

Nursing Student Access TROUBLESHOOTING GUIDE

What to do when.....	Suggested Action:
My ID badge doesn't work.	<ul style="list-style-type: none"> • Tell your preceptor. Ask them to have department leadership send an E-mail to ohsuid@ohsu.edu (or type in 'OHSU ID Badge Access') in the address bar; explain what access you need and it will be fixed remotely. • If all else fails, you may contact Jennifer Hale at hale@ohsu.edu or by phone 503-346-0861 and explain your issue. She will follow-up with 'OHSU ID Badge Access'.
I cannot log into EPIC .	<ul style="list-style-type: none"> • After you finish training, it can take 2-3 business days to be granted access. If 3 business days have passed and you still have no access, contact Melanie Blehm at blehm@ohsu.edu or at 503-418-3307. If you are an OHSU student, please contact Kathi Rise at risek@ohsu.edu, 503-494-6902. • If you are not able to log in after having successfully logging in once, call the HELP desk (503-494-2222, option 2). • Call the HELP desk for Password-related issues. They will need to identify you by your SSN.
I am unsure how to sign my nursing documentation .	<ul style="list-style-type: none"> • Undergraduate students will use a specified format when signing their names when charting in clinical agencies. The format is: First initial, last (family) name, education level of the student (NS2, NS3, NS4), OHSU. In the baccalaureate program the nursing education levels are: NS2 for sophomores, NS3 for juniors and NS4 for seniors. RNBS students and post AAS students are NS4. In the accelerated baccalaureate program, the levels are: NS2 for students in the first and second terms, NS3 for students in the third and fourth terms and NS4 for students in the fifth (final) term. <p>Examples:</p> <ul style="list-style-type: none"> ➤ Samuel Smith, a beginning nursing student, would sign: <i>S. Smith, NS2, OHSU.</i> ➤ Kelly Brooks, an RNBS student, would sign: <i>K. Brooks, NS4, OHSU.</i>
I am unable to log into OMNICELL .	<ul style="list-style-type: none"> • Did you complete the online module, Omnicell: Nurse Patient Care Training, in Compass? Your Omnicell access will not be requested until after you have completed the module. • Did you 'sign' your attestation? Once access is requested, you should have received an e-mail that included your user name and directed you to an attestation where you were asked to attest that you had completed training and will abide by the policies and procedures set forth by OHSU. HINT: Look in your spam. Once submitted, your access will be granted within 24 hours. • **Please note: If you are trying to 'sign' your attestation on a unit with others from your school, you will need to close the browser before the next person can sign the attestation. A new browser window needs to be opened for each user; otherwise, you will not be able to move to the attestation question. <p>Tips to help you when you first log into Omnicell:</p> <ul style="list-style-type: none"> • Fingerprinting is done on the units • A current user MUST log in first to register a new user at the cabinet • The Arrow key MUST be pressed and held to form an uppercase character • You must press the FINISH key after you register a fingerprint. If not, the fingerprint will NOT be saved. • Once you are finished fingerprinting and you press Finish, Exit and then sign back in with your user ID and fingerprint to validate all has been saved.

	<p>Omnicell questions can be directed to Pharmacy Omnicell at omnicell@ohsu.edu or by calling “Omnicell Support” via Vocera (503-494-9809).</p>
How do I get VOCERA access?	<p>First, talk with your preceptor about the availability of Voceras on your unit. If there are enough Voceras for students to have their own, then sign up for a 1 hour training session through the Wireless Office – wireless@ohsu.edu or 503-494-9150. Once you have completed training and signed a statement of accountability, you will be given access.</p>
I am having trouble with my glucometer access.	<p>Contact Timothy Hall at 503-494-6035 or at hallt@ohsu.edu</p>
How do I get a checkmark sticker for my badge to show that I have had the flu vaccine?	<ul style="list-style-type: none"> • During flu season, OHSU students and faculty should present documentation of their flu vaccination to JBT Health & Wellness Center and obtain a sticker for their ID badge. JBT is open during normal work hours from 8-5, Monday-Friday. • During flu season, non-OHSU students and faculty should present documentation of their flu vaccination to Occupational Health and obtain a sticker for their ID badge. Occupational Health is located on OHSU’s Marquam Hill Campus in Multnomah Pavilion on the first floor. Office Hours are Monday-Friday, 7am – 4 pm. This may also be accomplished from a remote location at OHSU by <u>faxing</u> the documentation to Occupational Health and providing a return campus mail code where the check mark sticker can be sent. <p>Once “Masks On” is declared, any student or faculty who has a flu vaccine waiver (has not received a flu vaccine for any reason) will be required to wear a mask within six feet of a patient in a patient care area.</p>
I had a needlestick or other workplace injury .	<ul style="list-style-type: none"> • In the event of a Blood and Body Fluid Exposure (BBFE) or other occupational injury, OHSU students must report to JBT Health & Wellness Center during normal work hours from 8-5, Monday-Friday, or report to the OHSU ED during evenings, weekends and holidays. OHSU students who initially report to the ED must contact JBT Health & Wellness Center for follow-up care. JBT Health & Wellness Center staff or ED staff will initiate a protocol that includes laboratory testing (of the student and the source patient), counseling and treatment options. • Non-OHSU students should NOT be reporting to the JBT Health & Wellness Center – they should be reporting to the OHSU ED. The student must also notify their school to arrange for follow-up care. • All students, regardless of the program, must complete an injury report using the Worker and Student Injury Reporting System (WSIRS). This is important for tracking the injury and meeting OSHA reporting requirements. Please ask your preceptor for assistance in locating and logging into the system so you may report the injury.
How do I gain access to the PAR X locked cabinet?	<p>Students do not have access to the PAR X locked cabinet; have your CTA help you with obtaining any items you may need in the locked cabinet.</p>
How do I get Fast Pass for EPIC?	<p>Students are not given Fast Pass access to EPIC. If you are trying to log on to EPIC from this screen, click on the “escape” box in the lower right corner of the screen. This will take you to another screen where you are able to log on to EPIC in the usual way.</p>
The nurses on my unit use EndoTool . How do I get access to EndoTool?	<p>Students are not allowed to sign-off in EndoTool and therefore are not given access.</p>