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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 the procedures to setup and terminate access to PFS Systems for regular, transferring and temporary staff in a timely manner. Normal processing for new accounts is three business days.

REFERENCE


RESPONSIBILITIES

PFS Manager(s) and the Training Department

PROCEDURES

New Employee/Temporary Staff Access Setup

- To obtain a Login ID (LID) from JHED, submit the following information to the Training Manager: employee name, social security #, date of birth, title, extension, badge #, department name, and agency name if applicable.
- Once you obtain the LID from the Training Manager, the department manager/supervisor must submit a service request to JHMCIS for a GroupWise and Network account.
- KEANE and Meditech CS access will be coordinated by the PFS Trainer. The security and confidentiality forms will be completed as part of training. Access to these systems will be provided upon successful completion of training.
- Meditech Magic access needs to be requested by the manager/supervisor one week prior to the employee taking the class; the access request form is available from the training staff. Successful completion of Meditech CS is required prior to taking the class.
- To obtain access to any other PFS system each employee is required to successfully complete a training class.

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Regular, Temporary and Transferring Employee Access Termination

Transferring Staff

- Notify the Training Manager of the staff member transferring out of the department; the following must be provided:
 1. Name
 2. Log-in ID assigned by JHED
 3. Transfer Date
- The department manager will update the employee's PAF to the new department name/number and 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 CS.
 3. HCGH Help Desk at helpdesk@hcgh.org to terminate access to Meditech Magic.

Temporary and Regular Staff Termination

- Notify the Training Manager of the temporary/regular staff leaving the department; the following must be provided:
 1. Name
 2. Log-in ID assigned by JHED
 3. Termination Date
- The training manager will update the JHED account to delete on the day of termination for temporary staff, for regular staff members, the manager must submit a PAF and 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 CS.
 3. HCGH Help Desk at helpdesk@hcgh.org to terminate access to Meditech Magic.

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Quarterly Review

On a quarterly basis, the Senior Project Analyst will check three temporary staff members that are not longer in the department to validate that their sign-ons have been terminated as an additional check and balance.

SPONSOR

Senior Director, Patient Financial Services, JHHS

REVIEW CYCLE

Three (3) years

APPROVAL

Senior Director, JHHS

Date

Director, PFS Systems Support, JHHS

Date