



# AC Care Connect User Account Request Form

Please fill out this form completely and then email to [CareConnectHelp@acgov.org](mailto:CareConnectHelp@acgov.org)

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## User Details

User First Name	<input type="text"/>
User Last Name	<input type="text"/>
Job Title	<input type="text"/>
Organization	<input type="text"/>
Site Name	<input type="text"/>
Business Email	<input type="text"/>
Business Phone	<input type="text"/>
Requested Role	<input type="text"/>

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## Supervisor (Requestor) Details

Supervisor Name (Requestor)	<input type="text"/>
Supervisor Email	<input type="text"/>
Supervisor Phone	<input type="text"/>
Supervisor Job Title	<input type="text"/>

By signing this form, I am authorizing the above user to be added as an approved AC Care Connect system user with the requested role.

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(Supervisor Signature)

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(Date)



## Access Request for Authorized Users

AC Care Connect policy requires that access to consumer information created, received, or maintained must be granted to Authorized Users based on their assigned job functions. Access privileges should not exceed those necessary to accomplish the assigned job function. Role-based access, dependent on a user's proven "need to know" and granting the minimum necessary access to meet the responsibilities of a given job, is a fundamental security policy.

Authorized Users requesting access to consumer information must submit an Access Request Form to their Supervisor. The Supervisor must review all requests and submit the completed form(s) to the AC Care Connect Help Desk.

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### Authorized User Confidentiality Agreement

You have been identified by AC Care Connect or your Organization (the hospital, clinic, physician's office, health plan or other entity with whom you are affiliated) as an Authorized User who requires access to AC Care Connect. AC Care Connect agrees to provide you with access to its systems only if you agree to the terms and conditions of this Confidentiality Agreement (Agreement), which are intended to maintain the confidentiality, security and integrity of consumer information accessed via AC Care Connect systems.

You are being provided with a username and the ability to select a unique password (your Login Credentials) that will provide you with access to consumer information available through specified systems. In order to be provided this access, you must agree to abide by the following:

- a) You agree to protect your Login Credentials, including never sharing them with anyone else.
- b) You will not allow others, including other staff members with whom you work, to access the system using your Login Credentials.
- c) You will log out of the system, or lock your computer, before leaving your workstation for any period of time to prevent others from accessing the system.
- d) You will not fax/print/email/download/copy/photograph or otherwise provide consumer information to any third parties except in accordance with AC Care Connect policies and procedures and applicable law.
- e) You will not save consumer information to portable media devices (such as CDs, USB drives, or handheld devices) except in accordance with AC Care Connect policies and procedures.
- f) You will not use the system or access or view any consumer information except as required for your job function and/or role within AC Care Connect. You will only access information as necessary to perform your professional obligations to a consumer.
- g) You will notify your point of contact designated by your organization immediately if you have reason to believe that your Login Credentials have been compromised.
- h) You will maintain all information in accordance with applicable state and federal laws, including, but not limited to, HIPAA and 42 CFR Part 2.
- i) You will also comply with your organization's privacy and security policies and procedures, as well as the AC Care Connect policies and procedures. This includes but is not limited to obtaining the necessary consumer authorizations for disclosing consumer information.



- j) You will not access the AC Care Connect system or application(s) via public-use workstations or devices. Public-use workstations and devices are those where general public access is allowed. HIPAA administrative, technical and physical security requirements cannot be applied and controlled on such devices.
- k) You attest that you have received HIPAA awareness training that meets or exceeds the minimum necessary standard for interacting with protected health information as explained by the HIPAA Privacy Rule 45 CFR 164.502(b), 164.514(d).
- l) You and your Supervisor must notify AC Care Connect promptly if your role changes, thus impacting your access to consumer information.

AC Care Connect has the right at all times to review and audit your use of the systems and compliance with the terms of this Agreement.

By completing and signing below, you agree to comply with all terms and conditions for access to consumer information under this Agreement and all AC Care Connect policies and procedures. Failure to comply with these terms and conditions may result in denial of your privileges to access data.

Dated: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_