

AppCentral Manual

November 2015



northern health
the northern way of caring

Table of Contents

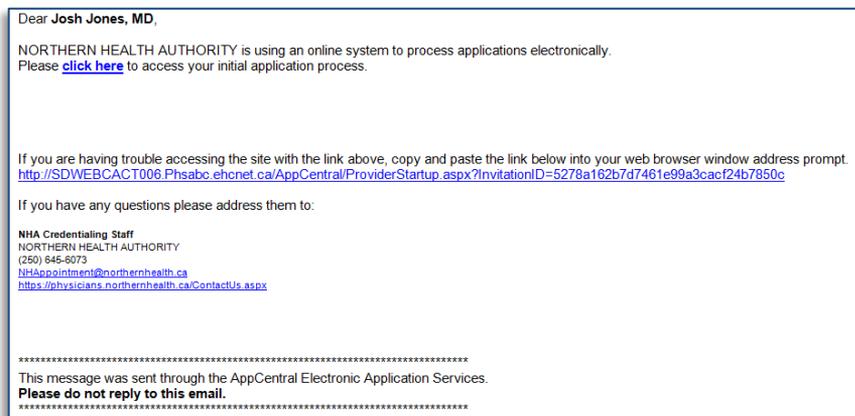
1. System Log In Information.....	3
2. How to Enter Information in AppCentral	6
2.1. New Appointment Application	6
2.2. Reappointment	6
2.3. Attaching Documents	7
2.4. Completing the Application or Reappointment.....	7
2.5. Dictionaries.....	8
3. Concept and Use of Dictionaries	8
4. Q&A's.....	9
5. Resources.....	13
6. Contact and Support Information.....	13

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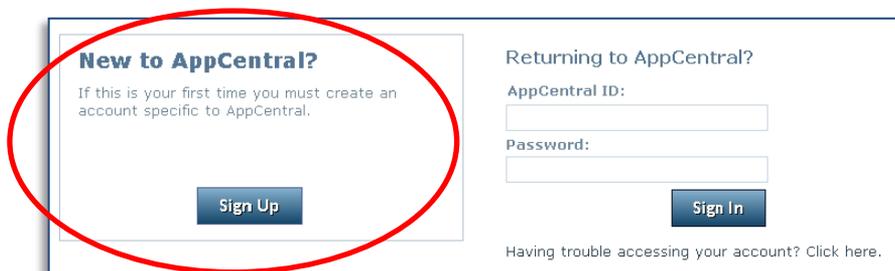
1. System Log In Information

AppCentral is the online system where practitioners will submit their appointment and reappointment applications to Northern Health via the internet.

For initial appointment and reappointment to Northern Health, an email link to AppCentral will be sent to you.



You will be required to set up an account with an AppCentral ID (any user name) and password information the first time you access AppCentral. Once you have set up your account you will receive an email confirming your AppCentral ID and you can then enter AppCentral via “Returning to AppCentral?” on subsequent visits.



Once you have access to AppCentral, your appointment or reappointment forms as well as the applicable privileging dictionary(ies) will be available to you. There will also be a series of read documents identified as “Read document” in the “Action Required” column. These documents must be opened and submitted by scrolling to the bottom of the page and “Close Document”. Your application(s) cannot be accepted until the read documents are submitted.

Select Facility

Select a facility that your account is currently associated with. Doing so will display the list of ongoing activities associated with the selected facility.

My Documents

Name	Due Date	Action Required		Status
NHA Appointment to Medical Staff Physicians Contact Help				
BC Medical Quality Initiative Contact Us NHA v.01	N/A	Read document	N/A	Unread
Application	2016/01/16	Fill out & submit	N/A	New
NHA - AERPS ER Privileges-Aug2015	N/A	Read document	N/A	Unread
Hospital Act	2016/01/16	Read document	N/A	Unread
Hospital Act Regulations	2016/01/16	Read document	N/A	Unread
NH Medical Bylaws	2016/01/16	Read document	N/A	Unread
NH Medical Staff Rules	2016/01/16	Read document	N/A	Unread
NHA - Practitioner Contact Form	N/A	Fill out & submit	N/A	New
Family Medicine/General Practice (University Hospital of Northern BC)	N/A	Fill out & submit	N/A	New
Family Practice Anesthesia (University Hospital of Northern BC)	N/A	Fill out & submit	N/A	New

To begin, click on the first document “NHA-Contact Us”. Here you will need to authenticate yourself with your Cactus ID, which will be sent to you via email, and your date of birth. Once you have completed this you can continue with your application(s), read documents, and dictionary(ies).



NHA Appointment to Medical Staff

Physicians

 Thank you for applying with NORTHERN HEALTH AUTHORITY

Please answer all required questions. and acknowledge the agreement.

I agree to the 'Terms of Use' by 'BC / Provincial Level'. [View Agreement](#)

What is your Credentialing and Privileging ID? (ex: CPxxxxxx)*

What is your date of birth? (YYYY/MM/DD)*

*Required

2. How to Enter Information in AppCentral

2.1. New Appointment Application

Open the application form and complete all the fields.

Practitioner Type: Physician		Gender: <input type="checkbox"/> Male <input checked="" type="checkbox"/> Female		Date of Birth: (yyyy/mm/dd) 1950/01/01	
Primary Language:		Fluency:		Additional Language:	
Canadian Citizen: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		If no, please complete the following immigration information and include documentation			
Permanent Residency/Client ID Number:		Issue Date: (yyyy/mm/dd)		Expiry Date: (yyyy/mm/dd)	

If you are new to applying to any Health Authority, you will be required to **complete all information**. If you are affiliated with another Health Authority, your information will be prepopulated based on your previous application, and you will be required to review the information for correctness and currency and upload any documents that are not current.

You can navigate between pages of the application by using the green arrows at the top right of the document, or by the page listings on the left hand side.

2.2. Reappointment

As the reappointment forms will be prepopulated from your previously entered information, open the reappointment form and review the information for correctness and currency.

You can navigate between pages of the application by using the green arrows at the top right of the document, or by the page listings on the left hand side.

2.3. Attaching Documents

To attach documents as images to your appointment or reappointment application, open the Fax or Attach Image tab and chose the method of attachment.

The screenshot shows a web interface with two tabs: "Fax or Attach Image" (which is circled in red) and "Submit". Below the tabs is a yellow warning box with a triangle icon and the text: "Attachments may be added or removed only before the document is submitted for review." Below the warning box is a grey button with a paperclip icon and the text: "Add License, Photo, Certification, etc. via fax, from computer, or use a past attachment".

2.4. Completing the Application or Reappointment

All required fields in all application(s) must be completed before you can submit. Application(s) must also be signed by typing in your name and dated before they can be submitted. Once this has been completed, the "Submit Document" will turn green allowing you to submit your document.

The screenshot shows a form for signing a document. It includes a declaration section with two bullet points: "I acknowledge I have read and understand the points in the above Declaration and Acknowledgment." and "I declare that the information submitted by me in this application is true to the best of my knowledge." Below this is a dropdown menu for "Health Authority" set to "Northern Health". There are three input fields: "Applicant Name" (Josh Jones, MD), "Electronic Signature (Please Type Name)" (Josh Jones), and "Date (YYYY/MM/DD)" (2015/11/17). At the bottom, a large green button labeled "Submit Document" is visible.

Your submitted application and reappointment forms will be reviewed by the Credentialing and Privileging Office (C&P Office). The C&P Office will either accept the documents or return them for additional information or attachments. Practitioners will be sent an email informing them that changes have been requested.

Once your application or reappointment has been accepted, it will be provided to the appropriate Medical Leader(s) for review and recommendation, and will follow the normal approval processes.

2.5. Dictionaries

Open each privileging dictionary and review the core and non-core privileges. You must select either “Requested” or “Not Requested” for each privilege indicated for each facility you are applying or reapplying to.

Each Core and Non-Core privilege is reviewed and checked off to indicate if it is being requested

1. CORE PRIVILEGES: ACTING AS MOST RESPONSIBLE PROVIDER (MRP)

Requested: Not Requested: Comments: Please exclude privileges related to

1. CORE PRIVILEGES: ACTING AS MOST RESPONSIBLE PROVIDER (MRP)

Evaluate, diagnose, treat, and provide consultation to patients of all ages, with a wide variety of illnesses, diseases, injuries, and functional disorders of all body systems. Provide comprehensive, coordinated, and longitudinal care of patients, families, and communities in collaboration with other professional colleagues. May provide care to patients in the intensive care setting in conformance with unit policies. Assess, stabilize, and determine disposition of patients with emergent conditions consistent with medical staff policy regarding emergency and consultative call services.

If there is a Core privilege you do not want to practice then it must be indicated in the comments box

3. Concept and Use of Dictionaries

The privileging dictionaries will identify objective, criteria based privileges and associated standards for physicians, dentist, midwives, and other health professionals practicing within Northern Health. They cover diagnostic, procedural, and non-procedural disciplines bringing consistency in understanding and expectations for practitioners requesting privileges and those approving privileges.

4. Q&A's

1. If a practitioner begins their application will their information be saved, and can they finish completing their application at a later time?

Yes. A practitioner can save their information by navigating to another page, as the system automatically saves each time you move to another page.

For example, you can navigate to another page by clicking on a navigation link:

- At the top right hand corner of your screen (see below):



- Or, on a navigation link on the left hand side of your screen.

Note: If the computer's browser is closed before a navigation button is used the information will **not** be automatically saved. Remember to save their information as they progress through the document.

2. What happens if I forget my password?

When you go to log in to AppCentral click the trouble link. Complete the following screen and press “Continue”. An email with instructions will be sent to you providing you with a temporary password. Follow the email link and instructions in setting up a new password.

BC Medical Quality Initiative
BC MQI
NORTHERN HEALTH AUTHORITY

New to AppCentral?
If this is your first time you must create an account specific to AppCentral.

Returning to AppCentral?
AppCentral ID:
Password:

Sign Up

Sign In

Having trouble accessing your account? Click here.

3. If a practitioner works at more than one Health Authority will they have to submit separate application forms to each health authority?

Yes. A practitioner will be required to submit an application package to each BC Health Authority.

However, the process will be easier and more convenient since practitioners will be able to maintain and submit their information in one provincial system across all BC Health Authorities.

Upon reappointment, practitioners' applications will be pre-populated with information provided from their previous appointment/reappointment, so they:

- Do not need to repeatedly re-enter the same information; and;
- Will update their information as appropriate and provide any additional information required for that reappointment cycle.

4. Will a practitioner be able to use AppCentral remotely?

Yes. AppCentral can be accessed remotely anytime, anywhere.

5. What internet browsers are compatible with AppCentral?

The following identifies the devices, and recommended browsers and operating systems required to use AppCentral. It is important to check your browser accessibility prior to their completing the appointment or reappointment application.

Computers and Laptops:

- Personal or work computer or laptop
- Apple computer or laptop

The following devices are *not* recommended

- iPhones
- iPads
- Androids

Web Browsers:

- Internet Explorer 9.0 (or later)
- Firefox 1.5 (or later)
- Google Chrome

If you are using an Apple, the following web browser is recommended:

- Safari

Windows XP is *not* recommended. If you need to use Windows XP, the following Web browsers are recommended

- Google Chrome
- Firefox 1.5 (or later)

6. A practitioner may not have all of their documentation when they submit their application online, for example, providing a copy of their license. How will this be managed?

A practitioner will be able to submit additional documentation after they have submitted their application form online.

A Practitioner will be able to use the 'Comments' function in the Privilege Request form or 'Add a Message' in AppCentral to send messages to C&P Office regarding the status of the document(s) or provide additional information.

The C&P Office may also request information or an attachment after an application form has been submitted by a practitioner by sending an email indicating what document(s) are missing.

The C&P Office will continue to track the application process until it is complete.

7. What happens if a practitioner submits an incomplete application form?

AppCentral has a number of required fields that must be completed. The practitioner will be prompted by the system to complete the mandatory fields before the application can be submitted.

If the C&P Office requires additional information then they will indicate so on the practitioner's application using AppCentral to communicate the missing pieces of information or documentation and will send it back to the practitioner for completion. The practitioner will receive an email notification alerting them that further action or information is needed.

5. Resources

Please visit the Northern Health Physicians Website at <https://physicians.northernhealth.ca> for links to resources such as:

- Live Video Demos
- Provincial Dictionaries
- British Columbia Medical Quality Initiative website
- More Q&A's

6. Contact and Support Information

For support please contact the Northern Health Business Coordinator at: NHAppointment@northernhealth.ca or 250-645-6073