

HARBOR-UCLA MEDICAL CENTER

SUBJECT: APPLICATIONS SYSTEM ACCESS

POLICY NO. 626

PURPOSE:

To outline authorization and access control requirements needed to obtain and maintain access to secured DHS applications in compliance with Board Policy.

POLICY:

Harbor-UCLA Medical Center will require all Department Heads to request, authorize, control and review workforce members' (WFM) granted access in compliance with Board Policy to ensure the principle of least privilege is maintained with regards to WFM access.

PROCEDURE:

I. ORCHID ELECTRONIC HEALTH RECORD (EHR) ACCESS REQUEST

Access to the Electronic Health Record is handled by the Enterprise Help Desk (EHD). Privileges are based on user roles. User is required to be trained and pass a competency test before his/her user access is enabled. User accounts are Lightweight Directory Access Protocol (LDAP) compliant, therefore user's active directory accounts have password complexity and require the password to be changed every 90 days.

REQUIREMENTS

1. Each department and appropriate supervisor is responsible for identifying, authorizing and auditing user access for the electronic health record system.
2. It is the supervisor's responsibility to ensure the staff member is given the appropriate ORCHID role which is limited to only the information the user requires to perform his/her job duties.
3. Identified WFM is assigned to an ORCHID training class based on where the WFM will be working.
4. WFM is registered for the class.
5. WFM completes the Electronic Health Record training and successfully passes the proficiency exam.
6. The request is submitted by the authorized staff to the Enterprise Help Desk, a ticket is logged, sent for processing, and access is granted.

EFFECTIVE DATE: 3/96


REVISED: 2/02, 3/05, 7/10, 10/19


REVIEWED: 7/10, 10/19


REVIEWED COMMITTEE:

SUPERSEDES:

APPROVED BY:


 Kim McKenzie, RN, MSN, CPHQ
 Chief Executive Officer


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 Chief Nursing Officer

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II. ORCHID EHR SYSTEM REQUEST PROCESS**1. Workforce Member Signs Up for Orchid Training**

WFM submits request through Learning Net for the appropriate ORCHID Training.

2. Manager/Supervisor

WFMs Manager/Supervisor approves training. Each department is responsible for identifying the ORCHID role the workforce member will need access to, and authorizing the application procedures the user will need access to. Access to application procedures are based on the user's "need to know" (principle of least privilege).

3. Workforce Members Complete Training then submit ORCHID Access to Enterprise Help Desk

- New hires pass and complete all required training. Once a new hire passes proficiency, completed verification forms are submitted via email by WFM to the DHS Enterprise Help Desk (EHD) at helpdesksup@dhs.lacounty.gov and EHD supervisors.

Note: All required ORCHID Training must be completed and associated proficiencies passed before ORCHID access is granted.

4. Workforce Members will be granted access upon verification of ORCHID training completion.

III. REQUEST FOR INFORMATION SYSTEMS SERVICE FORM

The Request for Information Systems (IS) Service Form must be completed by the Department Head before a workforce member may be authorized and granted access. The forms are available on the Harbor Intranet under the "DEPARTMENTS" tab / More / Information Systems / "Forms" then select Request for IS Services" form.

- All signatures on the Information Systems Request Form are required as indicated.
- Service Director shall identify the applications the user will need access to.
- Information Systems staff will complete their section of the User Registration Form.

1. The Information Systems Service Request Form is submitted to the Enterprise Help Desk.
2. EHD provides systems access or refers ticket to the appropriate party to provide system access.