



DHIN Administrator Responsibilities

- **Lock and term user accounts as soon as staff leave.** This ensures the staff member is no longer able to log in to ProAccess and access clinical information under your organization's account. You are responsible for managing your DHIN user list, keeping it up to date and ensuring proper use of the system.
- **Tell DHIN when someone has left your organization.** After you have locked and termed the user, let DHIN know so that we can complete the final step of removing them completely.
- **Set new staff members up with a DHIN account.** As an administrator, you can add employees for access. Prior to giving them their login credentials, have them sign the Confidentiality and Non-Disclosure Agreement (in your DHIN Practice Toolkit folder and online at www.dhin.org/resources), and keep this signed document on file.
- **Submit a Provider Change form when you need to add or remove a provider.** DHIN has to validate the provider's credentials and set up any provider users. The provider Change form is in your DHIN Practice Toolkit folder and on our website at www.dhin.org/healthcare-providers/provider-change-information.
- **Run DHIN Management Reports regularly.** Make it a best practice to run these audit reports on a weekly to biweekly basis to monitor your staff's use of the system. Let your DHIN Relationship Manager know if you need any training on this.
- **Keep DHIN updated of any general practice changes,** such as address, phone number, fax, or email. DHIN Relationship Managers conduct periodic in-person visits and other touchpoints to see how everything is going, and to share any DHIN updates since the last visit. Also, we may fax or email important communications that are relevant to your organization, so please make sure we have up-to-date contact and location information.
- **Report any potential results delivery issues.** Whether you have an Inbox, AutoPrint, or an EMR interface, let our HelpDesk know as soon as possible if results aren't printing out or being delivered. For practices with query functionality, let DHIN know if you cannot find a result in ProAccess. For technical assistance and results delivery issues, contact 302-480-1770 or helpdesk@dhin.org.
- **Alert your DHIN Relationship Manager if additional training is needed.** We touch base with you several times a year, but we realize that a lot can happen in between visits!
- **Return any requests DHIN sends you in a timely manner.** For example, DHIN's Business Manager may periodically send an audit request form, which requires you to respond within one week.