

# Practical Support for ICT Access

## Purpose

This document is intended as a reference guide to the ICT network and applications used by Junior Medical Officers (JMOs) employed directly or seconded to Calvary Public Hospital Bruce (CPHB). Support details are provided in this document for each application. However, if you are unsure, contact:

- **Business Hours: Calvary Helpdesk** on 6201 6292 (7:30am – 5pm business days) or [helpdesk@calvary-act.com.au](mailto:helpdesk@calvary-act.com.au).
- **After Hours: URGENT** ICT support after hours should be directed to the **After Hours Hospital Manager**, via Calvary Switchboard (dial “9”).

## Accessing an IT Network

JMOs are expected to be able to use both the Calvary network and the ACTGOV network to access the relevant applications to support their daily activities as an employee.

JMO's will be provided an individual logon to the **Calvary network**. *Your logon details will be provided on a separate handout.* If there are any issues with your logon please contact the Calvary Help Desk on 6201 6292.

While working on the wards, computers may be logged in using a generic account.


The **Calvary Intranet (Calvary Connect)** is accessed by launching an on the internet explorer symbol



or Google Chrome



Calvary Connect is used to access the Clinical applications and the ACTGOV network.

**Clinical Applications** are accessed via the Bruce Hospital toolbox link . From the left hand menu select Clinical Applications.

The **ACTGOV network** is accessed via the **ACTGOV Citrix** icon on Calvary Connect.



Login details for ACTGOV are supplied by Digital Solutions. If you have previously worked for ACT Health the login credentials will be the same. *If there are any issues with your logon details please contact Digital Solutions Helpdesk on 5124 5000.*

The image shows the ACT Government login screen. On the left is the ACT Government logo. On the right, the text 'Please log on to continue' is displayed above two input fields: 'User name' and 'Password'. Below these fields is a 'Log On' button.

## Network and ICT Applications Access

Table 1 below provides a summary of the different ICT applications, who should have access, how this access is provided, and who provides ICT support.

**Table 1: Summary of ICT access**

ID	Application Name	Core function	Accessed via	Who requires access	Who provides access	Who provides ICT support	Critical Training Dependencies
1.	ACT Pathology	Pathology reporting	Clinical Applications	All JMOs All Locums	Request own access via online form on ACT Pathology webpage	Online support: <a href="https://actpath.act.gov.au/cis/cis.dll">https://actpath.act.gov.au/cis/cis.dll</a> (send email request for assistance)	Nil
2.	PalCare	Electronic patient record – Clare Holland House (CHH) only	Calvary Connect	CHH JMOs CHH Locums	Calvary Help Desk – access will be provided when Calvary Network access set up only for staff working at CHH	Calvary Help Desk 6201 6292 or <a href="mailto:helpdesk@calvary-act.com.au">helpdesk@calvary-act.com.au</a>	Local training provided at CHH.
3.	MedChart	Electronic medication management system – CHH only	Calvary Connect	CHH JMOs CHH Locums	Calvary Help Desk – if urgent, local access to login/password available at CHH	Calvary HelpDesk 6201 6292 or <a href="mailto:helpdesk@calvary-act.com.au">helpdesk@calvary-act.com.au</a>	Local training provided at CHH. Mandatory prior to use.
4.	IDIS	Medical Imaging – investigation reports	Calvary Network (Desktop Icon)	All JMOs All Locums	Digital Solutions after “Capabiliti” training has been completed	Digital Solutions 5124 5000, Option 3	Training to be completed in Capabiliti. Digital Solutions activates access ONLY upon training completion.

5.	E3Learning	Education portal and access to learning modules	Calvary Connect	All JMOs	Calvary Staff access: Username = Payroll No. Password = "Cc" then your Payroll No.  Seconded Staff access (e.g. TCH-seconded): Username = Kronos ID#. Password = Kronos ID#	Calvary Learning & Development Dept: Phone No. 6201 6868 or <a href="mailto:ldu@calvary-act.com.au">ldu@calvary-act.com.au</a>  E3L4earning Support 1300 303 318 or <a href="mailto:support@e3learning.com.au">support@e3learning.com.au</a>	Nil
6.	EDIS	Emergency Department patient information system	Calvary Network (Desktop Icon) – Only available on ED computers	As rostered to ED: All JMOs All Locums <sup>1</sup>	EDIS administrator (Alphonso Powell) – Requested via Network request form (NARF) prior to starting	EDIS Administrator (Alphonso Powell) – 6201 6811	Training provided by EDIS Administrator. Access activates access ONLY upon completion of training.

<sup>1</sup> In some instances access will not be available to Locums Medical Staff; e.g. Locums engaged at late notice who have not undergone the requisite associated training

	Application Name	Core function	Accessed via	Who requires access	Who provides access	Who provided ICT support	Critical Training Dependencies
7.	Clinical Portal	Discharge summary module	ACTGOV Network	All JMOs All Locums <sup>2</sup>	Digital Solutions after "Capabiliti" training has been completed	Digital Solutions: 5124 5000	Training to be completed in Capabiliti. Digital Solutions activates access ONLY upon training completion.

8.	MetaVision	Electronic patient record – ICU & CCU  <i>Note: CCU do not use 'prescribing function' of application. Use printed medication charts instead.</i>	ACTGOV Network	<p>Critical Users:</p> <ul style="list-style-type: none"> <li>• all ICU &amp; CCU JMOs</li> <li>• (rostered Locums<sup>3</sup>)</li> </ul> <p>Occasional Users:</p> <ul style="list-style-type: none"> <li>• JMOs who provide Relief in CCU (e.g. Medical Teams, MAPU, Stroke)</li> </ul>	Digital Solutions after "Capabiliti" training has been completed	Digital Solutions: 5124 5000	Training to be completed in Capabiliti. Digital Solutions activates access ONLY upon training completion.
9.	Mhagic	Mental health patient record system	ACTGOV Network	JMOs rostered to Mental Health Units (i.e. OPMHU & 2N Ward)	Digital Solutions after "Capabiliti" training has been completed	Digital Solutions: 5124 5000	Training to be completed in Capabiliti. Digital Solutions activates access ONLY upon training completion.