



Office of Clinical Education

Hello APP Student,

This is courtesy information about the ID Badging process. **OCE does not manage this process so if you have any questions or issues regarding badging, please contact the correct badging office, not OCE.**

What to expect now that you have a preceptor for the upcoming semester:

1. **Review your OCE information.** Any information about you as a student must be correct and up to date.
2. **Complete all your onboarding requirements.** Simply put, incomplete requirements will lead to a delay in your clinical start. There is no “*please rush this process for me*” option.
3. **Check your email inbox or junk folder.** It is important to keep up with communications OCE sends out—or any communications that has an @iuhealth.org address. Sometimes, IU Health will use a third-party provider to manage some processes such as Cloud Card (for ID badges).

Cloud Card is the third-party photo badging system that IU Health uses. Read the message even as you have to be careful about clicking on links to ensure the email came from a legitimate source.

Who needs to submit a photo/picture for their ID badge and who does not:

1. Students who already have an ID badge on file as *a current IU Health employee* do not need to submit a photo to the ID Badging Office.
2. Students who *used to work for or rotated at IU Health as a student since 01.01.2025* do not need to submit a photo to the ID Badging Office.
3. Students who have *never been issued an ID badge at IU Health* either as an employee or student (*after 01.01.2025*), will receive an automated email from Cloud Card—not the ID Badging Office. This process is automated by a third-party provider.
 - Students who received an email from Cloud Card asking them to submit a photo must do so within 2 days (48 hours) of receiving the email.
 - Check the email(s) you use at IU Health at least 10 days prior to the start of your clinical. If you have not received an email to submit your photo and you’ve never worked for or been a student at IU Health after 01.01.2025 and should have received an email, please contact IDBadging@iuhealth.org and in the subject line include key phrase “*have not had any prior IDs at IU Health but did not receive automated submit photo email*”.

Can I use my employee ID Badge or do I need a separate student ID badge since I’m an employee?

- Students who are *employees of IU Health* will get a plain badge that only identifies them as a student but will need to use their employee badge for actual access. As a student, the student badge should be what is front facing. The employee badge will be given additional access for the clinical rotation sites.

- Students who are not employees of IU Health will get one active badge to access physical spaces at multiple sites.

Where do I need to return my ID Badge when I'm done and no longer need it?

- Students should hold on to their badge until they graduate.
- Students should return the badge back to the location they picked it up or to any badging location.

How and when to upload a photo:

1. Only students who have not uploaded a photo will receive the automated email to upload the photo.
2. To upload a photo, follow the instructions provided in Cloud Card's email.
Important: Everyone who receives an email to submit a photo gets a unique link. Do not use your classmate's link.
3. Any issues encountered during photo submission will need to be emailed to the appropriate badging office, not OCE.
4. **Important:** Please do not visit a badge printing location until you have completed the above self-service photo submission process. The badge printing locations do not take photos as your data has to be processed through IU Health's systems before a badge can be generated.

Badge photo criteria only for those who need to submit one:

Think driver's license or passport style photo, except you can smile!

- 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

What happens after my photo has been submitted:

- Check your email to make sure that it has been approved/accepted.
- If your photo is denied, read the photo requirements and make sure you follow them before resubmitting.
- If you have followed all the photo requirements but still got denied, refer to the regional ID badging office listed in this document and in the subject line include key phrase "*photo help: declined despite following all requirements*".

What to do if you encounter issues with ID badge:

- See section below that lists location and contact details to the area/region you will likely be picking up your badge from.

- Be prepared to provide the following information in your email or phone call:
 - Your full name (preferably same one you have on file with OCE).
 - Oracle nonworker ID number
 - Clinical start date
 - Preceptor's name and primary location (if known) region will suffice if you will be going to multiple locations with your preceptor
- Use key words/phrases to the subject line of your email to facilitate handling of your specific badge issue. See examples below:
 - "Access help" if you are having trouble with the link to upload your photo
 - "Photo help: declined despite following all requirements"
 - "Email help: have not had any prior IDs at IU Health but did not receive automated submit photo email"
 - "Lost badge" include approximate date
 - "Stolen badge" include approximate date, time, location
 - "Request new photo" or "Request name change"

Replacing your ID badge:

For a name or title change:

Make sure your changes are updated in IU Health's management system (Oracle) before visiting a badging office. Reach out to HR if necessary. The badging office can't change details on the badge.

1. Bring your old badge to the office.
2. Request a new badge at the office due to your name or title change.

If you've lost or damaged your badge or want a new photo:

1. Contact IDBadging@iuhealth.org immediately so it can be remotely deactivated. Please help keep our patients and staff safe through prompt reporting.
2. Your badge will be printed at the chosen location and you'll be notified when your ticket is closed.

If your badge is stolen:

1. Contact IDBadging@iuhealth.org immediately so it can be remotely deactivated. Please help keep our patients and staff safe through prompt reporting.
2. You may be asked to file a police report (internally or externally) and obtain a copy.

Your replacement badge will be printed at the chosen location, and you'll be notified when your ticket is closed. *If a temporary badge is needed while your replacement badge processes, visit your local badging office.*

Badge office location, hours, and contact information:

IU Health has multiple locations throughout the state. To ensure that you can pick up your ID badge close to where your clinical site is located, closely review the information provided below.

Metro Region (AAHC and Indy-suburban areas)

Includes: IU Health Methodist, University, North, Saxony, Tipton and West Hospitals; and Medical Services in Carmel, Fishers, Lawrence, Indianapolis, Mooresville, Martinsville, Brownsburg, Zionsville, Speedway, Greenfield, Greenwood, and Noblesville.

[Review location map.](#)

AAHC Methodist Medical Tower

Dept. of Public Safety Badging Office on 6th Floor of Medical Tower

Address: 1633 N Capitol Ave Suite 650, Indianapolis, IN

Hours: Mon – Fri 7:30 a.m. – 3:00 p.m. | closed 12:00 p.m. – 1:00 p.m. (for lunch)

Phone: 317-962-3501

Email: IDBadging@iuhealth.org (IN SUBJECT LINE OF EMAIL PROVIDE LOCATION REQUEST IS FOR)

Fishers Hospital

Fishers C Tower, Lower Level, Dept. of Public Safety Office (Room # C0118)

Address: 13000 E 136th St, Suite # A0114A, Fishers, IN 46037

Hours: Mon – Thurs 6:00 a.m. – 2:30 p.m. & Fri 6:00 a.m. – 10:00 a.m.

Phone: 463-291-9816

Email: NFWbadging@iuhealth.org (IN SUBJECT LINE OF EMAIL PROVIDE THE LOCATION THE REQUEST IS FOR)

North Hospital

Dept. of Public Safety Room K170, 1st Floor of the Medical Office Building

Address: 11700 N Meridian St, Carmel, IN

Hours: Mon – Wed 8:00 a.m. – 4:00 p.m.

Email: NFWbadging@iuhealth.org (IN SUBJECT LINE OF EMAIL PROVIDE THE LOCATION THE REQUEST IS FOR)

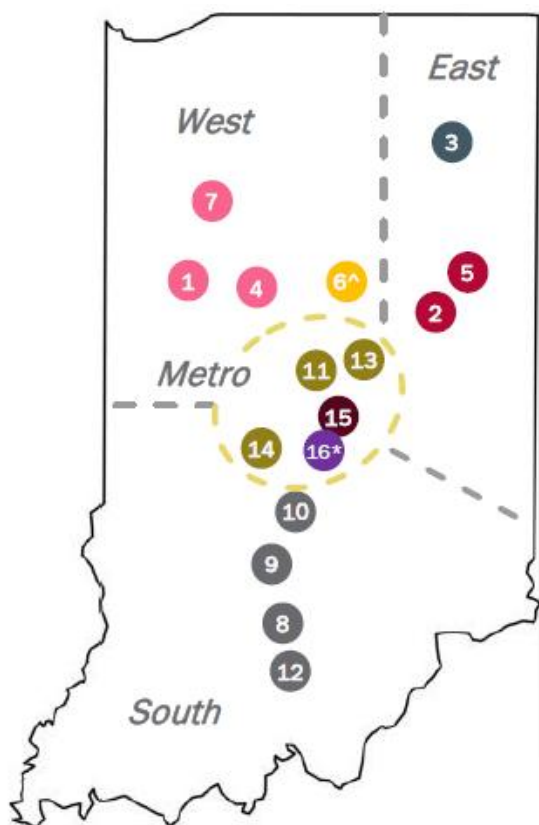
West Hospital

3rd floor, Facilities Office (Room A3004)

Address: 1111 Ronald Reagan Pkwy, Avon, IN

Hours: Mon – Wed 8:00 a.m. – 12:00 p.m.

Email: NFWbadging@iuhealth.org (IN SUBJECT LINE OF EMAIL PROVIDE THE LOCATION THE REQUEST IS FOR)



Metro Region

- ◆ IU Health Methodist Hospital (Indianapolis)
- ◆ Riley Hospital for Children at IU Health (Indianapolis)
- ◆ IU Health University Hospital (Indianapolis)
- ◆ IU Health North Hospital (Carmel)
- ◆ IU Health Fishers Hospital (Fishers)
- ◆ IU Health West Hospital (Avon)

East Region (2,3,5)

- ◆ IU Health Ball (Muncie)
- ◆ IU Health Blackford in Hartford City
- ◆ IU Health Jay (Portland)
- ◆ IU Health Fort Wayne (Fort Wayne)

South Region (8,9,10,12)

- ◆ IU Health Bedford Hospital (Bedford)
- ◆ IU Health Bloomington Hospital (Bloomington)
- ◆ IU Health Morgan Hospital (Martinsville)
- ◆ IU Health Paoli Hospital (Paoli)

West Region (1, 4, 6, 7)

- ◆ IU Health Arnett (Lafayette)
- ◆ IU Health Frankfort (Frankfort)
- ◆ IU Health Tipton (Tipton)
- ◆ IU Health White Memorial Hospital (Monticello)

IU Health Riley Physicians (is part of IU Health Medical Group)

Includes: Riley Hospital for Children at Indiana University Health (Metro Region); and Riley Physicians' offices in towns named in other regions where IU Health has presence.

[Review location map.](#)

For the purpose of acquiring an IU Health-issued ID Badge, this provider group has multiple office locations in Indianapolis and the surrounding central Indiana regions.

Includes: Riley Hospital for Children at Indiana University Health (Metro Region); and Riley Physicians' offices in identified regions where IU Health has presence.

Riley Hospital

Phase 1 Room 1135 (near Lab and EEG)

Address: 705 Riley Hospital Dr Indianapolis, IN

Hours: Mon – Fri 7:30 a.m. – 3:00 p.m. | closed 12:00 p.m. – 1:00 p.m. (for lunch)

Phone: 317-944-0116

Email: IDBadging@iuhealth.org (IN SUBJECT LINE OF EMAIL PROVIDE THE LOCATION THE REQUEST IS FOR)

If you are assigned to go to a Riley Physician's office in another region, such as ER or SR, please follow the instructions for those regions.

East Region (ER)

Includes: IU Health Ball Memorial, Fort Wayne and Jay Hospitals; and Medical Services in Hartford City, Portland, Muncie, and Richmond.

[Review location map.](#)

♦ IU Health Ball (Muncie)

Dept. of Public Safety Office in the Basement

Address: 2401 W University Ave, Muncie, IN

Hours: Mon – Thu 7:00 a.m. to 4:30 p.m.

Phone: 765-747-4467

♦ IU Health in Hartford City

♦ IU Health Jay (Portland)

♦ IU Health Fort Wayne (Fort Wayne)

Badge Printing Location will be at **East Region**:

However, if you would like to pick up your badge in Fort Wayne, you should select Ball Memorial Hospital as your badge printing location. Once you have selected this site as your badge printing office, immediately contact:

Contact: **Tom Nelson** (Fort Wayne)

Email: tnelson10@iuhealth.org

Phone: 260-437-0050

Be prepared to tell him your **name** (as will be listed on the badge), your planned **clinical start date**, the **office manager** where your preceptor works and the **location(s)** where they will precept you (ask your preceptor for the last two detailed items).

When you get the confirmation email that your badge is ready to pick up, contact Tom Nelson again, to let him know it is ready. He will ensure your ID badge gets couriered from Ball Memorial Hospital to Ft. Wayne. He should tell you if you will get the badge from the office manager or if you will need to pick it up from him directly.

South Region (SR)

Includes: IU Health Bloomington, Bedford, Morgan and Paoli Hospitals; and Medical Services in Gosport, Columbus, Nashville, Paoli, and French Lick.

[Review location map.](#)

♦ IU Health Bedford Hospital (Bedford)

♦ IU Health Bloomington Hospital (Bloomington)

Command Center AG403

Address: 2651 E Discovery Pkwy, Bloomington, IN

Hours: Mon - Fri 8:00 a.m. – 6:00 p.m.

Email: BLMComdCtrDispatch@iuhealth.org

Please utilize the ticketing process whenever possible.

♦ IU Health Paoli Hospital (Paoli)

West Region (WR)

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

[Review location map.](#)

♦ IU Health Arnett (Lafayette)

Command Center AG403

Address: 2651 E Discovery Pkwy, Bloomington, IN

Hours: Mon – Fri 8:00 a.m. – 6:00 p.m.

Badge Printing Contact:

Cynthia Gamble

Office Hours: Mon – Fri, 08:30 a.m. – 3:00 p.m.

Email: gamblec@iuhealth.org

Phone: 765-838-6447

Cynthia Gamble will provide instructions to follow for the West Region which is not yet following the new ID Badging process. Also, *call ahead especially if you are planning to pick up your badge close to a holiday, to ensure the office is observing normal business hours.*

- ◆ IU Health Frankfort (Frankfort)
- ◆ IU Health Tipton (Tipton)
- ◆ IU Health White Memorial Hospital (Monticello)



Indiana University Health



Office of Clinical Education

Website: <https://www.iuhealthcpe.org/OCE>

Email: OCE@iuhealth.org | Office: 317-962-5048

Fax: none (Do NOT send anything by fax)

Office Hours: M-F from 8 a.m. – 4 p.m. EST (Closed on Federal Holidays)