

FACT SHEET – Student Sunrise EMR Access

28/01/2021

OFFICIAL

Purpose

The purpose of this document is to provide a clear understanding for SA Health staff on the process of how the student Sunrise account is activated prior to clinical placement, which is managed by the SA Health Better Placed (BP) Student Sunrise EMR Access Team (*The Access Team*).

Overview

All student access to South Australia's patient electronic medical record state-based system called Sunrise EMR & PAS (Sunrise EMR) is managed by *The Access Team* in the *Better Placed Clinical Placement Unit* (BPCPU) in liaison with the Digital Health SA Service Desk, Clinical Solutions Support Centre (CSSC) – Sunrise 24/7 helpline, the Sunrise Training Team, SA Health staff and education provider staff.

Sunrise EMR & PAS is the primary Sunrise application used by Administrative, Finance, Medical, Nursing and Allied Health staff to perform their daily duties and students will also use this application with appropriate access profiles.

Students' Sunrise EMR training is arranged via the students' education providers by the use of online training modules provided by the Sunrise training team.

All students who need to access Sunrise will require a personalised SA Health computer login (HAD account) to be able to log into SA Health workstations.

Each students' Sunrise account credentials (username and password) will only be activated after:

- The student has been assigned to a confirmed placement booking in the SA Health clinical placement system, Placeright, at least 4 weeks prior to placement start date.
- The student has successfully completed Sunrise training with a pass mark of 80% or greater; and the pass mark has been recorded in the notes section of student details in Placeright.
- An eHealth Systems Service Request Form is processed on their behalf by *The Access Team*.

The student's login details become their 'electronic signature' within the electronic medical record and is recorded each time they change or add something within the system. **Login details must never be shared with others.**

Process

The following steps are undertaken by *The Access Team* to ensure that students on upcoming placements have an active Sunrise EMR account during their placement at SA Health Sunrise 'live' sites subject to all preliminary activities having been completed in a timely manner.

1. COLLECTION OF INFORMATION

The Access Team run a report in Placeright every Friday that extracts all student information for placements in the coming six weeks. This report is run as a weekly batch to process the large volume of student Sunrise EMR access requirements across the state and disciplines efficiently. For any placement late additions / student entries (within two weeks of the placement start date) it is requested that these are also sent via an email (marked "Urgent") to the team so that they can be processed as soon as possible.

2. PROCESSING OF STUDENTS

Once student information has been collected from the report the following steps occur:

2.1 Determine student HAD Status:

The *Access Team* needs to find the current status of each students' HAD account:

- A new account (no previous HAD account issued)
- An existing student or staff member account
- An expired existing account (disabled / archived)

Note: Current SA Health policies require all individuals (staff and students) to only ever have one HAD account issued. The six week lead time prior to the start of the placement is therefore required for The Access Team to meet these policy requirements. This allows us to contact the education providers, SA Health placement providers, and the students themselves to clarify information if required.

2.2 Recording of the student's Sunrise training score:

Student access to Sunrise EMR is contingent on successful completion of the Sunrise training modules (with a score of 80% or greater). Education Provider staff are required to enter the training score into Placeright against each student record (in the student notes section). Students without a recorded pass mark in Placeright will not be processed until the Education providers enter it. Processing of the student cannot proceed until this is done.

2.3 Processing Sunrise EMR Account:

Once the student's HAD status is determined, the correct process for their situation can be followed to ensure the Sunrise EMR account is activated:

- Request a new Sunrise EMR and HAD account
- Modification of an existing Sunrise EMR and / or HAD account to match the student's placement requirements
- Reactivation of a disabled / archived account followed by a modification.

2.4 Reasons for student processing delays:

While the aim is to process student accounts as efficiently as possible, there are circumstances which may result in the delay of processing. It is for this reason that we request that education provider enter student details into Placeright within the agreed timeframes as it allows us ample time to deal with issues such as:

- Archived accounts: There may be delays of up to 2 weeks to reactivate student or employee HAD accounts that have been archived due to inactivity.
- Duplicate names: There will be delays whilst determining HAD status if we find that a student has the same or a similar name to an existing user. We will contact the student to ask if they have previously had a student placement or worked within SA Health.
- Common names: New account requests are processed automatically; however, a delay of several days will occur if there are large numbers of pre-existing HAD accounts with similar names as these are processed manually.

3. INFORMATION SENT TO PLACEMENT PROVIDERS

Once the student Sunrise EMR access is complete for the students in a placement, The Access Team will send that information to the designated Placement Provider contact with the students' HAD credentials. This will be done via email in a Microsoft Excel attachment. The Excel sheet will contain the placement information and the following student information

- Student Name
- HAD ID
- HAD Status (new student, existing student, staff, etc)
- Password (if applicable).

For students who have an existing HAD ID the password will be denoted by an asterisk (). See Frequently Asked Questions – What should I do if my student has Sunrise access issues during their placement in regards to what to do if the password is forgotten or incorrect.*

Emails will be sent to the nominated SA Health staff 2 weeks prior to placement start date and no later than 1 week prior to placement. A secondary contact / generic email must be nominated to be CC'd on the correspondence to ensure that if the primary contact is unavailable there is someone else who is able to distribute the information to the students.

The BP Student Sunrise EMR Access team will contact individual Placement Providers if delays are foreseen.

4. HAD INFORMATION DISTRIBUTED TO STUDENTS BY PLACEMENT PROVIDERS

Once the delegated placement provider contact has received the student HAD information it is up to the contact to distribute the information to the students according to local process.

FREQUENTLY ASKED QUESTIONS (FAQs)

I received the HAD details but not the Sunrise details. Are they missing?

No. Sunrise logins are tied to HAD logins so in most cases the student's Sunrise ID and password will be the same as their HAD ID and password. If there is a specific reason this isn't the case you will be notified.

My student is also an SA Health employee. Do they need a special Sunrise login?

Possibly. It depends on the employee's position. If they do not work with Sunrise (their role doesn't require it or they work at a non-sunrise site) we are able to attach their required student Sunrise access to their current HAD account. They will be able to use their existing ID and password to log in.

If they do currently use Sunrise (for instance an enrolled nurse studying to become a registered nurse) and they require separate Sunrise profiles we will create a student Sunrise account for them. The student account ID (which is for Sunrise only) will be their HAD ID with a suffix of "-st" (for example: jkeith23st). They will be given a temporary Sunrise password and will be able to change it to match their HAD password if they so choose.

My student has previously had a placement at another facility. Will I need to arrange new access?

No. *The Access Team* will ensure that your student has the correct access for their location. For instance, Allied Health students often work out of multiple out-patient clinics. Based on the information in Placeright the team will ensure that appropriate access is applied to the student's Sunrise account. However if you believe your student does not have the correct access, please contact us immediately.

What should I do if my student has Sunrise access issues during their placement?

First you need to determine the reason.

- Can the student log into the computer with their HAD ID?
 - o Yes: Go to next question
 - o No: If the issue is due to their password (incorrect/forgotten password or locked account) the student can call the Digital Health Service Desk on 1300 138 913 for a password reset 24/7. If it is due to another issue call the Student Sunrise EMR Access team on the numbers below (make sure to take note of the error message).

- Can the student log into Sunrise?
 - o Yes: Go to next question
 - o No: Take note of the error message and call the Student Sunrise EMR Access team on the numbers below.

- Does the student have appropriate Sunrise access?
 - o No: Make note of the inconsistencies in access (wrong wards, not all functionality, etc.) and call the Student Sunrise EMR Access team on the numbers below

Please contact the Better Placed Student Sunrise EMR Access Team for any urgent enquiries on the following numbers

- 8463 6333
- 8226 6857
- 8226 5745

Or, you can email for less urgent enquiries at StudentHADActivations@sa.gov.au

For more information

**Better Placed: Excellence in Health Education
Clinical Collaborative / Office for Professional Leadership
Level 3, 22 King William Street
Adelaide SA 5000**

www.sahealth.sa.gov.au/betterplaced



www.ausgoal.gov.au/creative-commons