↳ **[TO-1285]** CHC: New Users Added in Clinician are not linking in KEMR Created: 30/Apr/24 Updated: 22/May/24

Status:	TICKET RESOLVED
Project:	Technology Operations Board
Components:	None
Fix versions:	None
Parent:	Change Healthcare

Type:	Break Fix	Priority:	Low
Reporter:	Solounge Bowen	Assignee:	Solounge Bowen
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Attachments:	Screenshot 2024-05-15 at 2.24.35 PM.png		
Issue links:	**Blocks**		
	blocks	TO-1434	access to Rx and Labs through Quest	TICKET RESOLVED
	blocks	TO-1540	Permissions to submit/issue prescript...	TICKET RESOLVED
	blocks	TO-1541	need permission to send prescriptions	TICKET RESOLVED
	blocks	TO-1542	role updates for staff	TICKET RESOLVED
	blocks	TO-1562	Provider Ticket - on my EMR I don't ...	TICKET RESOLVED
	blocks	TO-1563	Do not have permission to send prescr...	TICKET RESOLVED
	blocks	TO-1569	need access to San Diego	TICKET RESOLVED
	blocks	TO-1418	Change Healthcare access	TICKET RESOLVED
	blocks	TO-1422	Request additional access	TICKET RESOLVED
	blocks	TO-1566	i need access to send Rx on KEMR	TICKET RESOLVED
	blocks	TSD-33466	Scribe needs access to multiple appli...	Completed
	is blocked by	TSD-33084	EMR Error - Isabella C.	Completed
	Problem/Incident		
	is caused by	TSD-33111	need la, nb, sd rx access	Completed
	is caused by	TSD-33114	EMR	Completed
	is caused by	TSD-33033	Rx access	Completed
	is caused by	TSD-33112	Prescription ordering	Completed
	is caused by	TSD-33125	Need access to RX orders in KindEMR	Completed
	Relates		
	relates to	TSD-33033	Rx access	Completed
	relates to	TO-1282	CHC Restoration Lab Issues	TICKET RESOLVED
Vendor / Issue Type:	Break Fix, Change Healthcare/Optum		
Key Performance Indicator:	Break Fix, Improved User Experience		
KPI Measure:	This will ensure that new users post CHC Outage will have Rx and Lab Access		
Secondary:	Jasmine Sekhon		
Vendor Ticket ID:	08969217		

Description

Background: Since CHC's Outage, thare are existing and new users attempting to make lab orders. For the existing users, they are able to cresume ordering without any problem however due to SST still being out, any new users that are created within Clinician does not have the order access

and instead get an "CHC refuse to connect page"

Next Steps:

- Solounge to create all user names for all new users.
- Create a ticket within CHC showing the list of users
- Share the ticket with Jasmine to further escalate

Follow Up:

References:

Name	Market(s)	CHC ID	Access Needed
Anna Bonner	• LA	abonner	PUT_MD_LTD
Amy Hamilton	• East Bay • LA • Newport Beach • San Francisco • Silicon Valley	ahamilton_22	PUT_MD_LTD
Emilia Dos Santos	• Newport Beach • LA • San Diego	esantos_7	PUT_MD_LTD
Bailey Kilmer	• East Bay • Silicon Valley • San Francisco	bkilmer_1	PUT_MD_LTD
Amy Barber	• Bentonville • St. Louis	abarber_9	PUT_MD_LTD

Comments

Comment by Solounge Bowen [30/Apr/24]

Anna's username has been created however when I linked her **CHC id= abonner** into the KEMR it does not work. Have to escalate this to CHC to further investigate

Comment by Solounge Bowen [06/May/24]

Confirmed with CHC that these users will need their MFA to be set up in order to complete

Comment by Solounge Bowen [07/May/24]

Contacted CHC to schedule a meeting to further discuss this since our workflow does not contain having our users set up their MFA themselves. Need to confirm if there is a workaround for this.

Worst Case Scenario: Have to set time with the users to get them set up

Comment by Solounge Bowen [13/May/24]

Koren has looped in Lisa, I've provided the list of usernames

Comment by Solounge Bowen [15/May/24]

Follow Up:

- 5/15 - Met with Lisa and Koren todiscuss new workflow for New User Access

Discoveries

- Confirmed that when creating a new user within CLinician, you must make sure the "Password Expire" checkbox **IS checked in**

- Since KB uses SSO to administer its users, they will not need to sign into the Clinical Exchange website
- If the user attempts to sign into the Clinical Exchange site, they will experience an error because their MFA is not set up

Action Items

- Send an email to Koren/Lisa
  - Ephemeral user access errors for Katie Mohin → kmohin_7
    - Receiving errors in the Detroit market
  - For users that will need access into multiple markets, once created in the initial market. Solounge will need to submit a tickets to CHC requesting them to link that username into the remaining markets

Comment by Solounge Bowen [16/May/24]

🗔 **TSD-33033** `COMPLETED` "Rx access" has been changed to a status of **Open**

Please check this issue for more details

Comment by Solounge Bowen [16/May/24]

🗔 **TSD-33033** `COMPLETED` "Rx access" has been changed to a status of **Under investigation**

Please check this issue for more details

Comment by Solounge Bowen [16/May/24]

🗔 **TSD-33033** `COMPLETED` "Rx access" has been changed to a status of **Completed**

Please check this issue for more details