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|  | The Johns Hopkins Health System | <i>Policy Number</i> | SYS003 |
| | Policy & Procedure | <i>Effective Date</i> | 6/30-99 |
| | <i>Subject</i> | <i>Page</i> | 1 of 2 |
| | Applications Table Update Policy | <i>Revised</i> | 2/21/06 |

POLICY

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

DEFINITION

The purpose of this policy is to define and clarify the process JHHS, PFS will use to update or change the Applications system tables.


PFS Application Support will be responsible to process all requests. The policy and procedures will ensure correct information is entered into the system and that all PFS staff is notified of the change.

RESPONSIBILITIES

PFS Managers/Supervisors

PROCEDURES

- If you need an update or change, complete a request form (see sample, page 2 of this policy). Be sure to give adequate detail as to what you want added or changed. A PFS Director must sign this form.
- Give the completed form to a Systems Support Project Leader responsible for system to be changes.
- The task will be prioritized according to the nature of the task, how critical it is to everyday workflow, and resources required.
- Notification on the status of the request will occur weekly or bi-weekly, depending on the complexity of the task.
- The task will be completed in the Test system first. After the appropriate management sign off, the task can then be scheduled to move to Live.
- The requestor will receive e-mail and the appropriate manager will be copied upon completion of the task. The e-mail will include when the task was completed, who made the changes, what was amended, and when the change will go into effect.

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- If additional changes are required, please refer to the original request and begin the process at Step one.

SPONSOR

Senior Director, Patient Financial Services, JHHS

REVIEW CYCLE

Three (3) years

APPROVAL

Senior Director, JHHS _____
Date

Director, PFS Systems JHHS _____
Date