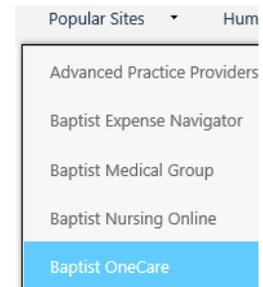# New EPIC Request Process

1. From the Intranet (big blue e,   Baptist home page, or http://mybaptist)
2. Popular Sites
3. Baptist OneCare

4. Select **Clinic and Hospital Staff**

5. Depending on your location, select **Request for Hospital Access** or **Request for Clinic Access** from the list of options on the far left.

6. Select **new item**.   Request for Hospital Access

7. Find and select the appropriate class attended from the **Class Attended** field.
8. Enter the name of the Instructor in the **Instructor Name** field.
9. Enter the user's Employee ID (first three/last four if hired before 6/1/2017) in the **Username** field. *The Employee ID is located on the back of the employee's badge*.
10. Enter the employee's name or email address into the **Select your name to verify**… field. *If the user's name does not appear in this list, an account request cannot be submitted at this time. Contact their manager for assistance. For non-Baptist employees, 3rd party access forms must be submitted and processed before Epic access can be requested.*
11. The user's **Full Legal Name** must be entered. *Legal name must be provided and must match their government issued identification. Failure to provide complete and verifiable legal names will result in a delay in processing of the request for access and could result in access request being denied until the correct legal name information is validated.*
12. Indicate in the **Previous Access** field if they have ever had a previous Epic account. *Example, as a nursing student, as a resident, etc.*
13. Indicate their **Job Title**.
14. Select the appropriate **Credentials**.
15. Select the primary hospital where the users will work in the **Hospital** field.
16. Select the **Department** where the user will work.
17. In case there are any questions about access, enter the user's **Phone number**.
18. Enter the **Manager/Supervisor or training requestor name**. *The manager/supervisor or whoever requesting your training will be notified when your account is ready*.
19. If not an employee of Baptist, provide the name of the employer in the **Employee** field.
20. Special Instructions – *Other than the primary role, enter any other roles worked at Baptist. Example, student, rounding nurse, clinic nurse, etc. Are there any special needs regarding the account request? Example, is there someone they need to mirror?*

*** For **NEW** EPIC Student requests:
- If the student's name does not populate in the "Username" field using their 6 digit number or first & last name, then there may be an error with the submission.
  - If this occurs, send myself or Brandi Morris an email with which student(s) were unsuccessful and we will send the excel spreadsheet for EPIC access.

***For **RETURNING** EPIC Student requests:
- No electronic process by the students or instructors will be necessary for returning students.
- We will continue to send the rosters to the instructors and the EPIC access personnel for verification and reactivation of access.

Please remember to call "8888" from a MBMC Phone or 901-227-7777 from an outside line with any technical issues.

When requesting a room reservation for training, be sure to send an email to EducationCenter@BMHCC.org and include Hanna Bilbro, Brandi Morris, and Ruth Travis.

Contact information for Clinical Placement Coordinators:
Hanna Bilbro
(O) 601-968-4178
Hanna.Bilbro@BMHCC.org

Brandi Morris
(O) 601-968-4176
Brandi.Morris@BMHCC.org

Ruth Travis
(O) 601-292-4295
Ruth.Travis@BMHCC.org