS patient.
May I request additional Epic support after my initial training?	Please contact EMRedu@ Elliot-hs.org to set up a convenient time for personalized support.
Are there any Epic resources available for learning purposes?	http://ikenet/training/ may be accessed from IKE →Departments → IT Center for Training and Development
Who do I contact for questions related to dictation/transcription?	Transcription Department 663-2145