	The Johns Hopkins Health System PFS Policies and Procedures Manual	<i>Policy Number</i>	SYS001
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POLICY

This policy applies to the Johns Hopkins Health System (JHHS) Patient Financial Services (PFS) Department.

PURPOSE

To define the procedures to set up and terminate access to PFS Systems for regular, transferring, and temporary staff in a timely manner. (Normal processing for new accounts is three (3) business days.)

RESPONSIBILITIES

PFS Manager(s) and the Training Department


PROCEDURES

Initiating Access for New Employees/Temporary Staff

- To obtain a Login ID (LID), an Outlook Account and a Network Account from JHED, submit the following information to the Training Manager: employee name, Social Security #, date of birth, title, extension, badge #, department name, department cost center number, and agency name (if applicable).
- **KEANE** and **Meditech 5.64** access will be coordinated by the PFS Trainer. Security and confidentiality forms are completed as part of training; access to these systems will be provided when training is successfully completed.
- **Meditech Magic** access must be requested by the department Manager/Supervisor one week before the employee takes the training class; the access request form is available from Training.

Note: Successful completion of Meditech 5.64 is a prerequisite for taking the Meditech Magic training class.

- To obtain access to any other PFS system, each employee is required to successfully complete a training class.

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Terminating Access for Regular, Temporary, and Transferring Employees

Regular and Temporary Staff

- The department Manager/Supervisor must notify the Training Manager of the regular/temporary employee who is leaving the department; the following must be provided:
 - employee name
 - Log-in ID assigned by JHED
 - Termination date
- For temporary staff, the Training Manager will update the JHED account to delete on the day of termination.
- The Training Manager will notify:
 1. JHMCIS Security at jhmcissecurity@jhmi.edu to terminate all JHH/JHHS account access used by PFS.
 2. LAN Administrator at dkempa@jhmi.edu to terminate access to Meditech 5.64.
 3. HCGH Help Desk at helpdesk@hcgh.org to terminate access to Meditech Magic.

Transferring Employees

- The department Manager/Supervisor must notify the Training Manager of the employee who is transferring out of the department; the following must be provided:
 - Employee name
 - Log-in ID assigned by JHED
 - Transfer date
- The department Manager/Supervisor will submit an ISR Lite form to reflect the new department's name and number; JHED will be updated upon receipt by JHH/JHHS Human Resources.
- The Training Manager will notify:
 1. JHMCIS Security at jhmcissecurity@jhmi.edu to terminate all JHH/JHHS account access used by PFS.
 2. LAN Administrator at dkempa@jhmi.edu to terminate access to Meditech 5.64.
 3. HCGH Help Desk at helpdesk@hcgh.org to terminate access to Meditech Magic.

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Quarterly Review

As an additional safeguard, every quarter the Senior Project Analyst will check three temporary staff members who are no longer in the department to validate that their sign-ons have been terminated.

SPONSOR

Senior Director, Patient Financial Services, JHHS

REVIEW CYCLE

Three (3) years

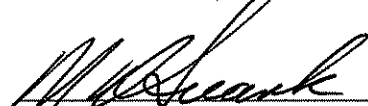
APPROVAL



Senior Director, JHHS

10/20/09

Date



Director, PFS Systems Support, JHHS

10/19/09

Date