Application and Remote Access Request Process

Initiating Requests for Access
Requests for access to COA applications and remote access to COA applications may be initiated by contacting the Customer Support Desk at 638-6568 or by emailing gethelp@childrensal.org. Please ask for the Remote Access Request Form.
The request is also located on the COA Intranet - https://home.chsys.org/workfiles/IT/COA_remote_access_form_rev3.pdf

Summary
Children's of Alabama (COA) provides Application Access and Remote Access to applications for COA and non-COA staff when requested and with proper approval.
The prerequisite for application access is the completion of designated education courses and will also require approval from a COA Director or higher-ranking staff.
When the requestor signs and submits the Remote Access Request, they should READ and UNDERSTAND the Remote User Policy, and Appropriate Electronic Usage Rules of Behavior attached to the form. The requestor should keep these policies for their records.
These requests must follow the Risk Management Process which may take 3 to 5 business days to complete. Requests are processed during normal business hours (8:00a.m. - 4:30p.m.)
Once the request is completed, the requestor will be notified via email to contact Customer Support to receive their login credentials and directions to access the COA Network. (Passwords are not sent via email).

Glossary of Terms:
Network/Remote Access – is required by any person who will need to access any COA applications when not on the COA Campus (includes some areas of UAB).
Application Access – defined as access to any clinical application utilized by COA for managing patient data. (for example: iConnect (EMR); Centricity (outpatient EMR); Chartmaxx (chart archiving system).
Risk Management Department – all requests for remote access must be approved by our Management Information Systems department which serves as COA’s Risk Management agent.
COA Director or higher-ranking staff Signature/Approval – application and Remote access requires the approving signature of a COA employed Director or higher ranking staff.
Security Officer Approval – an officer of the COA Security Team must also approve the request.
Gateway - a Gateway is a secure application that provides users with access from anywhere they have Internet access.

If you have questions about this process or the information in this form, you may contact the Provisioning/Security Team at Provisioning.security@childrensal.org