Managing User IDs & User Access

User Management Overview

Establishing NDoc users is defining employee status and job functions as they relate to the point-of-care system. Employee access is the responsibility of the System Manager or Security Administrator. Several data tables set up during the implementation phase are used in this process and an understanding of “access control” is paramount. On an ongoing basis, you provide support to the staff as it relates to the confidential functions of this process and may even define site-specific user types for your organization’s application and use of NDoc. Today’s expectations for HIPAA compliance and privacy of all information are a key goal of this function. While establishing your user list, you also create and define user type/job responsibilities and team assignments. Here you maximize the ability to have multiple clinicians or standalone/local client users assigned to specific patients, which gives your agency the ability to manage both your per diem staff and team members.

Key Tables/Settings for User Management

The creation of user accounts is driven by several tables that control roles and information access. These tables primarily consist of pre-built entries at implementation but can be customized at the agency level.

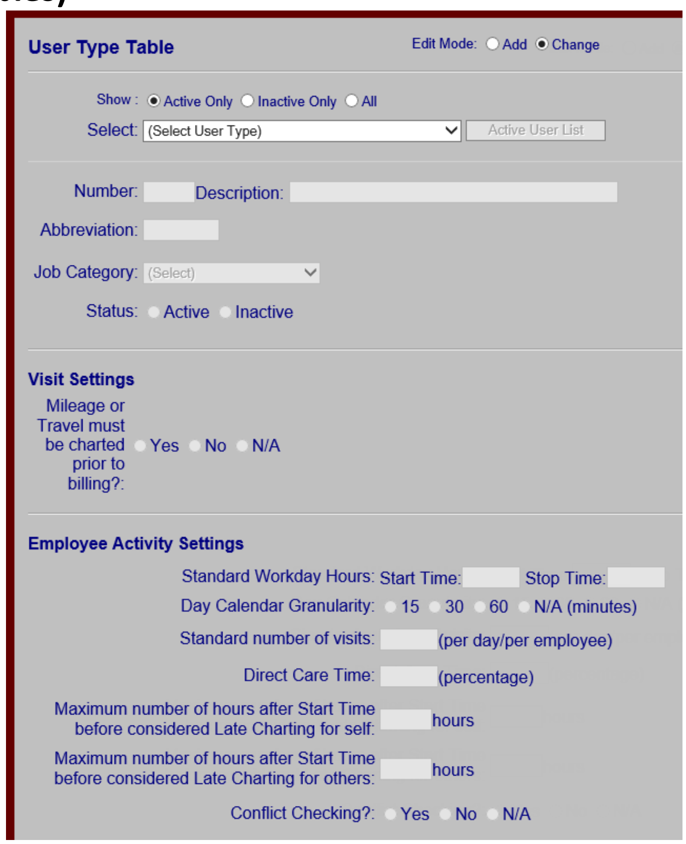
User Type Table – (Administration>System>Tables)

The User Type Table gives users role-based access to functionality and are generally associated with a user’s job responsibilities. The User Type Table sets standard user parameters such as:

- Whether mileage or travel must be charted prior to billing.
- Standard Workday Hours used to prompt for conflicts in scheduling.
- Standard number of visits per day per employee.
- Maximum number of hours after the Start Time before visit charting considered Late Charting for self or by others. Only important if the standard for this user type is to be different than the agency standard as set up in the agency’s visit settings.

Determination whether Employee Activity will be checked for conflicts for the User Type.

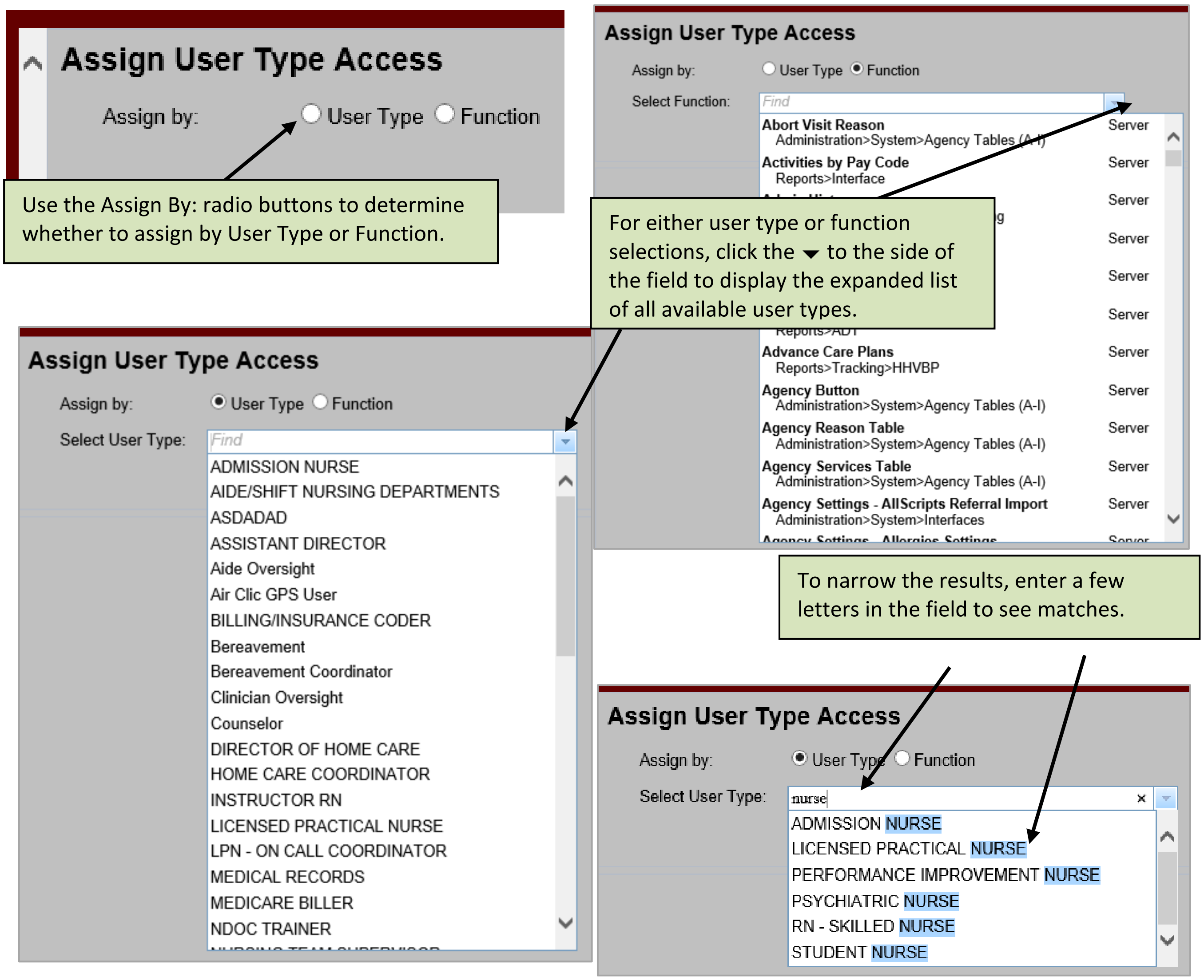
NOTE: Although additions/changes can be made to it, this is a pre-built table that should be reviewed prior to going live with the software. System Managers should use the User Access routine (Administration > System > Settings > User Access) to assign relevant functions to each user type.

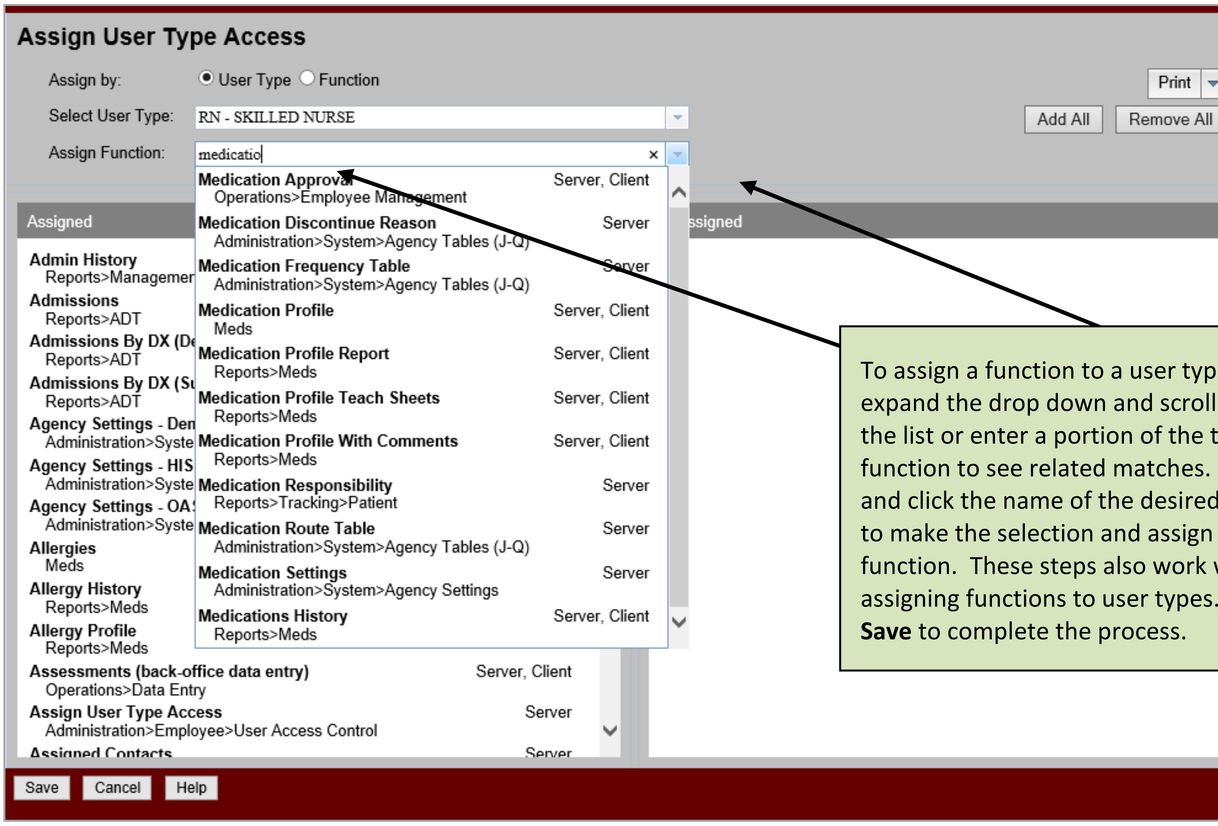


User Access Settings – (Administration>System>Settings)

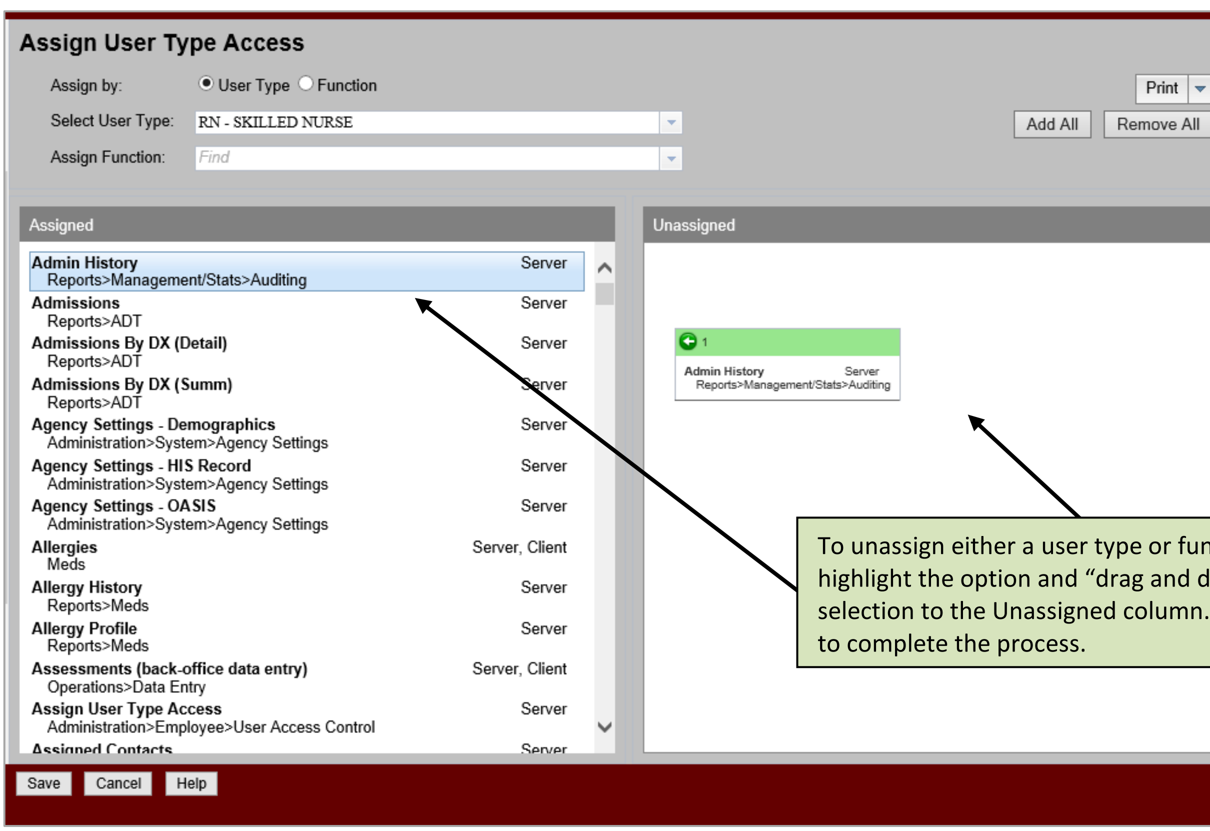
Controlling what a user has access to in NDoc is based on user type assignment. User Type Table settings are explained in the previous section. The User Access settings page is the basis for access controls. In general, agencies work with trainers reviewing and perhaps modifying both the User Type Table and User Access settings during Implementation. Several default User Types are pre-built based on past experience, including ones that are based on a specific job responsibility (e.g., RN (Registered Nurse), OT (Occupational Therapist), etc.). Agency specific types can be created as needed.

To set the access controls, go to Administration>System>Settings>User Access. This function allows users to assign, view, or modify user access. The assignments can be made either by selecting a function and linking the users or starting with the user and then linking the applicable functions. Appropriate functions are assigned to the default User Types, but users can go in and modify the functions assigned. A function can be assigned to multiple User Types and this is where you would assign NDoc functions for a new User Type.





To assign a function to a user type, enter expand the drop down and scroll through the list or enter a portion of the title of the function to see related matches. Highlight and click the name of the desired function to make the selection and assign the function. These steps also work when assigning functions to user types. Click **Save** to complete the process.

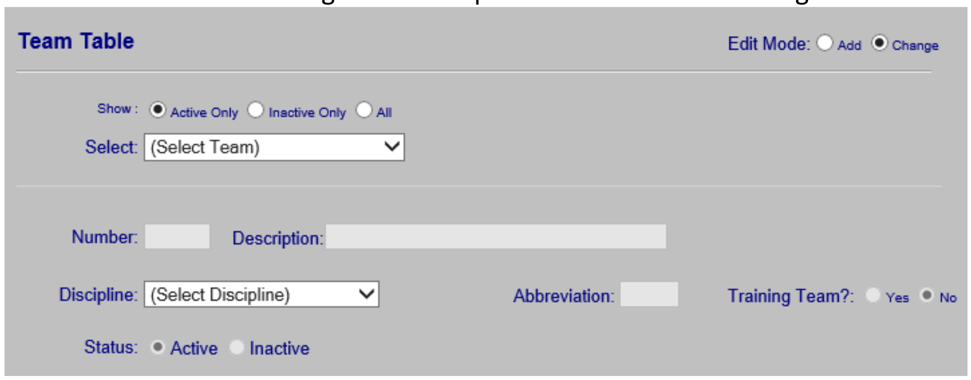


To unassign either a user type or function, highlight the option and “drag and drop” the selection to the Unassigned column. Click **Save** to complete the process.

Team Table - (Administration>System>Tables)

The Team Table typically enables agencies to divide clinicians into geographically applicable groups, but agencies can tailor that to their own specifications. The Team designation is important within the following routines:

- Patient/Discipline Status
- Visit Charting/Sign-On and Sign-Off screens
- Data Entry/Non-NDoc Visit Charting
- Modify Charted Visit
- Patient Heading (Displays Case Manager's Team)
- Numerous Reports



Each team must be associated with one specific discipline. The team is used to determine user access to PHI. A clinician with no team assignment within the Employee Table will not be able to chart visits or have visits assigned. Teams can also be able to designate Training/Test patients. Please note that, although additions/changes can be made to it, this is a pre-built table that should be reviewed / updated prior to going live with the software.

Administrative User Types

There are several User Types pre-built for employees needing access to all functions, PHI data and/or user account creation/modification.

System Manager Support (SMS)

This User Type is usually limited to one or two clinicians in the office who are going to help manage NDoc at the office. The intent of this role is to not only be able to fulfill the clinical duties of working with patients, but also to provide NDoc support of other clinicians in the office. This role is assigned at the beginning of the implementation phase and is detailed in our "Implementation Workbook". Its primary functions are:

- Access to all NDoc functions.
- Access to all patient information.
- Create/Modify user accounts including assigning User Types to a user or altering what functions are assigned to the User Types.
- Main support of other clinicians in the office as well as having the privilege to send in tickets to report issues or questions to the Thornberry Help Desk.

Security Manager (SECMAN)

This User Type should be limited to those individuals in IT or some related service which helps maintain User accounts such as resetting passwords and basic troubleshooting, but won't have access to any PHI data. Users assigned the Security Manager user type may not be assigned any other user types and must have Restrict Patient Access checked. Users assigned this type are limited to:

- Adding and editing employee accounts
- Accessing auditing reports for basic troubleshooting, etc.

System Administrator (SYSADMIN)

This is a user type provided by Thornberry to signify the person who is in charge of the entire server. This is important to be separated because a server can host multiple agencies. There are functions in NDoc, like System Updates, that affect the entire server and need to be more restricted in access.

- Can schedule updates
- Can configure automatic updates
- Can assign this user type to other users
- Can assign additional access to this user type

By default, NDoc creates a single "sysadmin" user and the password can be found in a text file on your NDoc server in a file named SysAdminPasswords.txt in the main NDoc directory. Here you'll find a separate password to be used for each namespace installed on the server. This file should be removed after the password are collected.

Creating/Modifying a User in NDoc

User creation/modification is primarily a function of the System Manager or Security Administrator. Since the creation/modification of a user involves the assignment of a User ID, issuing of an initial password and assigning rights and responsibilities, the responsibility of user management should be restricted. Although you use these same screens for modifications of a user, please refer to the section ***Special Employee Table Considerations** for additional thoughts when making changes to certain fields.

Employee Table (Administration > Employee > Employee Table)

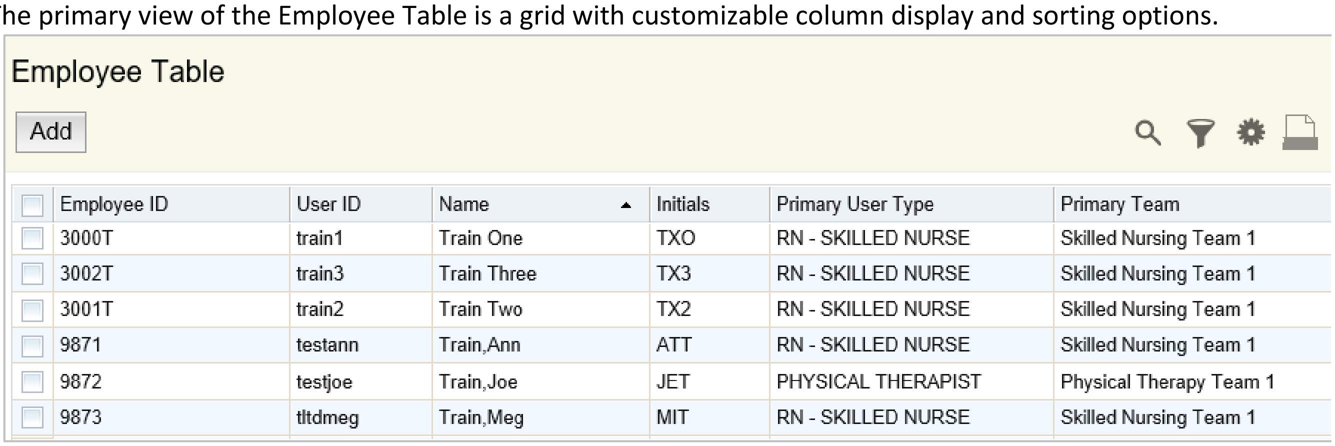
The Employee Table is a tool designed to manage multiple employee accounts, edit existing employee entries, and add new employee profiles. The following sections detail how to manage this table.

Access –

To access the table, the employee must have a user type assigned the Employee Table function within User Access settings. To add or edit employees, the user must be assigned the Employee Table Admin function within the User Access settings.

Viewing and Navigating the Table –

The primary view of the Employee Table is a grid with customizable column display and sorting options.



Employee Table

Add

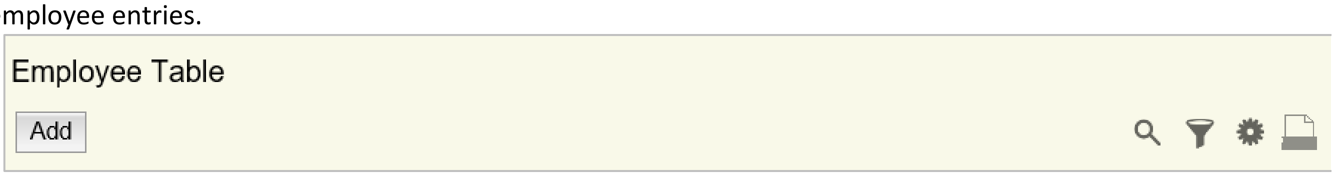
Employee ID	User ID	Name	Initials	Primary User Type	Primary Team
3000T	train1	Train One	TXO	RN - SKILLED NURSE	Skilled Nursing Team 1
3002T	train3	Train Three	TX3	RN - SKILLED NURSE	Skilled Nursing Team 1
3001T	train2	Train Two	TX2	RN - SKILLED NURSE	Skilled Nursing Team 1
9871	testann	Train,Ann	ATT	RN - SKILLED NURSE	Skilled Nursing Team 1
9872	testjoe	Train,Joe	JET	PHYSICAL THERAPIST	Physical Therapy Team 1
9873	tltdmeg	Train,Meg	MIT	RN - SKILLED NURSE	Skilled Nursing Team 1

The following sections describe how you can control and interact with this display.

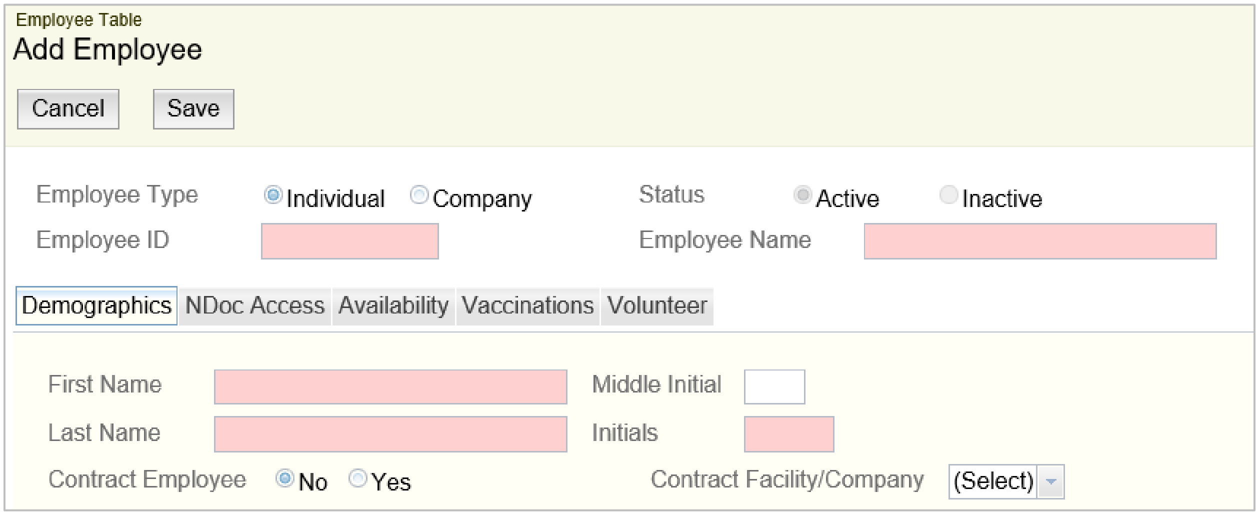
	Click the search icon in the upper right corner to search employees. When the search executes, only employees whose displayed columns contain the search text are included in the results. This is a powerful feature that can be used to search based on any employee data as long as it is included as a displayed column. To clear the current search, click the Clear button just above the grid to the left of the search results text.
	Click the filter icon in the upper right corner to control the results of employee searches. You can save a filter configuration so that it is your default when the Employee Table next loads. The optional filters are: • Type - only employees that match at least one of the selected types is included. Client users are employees with a client device assigned to their user ID. GPS users are employees who are assigned the "AirClic GPS User" user type • License Expiration - only employees who have a license expiring in the date range entered are included • Include Inactive - if checked, then inactive employees are displayed and are denoted with an asterisk * next to their names.
	Click the cog icon in the upper right corner to control which employee data is displayed as columns in the grid. To include columns, drag from the alphabetized Available Columns list and drop on the Displayed Columns list and click Apply. Columns display in the same order that they appear in the list. Click the Save button in this menu to store a configuration as the default. Note that the width of each column can be adjusted by dragging the header wider or narrower. When you next visit the table, the column will display with the same width. Clicking the header of any column sorts the displayed employees by that column's contents.
	Click the printer icon in the upper right corner to open the Report Manager to generate a PDF report of the Employee List with or without Demographics information. Note that filtered selections are reflected in the output of the report, but simple searches of the table are not. For example, entering "Mary" in the quick search field to produce a list of results of clinicians named Mary will not be set up in the report, but using the button to narrow results of the table results will be available for printing. When a single employee table entry is selected and viewed, the Print option will print the Employee List entry for that particular employee.
?	Click the help icon to view embedded functionality help text for guidance in maneuvering within the functionality.

Creating an Employee

When opening the Employee Table screen, use the Add button in the top left corner of the grid to create new employee entries.



The Add Employee window displays the screens to record vital employee information. Aside from the primary employee fields, the screens include five tabs: **Demographics**, **NDoc Access**, **Availability**, **Vaccinations** and **Volunteer**.



Above the Employee Tabs, four main fields are red highlighted fields are the only fields required to create the employee entry. These fields include:

Employee Type (Company or Individual)	Confirm - *If marked Company, there will be no activity conflict checking for Employee Activity entries and that employee lists as a company; use for 3rd party vendors such as therapy, etc.*
Status (Active or Inactive)	Confirm - *For new user status set to Active. Inactivating an ID allows it to not be used to login, shows in searches with an * to indicate inactive and removes it from some fields and report results. When the employee's status is inactive, all other fields are disabled.*
***Employee ID#**	*Passed to Billing, up to 9 alphanumeric characters (will be used to check if employee is in employee database).* ****See Special Employee Table Considerations section for additional details.***
***Employee Name**	*Up to 45 characters – format of (last name,first name or first name <space> last name) (OR enter 3 letters and use FIND to view matching employee names and choose one from that list)* ****See Special Employee Table Considerations section for additional details.***

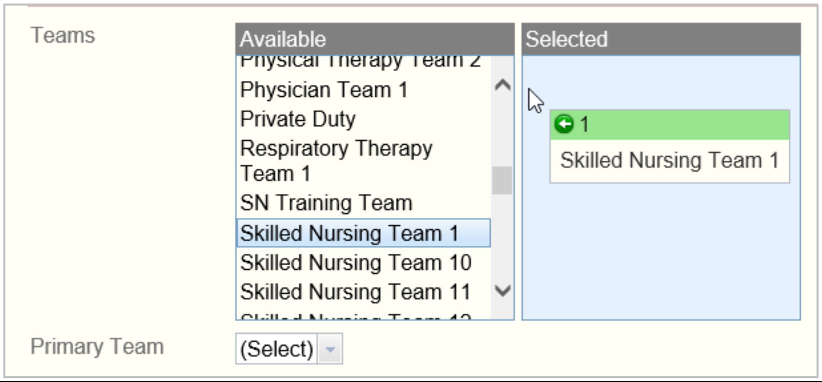
Demographics Tab

The required items under the Demographics tab are:

First Name	*Up to 20 characters*
Last Name	*Up to 23 characters*
Initials	*Must use 2 or 3 capital letters maximum used to identify users in certain View functions and certain Printed Notes*

The remaining options within the Demographics tab include:

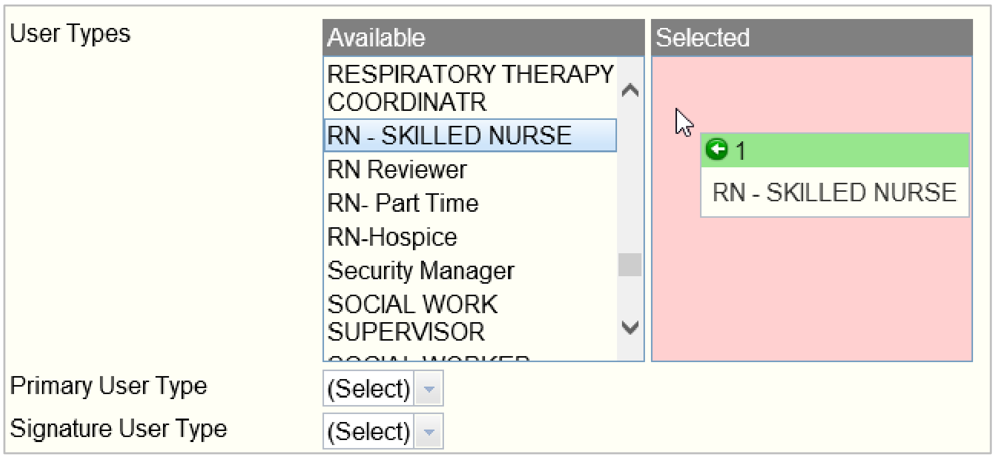
Contract Employee/ Contract Facility/Company	*For employees set up through contracted agencies/vendors, use this option to designate the contracted employee status and the related facility/company.*

Teams	*The available Team options as set up within the Team table (Administration>System>Tables>Team) are displayed with columns for Available and Selected. Team assignments are set by dragging the available item over to the Selected column. Note only up to 7 teams may be selected.* 
Primary Team	*The Primary Team needs to be identified and will control the default selected within Visit Charting and elsewhere within the application.*
Key Employee Demographic Info	*The items available for documentation include: SSN, Date of Birth, Start Date, Termination Date, Fed Tax ID, Taxonomy Code, NPI, Address, Phone Numbers, Email Address.*
Employee Scheduling/Preference Details	*The items available for documentation include: Primary Company, Primary Location, Skills, Preferences, and Zones. Each can be referenced within scheduling using the Advanced scheduling button within the Patient Calendar.* ***NOTE:*** *The Primary Company and Primary Location are associated with the user for the purposes of account for time and mileage for non-patient activities within the Employee Day Sheet Report.*
License Info	*Option to record license details including to and from dates available within the Filter options.*
Notes	*Free text narrative related to any key employee details.*

<u>NDoc Access Tab</u>

***User ID / Password**	*Entering a User ID for an employee gives them access to NDoc. The User ID needs to be unique to the user. This identifier tracks all activity for the employee, so if a change to the User ID is necessary, then a new User ID is created. This retains the original User ID with past charting and applies the new User ID for charting in the future. Agencies may wish to avoid using last name details that could be updated in the future for User ID.* ****See Special Employee Table Considerations section for additional details.***
Password	*The password might have complexity requirements based on agency settings*
User Must Change Password	*Check off the "User Must Change" box forcing the user to change their password on next login.*
Restrict Patient Access? (Defaults to Unchecked)	*If checked, users receive a message of 'no match found' when searching the patient database, unless the patient meets one of the following criteria:* • *The patient is assigned to the NDoc user via Patient/Discipline Status function* • *The patient is assigned via Assign Patient to User function* • *The user is the Responsible Clinician for either an incomplete OASIS assessment or visit* • *The user is scheduled to visit the patient via Employee Activity* *NOTE: This would be used for those individuals who are designated as Security Managers for maintaining IDs and troubleshooting.*

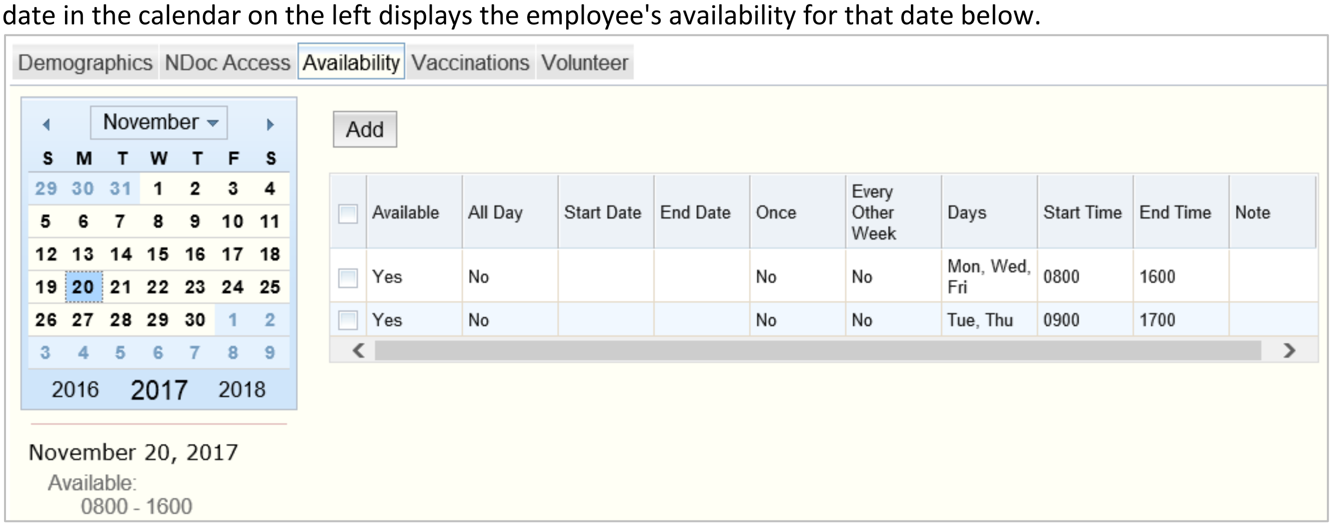
Mobile Device User	*If checked, this designates this user who has a mobile device such as a smart phone which runs an application, NDoc Mobile, used by non-skilled disciplines for receiving visit information and instructions.*
Access Type:	*Customers should leave this option at its default value of* ***Casual****. This designation allows the licensing system to count logins against the pool of available shared licenses. Unless instructed specifically by the Thornberry support team during your implementation of NDoc, the* ***Authorized*** *designation should remain unused.*
User Types:	*User Types define the job responsibilities and functions in NDoc accessible by the user. The available User Type options as set up within the User Type table (Administration>System>Tables>User Type) are displayed with columns for Available and Selected. User Type assignments are set by dragging the available item over to the Selected column. Up to 6 user types may be selected. At least one is required if the employee has a User ID assignment.*



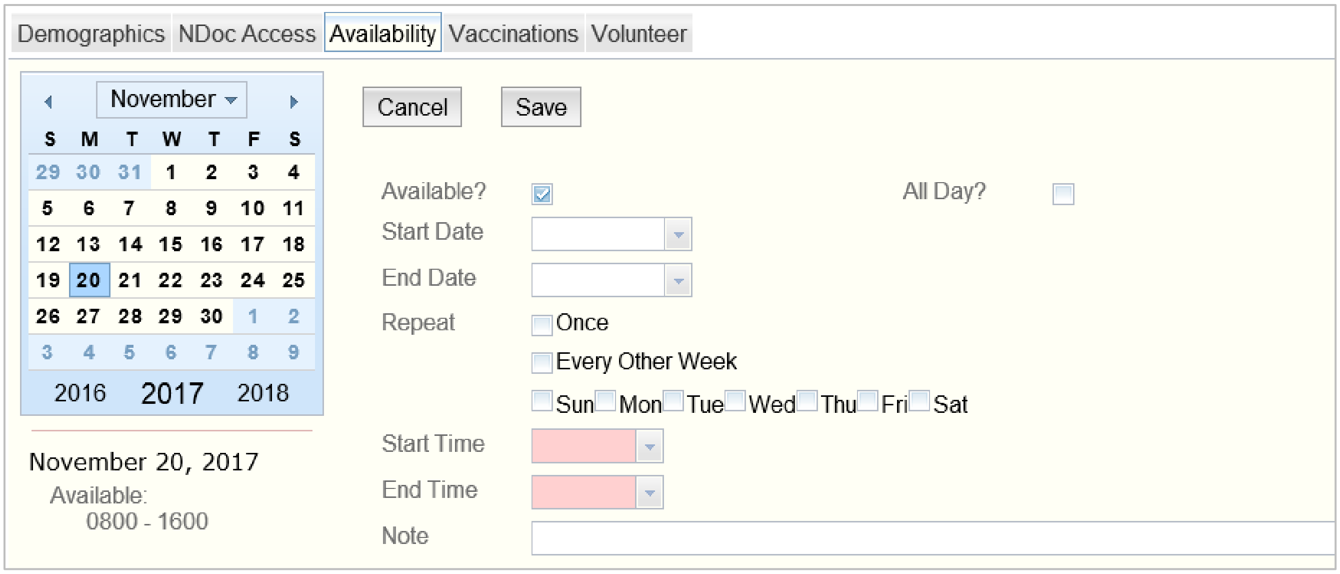
Use the Primary User Type drop down to select the main job of the user among all of the user types identified. The Primary User Type has logic linked through the system including charting logic, scheduling, and other access settings. The Signature User Type option defines the code of the profession added to the electronic signature of the user. User Types are further explained in the section "Assigning Functions to User Types."

Availability Tab

This tab allows the agency to specify an employee's available for the purpose of scheduling. Clicking a date in the calendar on the left displays the employee's availability for that date below.



Clicking Add Availability resets the form in the area below and allows you to add a new entry. Clicking a row in the grid initializes the form with that entry's data and allows you to make changes. The employee must be in edit mode to make changes to availability. Changes are saved immediately when clicking OK or Delete and do not wait for the employee to be saved.



Available?	*If not checked, the employee is unavailable for the indicated time(s)*
All Day?	*When checked, only dates can be entered and the employee is counted either available or unavailable for the entire span*
Start/End Date	*The times entered are only counted toward/against the employee's availability within this date range. The use is slightly different if All Day? is checked*
Repeat Once	*If checked, only a single block of time can be specified by the availability entry*
Repeat Every Other Week -	*If checked, the specified time(s) is only repeated on alternating weeks. A start date is required and indicates the first week of the repetition. The following week and each alternating week after are skipped.*
Repeat Days	*The specified times are only counted on the checked days.*
Start/End Time	*The beginning and end of the window during which the employee is (un)available*

Agency standard availability can be set up in Administration->System->Settings->Employee Activity and can also be specified by user type in the User Type table. If neither of these locations has a value set, then the system default is 0730-1630. Agency and user type defaults, however, only apply to days when there is not an employee level customization in effect. Availability specified in the Employee Table on a particular date will override agency and user type defaults. It is important to note that when availability is calculated, all the employee's available time is assembled first. Then the times that the employee is unavailable are removed. This ordering can have an impact on the ultimate result.

Vaccinations Tab

The Vaccinations tab allows agencies to capture information related to the Home Health Value Based Purchasing New Measures requirements related to the National Quality Form Measure #0431 related to influenza immunizations for health care personnel. The specifics are detailed within the **Home Health Value Based Purchasing Reference.**

Volunteer Tab

For agencies that have set up volunteers as contacts, the Volunteer tab allows the agency to link one or more contacts entries with the employee entry to indicate that the contact is the same person as the employee. This link is only accessible when the employee is added to a Volunteer team. The Volunteer tab then allows agencies to link certain characteristics to volunteers with using the following options:

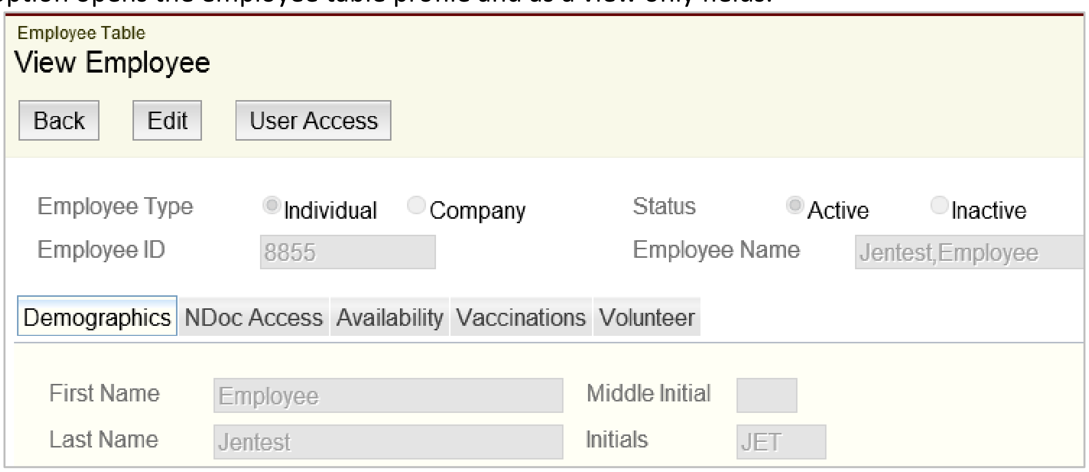
- Volunteer Languages
- Volunteer Types
- Volunteer Skills
- Volunteer Restrictions
- Volunteer Locations

Additional details related to the Volunteer functionality can be found within the **Reference for the Volunteer Management Functionality**.

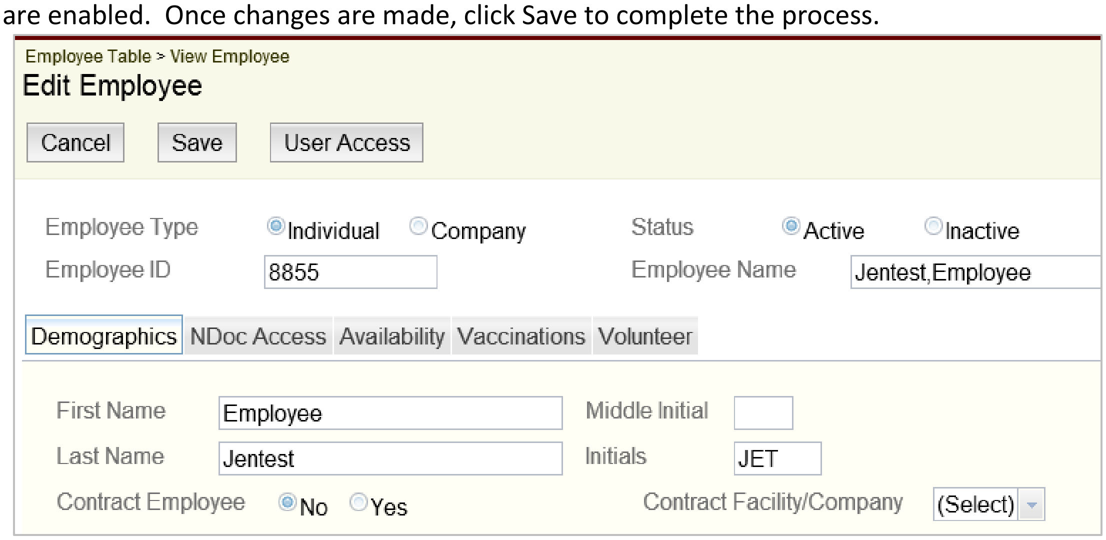
Viewing or Editing an Employee Entry

To access the fields described previously for an existing employee entry, use the search options to select the desired employee within the grid and then use the **View**, **Edit**, or **Inactivate** buttons above the grid to proceed.

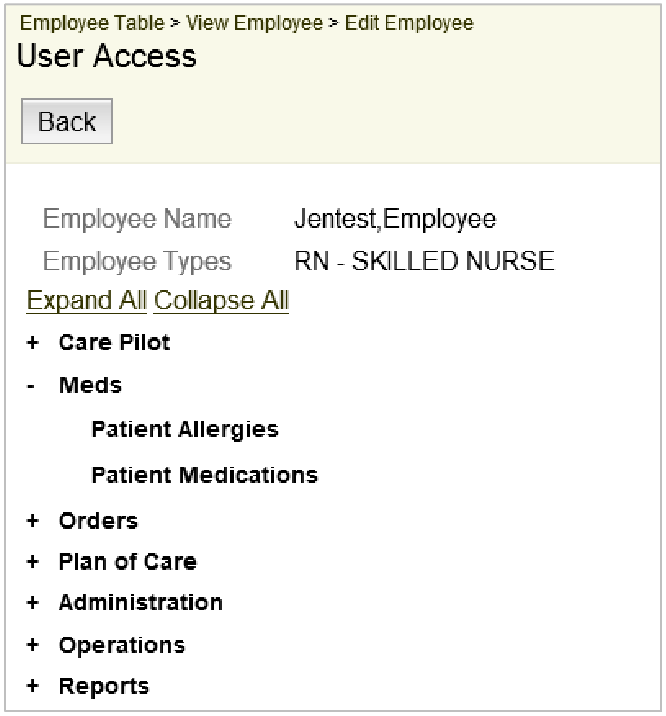
The **View** option opens the employee table profile and as a view only fields.



The **Edit** option can be accessed in the main screen or within the View option. When the Edit option is accessed, the fields are enabled. Once changes are made, click Save to complete the process.



The **User Access** button allows users to see the permissions enabled for the selected user based on the user type access rules. Use the **+** and **–** options to expand or collapse the lists.



** Special Employee Table Considerations*

Employee Table entries possess unique logic that requires special considerations when edits are desired. In particular changing an employee's name can result in unintended consequences within the patient record. In the Employee Table, if you change only the employee's name, all previous charting done for this employee will display the employee's new name. Generally, this is not the results wanted. To maintain previous charting under the 'previous' name and new charting under the 'new' name, a new UserId must be created with the employee's new name. Reassignments of visits, patients, devices... is also required. Following are the steps to take:

Employee Table Changes

These steps create a new UserID for the employee, using the same Employee ID.

1. Go to the Employee Table, select the employee to change and press the 'Edit' button.
2. Change the Employee ID field by adding an 'X' at the end of the Employee ID. (You can change it to any ID you would like)
3. Select Save. The 'old' employee ID (without the 'X') is now inactive and the 'new' Employee ID (ending with the 'X') is active.
4. Select the inactive Employee ID ('old' ID without the 'X'). You may need to reset your filter to include 'Inactive' employees. If it still does not show up, close out of the employee table and go back in.
5. Activate the Employee ID.
6. Add a new UserID, password, change the employee name to the new name and make sure the employee is in the correct team(s).
7. In the NDoc Access tab, add User Type, 'Clinician Oversight'. This will allow this user to access visits charted by other users in Care Pilot. This is required to allow this employee access to visits charted under his/her 'old/previous' name.

Reassigning Future Scheduled Visits

1. Sign on to the Calendar
2. Select the 'Bulk Edit' button.
3. Select 'Filters' in the upper right-hand corner.
4. For the 'Employee' field, select the 'old/previous' UserId (the one with the previous name).
5. Change the dates so that the start date is Today and the 'through' date is 90 days or more from today. This is to ensure you select all of the scheduled visits that are still under the old/previous UserId. You may have to enter a 'through' date for more than 90 days from today.
6. Click 'apply'.
7. Select all of the scheduled visits and select the 'Edit' button.
8. For field, 'Unassigned', select 'No' and for field, 'Employee', search and select the 'new', employee UserID.
9. Press 'Save'. Now all of the future, scheduled visits are for the new UserId.

Reassigning Incomplete Charted Visits

1. To obtain a list of visits that have not been completed, go to Reports->Visit->Visit List
2. Change the filter dates to include a wide range of the employee's visits.
3. Change the 'Clinician' field to select the employee's previous UserID.
4. At the bottom of the filter screen, check the 'Visits On Hold Only' field.
5. Click the 'Apply' button. You now have a list of incomplete visits that will need to be reassigned. Keep this report open to refer to in the next couple of steps.
6. Go to Administration->Patient->Modify Charted Visit.
7. For each visit listed in the report as incomplete:
    a. Use the 'Select Patient' button to search for the patient.
    b. Under visit, select the correct visit.
    c. For 'Clinician' change to the 'new' employee name.
    d. Click 'Save'

Patient Reassignment

1. To obtain a list of patient assignments for this employee, go to Reports->Employee->Clinician Caseload.
2. For the filter field, "Clinician', select the employee's 'old/previous' UserId. Click 'Apply'.
3. For each patient, go to 'Patient Discipline' and 'Modify' the discipline to change the 'Employee' field from the 'old/previous' employee to the new employee.

Client Device Reassignment (only required if employee is assigned to a device)

1. To find out the employee's client ID go to Administrations->Employee->Assign Client Devices and select 'Print'. Next, select 'Print Table'. This will show which Client ID is assigned to the employee. Keep this report open, but cancel out of the 'Print' screen.
2. Select the 'Assign' screen.
3. Select the Client ID number, select the 'new' UserId, and select 'Save'.

Care Meeting Attendee Reassignment

All future care meetings have the 'old/previous' UserID for the employee as the attendee and need to be changed to the new UserId. This will require logging in to NDoc using the old/previous UserId of the employee to get a list of all Care Meetings that the employee is an attendee in. The 'Scribe' for each meeting will need to modify the meeting attendees to the new UserId.

1. Log in to NDoc using the employee's' old/previous' UserId.
2. Go to Care Pilot->Patient Care Meetings. This displays all the meetings that the employee is an attendee for.

3. Contact the Scribe for each of the meetings to remove the 'old/previous' UserId and add the 'new' UserId of the employee.

SYSMAN Sync on Client (only required if employee is assigned to a device)
Perform a SYSMAN Sync on the client device to pull down the new UserID and password. This will allow the employee to log in with their new credentials.