New On Boarding Process for UA Researchers in Tucson

Clinical Trials Senior Manager: Laura Wilkes
Tucson Clinical Trial Senior Managers (CTSM’s)

Laura Tank
Surgery, Pediatrics, Medical Imaging, Ortho, Anesthesiology, Pathology, Ophthalmology, Biomedical/Biosystem Engineering, Gastroenterology, Center for Integrative Medicine, Cardiology & Sarver Heart

Sara Knight
Pharmacy; Nursing; Public Health; OBGYN; Emergency Med; Neurology; Psychology; Psychiatry; Family & Community Med; A2DRC; Az Center on Aging; Arthritis Center; Animal & Biomedical Sci; Med Administration; COM Academic & Student Affairs; Geriatrics, General Internal Med, and Palliative Medicine; Inpatient Med; Pulmonary, Allergy, Critical Care, & Sleep Med; Rheumatology; Translational & Regenerative Med; Genetics, Genomics, & Precision Med; Urology

Sydney Goosen
Adult & Pediatric Oncology, Radiation Oncology, Clinical Teaching, Immunobiology, Endocrinology, Cellular & Molecular Medicine, Physiology, Dermatology, Hematology/Oncology, Infectious Disease, Nephrology
CTSM Contact Information

• Syndey Goosen – Sydney.Goosen@Bannerhealth.com

• Sara Knight – Sara.Knight@Bannerhealth.com

• Laura Tank – Laura.Tank@Bannerhealth.com
Collaborative Activities with Banner

• Onboarding New Research Employees
  – They must be UA employees
  – They must be participating on a research project
  – Request Vendor ID
  – Confirm Cerner Training
    • All Cerner training is now done virtual on requestors time schedule
  – Request Cerner Access

• Revision to Cerner Access
  – Increase/decrease of access
    • Increase - is there someone we can have IT “mirror”

• Termination of Employee
  – Send an email notifying termination
Student Onboarding

• The email address is:
  
  BH-STUDENTCOORDINATION@BANNERHEALTH.COM

• Have student explain in the email
  – Why they need the account
  – How long they will need it
  – Who working with

• Send the Student Information form with the email
Please provide the following information for
Student Researchers needing
Stu ID’s – Cerner - Miscellaneous Cerner Applications

<table>
<thead>
<tr>
<th>Name of Student:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>First and Last name</td>
<td></td>
</tr>
<tr>
<td>Name they go by</td>
<td></td>
</tr>
<tr>
<td>If student, how long will they</td>
<td>Start date:</td>
</tr>
<tr>
<td>be working on the project?</td>
<td>End date:</td>
</tr>
<tr>
<td>Have you registered with mCE</td>
<td>Yes</td>
</tr>
<tr>
<td>prior to now?</td>
<td>No</td>
</tr>
<tr>
<td>Do they need a Vendor (STU) ID?</td>
<td>Yes</td>
</tr>
<tr>
<td>If no, what is their STU ID?</td>
<td>No</td>
</tr>
<tr>
<td>Current Email address</td>
<td></td>
</tr>
<tr>
<td>Direct Phone number</td>
<td></td>
</tr>
<tr>
<td>Complete physical address</td>
<td></td>
</tr>
<tr>
<td>where they will be working</td>
<td></td>
</tr>
<tr>
<td>Name of Dept/Host Information</td>
<td></td>
</tr>
<tr>
<td>Supervisor email</td>
<td></td>
</tr>
<tr>
<td>Supervisor direct phone</td>
<td></td>
</tr>
<tr>
<td>Complete physical address</td>
<td></td>
</tr>
<tr>
<td>where they work</td>
<td></td>
</tr>
<tr>
<td>Have they received Cerner</td>
<td>Yes</td>
</tr>
<tr>
<td>Training</td>
<td>No</td>
</tr>
<tr>
<td>Date of Training:</td>
<td></td>
</tr>
</tbody>
</table>
Student Onboarding Process

- Process could take up to 30 days
- Student Coordination Department processes all students at any facility
- Student registers at My Clinical Exchange (mCE) Website
  - There is a $20.00 semester fee
- Student Onboarding will vet the students
  - Background checks
  - Follow the drug test guidelines
  - Vaccination verification
  - Same requirements as employees
- Student Onboarding also
  - Requests Badges
  - Confirms Cerner Training
  - Request Cerner and VPN for students
Remote Monitoring

All requests will go to the CTSM who oversees your department

- **Send to the CTSM the following information**
  - Monitor Request Form
  - Computer Access Request form (CAR)

- **CTSM must do the following for each RETURNING monitor request**
  - Confirm vendor ID is still open
  - Request Cerner access for the dates required for the visit
  - Build the patient list in Cerner
  - Send instruction email

- **CTSM must do the following for each NEW monitor request**
  - Request Vendor ID
  - Request Cerner access
  - Build the patient list in Cerner
  - Send Instruction email
Monitors Needing Assistance

• When the monitor contacts you for help, ask the monitor
  – Have you downloaded Citrix on your computer?
  – Have them call IT first 602-747-4444
  – Patient lists are set up the same way each time
    • Typically it is a monitor error
TIPS to remember on IT Requests

• Process could take up to 14 days

• IT phone number for help is **602-747-4444**
  – For Cerner help it is Option #3

• CTSM will send an email notifying the monitor or employee that everything is set up
  – Requestor/CRC will be cc’d on the email
UA Research Website link:

❖ https://research.uahs.arizona.edu/clinical-trials/cerner
Questions!