



# HIS Research Procedure

## 1. Access Requests Procedure for Research Coordinators/Delegates

### Document Change Control

Version.	Date	Authors	Summary of Changes
1.0	February 2021	Deshi Karunaratne and Emma George	Document created
1.1	March 2021	Mark Holmes	Updated introduction
1.2	March 2021	Deshi Karunaratne	Updated screenshots and wording
1.3	March 2021	Mark Holmes	Updated procedure

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# **HIS RESEARCH – ACCESS REQUESTS PROCEDURE FOR RESEARCH COORDINATORS/DELEGATES**

The purpose of this procedure is to ensure that researchers (monitors) are able to access required patient information for their research, either via remote access or onsite at Monash Health. In order to maintain the confidentiality of all Monash Health patients, researchers will be provided with a limited access account for SMR and EMR (if required).

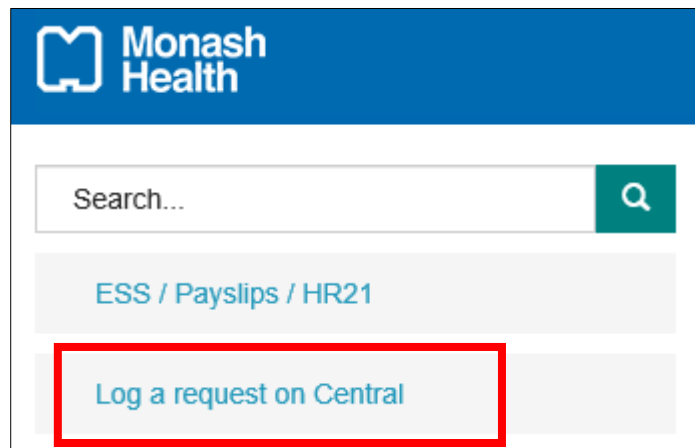
To gain access to a limited access profile, the Research Coordinator must ensure payment for commercially sponsored studies are approved via a cost centre transfer or request for an invoice to be generated directly to the sponsor, prior to requesting access.

To align with Monash Health IT policies, all accounts created will be valid for 3 months. Requests to extend access must also be submitted via Central.

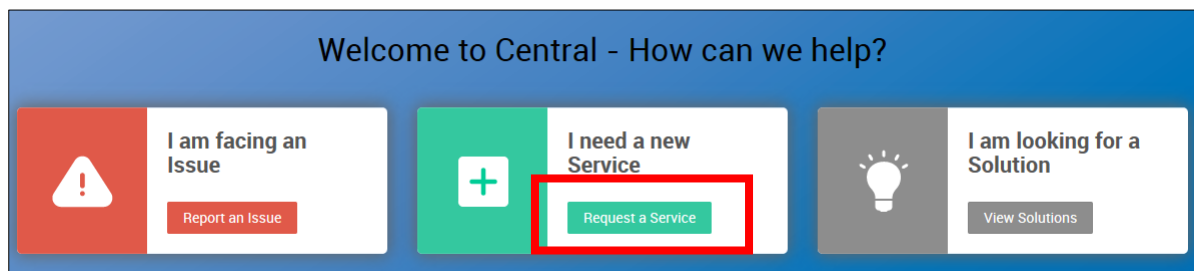
## **1.1 New Access Request Procedure for Research Coordinators/Delegates**

### **1.1.1 Navigating to the Research Monitor Access Request Service**

1. Click “Log a request on Central” via the Monash Health Intranet

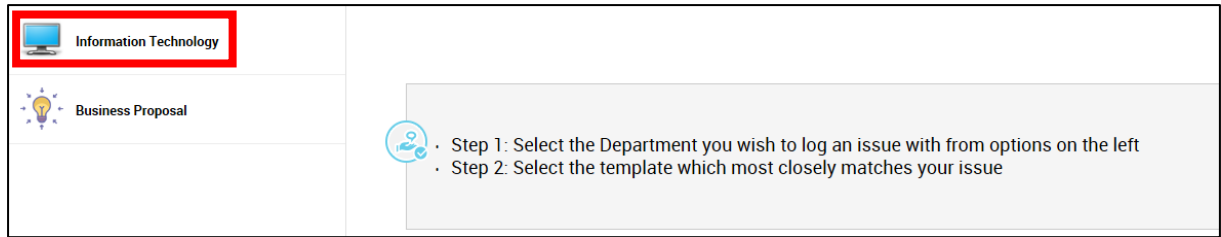


2. Navigate to “I need a New Service” and click on “Request a Service”

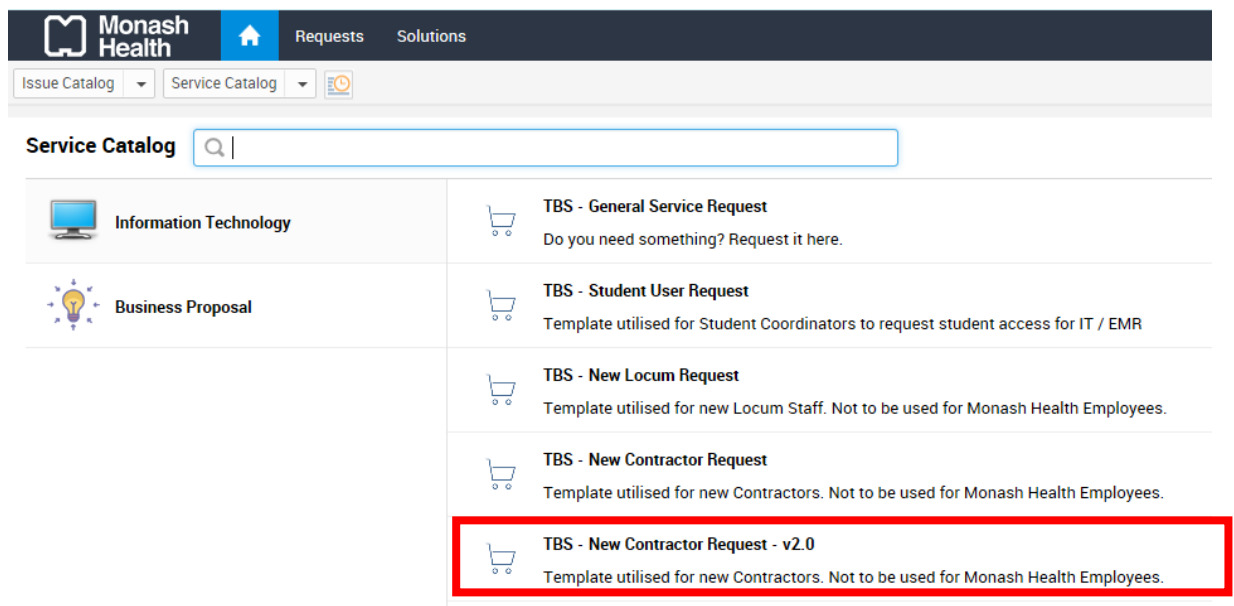


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3. Select "Information Technology" from the options on the left of the screen



4. Click "TBS – New Contactor Request – v2.0." This will direct the requestor to the Research Monitors Access Request form



### 1.1.2 Filling out the Research Monitor Access Request Ticket

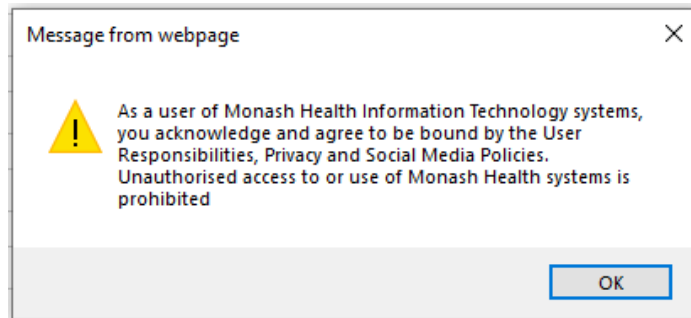
1. Fill out the *Contractor's Personal Details* fields; *First Name, Surname, Personal Email Mobile Number, Start and End Date.*

Contractor's Personal Details	
• First Name	<input type="text"/>
• Surname	<input type="text"/>
• Personal Email	<input type="text"/>
• Mobile Number	<input type="text"/>
• Start Date	<input type="text"/>
• End Date	<input type="text"/>

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- When agreeing to the *Monash Health Policies*, an alert will be displayed on the screen, as seen below. Use the drop down menu to click “OK” if the monitor acknowledges and agrees to be bound by the Use Responsibilities, Privacy and Social Media Policies. Unauthorised access to or use of Monash Health system is prohibited

\* Agree to Monash Health Policies    -- Select Agree to Monash Health Policies --



- At *IT User Responsibility*, note the blue information icon that states an “IT User Responsibility Policy has been distributed and signed off by the contractor”. Tick the “Sighted & Signed” box once the policy has been sighted and signed.

\* IT User Responsibility Policy     Sighted & Signed

 The IT User Responsibility Policy has been distributed and signed off by the contractor

**Note:** The requestor must ensure they have sighted a signed copy of the IT User Responsibility Policy by the researcher/monitor. If this has not been done, it is the requestor’s responsibility to ensure that this is completed before continuing with the request ticket.

- Complete the *Monash Health Staff Action* fields including the name of the staff member the requestor will be reporting to while at Monash Health

**Monash Health Staff Action**

\* Reporting to (Staff Member's Name)

\* Role    -- Select Role --

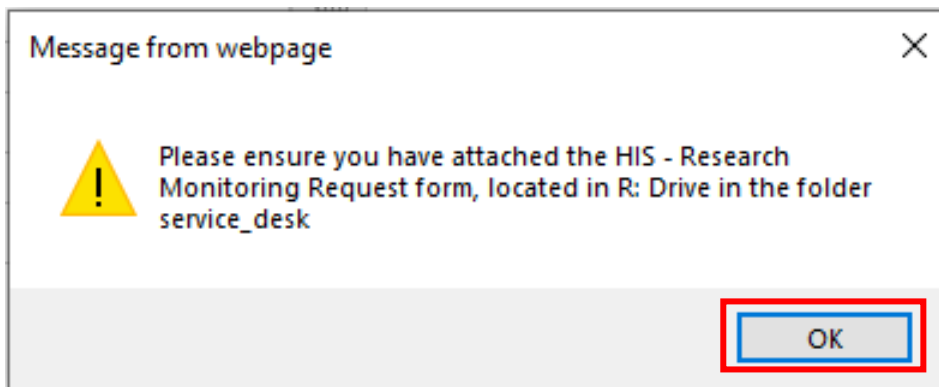
\* Reason for Access

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5. Select "Researcher/Monitor" in the *Role* field

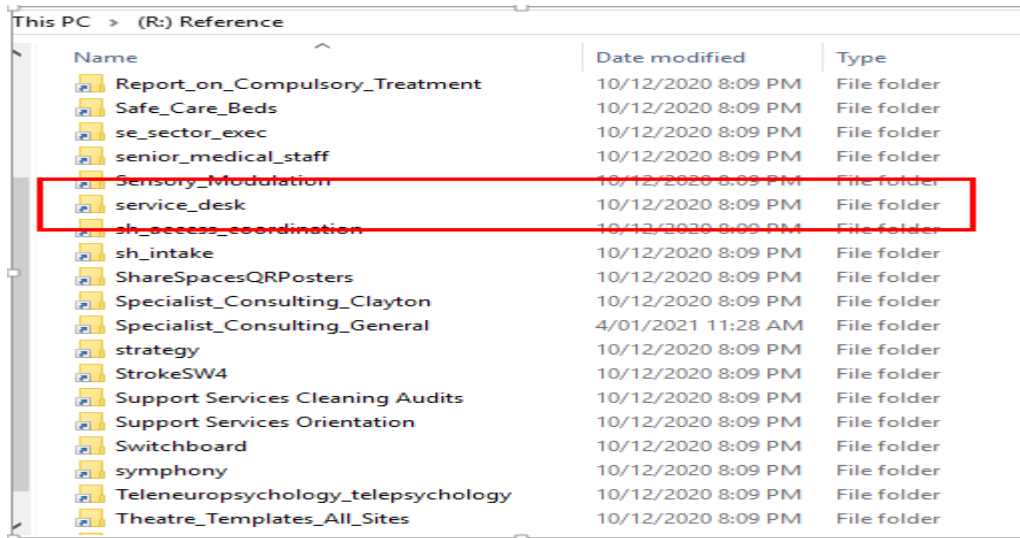
The screenshot shows a web form titled "Monash Health Staff Action". It contains several sections: "Reporting to (Staff Member's Name)", "Role", "Reason for Access", "Approvals", and "Request Details". The "Role" dropdown menu is open, showing a search bar and a list of roles: "-- Select Role --", "External Health Service", "General Contractor", "IT Consultant", "Locum", "Researcher / Monitor", and "Vendor". The "Researcher / Monitor" option is highlighted in blue and enclosed in a red rectangular box. Other fields like "Reporting Manager Approval Obtained" and "Select Approvers" are also visible.

**Note:** An alert will be displayed on the screen. A Research Monitoring Request form is required to be attached to this request ticket. Click OK to move on

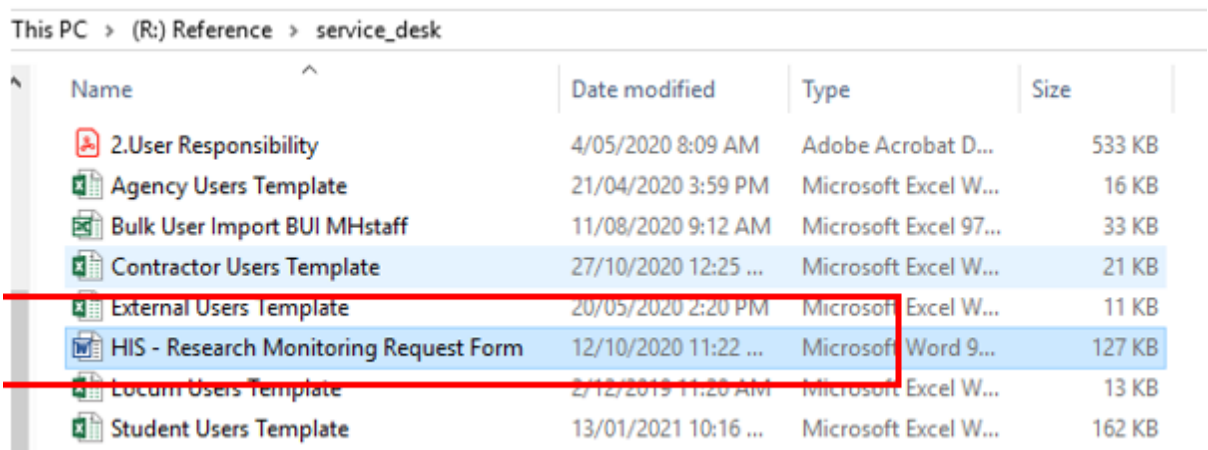


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6. Navigate to R: Drive and select the folder “service\_desk”

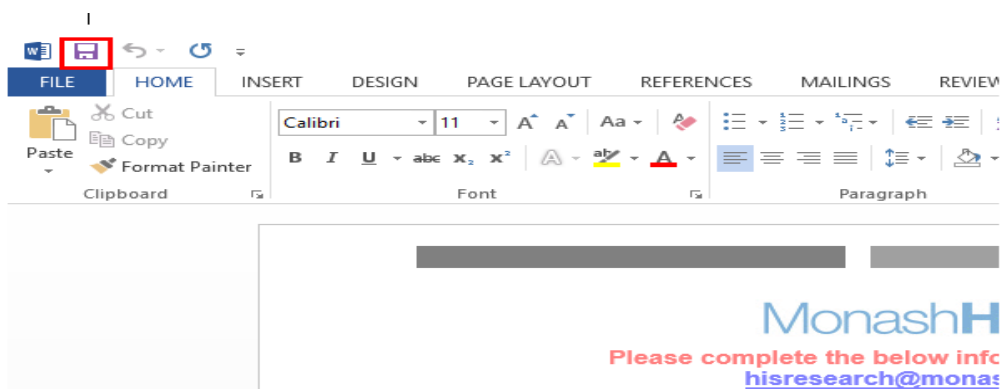


7. Right click on “HIS – Research Monitoring Request Form” and click “Copy.” Navigate to the desktop and right click “Paste” to save a copy



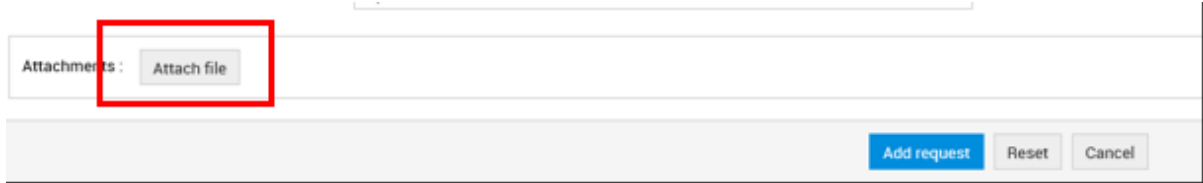
8. Open the document and fill as appropriate.

9. Once completed, click save and return to the Request IT Central form.

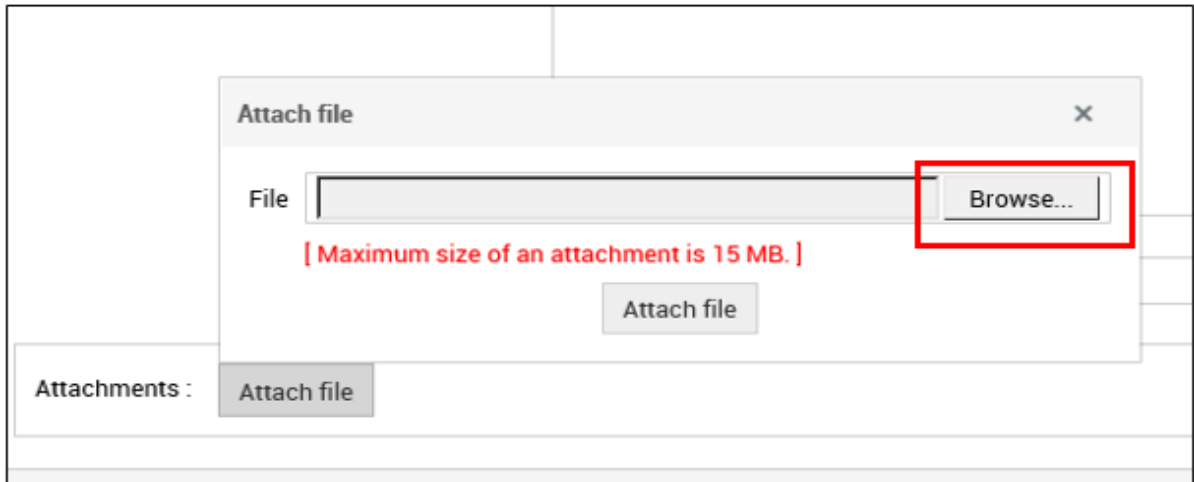


**HEALTH INFORMATION SERVICES RESEARCH PROCEDURE**

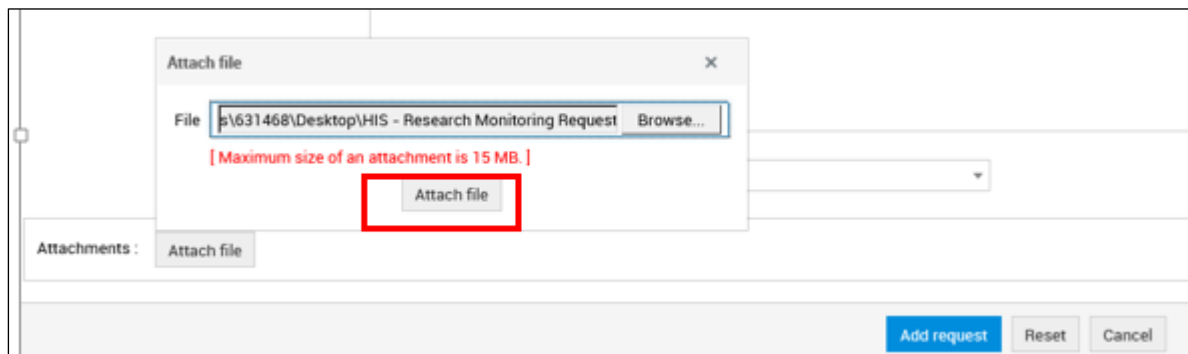
10. Navigate to the bottom of the form and click “Attach file”



11. Then click “browse” and select the HIS – Research Monitoring Request Form from the desktop



12. “Attach File



13. The request form should be visible in the attachments.



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14. In the “Role Access Required” field, tick the system that the requestor requires access to, then type the reason for Access in the box

Role Access Required   
  SMR   
  Diagnostic Imaging   
  EMR   
  Pathology

Reason for Access

15. Complete the “Researcher/Monitor” section, including study title, protocol number, etc

**Researcher / Monitor Details**

Study Title

Protocol

HREC Approval Number

Sponsor

Cost Centre    -- Select Cost Centre --

16. Continue down and complete the Approval and Request sections with the appropriate information

**Approvals**

Reporting Manager Approval Obtained    -- Select Reporting Manager Approval Obtained --

Select Approvers    Search Select Approvers

**Request Details**

Priority    P3 - Medium

Subject    Contractor Access Request

Description

B   I   U     
 Roboto   10   
 A     
 x<sup>2</sup>

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- Click "Add Request" to log a ticket in Central and it will be looked at by the next available technician

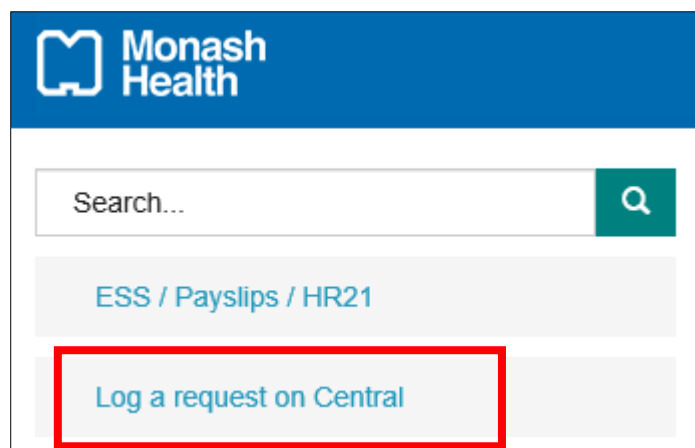


## 1.2 Extended Access Requests

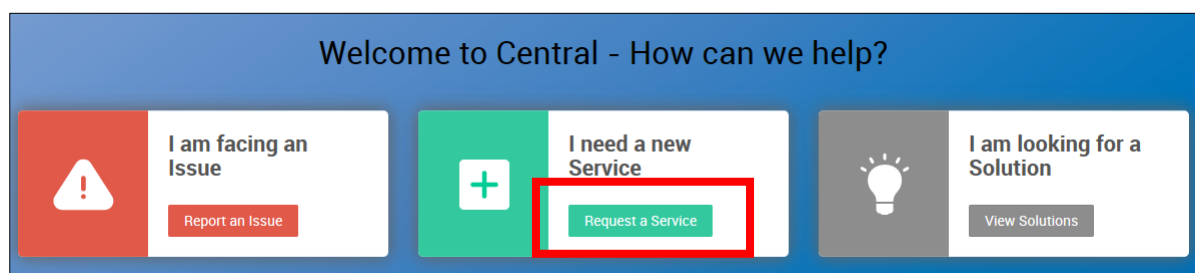
Access requests for additional 3 month periods must be submitted on Central as a General Service Request. It is recommended that the ticket is logged on Central at least 2 weeks prior to the account being disabled.

### 1.2.1 Navigating to the IT General Access Request form

- Click "Log a request on Central" via the Monash Health Intranet

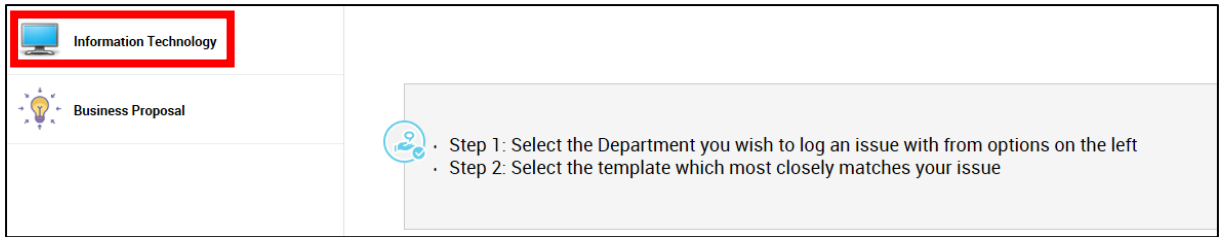


- Navigate to "I need a New Service" and click on "Request a Service"

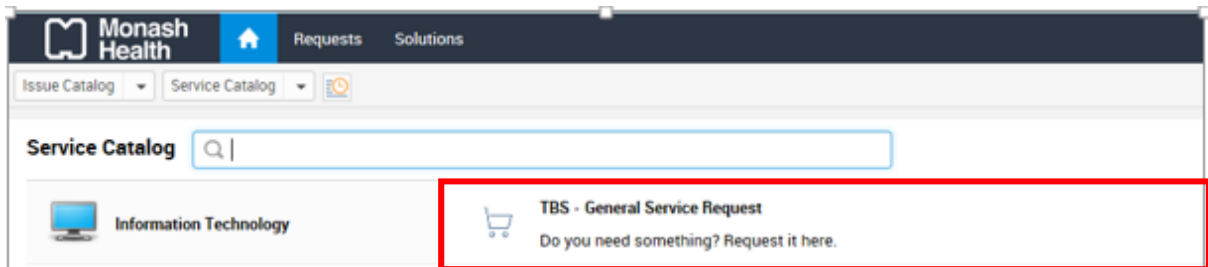


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3. Select "Information Technology" from the options on the left of the screen



4. Click "TBS – General Service Request." This will direct the requestor to the General Service Request form



### 1.2.2 Completing the General Service Request form

TBS - General Service Request

Name: May Assem

**Contact and Location Details**

Current Site: Kingston Centre

Current Department/Location: HIS (Scanning, and non scanning)

Best Contact Number: 9554 8479

**Ticket Details**

Subcategory: Accounts & Passwords

Item: Access Request

**Priority**

Impact: Single User

Urgency: Medium

**Ticket Description**

Subject: Request to extend access for CXXXXXX

Description: Good afternoon,  
Please extend access for CXXXXX. Original access request ticket # XXXXXX  
Regards,  
May

Add request Reset Cancel

**Note:** HIS Research does not see General Service Requests on Central

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### 1.2.3 Notifying HIS Research for request to extend SMR access

Email [HISresearch@monashhealth.org](mailto:HISresearch@monashhealth.org) as per example below.

Send	To...	<a href="#">HIS Research;</a>
	Cc...	
	Subject	Request to extend access for CXXXXXX

Good afternoon,

Please extend SMR access for CXXXXXX. Original access request ticket # CXXXXXX.

Regards,

**Notes:** HIS Research should be notified directly after logging the extended access request on Central. EMR access will be automatically updated for 3 months once IT extend account access

### 1.2.4 Confirmation email

HIS Research will reply to confirm that SMR access has been extended for 3 months once actioned.

## 1.3 Booking a HIS Research PC

All requests to book a HIS Research PC should be emailed directly to [HISresearch@monashhealth.org](mailto:HISresearch@monashhealth.org).

### 1.3.1 Email template to book PC

Send	To...	<a href="#">HIS Research;</a>
	Cc...	
	Subject	PC Booking

Good afternoon,

I would like to book a PC on the following day(s) for CXXXXXX, initial access request ticket number XXXXXX

- DD/MM/YYYY
- DD/MM/YYYY

Regards,

**Note:** Access requests submitted prior to this new procedure will need to provide additional information such as HREC approval number.

**HEALTH INFORMATION SERVICES RESEARCH PROCEDURE**

### 1.3.2 Booking a PC to view paper medical records

Submitting the HIS Research Monitor Bookings form will only be required when paper records need to be viewed onsite.

### 1.3.3 Booking Confirmation or notification of available dates reply

HIS Research will send a reply email to confirm the requested date(s) or offer vacant dates as close to the original request as possible.

## 1.4 Requests to add or remove patients from limited access accounts

All requests to add or remove a patient from limited access EMR and SMR accounts should be emailed directly to [HISresearch@monashhealth.org](mailto:HISresearch@monashhealth.org)

### 1.4.1 Email template for requests to add or remove patients

Send	To...	HIS Research;
	Cc...	
	Subject	Request to add/remove patients from limited access account

Good afternoon,

Please add the following patients for CXXXXXX, initial access request ticket number XXXXXXX

UR number	Patient Name	DOB

Please add the following patients for CXXXXXX, initial access request ticket number XXXXXXX

UR number	Patient Name	DOB

Regards,

**Note:** Additional details such as monitor name and HREC number will be required for requests submitted by prior to the beginning of this procedure

# Appendix 1: Memorandum – Research and Clinical Trial Costs



## Memorandum

To:	Researchers	
CC:		
From:	Mrs Claire Pierce Director Health Information Services; Prof Stephen Holdsworth Director Research Governance A Prof Erwin Loh Chief Medical Officer	Sender Fax No: Tel. No:
Department:	Health Information Services; Research Support Services	Date: 17/09/14
Subject:	<b>Research and Clinical Trial Costs</b>	

Monash Health has recently reviewed the process for providing patient information for the purposes of research. Health Information Services (HIS) and the Research Directorate have agreed on a one off fee per study approach, rather than the per record approach that currently exists. Commercially sponsored studies will incur a one-off fee of \$600. This is consistent with other health services. The payment will be required upon final approval of the study, via an internal transfer request raised by Health Information Services.

Researchers will no longer be required to obtain a signed Form 4 or Form 6 prior to submitting a research governance application to Monash Health for Site Specific Authorisation.

As of 1 October, 2014, researchers will only need to indicate on the Site Specific Assessment Form that they will be requesting records from Health Information Services.

Researches will be required to submit patient consent forms to HIS.

If you have any questions in regard to this matter please contact Health Information Services on 9594 2121 or Research Support Services on 9594 4611.

**Claire Pierce**  
Director  
Health Information Services

**Stephen Holdsworth**  
Director  
Research Governance

**A Prof Erwin Loh**  
Chief Medical Officer

**Monash Medical Centre Clayton**  
246 Clayton Road  
Clayton  
Tel: 9594 6666

**Moorabbin Hospital**  
Centre Road  
East Bentleigh  
Tel: 9928 8111

**Kingston Centre**  
Warrigal Road  
Cheltenham  
Tel: 9265 1000

**Dandenong Hospital**  
David Street  
Dandenong  
Tel: 9554 1000

**Casey Hospital**  
Kangan Drive  
Berwick  
Tel: 8768 1200

**Community-based services across the South East**

[www.monashhealth.org](http://www.monashhealth.org)

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