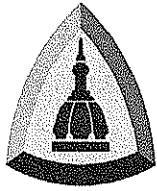


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|---|---|-----------------------|----------|
|  | The Johns Hopkins Health System PFS Policies and Procedures Manual | <i>Policy Number</i> | SYS004 |
| | | <i>Effective Date</i> | 3/17/00 |
| | <i>Subject</i> VCQ – Visual CyberQuery | <i>Page</i> | 1 of 1 |
| | | <i>Revised</i> | 12/15/08 |

POLICY

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

PURPOSE

To establish the proper procedure for obtaining access to VCQ.

RESPONSIBILITIES

PFS Managers Management must determine need for access and have each employee follow the proper procedure for obtaining access.

PROCEDURES

1. Each employee requesting VCQ access must complete the VCQ 101 class given by the PFS Training Department.
2. After the employee has successfully completed this class, the VCQ trainer must complete two requests:
 - a. The **Service Request** will be sent via the JHH Service Request Website to the employee’s local LAN administrator to install and configure VCQ.
 - b. Submit an Email to the Keane Project Leader with the employee’s name and User ID. The Project Leader will submit a **Charge Control Request** to the JHMCIS Production Support Mid-Range Group to have a VCQ directory set up on the UNIX server.

SPONSOR

Senior Director, Patient Financial Services, JHHS

REVIEW CYCLE

Three (3) years

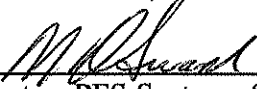
APPROVAL



 Senior Director, JHHS

1/19/09

 Date



 Director, PFS Systems Support, JHHS

1/05/2009

 Date