POLICY STATEMENT

In order to ensure safe and effective use of the electronic medical record and in support of quality care and efficiency across care processes, all end-users of One Chart will receive training appropriate to their level of use of the system. The information contained in this document pertains to One Chart access and training specifically.

DEFINITIONS

One Chart: Also known as Epic, Nebraska Medicine’s Electronic Health Record (EHR).

Training: May be defined as instructor led training, remote training, module based training, 1:1 instruction, or some combination thereof.

Service Request (SR): An internal request entered for system access, including One Chart.

Learning Management System (LMS): A system used for tracking organizational training, compliance, and educational requirements.

Education (EDU) Environment: A training environment utilized by UNMC students and staff for the enhancement of clinical education. This environment does not contain PHI.

PROCEDURE

1. All colleagues, providers, and students new to Nebraska Medicine, or its affiliates, who need access to One Chart will be required to complete all designated training requirements as determined by the Applications Training Team prior to receiving access to the system.
   - Designation of training completion will be determined by the Application Training Team.
   - Failure to complete the appropriate training will result in loss or delay of One Chart access.

2. The hiring manager, or appropriate designee, is required to enter a service request (SR) for One Chart access.

3. Training accommodations are available for individuals with disabilities, as defined by the Americans with Disabilities Act. Requests for accommodations must be made no later than 24 hours prior to the scheduled class. Some accommodations may result in an altered training schedule.

4. At the elbow training is reserved for emergent training needs as determined by Nebraska Medicine leadership and the Applications Training Team.

5. For providers, training will be offered no more than two weeks prior to the designated start date or within a reasonable timeframe as determined by the Applications Training Team.

6. Colleagues arriving more than 30 minutes late for a One Chart training class may not be admitted to the class. The manager will be notified and the colleague will be asked to reschedule training.

7. Appropriate classroom behavior is expected. Colleagues who disrupt the training class or fail to complete the training material will be reported to their manager. Colleagues may be asked to leave the class and access will not be issued.
8. Training completion will be documented in Nebraska Medicine’s Learning Management System (LMS).

9. Traveling/Agency/Consulting staff must complete the same training as is required for their employed counterparts.

10. AD logins are required to complete One Chart training.

11. Access to the Education (EDU) environment is available to UNMC students, faculty and staff and will not be permitted unless the user has access to the production (PRD) environment.

12. Requests for reactivation of security access to One Chart by individuals who have not utilized the system in greater than 180 days (as stated in SYS025) will be evaluated by the Enterprise Applications training team for additional training needs prior to granting the request.

13. Individuals requesting read only access may receive training on request, but it is not required.

RELATED POLICIES AND PROCEDURES

- IM04 Computer System User Access
- SYS022 Active Director Access Control
- SYS025 Electronic Health Record Access Control
- SYS027 System Environment Access

STAFF ACCOUNTABILITY:

Manager, Applications Training Team

Executive Director, Enterprise Applications

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