Frequently Asked Questions Guide

What do I do if I can't remember my usernames and/or passwords?

If you cannot remember your Relias or WellSky username and password you can contact the Clinical Mentor, your Clinical Manager and/or the Administrator on call, all other usernames and password you must contact the IS Help Desk.

How do I contact Information Services (IS)?

Call--IS Help Desk extension 86809 (internally), 410-871-6809 (externally) or 24357 (internally) or 410-601-4357 (externally).

Submit a Ticket Online--

1. Go to the Carroll Hospital Intranet and select Work Request under Quick Links.
2. Click on Cherwell Information Systems.
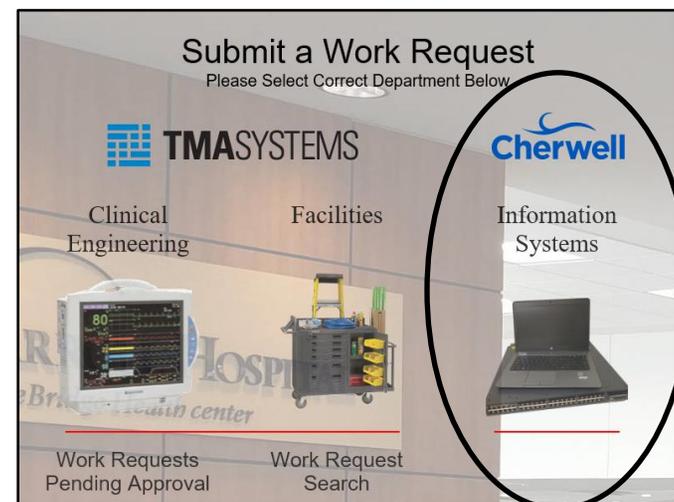
3. **Your user ID is Hospital\Your Badge Number and your password is your network password.**

![Carroll Hospice - Care Bravely logo]

How do I contact Information Services (IS)? *continued*

4. Select the appropriate category of ticket, most likely a routine request.
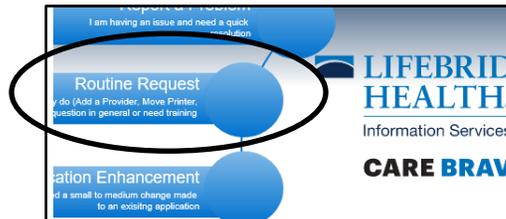
5. Fill out information and click "submit" you will receive a ticket number and an e-mail, expect to be contacted by IS.

What is the G-Drive and how do I access it?

The G-Drive is Carroll Hospice shared drive, every employee should have access. Important documents and information shared by the organization is housed on the G-Drive. To access the G-Drive open File Explorer folder. Select **This PC then Central (G:).**
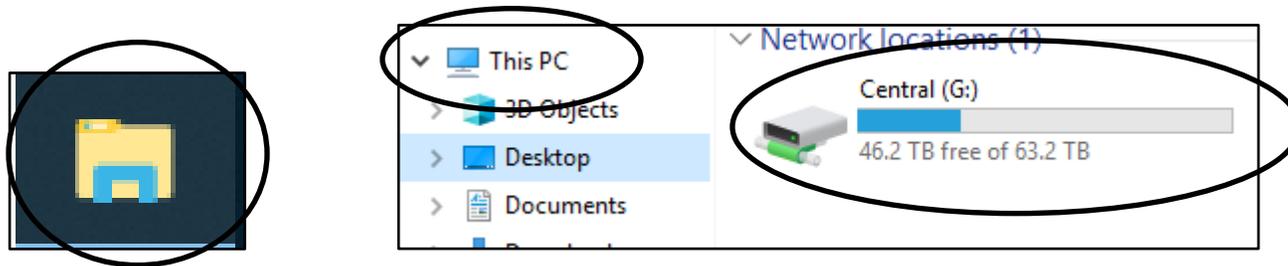
Select Departmental, then assigned shared folders will appear. Everyone should have access to Dove Shared.
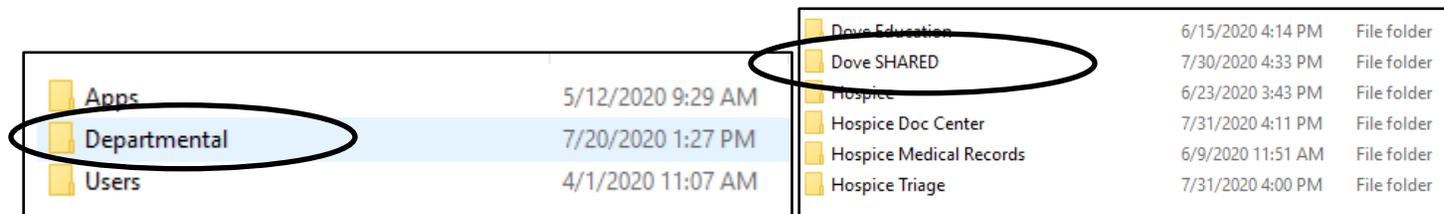
How do I get to the Intranet and G-Drive on my iPad or Non-Hospital/Hospice Desktop or Laptop? -*Instructions for Accessing Remote Clinical Desktop.*

To access the Intranet when you don't have access to a hospital or hospice desktop you need to access the remote clinical desktop. Directions for accessing the remote clinical desktop are below:

1) Visit the Carroll Hospital Extranet at https://extra.carrollhospitalcenter.org/

2) On the home page, select the "View Access" tab, then Select "VMWare View"
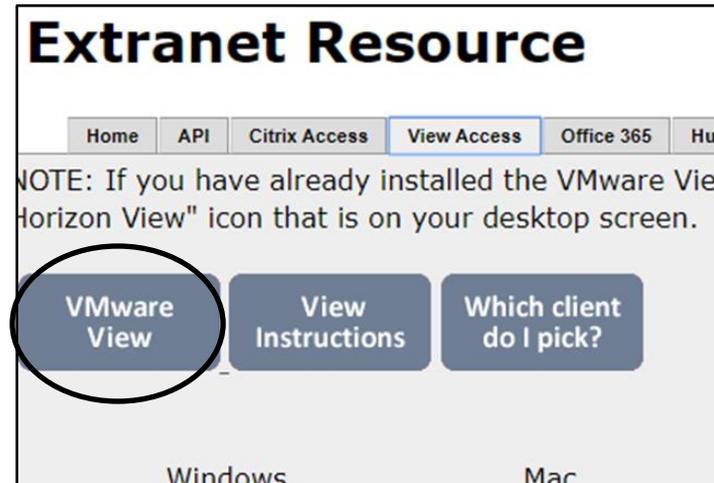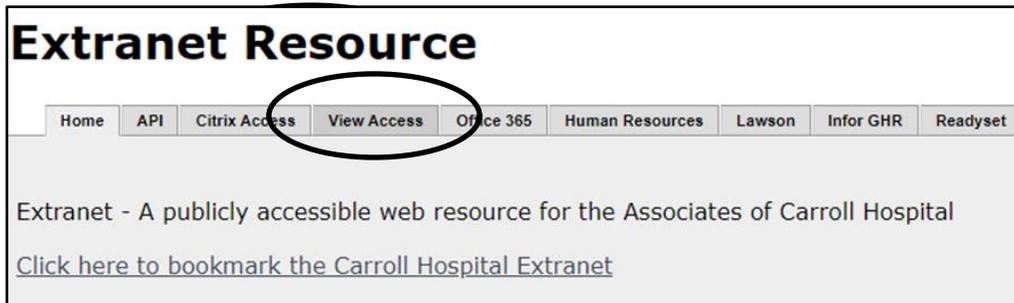
3) Select "VMWare Horizon HTML Access"
4) Login to "VMWare Horizon" using your badge number and network password
5) Once logged in select the Clinical Desktop" Icon
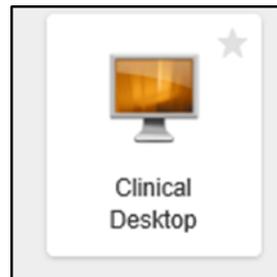
6) You should now be logged into your "Remote Clinical Desktop" within the application. See the next page for a screenshot of the clinical desktop view.

Remote Clinical Desktop
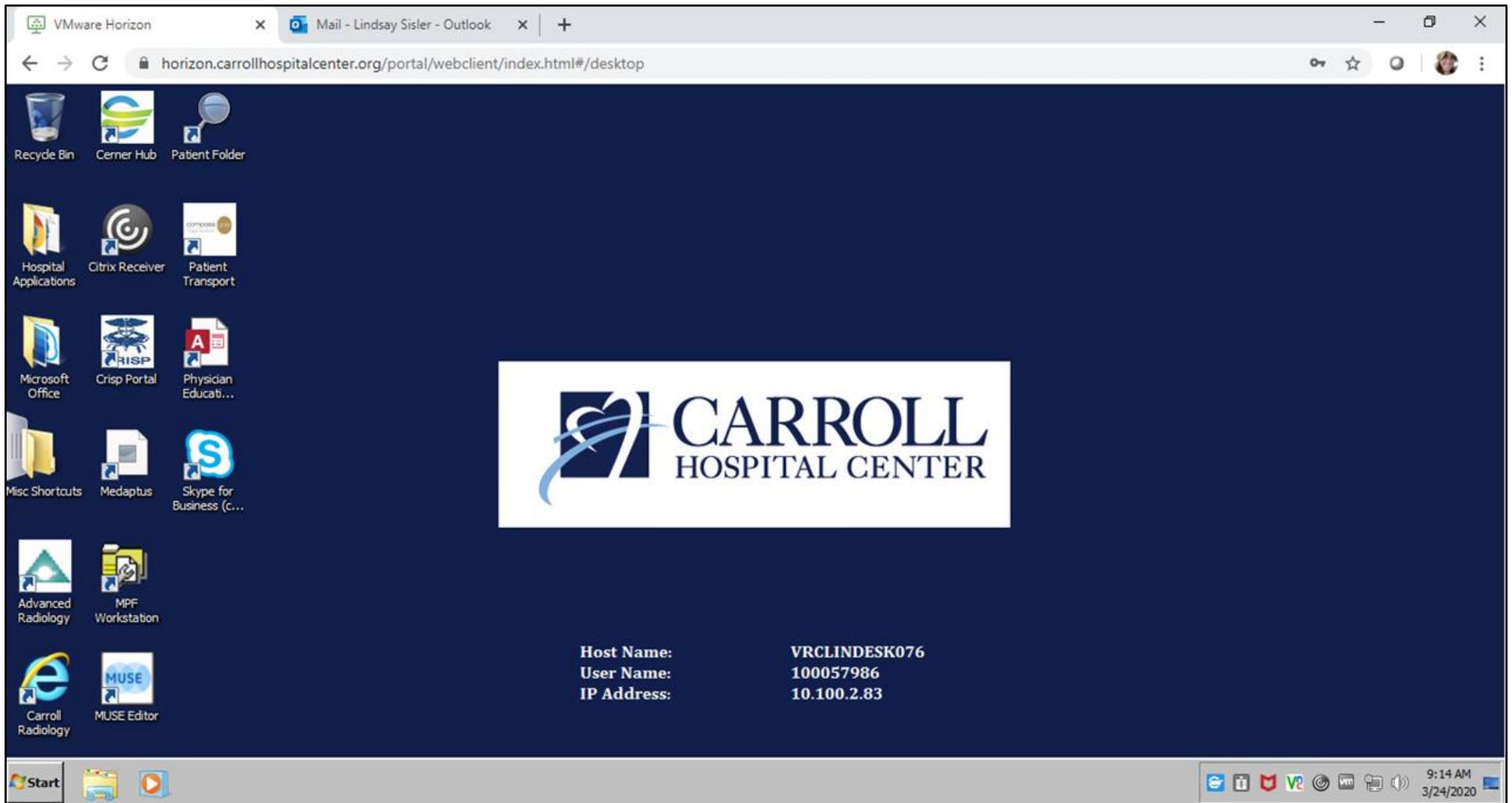
How do I get to the Intranet and G-Drive on my iPad or Non-Hospital/Hospice Desktop or Laptop? Instructions for Accessing VMware and Remote Clinical Desktop.- *continued*

7) To get to the Intranet select "Start"→ "All Programs" → "Internet Explorer"
8) Once Internet Explorer opens the Intranet Page should appear, if it does not you can use the following link: http://chcintra2/
9) To get to the G-Drive select Start→ Computer→ Network Location (G:)
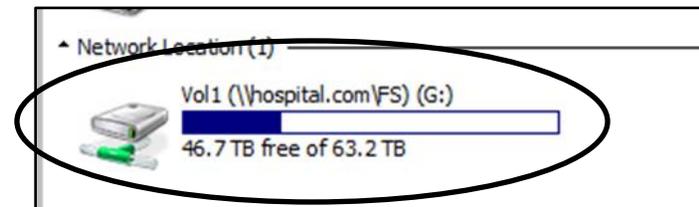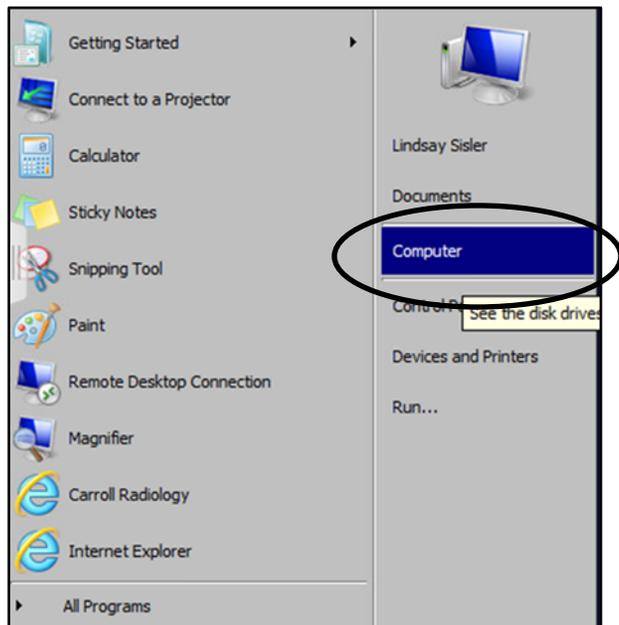
How do I access my work e-mail?

1) There is a link to e-mail on both the intranet and the extranet. Intranet (Outlook), extranet (Office 365).
2) You can use the "Microsoft Outlook" application on your devices such as phones, iPads, etc.
   a. See iPad or Cell Phone User Manuals for detailed directions setting up e-mail on your device.
3) You will be required to do two-step verification (a code will be sent to your phone) when logging into your e-mail on your phone, iPad, and/or personal laptop or computer.
4) Your username for logging in to your e-mail is your b**adge number@lifebridgehealth.org**, if you do not know your password you will need to contact the IS Help Desk.

Do I need to set-up an e-mail signature?

Yes, you should have an e-mail signature set-up on your work issued e-mail. The following information should be included in your e-mail signature:

- Name
- Title
- Email
- Telephone
- Carroll Hospice Logo (click on insert picture icon- 2nd from the right)
  - Logo can be found in G:\Departmental\Dove SHARED\Email Signature Information folder.

What is WellSky?

WellSky is our electronic medical record (EMR), please see the "Introduction to WellSky Training Guide."

What is Relias?

Relias is an online learning environment in which mandatory/in-service education for Carroll Hospice and continuing education credits are housed.

Hospice Aide's: Under Medicare's conditions of participation, hospice aides are required to complete 12-hours of education every year. At Carroll Hospice, monthly education is assigned to hospice aides are is **REQUIRED** to be completed.

To access Relias visit- https://carrollhospice.training.reliaslearning.com

Your username is you First Initial and Last Name ex: John Smith= JSmith and your password is the last 5 digits of badge number .

How do I navigate my Relias account?

Once logged into Relias your assigned modules will appear under the "learning" tab, to view modules you have completed, along with continuing education certificates click on the "transcript" tab
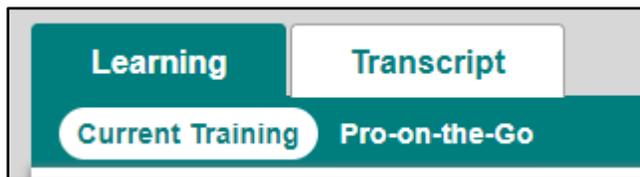
To print or download a Continuing Education Certificate click the certificate icon on your transcript

If you wish to search for and take modules that have not been assigned to you as mandatory education, you can enroll yourself by clicking "browse elective courses"

Learning | **Transcript**

Current Training | Pro-on-the-Go

+ Browse Elective Courses
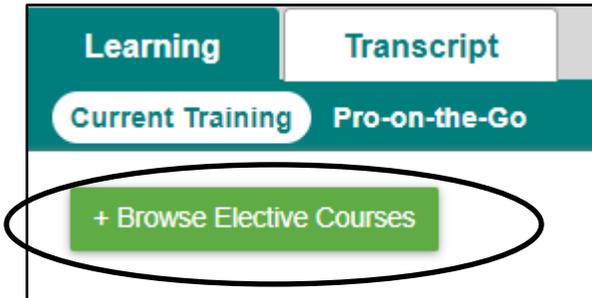
Use a search term to find a course you're interested in. Use the "All Licenses & Certificates" drop down to narrow down your search to a specific certificate you may need for your licensure (i.e. The American Nurses Credentialing Center)

Search 🔍

Filter By | All Module Types ▼ | All Owners ▼ | All Licenses & Certificate ▼

Once you find a course you are interested in taking click "enroll" and it will now be assigned to you under your learning tab

12 Keys to Good Management

REL-PAC-0-KGM

Enroll

If you wish to remove any courses that you self-enrolled in, you do so by clicking the red "withdraw" link underneath the course name"
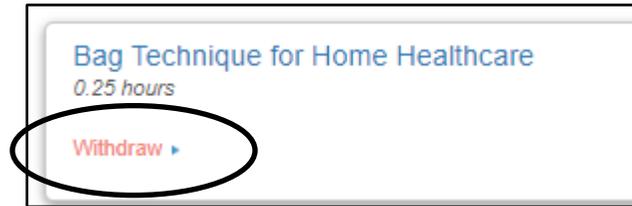
What is Healthstream and how do I navigate it?

Healthstream is where mandatory education is assigned by Carroll Hospital. The link for HealthStream is located on both the Intranet and Extranet. Your username is your badge number, if you cannot remember your password click the "Forgot password" and you should receive an e-mail to reset your password. If you do not receive and e-mail, you will need to contact the IS Help Desk.

If you are having technical difficulties with Healthstream, such as getting a course to load, the following information has may be useful to help you troubleshoot issues:

- The course content will appear in a separate window as a pop-up, so if it does not come up chances are your pop-up blockers are turned on and need to be turned off. That setting can be found on a desktop under Tools> Internet Options> Privacy.
- You can also try opening Healthstream in Google Chrome as that browser usually is always successful because it does not have all the settings that Internet Explorer has. Here is the link for HealthStream to paste into Chrome browser: www.healthstream.com/hlc/lbh

If you have continued trouble after troubleshooting, you can e-mail healthstream@lifebridgehealth.org for assistance.

Where can I find Policies and Procedures?

Carroll Hospice's Policies and Protocols are located on Policies, Procedures & Care Guidelines, AKA Policy Tech or PPM. Below are directions on accessing policies and protocols.

1) On the Intranet select "Polices, Procedures, & Care Guidelines/" You will be directed to the screen below, where you will enter your badge number and network password (the same password you use to login to a desktop and e-mail).
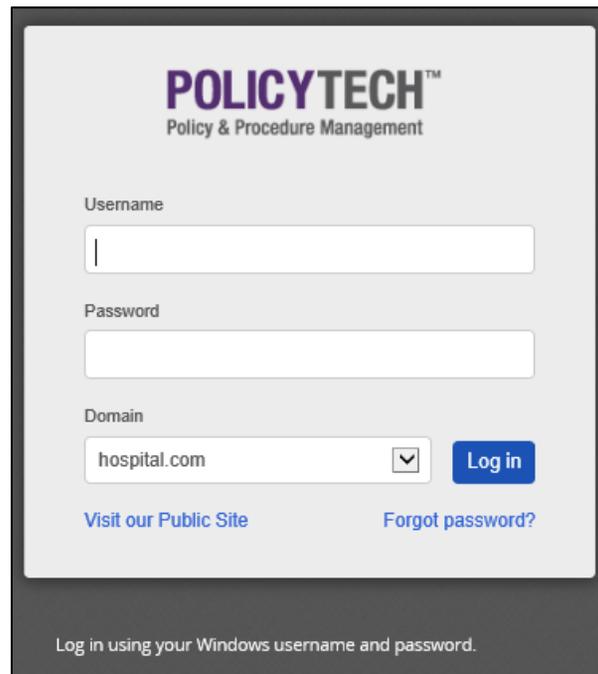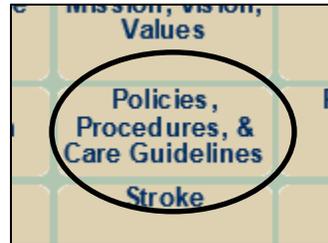
2) If you are assigned policies to read, they will appear in your "my tasks:"
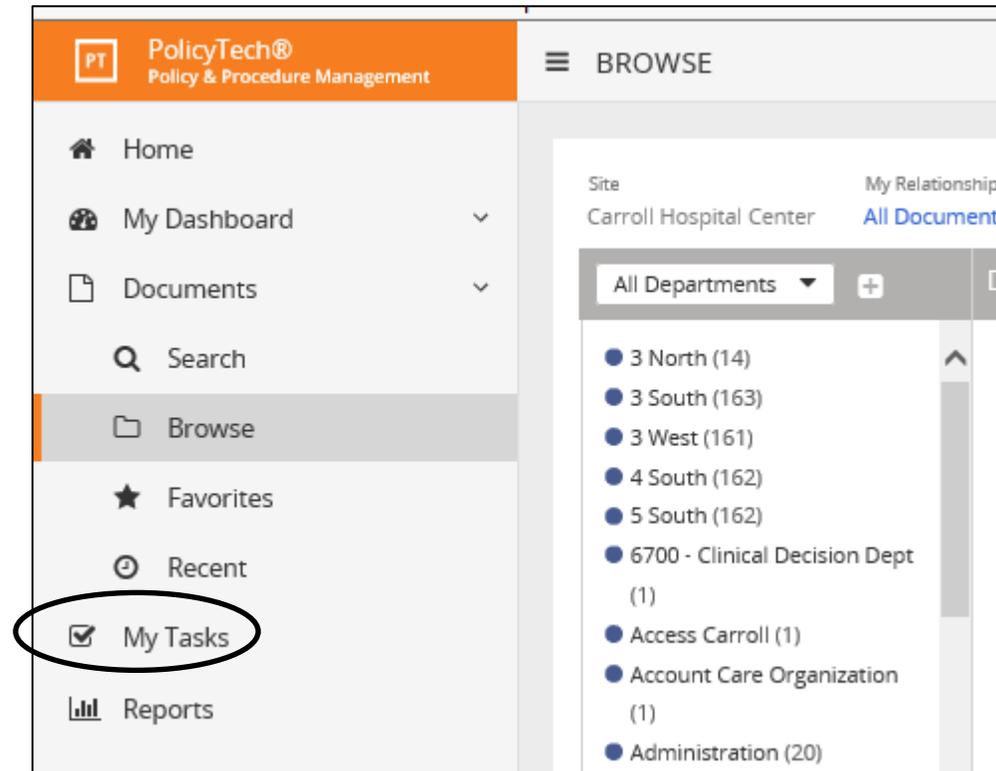
3) If you are searching for a policy or protocol you should scroll down under the department tab and locate "Hospice"
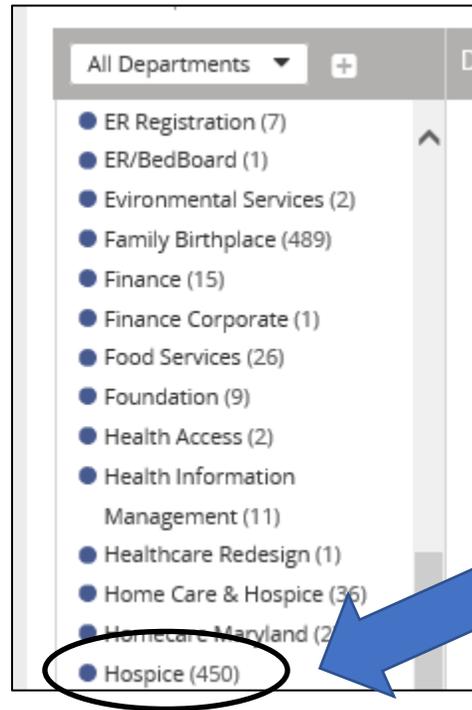
4) Once you select "Hospice" all our policies and protocols will populate, you can use the "find" box to search for a specific protocol such as "bag technique:"

5) Once you have read a policy or protocol select "Options" and "Mark as Read"
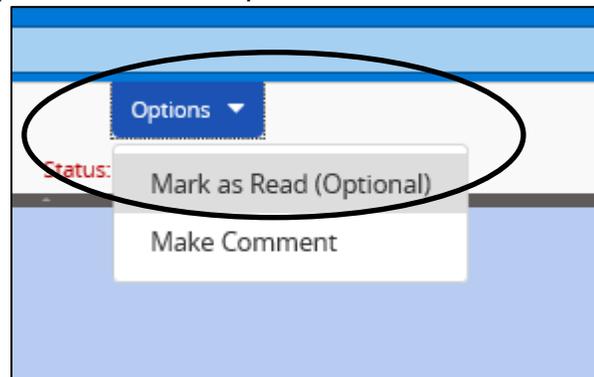
6) If you receive an e-mail from DepartmentPolicies@carrollhospitalcenter.org you should follow the directions above to complete (assigned policies are found under my tasks):

How do I Order Logowear?

1) Go to the Carroll Hospital Intranet site
2) Click on the Hospice tab located on the left-hand sidebar. This will take you to the EmbroidMe website at http://bellaimprintables.com/c/185/carroll-hospice or the Land's End website at https://business.landsend.com/store/carrollhospice/
3) You can also order Logo Wear from the online hospital store: https://shop.wgmprinting.com/carrollhospital/shop/home (you will need to use Chrome to open the link)- Please remember the colors approved for Carroll Hospice are Navy, Black, Gray, White and Royal Blue.
4) You may take your personal clothing to EmbroidMe (located in Westminster) to get our logo added
5) You will need to create an account for each vendor to order your Logo Wear, updates about your order will be e-mailed to you from the company directly.

6) EmbroidMe orders will be shipped to Carroll Hospice individually packaged. You will receive additional information on package pickup once the orders have been received. Land's End orders will ship to your home.
7) Please review the "Dress Code-Carroll Hospice" Policy for details on how much credit you will receive for Logo Wear based on your discipline

How can I access my Pay Stubs?

1) Visit MYLBHPay.org