

Sample Initial Communication to Monitors

Good Morning _____,

I have requested EMR access and a remote token for you. See the ticket numbers below for future reference if you have to contact our HSIS team about this access. I used your phone number as your SSN so when they ask you for the last 4 of your SSN for login, please know it means the last 4 of your phone number.

The link to the Cerner IMPACT (EMR) training will be emailed to you at the address provided above.

Training must be completed in order to be granted 'view-only' access to Cerner IMPACT.

Complete the training no later than 14 business days prior to the scheduled visit. You must complete within 30 days of my request for access, or HSIS will close the ticket.

Once training has been completed, you should reply to the HSIS email confirming completion. Please CC me on the reply to HSIS. You must complete the training in the time specified in the email or the request will be cancelled.

Login information for you will be emailed to the requestor (which is me) within 2 business days after training completion. I will forward it to you. If you do not receive that information from me within a week of your completing the training, please reach out and prompt me to look for it.

After the request has been entered, we will need to set up a patient list in Cerner IMPACT with the participants for your trial and the dates of your planned visit.

I have requested a remote token for you to use to access the EMR. This takes 5 days. I will receive an email confirming the access is granted and you will receive an email with how to use the token.

<https://Citrix.hs.uab.edu> is the website for the EMR.

EMR- _____

Token- _____

Helpdesk: 205-934-8888

Best Regards,
