Important Notice — Please Read

The attached forms are required to obtain access to the hospital's computer system, electronic medical records and electronic prescribing.

HealthAlliance has a contract with DrFirst Inc. to let you **electronically prescribe Schedule II-V controlled substances when discharging patients from the hospital.** You will need a token to use this system. You may download the VIP Access free app to your phone. That will serve as a soft token. It contains your credentialing ID, which begins with VSMT, followed by eight numbers. Please list that number on the next page. The numbers in the yellow circle are the security code, which you will enter when you prescribe.

You may obtain a hard token for your key chain from the Medical Staff Office on the Broadway Campus.

The Medical Staff Office will send your VSMT number to DrFirst, which will in turn send you a registration email. Please complete your registration as soon as possible so you can be activated in our system.

Ordering medications for your inpatients will be available immediately.

Key points to remember:

1. Please retain sole control of the authentication token and do not share the password or other knowledge factor or biometric information.
2. Tokens are only needed when prescribing controlled substances on discharge.
3. If you forgo the token and write prescriptions for a controlled substance from your office, they **will not appear on the patient's discharge instructions**.
4. You cannot write an order on the same equipment as the token. In other words, if your token is on your phone, then you cannot prescribe from that device.
5. If you are not able to access the token due to loss, damage to the device or replacement of the phone, it will take **five business days to replace and activate your token**. You will not be able to prescribe in the hospital during that time.

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Here are the steps to take now:

1. Download Symantec's VIP Access mobile app, available to you at no charge, from Google Play, iTunes Store, Windows Phone Store or BlackBerry World.
2. Send an email to Amaris Berrios at Amaris.Berrios@hahv.org with your unique **Credential ID number** for your application. This ID number and your email address will be sent to our IS Department, which will then send it to DrFirst.
3. After your account is created by our IS Department, you will receive an email from DrFirst telling you how to complete the enrollment process for Dr. First's EPCS Gold to e-prescribe controlled substances.

If you have any questions, please call Amaris Berrios at 845-334-2704.

How to Log In to HealthAlliance Computer Systems

Login and Temporary Password

Once you are approved and placed on staff, you will receive another email that will be encrypted. Here is the process that will follow:

1. Register and create a password.
2. Once you hit "register," you will automatically receive an email containing your login and temporary password.
3. You will need to download the attachment, using the password you just created, to view this information.
4. Once you have the login and temporary password, follow the steps below to change your password and access our systems.

For First-Time Access Only

If you are changing your password using a hospital computer:

1. Go to the "Start" button and log off.
2. You will be prompted to hit CTRL+ALT+DELETE.
3. This will bring you to a screen to enter your login and temporary password.
4. You will then be prompted to change your password.
5. After you change the password, log out of the system.
6. You may now log in with your new password and have access to all programs.

If you are changing your password from outside the hospital:

1. Go to citrix.hahv.org and, using your login and temporary password, change the password.
2. Log out of the system.
3. You may not log in with your new password and have access to all programs.

If you have any other questions, please call the Help Desk at ext. 2800. Thank you very much.