

## *Ambulatory Clinic Policy and Procedure*

Title: <b>ID CARDS/ CARD READER SYSTEM</b>	Policy Number: <b>EP 5.6</b>
Regulation HIPAA Reference:	Effective Date: <b>3/2018</b>

**Policy Statement:** This document outlines the policies and procedures governing proximity cards and the Card Reader System. Proximity cards are used to access all clinical applications through selected workstations located at Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso). These applications include: Cerner EMR, Centricity EMR, PACS IW and EMR Link.

### **Scope and Distribution:**

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This policy applies and will be distributed to all TTUHSC El Paso clinics.

Please refer to “Issuing and Retrieving Proximity Cards Process” for step-by-step information on the following processes:

- Proximity Cards and Use
- Issuing Proximity Cards
- Card Activation and Registration
- Reset PIN
- Lost Card
- Cards Retrieval

### **Procedure:**

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#### **All Clinics (Excluding Transmountain Practice)**

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1. The Office of Clinical Information Systems is responsible for issuing the Proximity cards after EMR training is completed
2. Only EMR-authorized users will have access to the card reading system.
3. Proximity cards will be distributed only to those employees who require access to workstations that have a card reader. These include: providers (faculty and residents), medical assistants, nurses, physician assistants, midlevel providers and third- and fourth-year medical students.
4. Proximity cards will be assigned individually. Each card has a unique ID number that will be assigned to the user.
5. In order to issue a card, the following information will be required: driver’s license (DL) number, state where DL was issued and TTUHSC El Paso ID badge number. This information will be stored under the user profile in the Centricity EMR system for main campus.
6. Each user must register the card in the card reading system using their eRaider, answering three security questions and selecting a five-digit PIN.
7. Proximity cards and five-digit PIN shall not be shared at any time per TTUHSC El Paso IT policy **1.4.12**. <http://www.ttuhscc.edu/it/policy/password.aspx>
8. Only workstations that are part of the clinic workflow will have a card reader. These include all exam rooms and workstations located in the clinic hallways.

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9. Lost cards must be reported within 24 hours. Owners of lost cards must contact the Office of Clinical Information Systems at 915-215-4111, option 3 or report the loss in person at the Office of Clinical Information Systems located in Texas Tech Physicians of El Paso (4801 Alberta Ave.), room B05.
10. In order for the user to reset the PIN over the phone, he/she will have to provide the DL number, state where the DL was issued and the TTUHSC El Paso ID badge number; otherwise, users can do it in person at the Office of Clinical Information Systems by presenting a government/TTUHSC El Paso/UMC ID badge.
11. If separation from TTUHSC El Paso occurs, the user shall return the card to the Office of Clinical Information Systems as part of the separation process.
12. Cards will be replaced at no cost; however, if a card is lost two times, access through the card will be suspended for six months. Access will be revoked permanently if a third instance occurs.

### **Transmountain Practice**

1. The Office of Clinical Information Systems is responsible for adding Proximity card access to clinical staff badges during EMR training.
2. Only EMR-authorized users will have access to the card reading system.
3. Access will be added only for employees who require access to workstations that have a card reader. These include: providers (faculty and residents), medical assistants, nurses, physician assistants, midlevel providers and third- and fourth-year medical students.
4. Each user must register the card in the card reading system using eRaider, answering three security questions and selecting a five-digit PIN.
5. Proximity cards and five-digit PINs shall not be shared at any time per TTUHSC El Paso IT policy.
6. Only workstations that are part of the clinic workflow will have a card reader. These include all exam rooms and workstations located in the nurse stations and provider rooms.
7. Lost cards must be reported within 24 hours. Owners of lost cards must contact the Office of Clinical Information Systems at 915-215-8412 or report the loss in person at the Office of Clinical Information Systems located at Texas Tech Physicians of El Paso at Transmountain campus, room C462.
8. In order for the user to reset a PIN over the phone, he/she will have to provide the TTUHSC El Paso ID badge number; otherwise, users can do it in person at the Office of Clinical Information Systems by presenting a government/TTUHSC El Paso/Tenet ID badge.
9. If separation from TTUHSC occurs, the user shall return his/her badge to the Department of Human Resources as part of the separation process.
10. If an individual loses his/her badge, he/she must contact the Texas Tech Police Department to be reissued a replacement. The individual must then contact the Office of Clinical Information Systems at Transmountain to add access to the new badge.



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11. Sharing a Proximity card with other users is strictly prohibited and will result in revocation of the card.

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