Office of Clinical Education

APP Student Manual

Updated 2024, July

Phone: 317.962.5048
Email: *OCE@iuhealth.org*
Website: *https://iuhealthcpe.org/OCE*
Office Hours: M - F from 8a-4p

★ Federal Holidays are Observed ★

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INTRODUCTION TO THE OFFICE OF CLINICAL EDUCATION

What is the Office of Clinical Education (OCE)?

OCE is the centralized office for all advanced practice provider (APP) students (NP, PA, SRNA, AA, CNM) looking to find IU Health clinical preceptors regardless of their employment status with IU Health. OCE is also the centralized office that manages the education affiliation agreements for all of IU Health.

All learners coming to IU Health for educational experiences have onboarding requirements so that they are informed of policies, procedures, and other expectations intended to keep patients and protected health information safe. OCE onboards all APP students and provisions them for access needs.

Why does OCE exist?

In 2014, IU Health Executive Leadership recognized the need for a single, centralized Office of Clinical Education to track and coordinate the numerous learners coming into IU Health's system, and to better understand where advanced provider students are training. (Source: IU Health Strategic Planning, Providing Opportunities for Learner in the IU Health System, Team SBAR April 2014).

What do APP student applicants need to know?

There is a formalized process with hard deadlines. Visit OCE's website *https://iuhealthcpe.org/OCE*

1. Students (employees or not) need to register on OCE's website and *create an account*. Registration is a one-time activity.
2. Students must complete all their student profile so that their information transfers to OCE's database. There are multiple users to the registration portal. An incomplete profile leaves the student's account in a virtual void.
3. Students need to apply each and every semester they intend to be precepted at IU Health until they graduate or are no longer looking to be precepted by an IU Health provider.

What else do students need to know?

Students are not allowed to reach out to providers on their own before, during or after the preceptor matching process. Students wanting clinical experiences at IU Health are expected to go through OCE and follow the process that has been outlined for them in the affiliation agreement with their school. The statements below are taken directly from the affiliation agreement.

C. Student Scheduling. Students will be scheduled by the operational area providing the educational experience. Undergraduate nursing students must use the Castle Branch software system. Graduate nursing, physician assistant and anesthesia assistant students must go through the IU Health Office of Clinical Education and its specified online system. Graduate students doing research as part of their program requirement must go through the IU Health Office of Clinical Education to direct them to research liaisons.

N. School understands that Students enrolled in physician assistant, graduate nursing, or anesthesiologist assistant programs must go through the IU Health Office of Clinical Education in order to identify a preceptor. School agrees that it will not publish or share names of IU Health team members and providers with Students and will notify Students that they are not permitted to contact IU Health team members and providers directly to obtain their own preceptor.

What is OCE's contact information?

Email your inquiries to OCE@iuhealth.org (preferred) or call our office at 317.962.5048 (M-F from 8a-4p). Team members may also go to https://team.myiuhealth.org/ and enter "OCE" in the search bar to find a link to OCE's webpage or add a shortcut link to their *Favorite*.

What kind of information should the APP student include in their email?

Include the following information: school, program type, start and end dates of your clinical rotation, total number of clinical hours and all other pertinent information.

How do find out if my school has an active Affiliation Agreement with IU Health? Email OCE@iuhealth.org.

NP Student's Journey Through OCE

Students are not allowed to contact providers looking for a preceptor on their own as per Affiliation Agreement with schools. Students must go through OCE.

Student Starts Clinical → **Student Graduates**

***Step 1**

First time students go to https://iuhealthcpe.org/OCE to register & create an account—only 1 account
*NOTE: Registration is done only once

Step 2

All students enter a clinical application. Follow instructions in the APP Student Manual

1. Semester Breakdown	2. Students Apply
Summer (Starts May - Ends Jul)	Dec 1 - Feb 1
Fall (Starts Aug - Ends Dec)	Mar 1 - Apr 1
Spring (Starts Jan - Ends Apr)	July 1 - Sep 1

Step 3

Preceptors are selecting students & OCE are matching students

3. Preceptors Select Students
Feb 1 - Mar 1
Apr 1 - May 1
Sep 1 - Oct 1

Step 4

Students are sent a notification or declination email. Check your junk folder.

4. Students Are Notified
March 15
May 15
Oct 15

Step 5

**Connect early with your preceptor to ensure that the preceptorship is finalized and approved by your program.

- **Students who have a preceptor for an upcoming semester need to contact preceptor to schedule clinical dates.
- Complete required onboarding modules at least 4 weeks before recorded clinical start date (watch account for annual updates)
- Watch their email inbox for an email from IDBadging@iuhealth.org for next steps (1-time process)

Step 6

Email OCE that required modules are completed

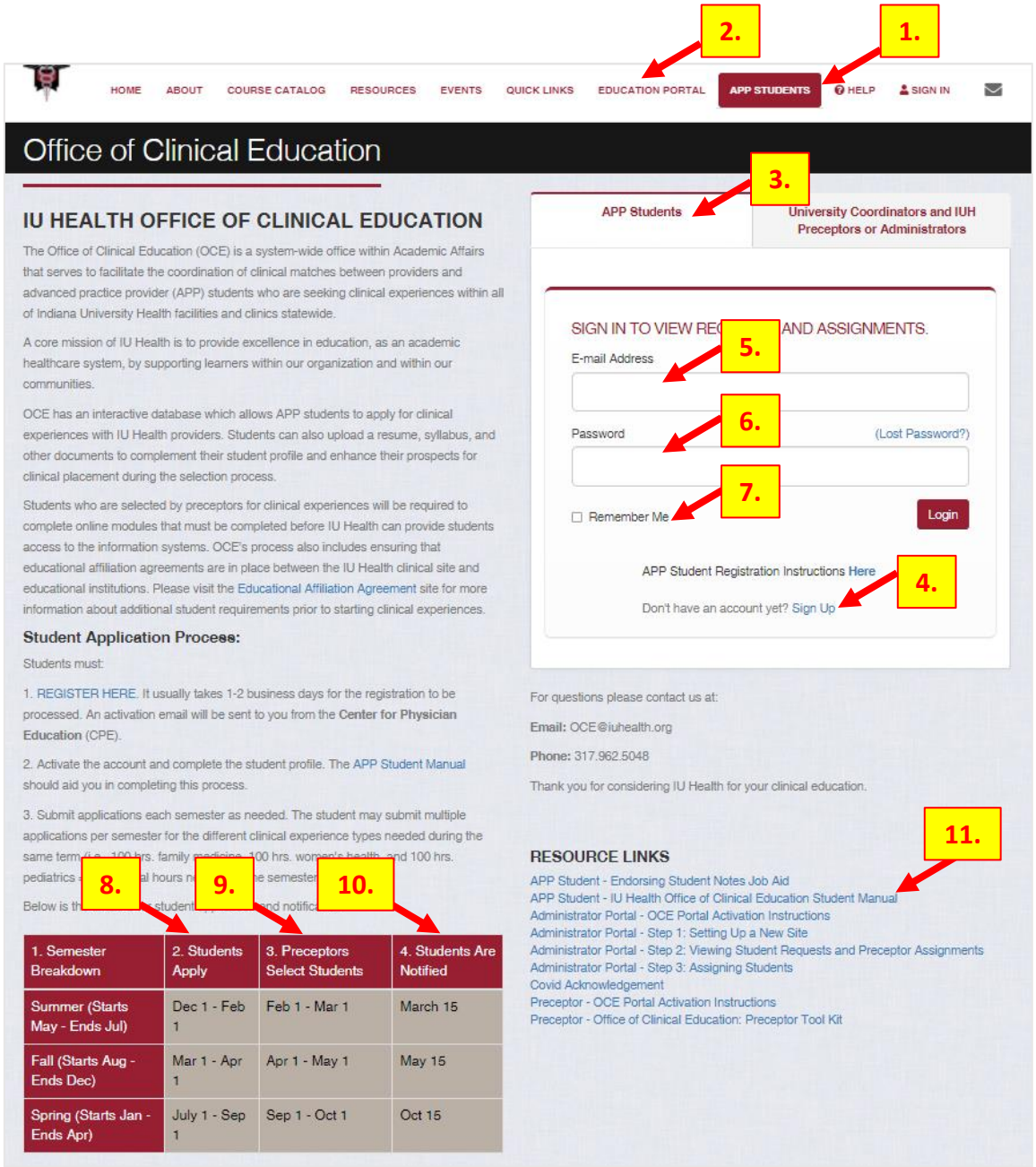
Step 7

OCE emails username & temporary password

Student starts clinical

Students enter an application every semester until they graduate or no longer plan on coming to IU Health for clinical

Repeat Step 2 only for returning applicants.
- - - - - -
Check Step 5 for any updated modules to complete.



REGISTRATION:
The starting point for students new to OCE's process

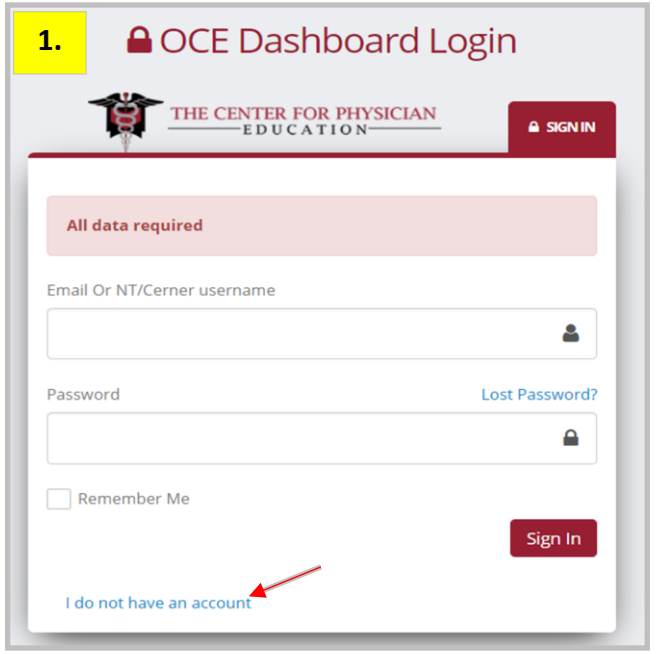
When you log into https://iuhealthcpe.org/OCE

1. Make sure you are in the APP STUDENTS tab
2. The EDUCATION PORTAL tab is where to access onboarding education modules
3. To access your OCE account this it the tab APP students must be on
4. To register and initially create your OCE account click on "Sign Up"
5. To access your account, enter the email address you used when you registered
6. Enter your password
7. Click the "Remember Me" box to quicker log ins
8. Column reflect dates when student should apply for clinical preceptor placement and for which semester
9. Column reflect dates when preceptors can begin selecting students
10. Column reflect dates when students will be notified if there is or isn't a preceptor
11. Where you can find the Student Manual to help walk you through the process

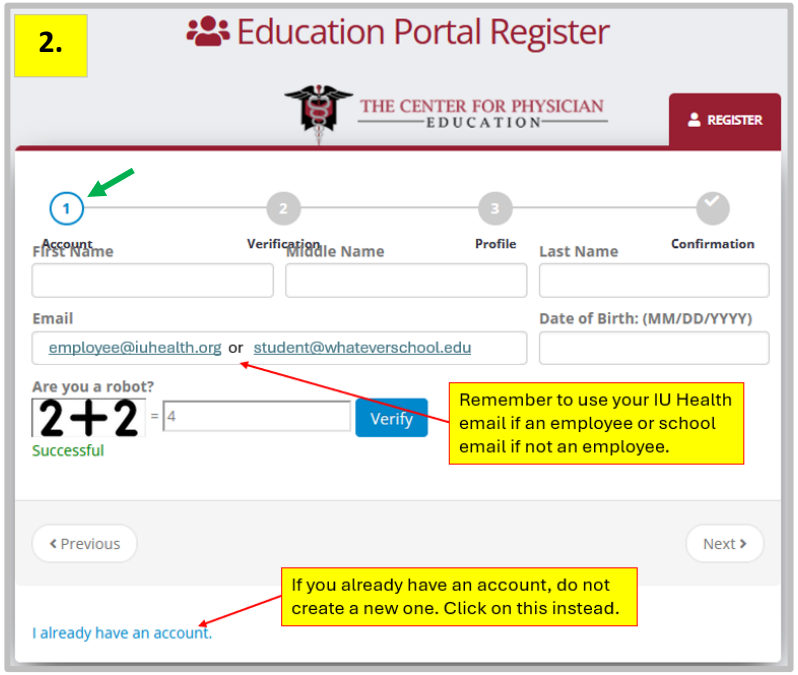
Note: Students need to register or create an OCE account only once. Each student should only have one account to avoid duplicate/multiple accounts which can create issues for the student. The student's account can list multiple emails. It is highly recommended that for IU Health employees, their IU Health email is what is listed first followed by their school's email and other personal email. Students not employed by IU Health should list their school email first followed by personal emails.

NEW APP STUDENT REGISTRATION FIELDS: What to select and enter

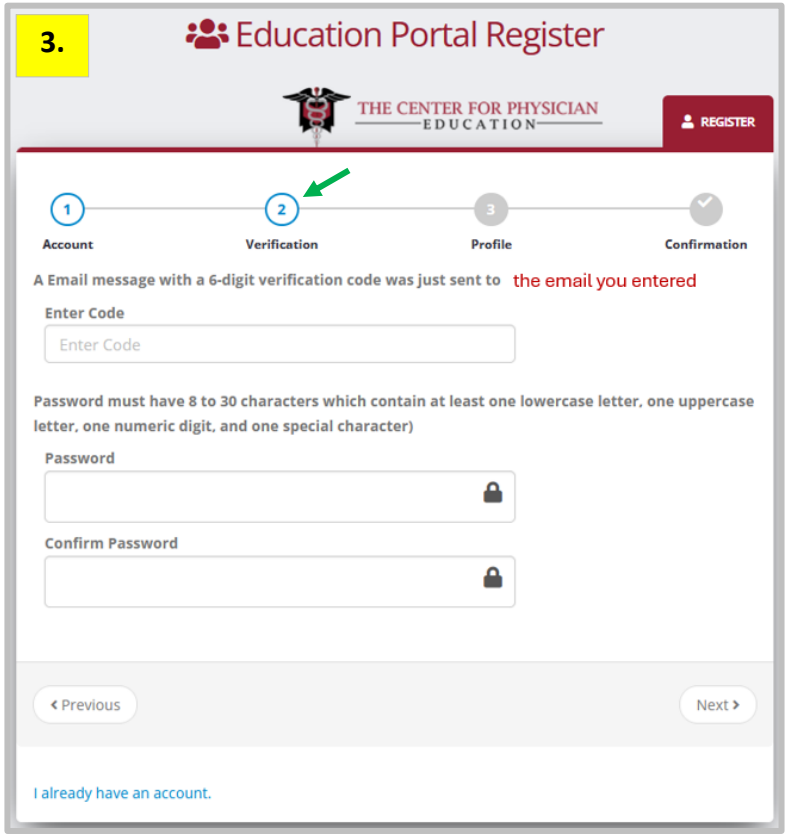
Go to *https://iuhealthcpe.org/OCE* to sign-up for an account. Do not make multiple accounts.



- ⇒ In creating your new account, click on the link "I do not have an account"
- ⇒ Note: only students with existing active accounts can sign in
- ⇒ Clicking the box, "Remember Me", eliminates the need to enter your username and password each time on the same device
- ⇒ Best practice: use your IU Health or school email



- ⇒ Complete all required information
- ⇒ "Successful" will appear if you enter the correct answer after you click "Verify"
- ⇒ Click "Next" to move to the next stage of the verification process.
- ⇒ **Note: If you already have an existing account, do not create a new one.**
  Click "I already have an account" instead. If the issue is that you forgot your password, select that option to reset password.



- ⇒ Enter the code you received from your email
- ⇒ Enter the 8-30 characters you will use as your password. Must contain at least one lowercase letter, one uppercase letter, one numeric digit, and one special character. Make sure they match.
- ⇒ Click "Next".

REGISTRATION DROP-DOWN OPTIONS GUIDE

Which drop-down options do I select from "Personal Information" when I register?

The registration database has many other users so there are many options to choose. Students must select the correct options so that all the correct information associated with them, including required onboarding education modules, can be seen in OCE's database by OCE, Coordinators and Preceptors.

Use this guide for the next entry fields you will encounter.

Make sure your profile is complete as this is key to your account's accuracy that you leave nothing blank. Missed entries will lead to account issues.

Below are the Drop-Down Options to Select When Creating an OCE Account

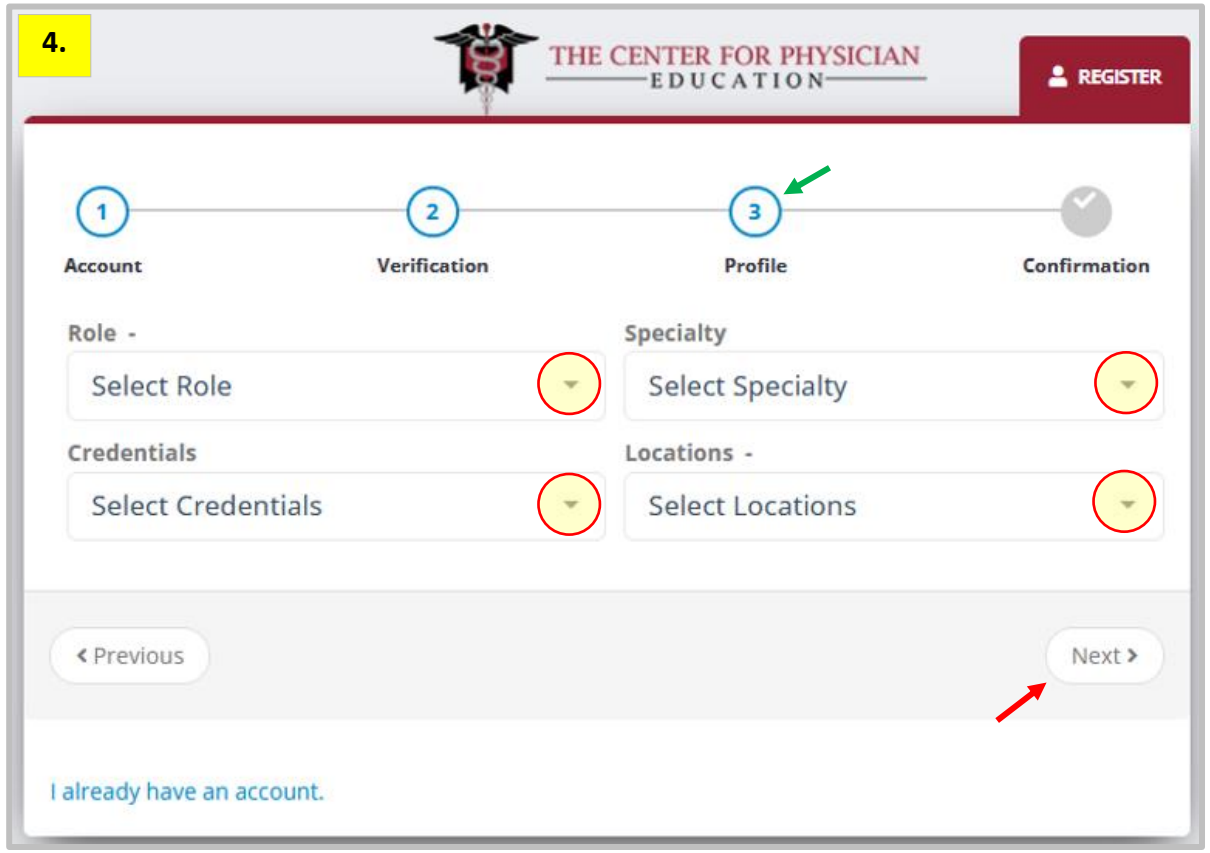
	Student Type NP	**Student Type PA**	**Student Type Midwifery**	**Student Type AA, SRNA**
Role	Advanced Provider Student	Advanced Provider Student	Advanced Provider Student	Advanced Provider Student
Specialties	NP Student	PA Student	CNM Student	AA or SRNA Student
Credentials	"RN" as it *currently* applies	"Other" or "RN" as it *currently* applies	" "RN" as it *currently* applies	"Other" or "RN" as it *currently* applies
Location	OCE	OCE	OCE	OCE
Email	IU Health employees should use their work email as primary email - - - - - Non-employees should use their school email as primary email	IU Health employees should use their work email as primary email - - - - - Non-employees should use their school email as primary email	IU Health employees should use their work email as primary email - - - - - Non-employees should use their school email as primary email	IU Health employees should use their work email as primary email - - - - - Non-employees should use their school email as primary email

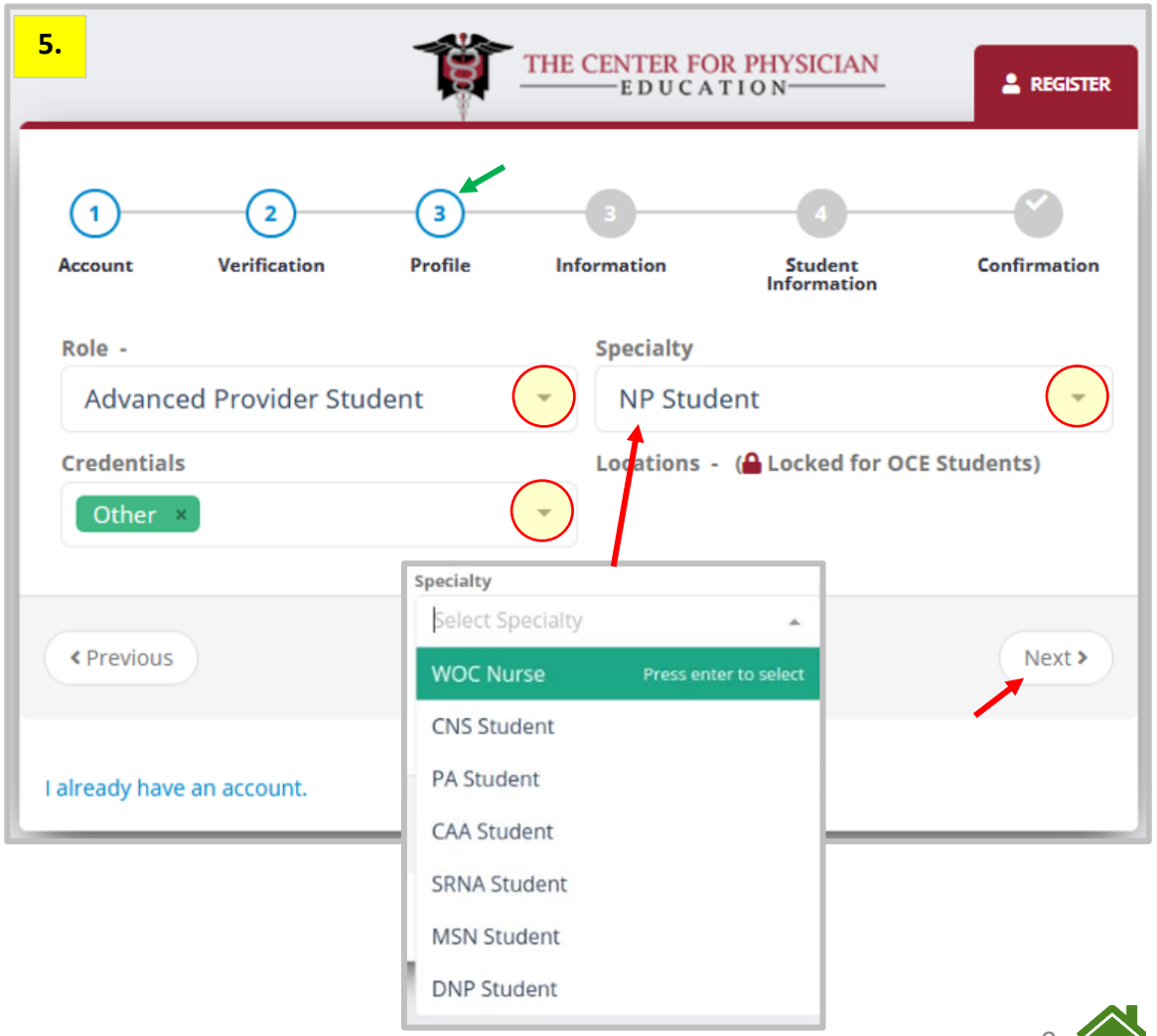
Below are items associated with your student profile that you must complete. Leaving these information blank potentially creates issues with your account, access, and user views:

Category	Why this matters
School	Sorting; authentication; views
Program	Sorting; authentication; views
Student ID	Data Security; identifier
Graduation Date	Cerner access timeline
Current Employment	Oracle nonworker account and Cerner access
Q: Previous or current Cerner access	Correct issuance of Cerner access type
Emergency contact	Required by IU Health
Permanent home address	Needed for Oracle assignment by HR
Advisor name	Data match
Advisor email	Data match (to advisor name)
Regional preference	Location/region assignment placement

NEW APP STUDENT REGISTRATION FIELDS: What to select and enter (continued)

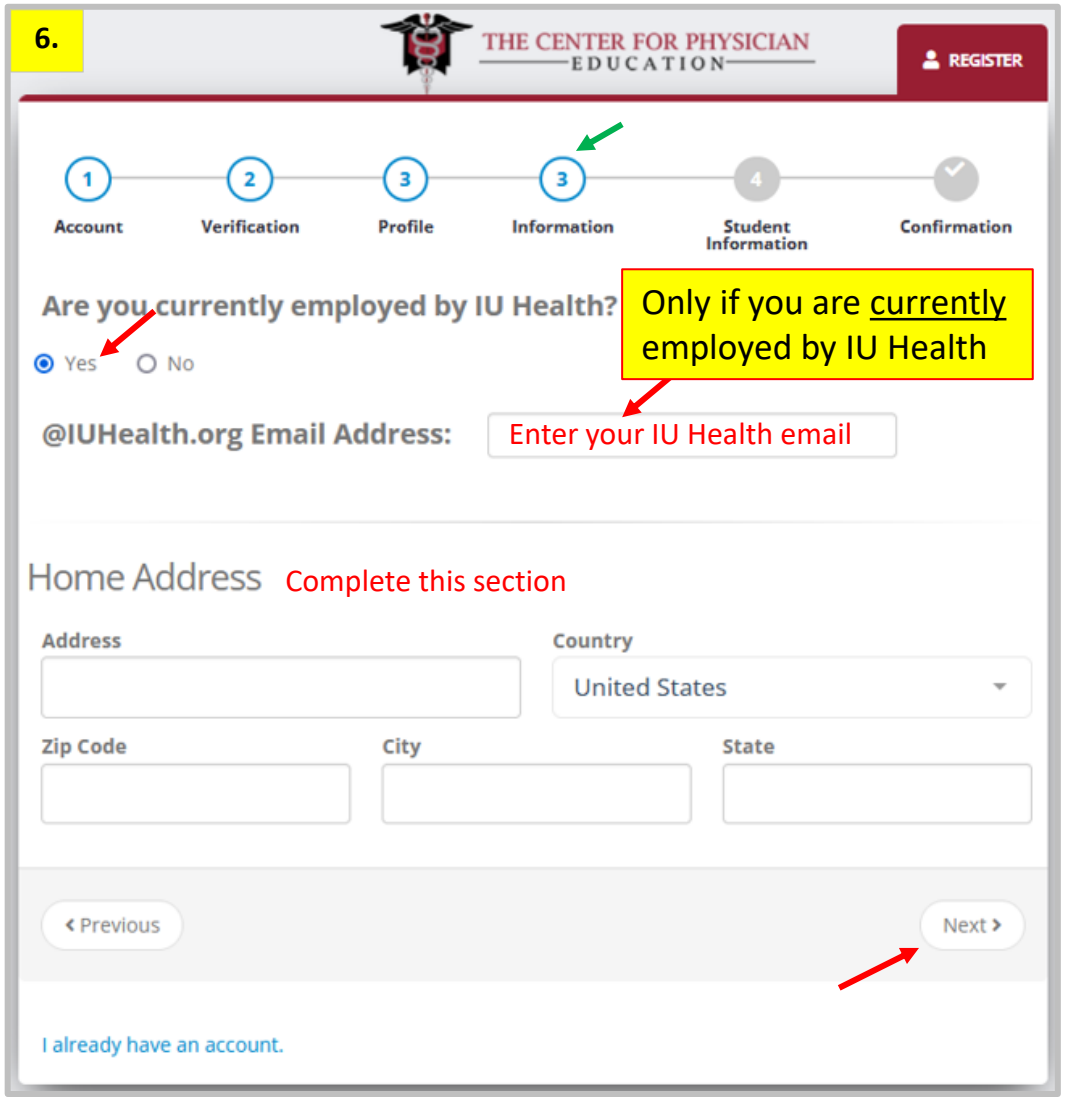
Use the previous page titled "**REGISTRATION DROP-DOWN OPTIONS GUIDE**" to determine what to select

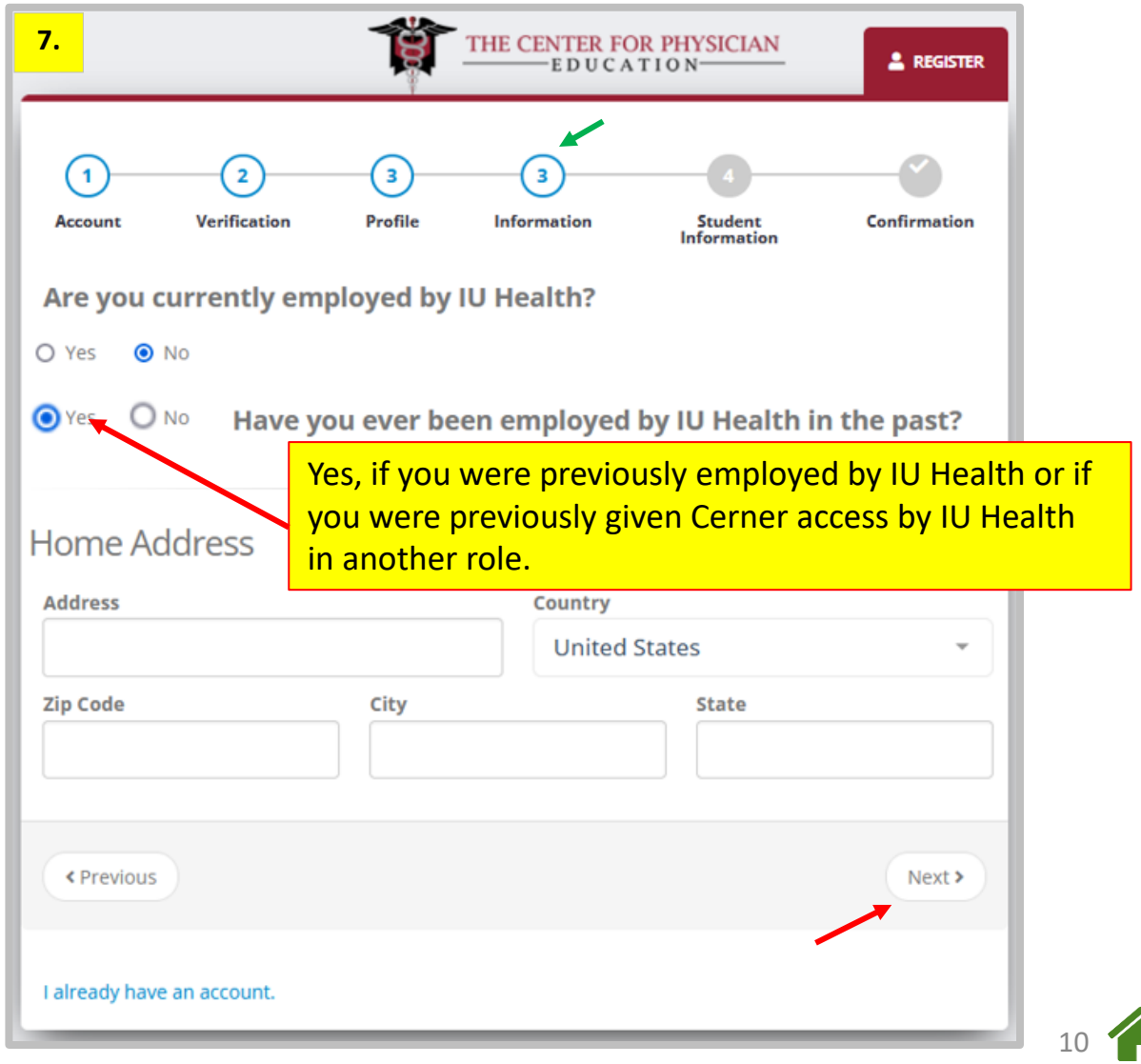




NEW APP STUDENT REGISTRATION FIELDS: What to select and enter (continued)

Make sure you complete all fields requested.





NEW APP STUDENT REGISTRATION FIELDS: What to select and enter (continued)

Make sure you complete all fields requested. Click on the map for more location details.
Contact OCE@iuhealth.org if you cannot find your school.

8.

1 Account — 2 Verification — 3 Profile — 3 Information — 4 Student Information — Confirmation

School
Use the drop-down to select your school.

Program
Use the drop-down to select the program you are in

Expected Graduation Date (MM/DD/YYYY)
Your graduation date

Acceptable Preceptors (can select multiple)
NP ×

Current Employment
Other

Student ID
Your student ID

Employer
Enter name of employer

Emergency Contact Name

Emergency Contact Number

Regional Preference (Drag regions to order) View Region Map

North-East Region
Indy Metro & Suburban Region
West Central Region
East Central Region
South Central Region

Location is by region throughout Indiana. You must select two in order of preference.

This is the last step to the registration input process.

‹ Previous Next ›

NOTE: Requests for specific clinical sites cannot be guaranteed as placement depends on provider availability per semester.

West Regional Hospitals

IU Health Arnett (1)
IU Health Frankfort (4)
IU Health White Memorial (7)
IU Health Tipton (6)

- - - - -

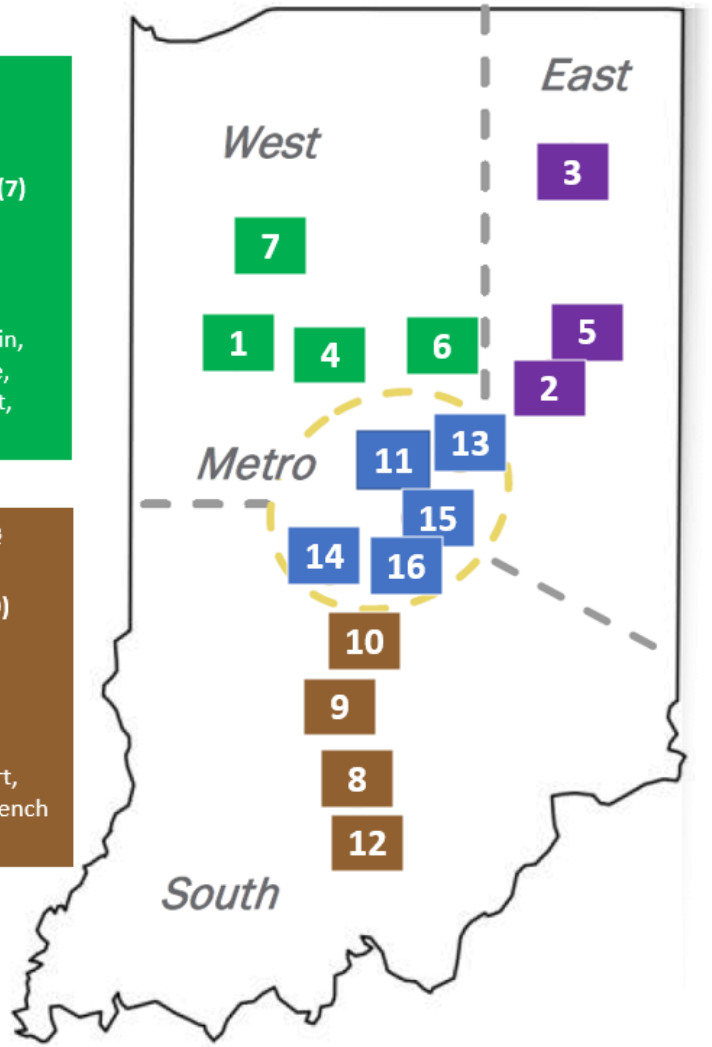
Includes:
Medical Services in Otterbein, Monticello, West Lafayette, Lafayette, Delphi, Frankfort, Kokomo, Tipton

South Regional Hospitals

IU Health Bedford (8)
IU Health Bloomington (9)
IU Health Morgan (10)
IU Health Paoli (12)

- - - - -

Includes:
Medical Services in Gosport, Columbus, Nashville, Paoli, French Lick, Martinsville



East Regional Hospitals

IU Health Ball Memorial (2)
IU Health Fort Wayne (3)
IU Health Jay (5)

- - - - -

Includes:
Medical Services in Portland, Muncie and Richmond

Metro Regional Hospitals

IU Health North (11)
IU Health Saxony (13)
IU Health West (14)
IU Health AAHC (15)
Riley (16)

- - - - -

Includes:
Medical Services in Carmel, Fishers, Lawrence, Indianapolis, Mooresville, Brownsburg, Zionsville, Speedway, Greenfield, Greenwood, Noblesville

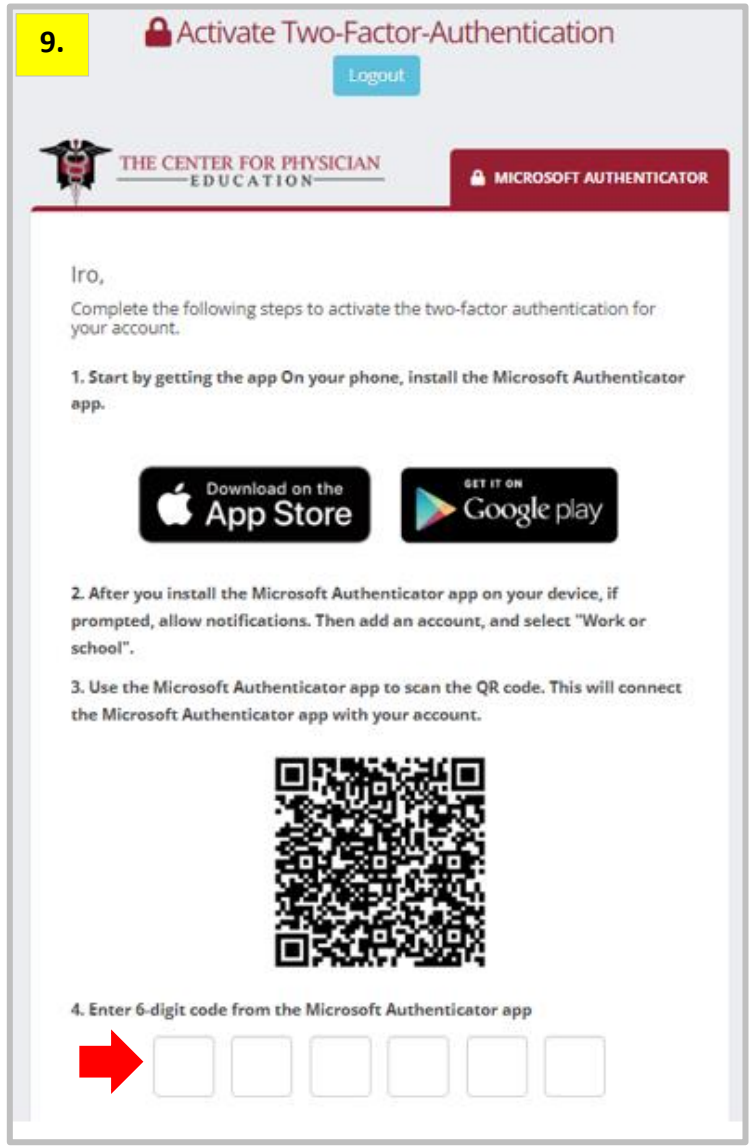
NEW APP STUDENT REGISTRATION FIELDS: What to select and enter (continued)

Make sure you complete all fields provided.

SELECT THE CORRECT REGION for CLINICAL PLACEMENT

Make sure you have selected the correct region for where you want to go for clinical?

- Clinical site rotations are divided regionally. Students must select the correct clinical region to avoid long commute times. Student can select their first and second region options only.
- There is no default region which will leave that category blank. Preceptors and OCE will not know which region the student prefers to go to for clinical.
- Do not leave anything blank.
- Missed entries will lead to account and/or application issues.
- *NOTE: Requests for specific clinical sites cannot be guaranteed as placement depends on provider availability per semester.*

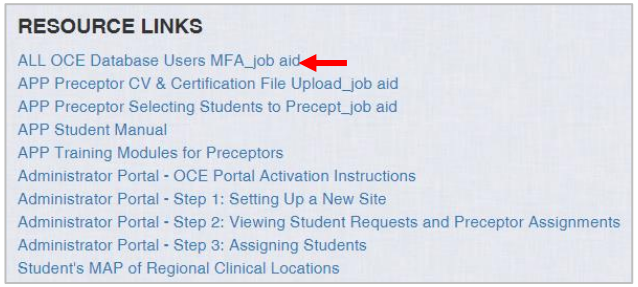


Microsoft Authentication will be required moving forward.

Follow the instructions you were given regarding this function.

Once you scan the QR-code you will receive a 6-digit number that you will need to enter to complete your login.

Instructions are also available under Resource Links on OCE's website.



APPLICATION PROCESS: Students are required to put in a clinical application every semester

General Application Information

- Students who are eligible to apply to be matched with an IU Health clinical preceptor during the dates indicated on OCE's website. Do not wait till the last minute (i.e., the last day of open application) especially if it is your first time applying to avoid missing the deadline due to "technical difficulties".
- Students must register within the timeframes provided (2nd column). The application portal closes at noon on the last day that the portal is open (2nd column). Once the application period closes, students will not be able to enter an application for the upcoming semester and must email OCE. OCE can no longer waitlist students as there are usually no preceptors left once those who indicated as available to precept for the semester have been asked.
- Students will be notified of their preceptorship status (matched or declined) on the dates indicated on the 4th column. Check your Junk email folder if you cannot find the email after the posted date.
- Completing an application with OCE does not guarantee placement with an IU Health provider due to the number of applicants.

1. Semester Breakdown	2. Students Apply	3. Preceptors Select Students	4. Students are Notified
Summer (Starts May – Ends Jul)	Dec 1 - Feb 1	Feb 1 - Mar 1	March 15
Fall (Starts Aug – Ends Dec)	Mar 1 - Apr 1	Apr 1 - May 1	May 15
Spring (Starts Jan – Ends Apr)	July 1 - Sep 1	Sep 1 - Oct 1	Oct 15

- Applications are limited to 3 clinical experiences. Entering the same clinical experience twice or three times will not improve chances for placement.
- Prioritize the first application for the core clinical hours you need.
- Use your two other applications to select clinical experiences that could also be applied towards your core clinical hours. Explore clinical specialty areas that could meet core clinical experiences with your clinical advisor's approval.
- **Consult your clinical advisor if the clinical experience you are applying for is appropriate for your track, can go towards a core experience, or has the appropriate number of clinical hours.**
- Depending on where the student is at in their program, there might be opportunity to explore other specialty experiences for a well-rounded training. Always consult with your clinical advisor to avoid delays or missed opportunities due to inappropriate clinical experience selection.
- The cumulative number of clinical hours per semester should be realistic to your workload.
- Each semester, students should enter an application if they are planning on being precepted by an IU Health provider. Use reminder apps.
- Notify OCE@iuhealth.org immediately to withdraw an application so that another student who needs the clinical experience may be substituted with enough notice.

APPLICATION PROCESS: When it is time to enter an application for the upcoming semester

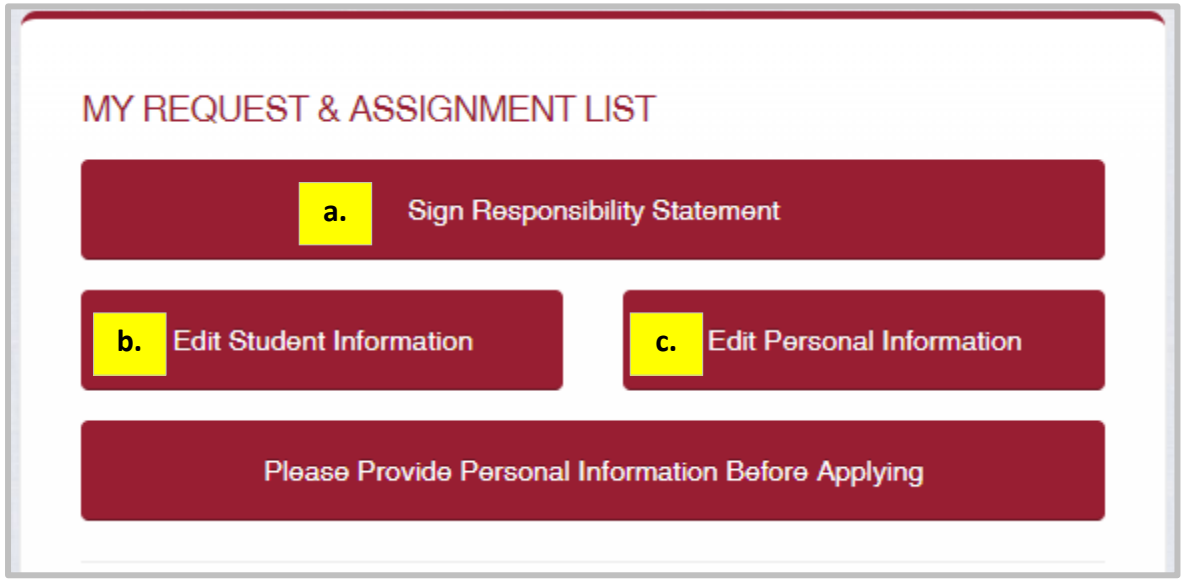
1. Semester Breakdown	2. Students Apply
Summer (Starts May - Ends Jul)	Dec 1 - Feb 1
Fall (Starts Aug - Ends Dec)	Mar 1 - Apr 1
Spring (Starts Jan - Ends Apr)	July 1 - Sep 1

These are OCE's semester breakdown. However, if your school does not follow the same semester breakdown, you will need to refer to the following pages 29-35 of this manual and learn how to break down your preceptor application according to IU Health's semester breakdown.

Outside of Request Timeframe or Please Provide Personal Information Before Applying

The "Outside of Request Timeframe" button is what will be displayed if you are trying to enter an application outside of the open application dates on OCE's calendar.

The "Please Provide Personal Information Before Applying" button will be displayed if you have not completed all your information.



a. "**Sign Responsibility Statement**" – is a requirement so that OCE can begin processing you. This is about your responsibilities when you access protected health information.

b. "**Edit Student Information**" – if you need to complete or update your school, emergency contact information, or regional location preference. **This is also where you will go to update your graduation date**.

c. "**Edit Personal Information**" – is where you need to update your electronic resume on file with OCE so that preceptors can see what clinical experiences you have completed or still need.

d. "**Save**" – it is important to save your entries. There is no autosave.

APPLICATION PROCESS: Students are required to put in a clinical application every semester

All students coming to IU Health for clinical thus requiring access to patient information and the electronic medical records must read and sign the Responsibility Statement Information Security and Confidentiality e-Form also called the *Responsibility Statement* form to be processed and given Cerner access.

App

Indiana University Health

Indiana University Health - Responsibility Statement Information Security and Confidentiality

1. Within the Indiana University Health organization, electronically stored information ("information") about services, programs, systems, costs, volumes, patients, guarantors, families, physicians, physician groups, other healthcare providers, payers and staff is available. Access to information is available in many formats and media. This statement applies to all Indiana University Health information, regardless of how it is accessed.

2. All Indiana University Health information is to be considered confidential. Reasonable precautions are to be taken to protect Indiana University Health information from unintentional or unauthorized inquiry, update, alteration, destruction or removal. It is to be safeguarded by all information customers at all times, both at work and off duty.

3. Information customers will only access (read, add, change or delete) or disclose information for which they have a business reason to do so. At no time, shall information be accessed or disclosed for an unauthorized, unethical or illegal reason.

4. Information access must be requested, approved and implemented through established protocols. Access to information will be granted on an appropriately identified, validated and authorized basis.

5. In order to maintain the integrity of electronic protected health information and safeguard it from improper alteration or destruction, individuals may not access their personal medical records through systems or processes for which they have been granted update capability.

6. Individuals authorized to access protected health information may not access the medical records of their family members, friends or colleagues unless such access is otherwise authorized by the individual's legitimate business purposes such as for treatment, payment or health care operations.

7. It is possible, that in the course of business, indirect access to information may become available. All responsibilities outlined in this statement apply to direct and indirect access to information.

8. Certain personally identifiable information must be carefully protected, each individual is responsible for knowing and following applicable Indiana University Health policies and procedures that govern the storage, use and access of such information.

9. When unsure of the confidentiality or security precautions to be taken, it is the responsibility of the information customer to seek and obtain direction regarding release of information and/or information protection safeguards.

10. Information customers shall report suspected confidentiality breaches or other information violations to the Information Services Security Administrator immediately.

11. Failure to adhere to this responsibility statement will result in the appropriate disciplinary and/or legal action.

By clicking "Accept It" below I understand and agree that I have read and understand the Indiana University Health 'Information Security and Confidentiality' policy, as well as other related policies. I have read the above information and have had an opportunity to have my questions addressed to my satisfaction. I agree to the terms above and have indicated that by signing my name below:

Accept It

Decline It

APPLICATION PROCESS: Students are required to put in a clinical application every semester (continued)

The view below is the default view for all students who do not have a preceptor already lined up and where their school's coordinator will not find a preceptor for them.

Has someone agreed to precept you? Yes: ○ No: ◉

Will your coordinator match you? Yes: ○ No: ◉

The view below is for students who have an IU Health preceptor already lined up for the upcoming semester

Has someone agreed to precept you? Yes: ◉ No: ○

Preceptor's Name: Enter Preceptor's First and Last name

Preceptor's Email: Enter Preceptor's email

The view below is for students whose school coordinator will be the one to vet/screen/approve and assign the preceptor for the upcoming semester.

Has someone agreed to precept you? Yes: ○ No: ◉

Will your coordinator match you? Yes: ◉ No: ○

Coordinator's Name: Enter Coordinator's First and Last name

Coordinator's Email: Enter Coordinator's email

APPLICATION PROCESS: Students are required to put in a clinical application every semester (continued)

Complete the following information pertinent to your clinical application.

Start and end of clinical dates: (yyyy/mm/dd). For the Spring semester, the accepted dates are between 01/01/2025 - 04/30/2025

Start Date YYYY/MM/DD — Enter Start Date

to

End Date YYYY/MM/DD — Enter End Date

Total Clinical Hours Needed: (Estimate if unsure)

Enter total number of clinical hours. Must be a whole number.

Setting:

Select Setting — Select from a list of drop-down options appropriate to the clinical experience you are seeking.

Experience Type:

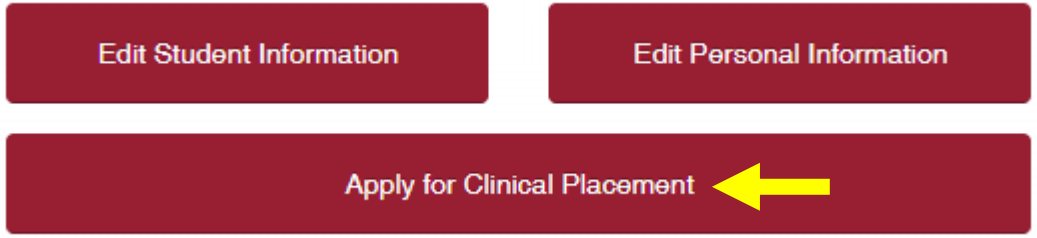
Select Experience — Select from a list of drop-down options for the clinical experience you need. Do NOT select "Adult". This is not an experience but age-range and is a non-option resulting in invalid application that will get rejected.

Learning Objectives:

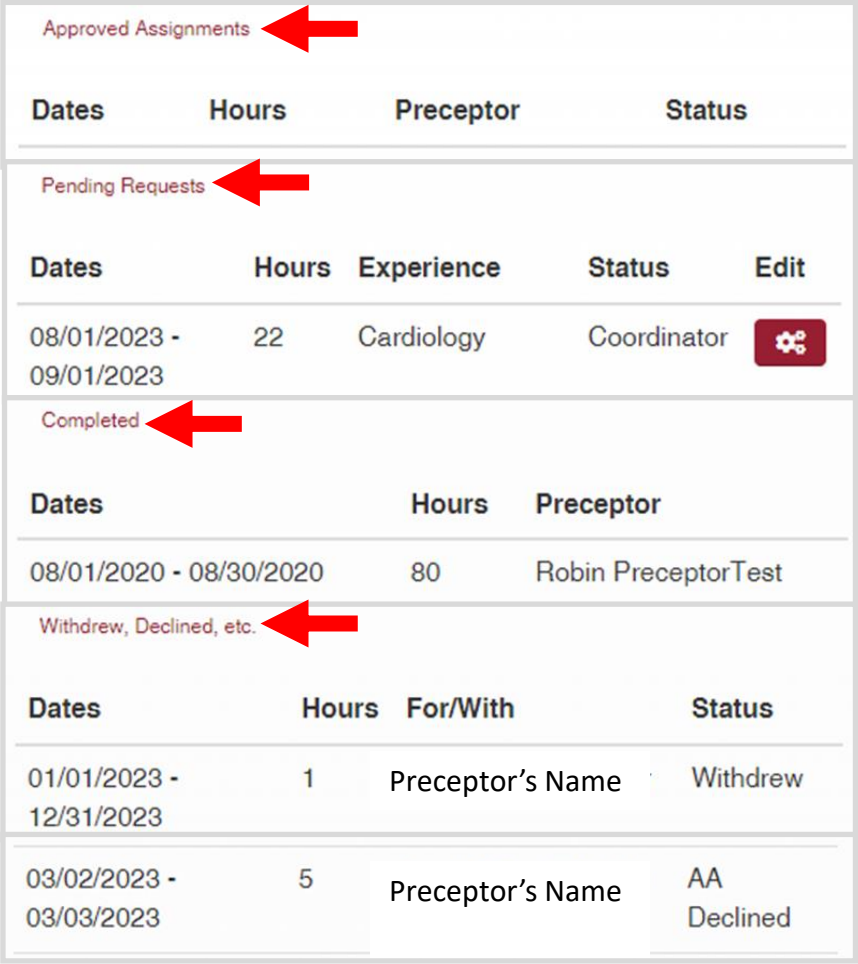
You must enter your learning objectives for this application. Preceptors want to know what you need to learn. This will throw and error if left blank. What are your learning objectives/goals for the type of clinical experience/rotation you are applying for?

Submit Clinical Application — Don't forget to click submit.

VIEWING YOUR CLINICAL APPLICATION STATUSES & WITHDRAWING AN APPLICATION



Once you have completed what you were asked to complete, you should be able to enter an application. Keep in mind that your application dates must fall within the dates on OCE's calendar. Meaning, it cannot start earlier or later than what is on the calendar. Refer to pages 29-35 if your school's semester breakdown is different.



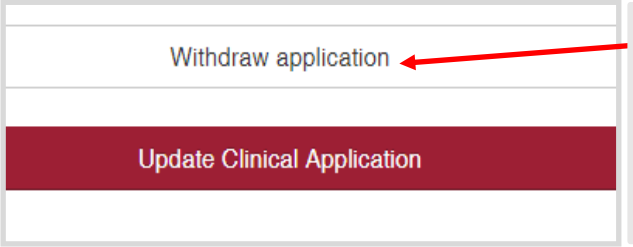
a. "**Approved Assignments**" – this section of your OCE student account will list clinical experiences that has an assigned preceptor for the upcoming semester.

b. "**Pending Requests**" – lists the applications you have entered. Students are limited to only 3 applications. Do not enter the same application three times thinking that this will increase your chances. Rather, enter another type of clinical experience your program will allow you to have for your degree. It is best practice to check in with your clinical advisor to determine if your planned application is appropriate.

c. "**Completed**" – are the clinicals you have completed or have reached the end date of your application. The Preceptor column shows the preceptor's name.

d. "**Withdrew, Declined, etc.**" – are the clinical applications that were withdrawn or declined (for lack of preceptors). Applications that were withdrawn before preceptor matching will generate an email to the student and to OCE.

NOTE: Students who were declined will also receive an email at the same appointed notification date (please refer to OCE's semester calendar).



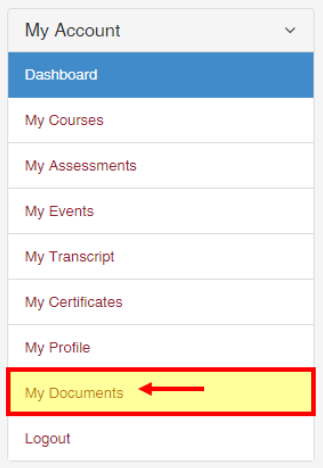
Important to note: Students who no longer need the matched clinical preceptor, please email OCE@iuhealth.org as soon as possible so that a declined student can benefit and have a preceptor.

UPLOADING DOCUMENTS TO YOUR STUDENT ACCOUNT

This page will walk you through the process of uploading documents, such as a resume or other materials, you may want to share with a provider. Some preceptors have asked for a copy of the student's resume prior to accepting for preceptorship. Some have even asked to interview the student prior to agreeing to the match. Make yourself stand out from the rest of the student applicants by creating a strong student profile. Think of this portion as filling out an application for a job. Focus on your strengths in the areas of motivation, clinical experience, work history, and communication skills.

1. Sign into OCE's website: *https://iuhealthcpe.org/OCE*
2. Click on the "Education Portal" at the top of the page:

3. Click to select "My Documents" from the menu on the right side of the page.
4. Click on the "Upload Document" tab. Then click "Browse" to find the file you want to upload from your computer.
5. Find the file you want and then click "Upload Document"
6. In the event that you have uploaded the incorrect document or would like to remove a document, click on "Current Documents" and select the "X" to remove the document.



This section only applies to STUDENTS NOT EMPLOYEES OF IU HEALTH

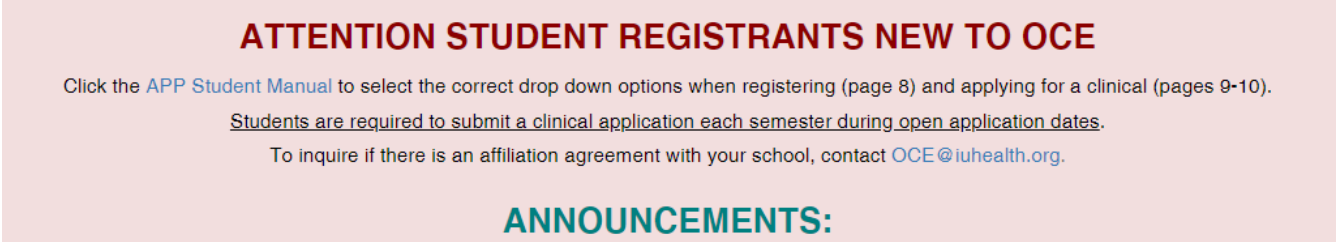
The non-IU Health employed student's clinical coordinator or school's compliance officer will be required to provide a copy of the completed Clinical Student Validation (CSV) form and will need to sign this document for compliance audits. Submit the required documents to your school in a timely manner so that your school has these documents on file and ready to send to IU Health at a moment's notice in the event of an audit.

1. Immunization Records including (Flu Vaccine or Exemption form)
2. American Heart Association BLS card
3. Background check plus the student-signed written consent allowing the school to share this information with IU Health.
4. Drug test
5. Proof of personal health insurance (insurance card)
6. COVD attestation requirement has been built into your required learning. Make sure to upload whatever file has been requested to the link embedded in the module.

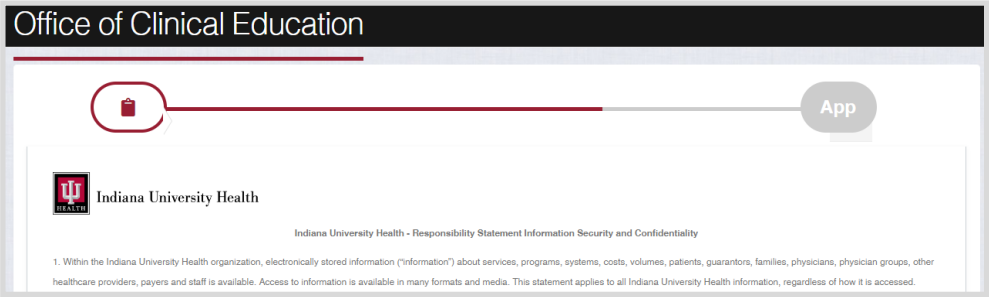
★Do not submit any of these documents to OCE. *It must be submitted and signed by your school.*★

BEFORE STARTING CLINICAL: REQUIRED ITEMS TO BE COMPLETED & OCE ANNOUNCEMENTS

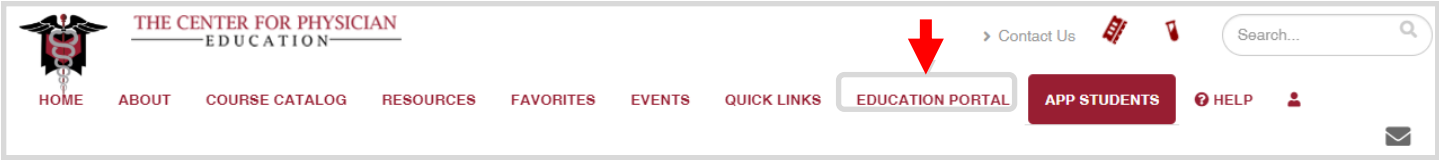
Announcements will be posted on OCE's website at the top of the page. Make a habit of visiting OCE's website every now and then for any announcement updates.

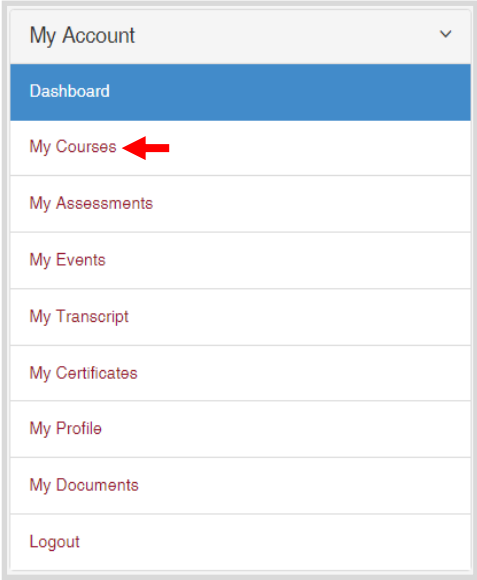


Before students can enter an application, the Indiana University Health—***Responsibility Statement*** *Information Security and Confidentiality* form will need to be acknowledged. Be sure your read what IU Health's expectations are regarding patient information.

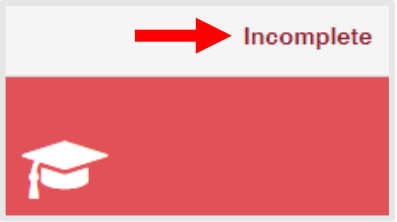


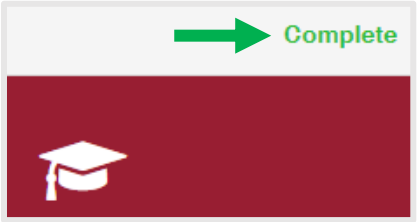
The required onboarding modules can be found under the "Education Portal" tab. Regardless of the student's employment status with IU Health, all are required to complete the assigned modules at least one month (4 weeks) before the student's clinical start date. Students who delay completing these requirements could experience a delay in clinical start date and delay in student Cerner-role access activation.





Dashboard—is the student's default view. Here you can find multiple course offerings.
My Courses—lists all the required modules you need to complete. Completed modules will be marked with **Complete** at the top right of the module tile. Students need to do the modules marked **Incomplete**.
My Assessments—only applies if you have any on file
My Events—lists events you have signed up for one
My Transcript—lists all the modules you have completed
My Certificate—allows you to download completion certificates
My Profile—allows you to update/add emails or change password
My Documents—lists the responsibility statements completed





BEFORE STARTING CLINICAL: IU HEALTH ID Badge Requirements

How to obtain an IU Health Badge

- ☐ You will need to have an Oracle non-worker account issued first as you will need this account made as the first step towards getting any access to IU Health including the ID badge. OCE will process students needing the Oracle non-worker role which is why it is important that the student's information in OCE's database is complete.

  It is highly important that OCE has your graduation date, phone number, and as much of your student profile completed so that OCE has the information needed to request your Oracle learner account regardless of whether you are employed by IU Health or not.
- ☐ You will receive an email request from IU Health's idbadging@iuhealth.org asking you to submit a photo for your ID.
- ☐ You should be able to select the badge printing location where you will be having your first clinical.
- ☐ You will receive approval, photo pending, or photo denied email based on the picture you upload. It is very important that you follow the badge photo criteria guide below to make sure that the photo you submit complies with requirements and decrease the risk of having your photo denied, thus avoiding further delays to your clinical. **Note: For all badging questions, contact idbadging@iuhealth.org**
  - Must be an individual, solo photo of yourself.
  - Should be taken slightly above the head to middle of chest.
  - Should be taken against a plain, light background.
  - Must be centered, straight forward directly facing the camera.
  - Should not be taken on an angle of any type.
  - Eyes should be open, looking at the camera, and cannot be covered.
  - Must be a color photo without any filters or modifications.
  - Must not include sunglasses or hat.
  - Must not have shadows or bright lighting across face.

BEFORE STARTING CLINICAL: IU HEALTH ID Badge Requirements (continued)

What to follow up on after submitting your photo and request for an IU Health ID Badge

- ☐ Photo Status action plan
  - **Photo Pending** – means that you successfully uploaded a photo, but it is currently being checked by the software. Action plan:
    - ➢ Pull up the photo you submitted to make sure it meets all photo compliance criteria.
    - ➢ If your photo does not meet the criteria, submit a new photo using the information found in your 'photo pending' email.
    - ➢ If your photo meets criteria, carefully monitor your email for a 'photo approved' or a 'photo denied' email from idbadging@iuhealth.org.

      Note: This is outside of OCE's process, therefore, our office has no ability to monitor, approve, expedite, nor waive this requirement for you. For all badging questions, you will need to communicate with idbadging@iuhealth.org.
  - **Photo Denied** – means that your photo did not meet the required criteria. You must upload a new photo that meets the criteria to have your badge printed. Action plan:
    - ➢ Carefully review the criteria and take a new photo.
    - ➢ Follow the link in your email to upload your new photo as soon as possible. If your photo is delayed, it will delay your badge being printed and affect your ability to start clinical on time.

      Note: This is outside of OCE's process, therefore, our office has no ability to monitor, approve, expedite, nor waive this requirement for you. For all badging questions, you will need to communicate with idbadging@iuhealth.org.
- ☐ Unlike an employee's ID badge, the non-worker/learner's badge will not allow access to parking, pay in the café or buy items at the gift shop.

BEFORE STARTING CLINICAL: IU HEALTH & OCE'S EXPECTATIONS OF APP STUDENTS

1. **Students must complete the *Data Stewardship Agreement* (or IU Health Responsibility Statement Form) required by IU Health prior to the start of their clinical experiences**. Be advised that the timely completion of the Responsibility Statement will trigger the start of the process for IU Health's Human Resource (HR) department. Next, Identity & Access Management (IdAM or data security) will begin their process to allow EMR access. Timely completion of onboarding requirements is also imperative. In all, this process can take up to **6 weeks** for those students going through OCE for the first time.

   Avoid showing up for clinical without the correct EMR access. IU Health employees should not use their work-issued Cerner access for these 2 reasons:

   (1) EMR access is generated by IU Health's Identity and Access Management (IdAM) to be role- based. Do not get caught (Haystack) accessing patient information outside of the role-view you have been given permission to see either as an employee or as a student. Haystack patient access surveillance is real.

   (2) You will not have the APP Cerner views without the correct permission from OCE.

2. **Students must complete all required onboarding requirements (i.e., education modules) at least 1 month (or 4 weeks) before the clinical start date indicated on their application or risk *NOT* starting clinical on time.**

3. Students must wear an IU Health-issued/approved ID badge at all times during clinical.

4. After the preceptorship has been confirmed by the email notification, students should contact their preceptor to plan the clinical schedule. **Students should provide the preceptor with their clinical advisor's name, contact information, and any school paperwork pertinent to their learning outcomes before the first day of clinical**. The clinical advisor's name and contact information should also be entered in OCE's database.

5. **Students should not contact providers on their own looking for a preceptor at any time (before, during, or after) the OCE matching process. This is one of the student expectations clearly stated in the affiliation agreement between IU Health and partner schools.**

BEFORE STARTING CLINICAL: IU HEALTH & OCE'S EXPECTATIONS OF APP STUDENTS (continued)

6. Students must exhibit the "3 Ps": **P**rofessional. **P**repared. **P**unctual.
   Remember that you have been welcomed into your preceptor's practice and part of their healthcare team even in your student role.
   - ✓ Professionalism in the following areas:
     - ➢ Appearance/attire/grooming
       - ❖ Professional attire and attention to personal hygiene and grooming are expected. In any clinical site where patient contact is part of the clinical experience, students should wear appropriate lab coats or attire as directed by faculty and/or preceptor.
     - ➢ Conduct and speech
       - ❖ Actively listen to feedback your preceptor gives you to not only help improve your clinical skills but also your rapport with patients and other professionals
   - ✓ Students must come prepared with all needed equipment and learning tools (i.e., stethoscopes, laptop if asked to bring one, etc.). Provide your preceptor with your school's learning objectives for the current rotation and a copy of the course syllabus.
   - ✓ Leave plenty of time margin so that you are on time, not rushed, or have your preceptor waiting for you.
7. Students should only see patients delegated to them by their preceptor.
8. Students are expected to discuss documentation specifics with the preceptor. If policy permits student documentation on the patient record, the student should sign his/her name and provider relationship.
9. Students are expected to contact their clinical adviser and preceptor if any concerns arise during the clinical rotation.
10. Students are expected to read all the information provided to them by OCE as they are intended to aid in navigating through the preceptorship process successfully.

At IU Health, hundreds of At IU Health, hundreds of thousands of activities take place within its electronic medical record and other systems that contain patient information.

To help protect patients' health information and records, the IU Health Privacy team has a tool that helps monitor IU Health system use. The system is called ***Haystack*** and is used to track user activity in many of the IU Health systems that contain patient electronic health information (ePHI). ***Haystack*** will issue alerts when out-of-ordinary behaviors are identified by the system which is based on team members' previous activities, job codes and other facts. The Privacy team reviews the alerts to determine if the access was appropriate; in some cases, a leader will be contacted to help in determining if the access was appropriate or not.

Team members who have access to IU Health systems should only use the system access for a business reason (treatment, healthcare operations or billing).

⇒ Never look at your own record or account information. Visit MyIUHealth.org to view your personal record or billing information. You can also obtain health information from your healthcare provider or request medical records the Health Information Management. You can contact Revenue Cycle Services Customer Service for billing documentation.
⇒ Never look at records or account information of family members, friends, neighbors, coworkers or others without a business reason.
⇒ Never look at records or account information of celebrities or people who have been in the news.
⇒ Never look at record or account information out of curiosity of celebrities or people who have been in the news.
⇒ Never look at record or account information out of curiosity.

Reference: IU Health (2021, June 28). HIPAA reminder: honor patient privacy.
Retrieved from HIPAA Reminder: Honor patient privacy (myiuhealth.org)

Mindful Planning

Create a great first impression on your first day of clinical!

Office of Clinical Education

Clinical Student Prep Checklist

	Things to do once you have been assigned a preceptor:	Comments:
☐	Complete learning modules and other onboarding requirements	
☐	Contact provider to arrange clinical schedule and exchange contact information. Include your clinical adviser's contact info.	
☐	Ask about the appropriate dress code for the office, where to park, and where to enter.	
☐	Ask about office etiquette or other group norms that you should know about.	
☐	Provide the preceptor with paperwork required by the school (i.e., evaluation) with clear instructions.	
☐	Contact the HelpDesk (317.962.2828) to get your personal device (laptop) initially configured to access IU Health apps including Cerner. *Your actual Cerner access will be emailed to you once you have completed all the necessary requirements along with your badge access information.*	
☐	Email OCE@iuhealth.org if your preceptor plans on taking you to multiple locations so that the requirements you are assigned matches the location(s) you will be going to.	
☐	Get your student ID badge.	
	Preparing for the *first* day of clinical:	
☐	Program your GPS to the correct location.	
☐	Set your alarm to allow margin for—morning hygiene routine, food/drink (caffeine), traffic, road delays, constructions, distance, weather, etc.	
☐	Pack your lunch.	
☐	Charge your laptop.	
☐	Bring your stethoscope.	
☐	Bring a notepad with highlighter and a pen (or two).	

Office of Clinical Education

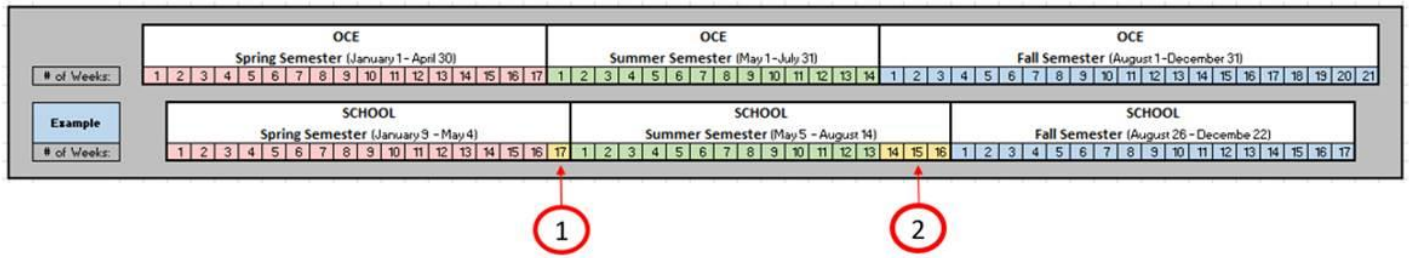
Trouble Shooting Guide

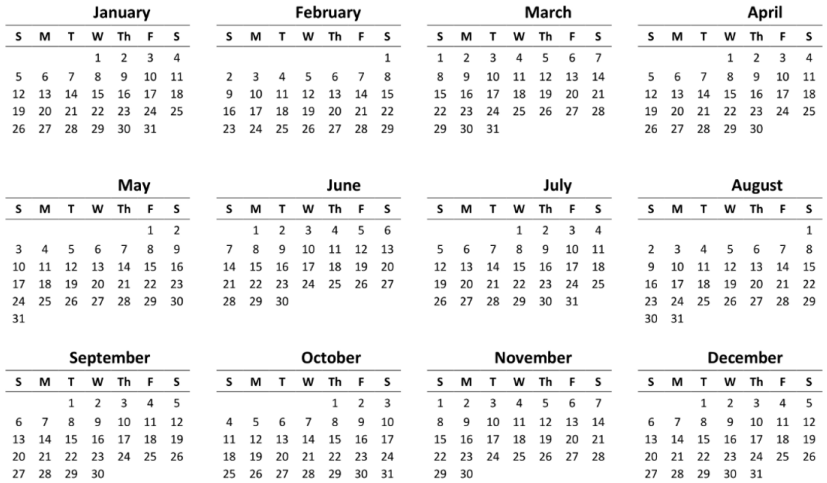
Trouble Shooting: Calculating Clinical Hours

Students are responsible for calculating the number of clinical hours needed for each application entered on our website. Students whose school semester terms don't closely match OCE semester terms may have to apply for two clinicals in the same OCE semester or may have to split one school term's needed hours across two OCE semester calendar period. The best way to calculate this is by deciding how many weeks of each school semester term fall into which OCE semester term.

Step 1:Confirm the school term date range then compare to the number of weeks of each term with OCE's Semester Calendar.

Hint: will help to consult a year-at-a glance calendar of the affected semester(s), so you can mark and/or count weeks.





As you can see in the example above, there are two areas where the school semester (or term) doesn't fully within (or match) OCE's semester breakdown. These become **decision points** for you before you apply. Below are guiding questions to help you make your decision.

<u>Sample Areas for Decision-Making on Your Part (see circled #1 and #2 above):</u>

Guiding Question 1:*Can I complete all my needed hours for School's spring semester in 16 weeks, instead of 17 weeks?*

Your decision is "*Yes*", the "**Action plan**" below and just apply for the spring semester within the OCE time frame (end date for your clinical application will be April 30th, not May 4).

> **<u>Action plan</u>**: Enter your application in OCE but do not go past the maximum end date options for the OCE semester (i.e. April 30, July 31 or December 31— depending on which semester you are applying). Calculate the maximum clinical experience hours you need based on the full total number of weeks it will take you to complete this clinical.

Trouble Shooting: Calculating Clinical Hours (continued)

Your decision is "*No*". The time is **no more than two weeks (maximum)** past OCE's maximum set Semester End Dates, follow the "**Action plan**" below. If the time exceeds more than two weeks past OCE's maximum set Semester End Dates, refer the example illustrated by **Guiding Question 2**.

Action plan: After completing your application using the last allowed end date shown for the OCE semester period (i.e. April 30, July 31 or December 31). Then email OCE and ask if our office can manually adjust your Application's End Date. For the spring semester above, you would be asking OCE to adjust the April 30 end date you entered to the May 4th end date.

Note: The website is programmed not to allow students to enter end dates outside the OCE Semester Term. If you try, the system should give you an error message. Many students, thinking they are done, will exit too quickly and miss that the website is warning them the system cannot accept the data the student entered. It will alert you to what fields need to have an "acceptable" input. Carefully review your information and ensure that your application is saved before leaving the site. **Always enter start and end dates on the website within the OCE Semester term limits**. Email OCE if you need our assistance to alter an application date range outside OCE's Semester Term limits.

Example application:

First Name	Last Name	Preceptor	Start Date	End Date	Experience	Hours	School	Program	Region
Jane	Smith		2025/01/06	2025/04/30	Cardiology	75	Indiana University - East	Family Nurse Practitioner	East-Central | NorthEast

Example email you send to OCE:

Reply Reply All Forward

Mon 8/3/2020 11:16 PM

Can you please adjust my spring semester application end date

› Office of Clinical Education

Hello OCE,

I am writing to you in regards to my spring semester Family Medicine (= experience type) application, with start date 1-3-2021 and end date currently listed as 4-30-2021. Could you please adjust the end from 4-31-2021 to 5-4-2021. If you have any questions, I can be reached at <enter email address associated with your OCE account> or you can call me at 317-555-5555.

Thank you,

(=student name)
Name of School Here
Name of Program Here

*** Notice all the red text items in sample email above should be included and shall reflect student's individual needs/details.**

Trouble Shooting: Calculating Clinical Hours (continued)

Guiding Question 2:*Can I complete all my needed summer clinical hours within OCE's Summer semester term?*

(Rationale: I will only have 13 weeks to complete all my clinical hours – even though my school's summer term is 16 weeks long)

Your decision is "*Yes*". the "**Action plan**" below (end date for your clinical application will be July 31st, not August 14).

Action plan: Enter your application in OCE but do not go past the maximum end date options for the OCE semester (i.e. April 30, July 31 or December 31- depending upon which semester you are applying). Calculate the maximum clinical experience hours you need based on the full total number of weeks it will take you to complete this clinical.

Your decision is "*No*". Plan on submitting two applications for different semesters—one for the summer and one for the fall. You will *follow both "***Action plans**" below at the appropriate open application periods. Refer to OCE's perpetual calendar as posted on our website.

Action plan 1: Submit a summer semester application to cover the first 13 weeks of your school's summer term. In the Learning Experience (free text) field on your OCE summer application, explain that this is the first of two consecutive applications and you hope the prospective preceptor will also consider you for the <enter specific number of remaining hours> from August 1 – August 14 <dates based on semester you are applying>

Action plan 2: *Submit a Fall semester application for the three remaining weeks of your school's summer term (Start date August 1 to End date August 14).

In the **Learning Experience** (free text) field on your OCE Fall Application, explain that this is a continuation of your summer semester clinical experience. If you have already discussed this with your summer semester preceptor and they have agreed to continue through to the August 14 end date of this second application, provide a brief explanation of this in the **Learning Experience** field with a similarly phrased sentence, "**My current preceptor**, <Preceptor's first and last name>, **has agreed to precept me**" alerts OCE to watch for this provider to select you, during the student-preceptor match period.

*Another option is to combine the three remaining weeks of your School's Summer Semester with hours you may need for your School's Fall semester, especially if the clinical specialty you will be applying for is the same type of experience. You may even be able to use the same preceptor if they agree to continue precepting you. In this situation, instead of only having a 3-week clinical experience for the fall semester, you would actually have a 20-week fall semester application with OCE, you take this option, see details on how to calculate needed clinical hours in section below with header: **For school calendars where two school terms are aggregated into one OCE semester application**.

Trouble Shooting: Calculating Clinical Hours (continued)

Step 2: Calculate how many hours you can do within your application time frame.

Hint: **The Math** will typically be some form of this equation below. The yellow cells are for you to fill in the numeric value.

# of weeks in OCE semester	x	# of clinical hours to be completed each week	=	Total # of Clinical Hours applied for in OCE
	x		=	

For most courses, you will know the number of clinical experience hours you must complete or are limited to (i.e., specialty hours). The tricky part is when you have school semesters (or terms) that must be split in to two OCE semester applications or when you may have two short terms (i.e., some schools have two shortened terms during the summer instead just one summer term). In this case, you may have back-to-back classes in which the required number of clinical hours are for the same type of experience. Below are examples of these two types of semesters:

EXAMPLE 1: School Terms are split into Two OCE Semester Applications.

Based on **Question 2|You decided that you cannot complete all your needed summer clinical hours within OCE's Summer semester term** (above). You have decided to enter two separate clinical experiences. Your clinical advisor has informed you to complete 16 hours of clinicals each week for all 16 weeks of your summer term. Your 16 hours = two (2) 8-hour shifts per week.

Scenario 1: OCE Summer Semester Application (May 5 – July 31) = 13 weeks. See the math table below.

# of weeks in OCE semester	x	# of clinical hours to be completed each week	=	Total # Clinical Hours applied for in OCE
13 weeks	x	**16 hours**	=	**208 clinical hours**

Scenario 2: OCE Fall Semester Application (August 1 – August 14) = 3 weeks. See the math table below.

# of weeks in OCE semester	x	# of clinical hours to be completed each week	=	Total # of Clinical Hours applied for in OCE
3 weeks	x	**16 hours**	=	**48 clinical hours**

Trouble Shooting: Calculating Clinical Hours (continued)

EXAMPLE 2: School's calendar where two school terms are aggregated/combined into one semester application per OCE's calendar.

In this example, your school has a Fall term from August 26 to November 22, roughly 13 weeks long.

The school also has a Winter Term after Thanksgiving and before Christmas, so from November 26 to December 22, basically 4 weeks.

As you can see, these two terms roughly equal the same number of weeks (16-17 weeks) as in Example 1 above. However, in this situation, the student is needing to complete 2 clinical experiences and possibly in 2 different clinical specialties. If the 2 clinical experiences are intended to be taken in succession and are both "Family Medicine" experiences, you could do both experiences with the same preceptor *if* they are able to cover the number of clinical hours you are needing.

Scenario 1: You can only complete 8 clinical hours the first 4 weeks of the Fall semester (i.e., because you still have simulation lab each week for first 4 weeks).

After the first 4 weeks, you are expected to complete 16 hours per week for the remaining 9 weeks.

Additionally, your school expects you to complete 20 minimum to 24 maximum clinical hours each week.

Step 1 of the Math:

# of weeks in OCE's semester Fall, weeks 1-4	x	# of clinical hours to be completed each week	=	Clinical Hours
4 weeks	x	8 hours	=	32 hours
# of weeks in OCE's semester Fall, weeks 5-13	x	# of clinical hours to be completed each week	=	Clinical Hours
9 weeks	x	16 hours	=	144 hours

Trouble Shooting: Calculating Clinical Hours (continued)

Step 2 of the Math: Calculating the Minimum and Maximum for your winter semester

# of weeks in OCE's semester Calculate the MINimum	x	# of clinical hours to be completed each week	=	Clinical Hours
4 weeks	x	20 hours	=	80 hours minimum
# of weeks in OCE's semester Calculate the MAXimum	x	# of clinical hours to be completed each week	=	Clinical Hours
4 weeks	x	24 hours	=	96 hours maximum

Step 3 of the Math (to find MINimum and MAXimum hour RANGEs to be applied for in OCE):

The MINimum hours calculation

Clinical Hours (Fall, Weeks 1-4) (highlighted in **green** in from Step 1 above)	+	Clinical Hours (Fall, Weeks 5-13) (highlighted in **orange** from Step 1 above)	+	Clinical Hours (minimum) applied for in OCE (highlighted in **blue** from Step 2 above)	=	**Actual total number of clinical hours to be applied for in OCE**
32	+	**144**	+	**80 hours** minimum	=	**216**

Trouble Shooting: Calculating Clinical Hours (continued)

The MAXimum hours calculation

Clinical Hours (Fall, Weeks 1-4) (highlighted in **green** from Step 1 above)	+	Clinical Hours (Fall, Weeks 5-13) (highlighted in **orange** from Step 1 above)	+	Clinical Hours (maximum) applied for in OCE (highlighted in **pink** from Step 2 above)	=	**Actual total number of clinical hours to be applied for in OCE**
32	+	**144**	+	**96 hours** maximum	=	**272**

On your application, enter the maximum hours calculation in the Clinical Hours filed, but **take note:**

Including an explanation of the **minimum** and the **maximum range** in the **Learning Experience** field may help you find a preceptor if he or she can provide you with the *minimum* amount but not necessarily the *maximum* amount you need. This may increase your chance of getting a preceptor.

Trouble Shooting: Set My Experience

"I can't see the patients that my preceptor can see in Cerner…"

If you have the correct access: username and password are both active, then you may need to make some set-up changes called "**Set My Experience Position**". You will want to match your preceptor's Cerner settings.

Clinical IS Job Aid

Topic:	**My Experience**	**Effective Date** Current Functionality
Facility:	**IU Health and Union Health Facilities**	**Contact** IU Health Help Desk helpdesk@iuhealth.org
Audience:	**Providers, Residents, and Clinicians with Provider View and My Experience**	
What:	*Describes the benefits of My Experience, illustrates the default view when opening a patient's chart and how to change the default view.*	
Why:	*My Experience eliminates the need for users to choose a view initially upon logging into a patient's chart.*	

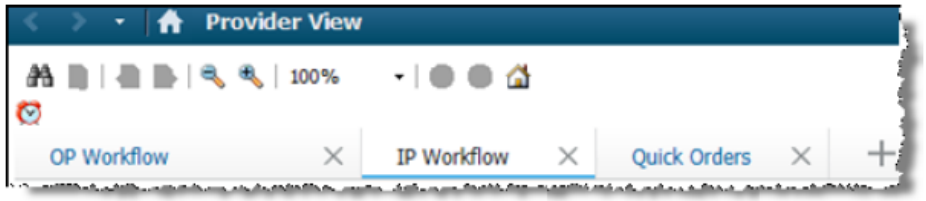
Benefits of My Experience:

- All Providers and Residents have the same Provider View.
- Non-Uplifted Providers' and Residents' views default to Uplift Standard , eliminating the need to choose a view initially.

Uplift Standard View or Specialty View for Providers and Residents

When providers or residents log into a patient's chart, the view will default to either

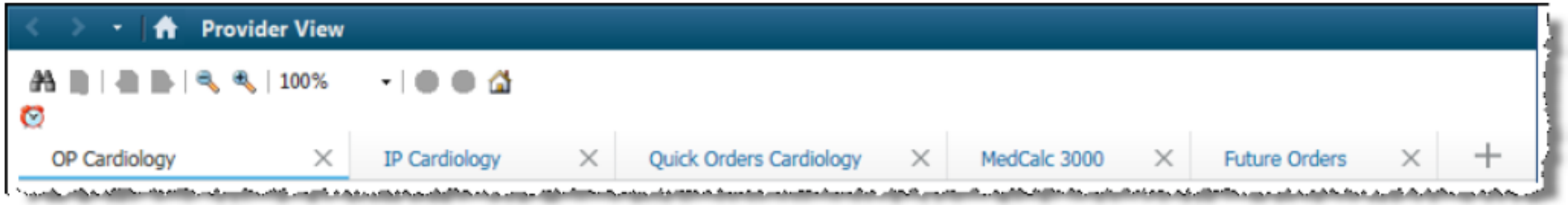
Uplift Standard View…



Trouble Shooting: Set My Experience (continued)

OR

the Specialty View



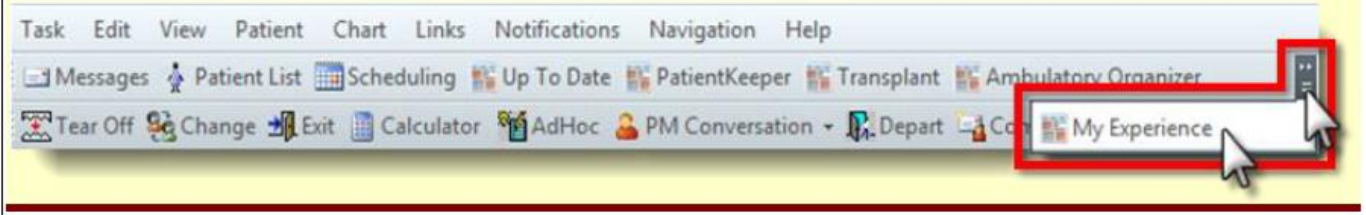
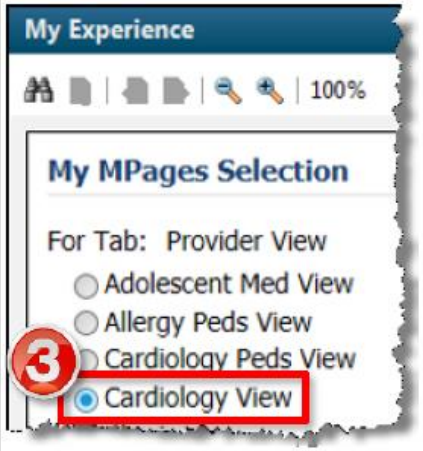
Note: The MPages are labeled as **Outpatient**, **Inpatient**, along with the **Specialty**. The MPage should default based on the **Encounter Type**.

Change the Existing View

Step	Action
1	Close the Patient chart. **Note:** The Patient chart **MUST** be closed or a new View **WILL NOT** be available.

Continued on next page

Trouble Shooting: Set My Experience (continued)

Step	Action
2	Click the **My Experience** button on the Task toolbar. **Note:** The **My Experience** button may not be forward-facing in the ToolBar. Click the at the end of the View toolbar to view hidden options and click the **My Experience** button.  *The **My Experience View Selection** window displays.* 
3	Select the **radio button** beside the **Specialty View** to be utilized.
4	Click the **Save** button.

Trouble Shooting: APP Student Sends Note to Preceptor for Endorsement

Clinical IS **Job Aid**	**Contact IUH Service Desk** helpdesk@iuhealth.org	**Effective Date** Current Functionality

Topic: **Advanced Practice Provider (APP) Student Sends Note to Preceptor for Endorsement**

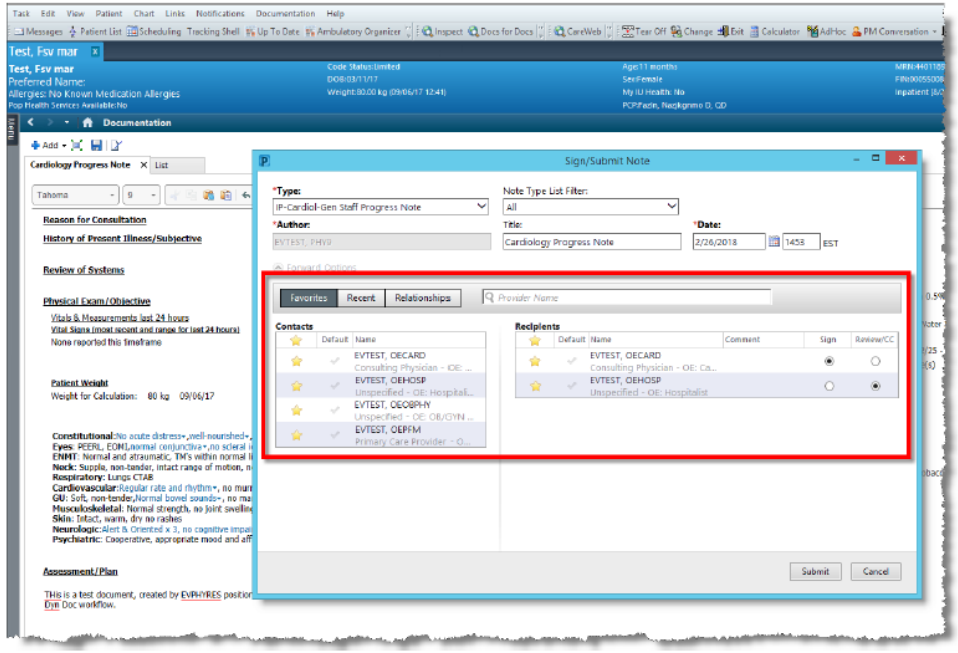
Facility: **IU Health Facilities**

Audience: **APP Students and Preceptors**

What: *This document provides a brief outline for the Advanced Practice Provider (APP) Student to preceptor note workflow.*

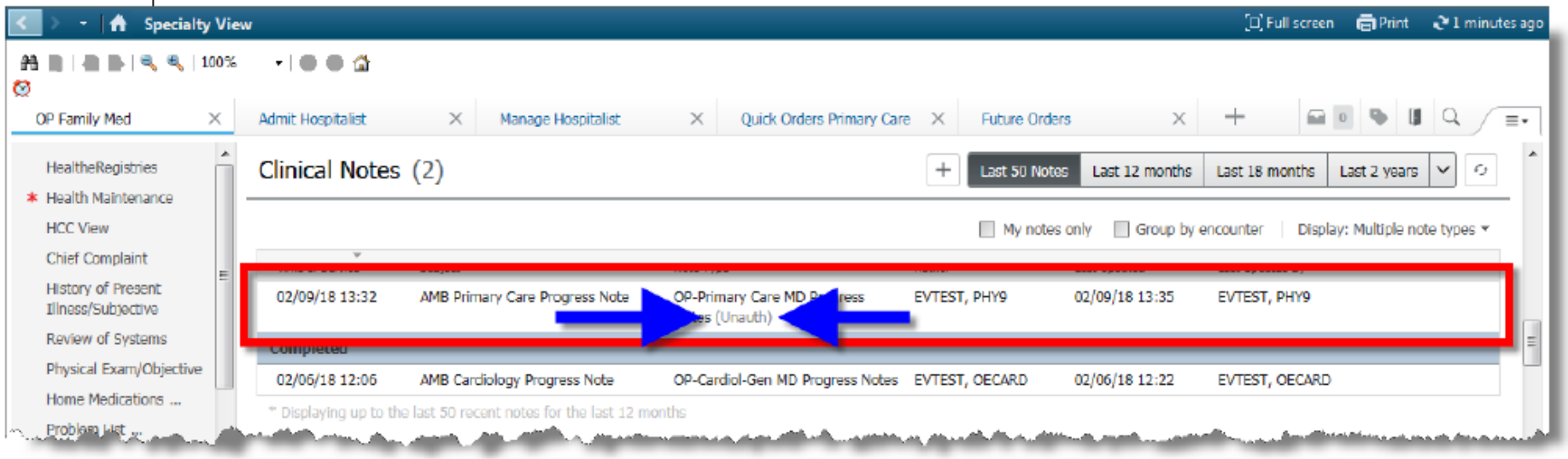
Why: *This workflow provides appropriate regulatory compliance to support the preceptor to sign notes written by APP Students.*

APP Student Workflow – Submit a Note to a Preceptor

Step	Action
1	Click the **Sign/Submit** button. *Students are required to choose a preceptor for verifying signature.*
2	Select a **preceptor** to submit the note to for endorsement. **a.** In **Dynamic Documentation** (**Dyn Doc**): 

Trouble Shooting: APP Student Sends Note to Preceptor for Endorsement (continued)

Step	Action
3	Click the **Submit** button (*there is no Sign button*). *When submitted by the APP Student, the note is placed in an* ***(Unauth)*** *– "Unauthenticated" – status, remains visible to other users in Workflow and displays a "Preliminary Report" heading when opened.*



Note Statuses Meanings

- "**In progress**" – Author is still writing note.
- "**Unauthenticated**" – APP Student has submitted note to preceptor but needs to be authenticated.
- "**Completed**" – Authentication signature from preceptor has been completed.

Trouble Shooting: APP Student Sends Note to Preceptor for Endorsement (continued)

Preceptor Workflow – Make Changes and/or Corrections to (Dyn Doc)

Messages

Full screen | Print | 1 minutes ago

Inbox Summary

Inbox | Proxies | Pools

Display: Last 30 Days

Inbox Items (1)
- Messages
- Orders
- Results

Documents (1/2)
- Sign (1/2)

Work Items (0)
- Saved Documents
- Reminders
- Documents to Dictate

Notifications
- Sent Items
- Trash

Documents | FORWARDED SIGN DOC: Cttest, Ms Amy

Forward Only | Print | Mark Unread | Inbox View | Summary View

Cttest, Ms Amy | Age:38 years | Sex:Female | MRN:00000000 | Phone:(777) 777-7777
Code Status: | DOB:00/00/00 | My IU Health: No | FIN:000000000000 | Location:CT Surg RI IUHP
Allergies: NKA, No Known Medication Aller... | Wt. For Calc:80.00 kg | PCP:Gkzed, Fkea Q, QD | Outpatient [11/06/2017 14:26 - 11/06/2017 23:59]

Document Type: ED Physician Progress Note
Document Subject: Consult Note
Performed By: EVTEST, SCRIBE on February 21, 2018 11:39 EST
Encounter Info: 000550084818, IUH PHYSICIANS, Outpatient, 08/16/17 - 08/16/17

*** Preliminary Report ***

Consult Note

Patient: **Cttest, Ms Amy** **MRN : 44091405** **FIN : 000550084818**
Age: **38 years** Sex: **Female** DOB: **09/16/79**
Associated Diagnoses: **None**
Author: **EVTEST, SCRIBE**

Basic Information

Patient Demographics
Med Service: Thoracic Surgery - P
LOS: 0.6 Days

- When opened, the note header reads, "*** Preliminary Report ***."
- The preceptor receives the submitted note in Message Center, in the **Sign** folder(*as in the past*).
- The preceptor can now make direct **changes/corrections** to the note before signing.

Trouble Shooting: APP Student Sends Note to Preceptor for Endorsement (continued)

Important Notes:

- If the preceptor wants to addend (NOT edit) the note, they may still do so. They must sign the note and then modify with an attestation statement. The attestation statement and signature line will separated by a bold line and additional time stamp.
- **All notes must be signed off with the attestation statement** to satisfy documentation requirements for the patient visit
- If the preceptor wants to make edits and also attestation statement, they should follow the workflow below. The attestation statement and signature line will **not** be separated by a bold line and time stamp.

I personally evaluated the patient. I have reviewed, and, where needed, edited the note to assure that it is accurate, and agree with the content and plan as documented.

Step	Action
1	Open the note in Message Center (*in the Sign folder*).
2	Click the **Modify** ( ) button on the toolbar.
3	Take action, with these three options. **a. Edit** the document. **b. Add new content** to the document. c. Skip to Step 4 (Sign only).
4	**Sign** the document.

Trouble Shooting: Message Center Summary View

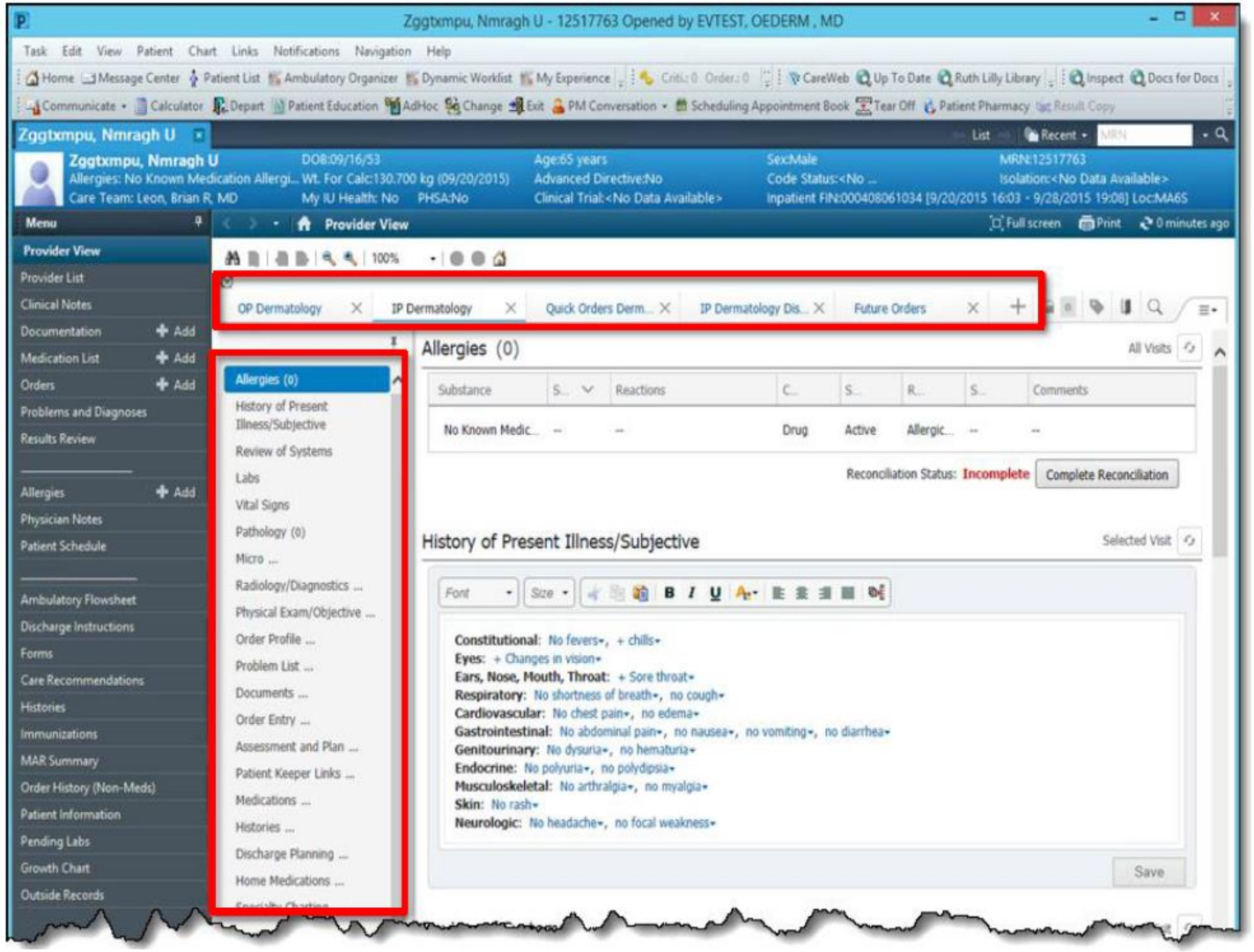
Clinical IS Job Aid

Topic:	**Message Center Summary View Component**	**Effective Date**	March 17, 2020
Facility:	**IU Health and Union Health**	**Contact**	IU Health Help Desk helpdesk@iuhealth.org
Audience:	**Cerner Message Center Users**		

Why: *This change ensures that the workflow of all Cerner users matches the Summary View within Message Center for those users with Message Center.*

What: *The Summary View no longer links to Ambulatory Summary.*

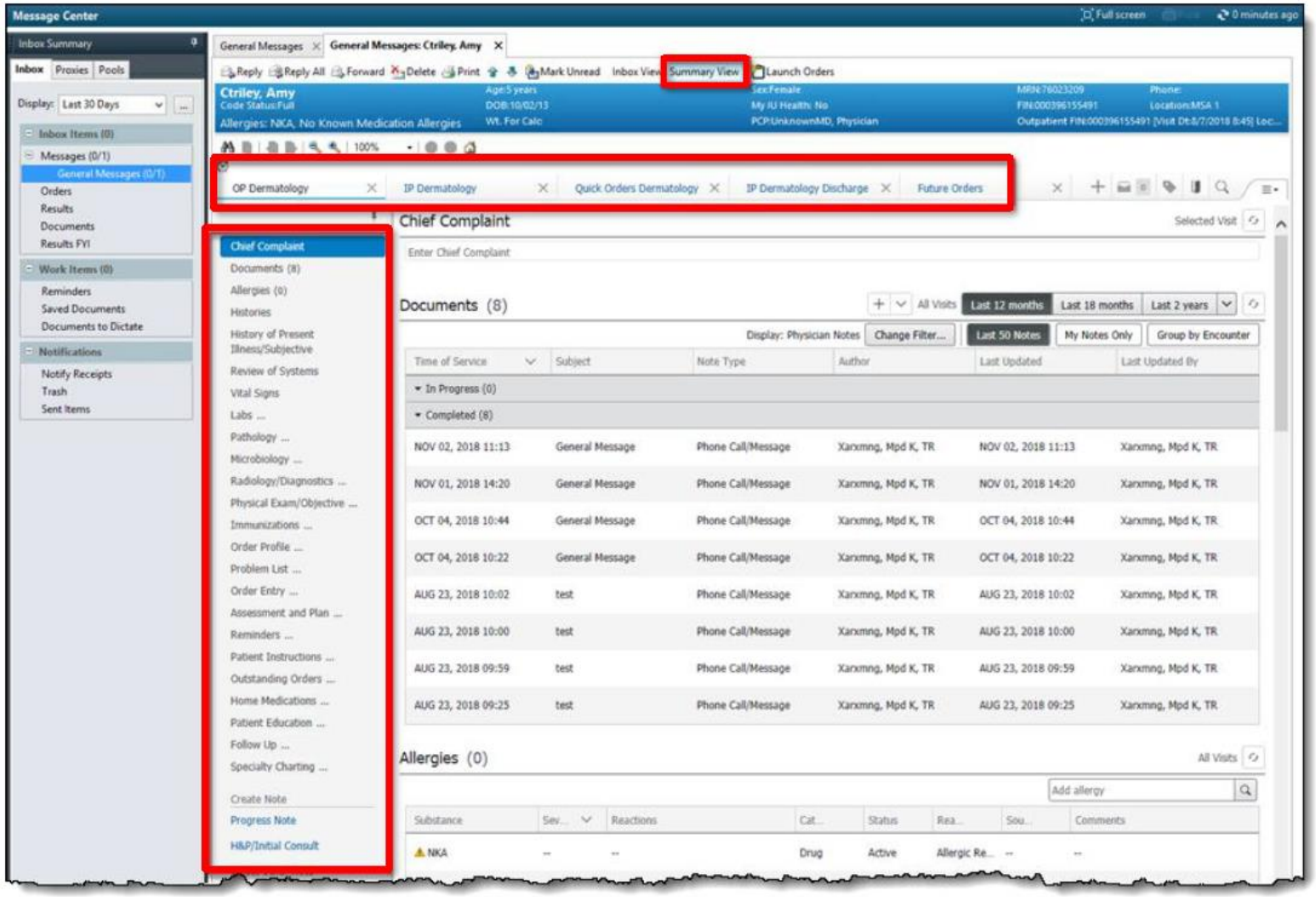
For Example: **Dermatology Workflow**



Trouble Shooting: Message Center Summary View (continued)

A Summary View is available within Message Center that allows the Provider to view the note and access the Workflow.

Note: The Summary View matches the Provider's Workflow View.



Troubleshooting Guide (continued)

405 Error message Message appears when there is enough time gap of inactivity before the student completes and submits their request.	**Oops! An Error Occurred** **The server returned a "405 Method Not Allowed".** Something is broken. Please let us know what you were doing when this error occurred. We will fix it as soon as possible. Sorry for any inconvenience caused.
"I did not get any messages from OCE."	Autogenerated emails from OCE will only be sent to one email—the one you indicated as your primary at during registration. Check your junk folder for missed emails from OCE
"Why can't I see any of my personal or student profile information?"	There are many other users to the registration portal. Double-check the drop-down options you selected by comparing it with what is listed on the APP Student Manual page titled " REGISTRATION DROP-DOWN OPTIONS GUIDE".
"I missed the application deadline, what should I do?"	*Students who missed the application deadline will have to apply for the next semester as OCE can no longer waitlist students who did not apply on time*. There simply are not enough preceptors to go around in the first place that by the time notifications are sent out, there are no more available preceptors left which is why OCE can no longer waitlist a student.
"I think I have the wrong set of modules…" Advanced Provider Student	Module package assignment is based on the role and location you have selected when you first registered in OCE. Selecting a role other than "Advanced Provider Student" or location other than "OCE" will not link you to the correct list of modules. Double-check the drop-down options you selected to make sure you chose the correct ones by comparing it with the list in the APP Student Manual titled "REGISTRATION DROP-DOWN OPTIONS GUIDE"
"It is already past the notification period but I have not received an email if I have a preceptor or not."	Students will receive notification about whether or not they have a preceptor for an upcoming clinical semester on the dates specified on OCE's calendar (4th column). If you did not receive an email, check the junk folder of your designated primary email with OCE.

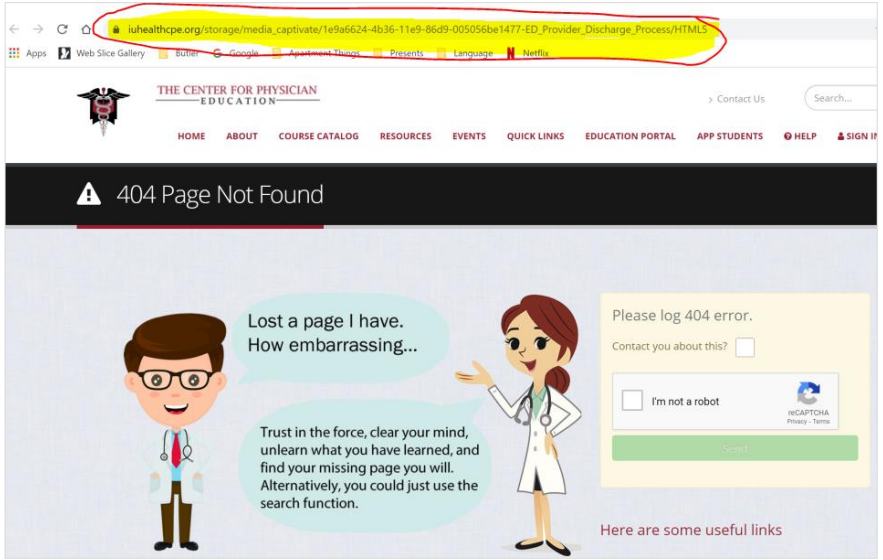
Troubleshooting Guide (continued)

"Why did I get declined?"	These are the top 4 reasons students are declined: 1. No provider responded or could accommodate the student's request. Family Medicine/Primary Care, Pediatrics, Women's Health and Behavioral Health are the most requested clinical experiences. 2. There is no existing affiliation with their nursing school and IU Health. Affiliation agreements takes weeks to 2 months to process. 4. The student placed an inaccurate clinical request (e.g., entered inpatient but really wanted outpatient specifically). **Consult with your clinical advisor to make sure the clinical you applied for is acceptable for your program**.
"Why don't I have Cerner access?"	Questions to ask yourself: 1. Did I apply for a clinical on time? 2. Did I complete the required forms and modules on time? If you did not complete these requirements, then you were not given the correct Cerner access. If your planned preceptorship with a provider was reported late or past OCE's notification date, chances are you won't get your Cerner access in time of your planned clinical start date. *Remember, it takes IU Health's HR, IdAM, IDBadging, and OCE departments about 6 weeks to process all the access you need including Cerner. OCE has no control over these timelines.* Students whose employment status with IU Health or graduation date has changed will need to update their profile in a timely manner and email OCE@iuhealth.org as this type of status change will likely affect Cerner access and affiliation agreement coverage.

Troubleshooting Guide (continued)

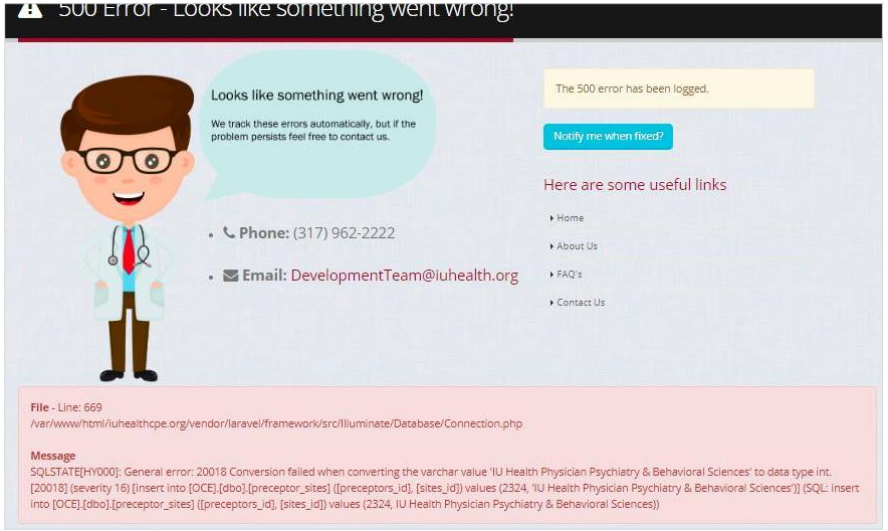
404 Error

Message appears when there is a broken link. It is good practice to take a screenshot of the error message with the URL included.



500 Error

This type of error can be multifactorial. Include a snapshot of the error, an explanation of what you were trying to do and when, along with the "**File**-line" number and "**Message**". Including the URL will also help the Development Team trouble-shoot the issue.

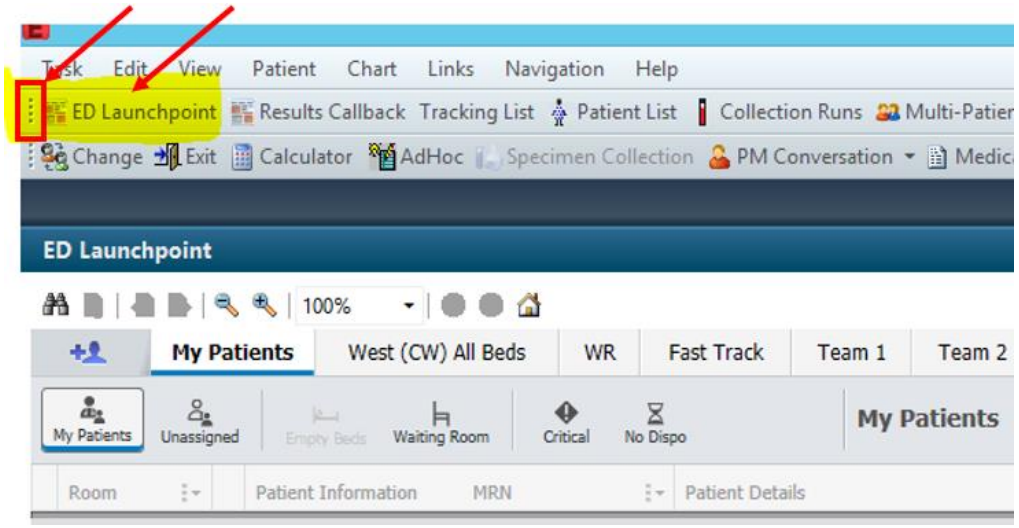


Troubleshooting Guide (continued)

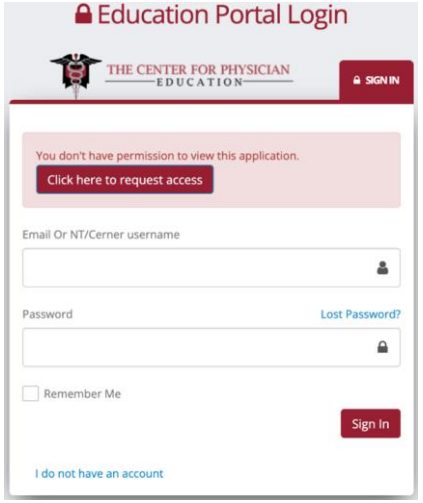
"I cannot find/access LaunchPoint."

Note: Only students with an ED clinical should be using this view.

In Cerner, if you are unable to find ED LaunchPoint at the top left corner, you may look for it in the menu bar first or click on the 4 dots as shown here.



I received a "You do not have permission to view this application" message.



If you receive this type of message, simply click on the red button.

—LAST PAGE—