



eTenet and Clinical System Access FAQ

Drexel University Medical Students

What is eTenet?

The eTenet website is the entry point to clinical applications and more at Hahnemann Hospital.

What do I have to do?

- You will need to register using your unique ID. The ID number is sent to the email address provided to the Clinical Education department at Drexel.
 - Please sign up when you receive the email from the Contrack system. The email may go to your junk folder instead of your inbox.
- Once registered follow the .EDU link to complete the required web based training modules.
- Upon completion of the wbt modules you will receive access to Cerner Millennium, our main clinical system.

I can't get the .edu modules to work!

- Internet Explorer is the only browser that works with all modules.
- Pop-up blockers can prevent pieces of the training modules from opening. Some users have multiple pop-up blockers in place. Depending on the versions you can turn them off or allow the content to display.
- If you have trouble registering contact the Help Desk: (800) 639-7575, Option #3, Option #1

Who can help me?

If you lose the unique ID number contact the Division of Clinical Education at Drexel:

clinicaleducation@drexelmed.edu or (215) 991-8360

If you have trouble registering contact the Hahnemann/Saint Chris Help Desk:

(800) 639-7575, Option #3

If you have trouble completing the .EDUs contact the Clinical Informatics department:

(215) 762-6867

If you have trouble accessing Cerner Millennium from the link on your eTenet page contact the Hahnemann/Saint Chris Help Desk: (800) 639-7575, Option #6

I don't have a link to Cerner Millennium, can I request access myself?

No. eID requests that come from medical students will be denied and delay your access. Your access must be requested by the Clinical Informatics Department at Hahnemann. Contact them at (215) 762-6867.



I'm a subintern and I can't write orders!

Contact your department to arrange the order propose access level.

What if I rotate between Hahnemann and St Christopher's?

You will receive an email request from Sandra Torres in regard to your access at SCHC. Please reply right away with the requested information. If you don't receive this communication, email or phone Ms. Torres at Sandra.Torres@drexelmed.edu or 215-427-4806.

- If your 1st rotation is at SCHC
 - One week prior to you Hahnemann rotation call the Clinical Informatics Department (215) 762-6867 to ensure your access is available on the day you arrive.
- If your 1st rotation is at Hahnemann
 - One week prior to your SCHC rotation call 215-427-4806 to ensure your access is available on the day you arrive.

How do I know I can register:

After your information is entered into the Contrack system you will receive an email similar to the example below. Only one email will be sent. You need to register by clicking on the link in the email.

**** Please note that SPAM filters may route this message to the trash ****

Sample email:

From: tenetsecurity@tenethealth.com [mailto:tenetsecurity@tenethealth.com]

Sent: Thursday, July 11, 2013 2:22 PM

To: Last Name, First Name

Subject: Welcome to eTenet - Register Now!

First Name Last Name

You have been added to the system and can now register on eTenet. During registration, you'll confirm your identity, choose a user name and password, and answer a few security questions.

To register, click [here](#). You will be required to enter your unique ID number to begin registering.

Your Unique ID number is 000xxxxxx.

For assistance with registration, please contact your Information Systems department, or you can call the Service Desk. Select option 3 in the first menu, followed by option 1 in the second menu.



After registering AND after the Hahnemann Informatics Dept. and Dell Information Service Security team complete the eID and Cerner process, you will receive an email like the one below.

Sample email:

From: TenetWorkflow@Tenethealth.com [mailto:TenetWorkflow@Tenethealth.com]
Sent: Thursday, July 11, 2013 3:16 PM
To: Last Name, First Name
Subject: Your Security Request #1234567 Has Been Processed

System Security Request # 1234567 for FirstName LastName has been processed. Click here to review the request.

Requestor Name: First Name Last Name
Requestor Department: Default Department
Requestor Work Location: Hahnemann University Hospital (HAH) (855)

Table with 4 columns: Application, FacilityEntity, Facilities, SystemRequestStatus. Row 1: Cerner Millennium, Hahnemann University Hospital (HAH-855), Hahnemann University Hospital (HAH-855), Approved

If you have any questions, see the instructions in the eID menu 'Help Option'.

If you have requested access to an application. Please use the link below to access the eTenet Help page to see if the application has setup instructions: https://secure.etenet.com/eTenetContent/initiatives/help/

Please contact the Tenet Helpdesk if you have any questions when setting up an application 1-800-639-7575, option 9

- This email is simply notification that Cerner access has been granted.
The Cerner Millennium link will appear on your eTenet page
After receiving the email, please attempt to log into Cerner using the link. As you are already logged into eTenet you will not be prompted for another ID and Password.

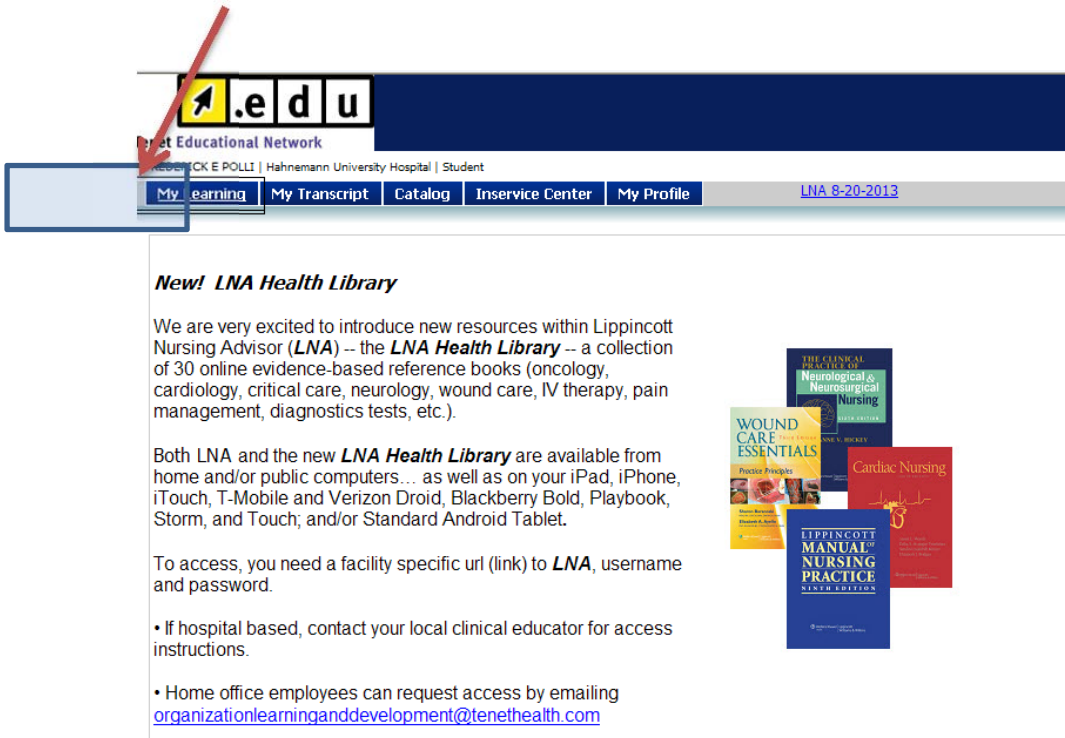
Completing Assigned .edu

- 1.) Prior to the start of the first Hahnemann/St. Chris rotation the assigned modules need to be completed.
- 2.) The process for accessing the assignments:
 - A. Once you have registered click on the **Education/Training** tab
 - B. Open the **.edu** link and open the **My Learning** folder to access the required IMPACT assignments as listed above
 - C. Once all the required **IMPACT/Cerner WBT's** assignments are completed the informatics team will confirm assignment completion and access to Cerner will then be granted by the Hahnemann informatics department.

Please note that access will not be immediate. The informatics team has to manually certify that modules have been completed and will then grant access. (i.e., if you complete your modules in the middle of the night, you may not have access until the next day)

Estimated time to complete assigned modules:

- MS3 30 minutes
- MS4 2 hours



.edu

Internet Educational Network

My Learning My Transcript Catalog Inservice Center My Profile LNA 8-20-2013

New! LNA Health Library

We are very excited to introduce new resources within Lippincott Nursing Advisor (*LNA*) -- the **LNA Health Library** -- a collection of 30 online evidence-based reference books (oncology, cardiology, critical care, neurology, wound care, IV therapy, pain management, diagnostics tests, etc.).

Both LNA and the new **LNA Health Library** are available from home and/or public computers... as well as on your iPad, iPhone, iTouch, T-Mobile and Verizon Droid, Blackberry Bold, Playbook, Storm, and Touch; and/or Standard Android Tablet.

To access, you need a facility specific url (link) to *LNA*, username and password.

- If hospital based, contact your local clinical educator for access instructions.
- Home office employees can request access by emailing organizationlearninganddevelopment@tenethealth.com

