

## HIPAA Training and Epic Access for Monitors

Welcome to an ACCE tutorial video.

Today we will learn all about HIPAA training and Epic access for monitors.

- First, we will learn how to obtain Non-Employee IDs, called NIDs, and WUSTL Keys for monitors, so that they can complete HIPAA training in Learn@Work.
- Next, we will talk about requesting an EpicCare Link so that HIPAA-certified monitors can access Epic.
- Finally, we will discuss how to release research subjects' Epic charts to monitors for review.

Let's get started!

### NIDs and WUSTL Keys for monitors

All Research Monitors must complete HIPAA training prior to gaining access to Epic to review patient records. HIPAA training is completed through Learn@Work, and in order to log in to Learn@Work, monitors must have a WUSTL Key.

Obtaining a WUSTL Key for your monitor is a two-step process. First, a Non-Employee ID, or NID, must be created for the monitor. Next, the monitor will use their NID to create their own WUSTL Key and password. Two to three days of system processing time is required for this process.

Let's talk about these two steps in more detail:

**NID:** Creating an NID requires access to the AIS system (<http://ais.wustl.edu>). Each department should have at least one designated person who has access to the system to create NIDs for monitors. If you do not know who this person is in your department, ask your business manager.

When requesting an NID, provide the following information:

- The monitor's first and last name
- The company for which the monitor works
- The monitor's title, work address, phone number, and email address
- And your department

Note that most of the monitor's information can usually be found in their email signature line.

**WUSTL Key:** Once the NID is generated, overnight processing is required before the monitor can create their WUSTL Key. Please keep this in mind when sending your monitor the WUSTL Key instructions.

Email your monitor and provide them with their NID username and password, along with instructions for creating their WUSTL Key. For guidance, reference the **Sample Email Instructions** on page 2 of the **Research Monitor Process** document.

Monitors must visit Connect Help (<http://connecthelp.wustl.edu>) to create their WUSTL Key and password. First time users who log in to Connect Help with their NID will be prompted to choose a WUSTL Key and password. If the monitor experiences any issues with this process, direct them to the AIS Helpdesk (314-935-5707).

After creating the WUSTL Key, another overnight processing is again required for the new WUSTL Key credentials to be pushed into the Learn@Work system. After that time, the monitor can now log in to Learn@Work and complete HIPAA training.

## HIPAA Training in Learn@Work

When emailing your monitor with directions for creating their WUSTL Key, you may at this time also provide the monitor with instructions for completing HIPAA training through Learn@Work. You may send them the **Monitor Learn@Work Access** document.

To access Learn@Work and complete HIPAA training, the monitor must complete the following process:

- Use the newly created WUSTL Key and password to login to Learn@Work.
- Click the dropdown arrow next to **Browse** in the upper right corner.
- Select **All Categories**.
- Select the category called **HIPAA-Health Information Privacy**.
- Locate the course called **HIPAA Training for Research Monitors** and click **Launch**.

The course will launch automatically. It only takes about 15 minutes and includes a short quiz that they must also complete. The monitor also has the option of launching the course but returning to complete it at a later time.

Ask your monitor to notify you when they have completed Learn@Work training and include the date of completion.

Remember: Successful completion of HIPAA training is required before the monitor can gain access to Epic. Be sure to allow yourself enough time to request an EpicCare Link Account for the monitor. This process can also take a week or more, so be sure to plan in advance.

## Request an EpicCare Link account

In order to access Epic and view patient records, study monitors must have an EpicCare Link account. You, the research coordinator, are responsible for requesting the account. The Epic1 Research team needs one to four weeks to fulfill your request. If you need the monitor's account created faster, you will need to contact the Epic1 Research Team ([epic1research@wustl.edu](mailto:epic1research@wustl.edu) or ServiceNow) to expedite your request.

Detailed instructions on this process can be found in the **Resource Tip Sheets** section of the **Research Learning Home** dashboard in Epic.

- Go to <http://myepiccarelink.org>.

- Click **Request New Account**.
- On the **New Account Request** screen, select **Research Study Monitor**.
- You will complete the following information:
  - Your monitor's first and last name.
  - For **Site Name**, you will enter the IRB number for myIRB studies or the protocol number if the study is not in MyIRB.
  - Select **EpicCare Link: Research Study Monitor** for the **Site Type** field.
  - Enter the monitor's **Phone Number** and **Email Address**.
  - **Fax** and **Address** are not required.
  - For **User Address**, use your site's address.
  - Comments are optional.
    - It is helpful to enter information here if the monitor already has an EpicCare Link account or if you are requesting monitor access for more than one study.
  - In **Requested by**, you will enter your own name, not the monitor's name.
    - Use your full name as listed in the BJC or WashU email directory. Do not use a nickname or shortened version of your name.

Click **Submit Request**. This sends an Epic InBasket message to the Epic1 Research Team, who will verify that the monitor has completed HIPAA training in Learn@Work, and will then activate the monitor's EpicCare Link account. You will receive an Epic InBasket message from the Epic1 Research Team with the monitor's log in information.

You, the research coordinator, are responsible for providing this information to your monitor. When doing so, you may also wish to send them the **Site Verification for Epic Care Link Research Monitors** tip sheet found in Epic. Occasionally, when a monitor logs in to Epic, they are asked to verify their account. This is a simple process that the monitor can complete independently. Providing them with this tip sheet may, however, head off questions.

If you know that the monitor already has an EpicCare Link account because they have already monitored a different study here at WashU, then you still need to complete this process for the new study. Use the comments section to indicate that the monitor already has an account so that the Epic1 Research Team is aware of this when reviewing the request.

If the monitor has already monitored this study and is coming for another visit, you do not need to request a new account; you simply need to release a new patient group.

Let's talk about releasing patient groups now.

### **Releasing research subjects in Epic**

Prior to the date that the monitor is due to be onsite, release the patient group in Epic. Be sure that you accurately enter the dates of the monitor's visit to ensure that they only have access to the patient group while onsite.

Once again, you can find detailed instructions on this process in the **Resource Tip Sheets** section in Epic.

- Click **New Report** on the **Find Patients Associated with My Research Studies** report template in Epic.
- In the **Research Study** section, list the name of the study that the monitor will be auditing.
  - Study Name in Epic = Short Title in OnCore.
- You can search for all patients who have ever been enrolled, or you can narrow the report to only patients with certain enrollment statuses using the **Enrollment Status** section.
- Specify the date range for your patient search.
  - Note that this is not the date range for the monitor's visit; this is the date range for your patient search. For example, if your monitor only wants to monitor patients enrolled in the past year, you would enter those dates here.

Click Run.

From the report results, single click on all the patients whose records you would like to release to the monitor. Use CTRL + Click to select multiple patients at once.

Click **Release to Study Monitor** in the reports toolbar. You will then be prompted to supply the following information:

- The name of the Research Study
- The name of the Patient Group
- Release From Date: the first date that the monitor is physically on site
- Release To Date: the last date that the monitor is physically on site
  - If the monitor is only visiting for one day, these dates will be the same.

When all fields are filled out, click **Release**. This will release the patient records you selected during the specified date range.

Due to HIPAA privacy, it is best practice that monitors only have access to the patient group while they are physically onsite. As an added safeguard, you may choose to wait to send the monitor their Epic login information until they are onsite as well.

Note that if you indicate the incorrect dates for release, if a monitor changes or cancels their visit, or if for any other reason you need to change or cancel a release, you will need to submit an incident ticket to the Epic1 Research Team ([epic1research@wustl.edu](mailto:epic1research@wustl.edu) or ServiceNow).

### Final reminders

The whole process for HIPAA training and Epic access for monitors can take two weeks or more.

<b>NID</b>	2 days (overnight processing)
<b>WUSTL Key</b>	2 days (overnight processing)
<b>HIPAA Training</b>	1 day
<b>EpicCare Link Account</b>	1-4 weeks
<b>Patient Release</b>	1 day

Do not wait until the last minute to start the process.

Here are some tips for getting ahead:

- Request NIDs for your monitors now, even if the visit is still several weeks away.
- Send monitors their WUSTL Key and HIPAA training instructions now. The sooner monitors complete their HIPAA training, the sooner you can request the EpicCare Link account.