

Dear Provider-

Welcome to AHN. We understand you will be seeing patients within the network soon. We want to ensure you are prepared to use Epic and other IT applications.

**Epic Training:**

**Employed Providers** - the Epic Training Team will reach out to you and your hiring manager to set up training.

**Independent Providers** - please place a request with our team and we will be happy to assist. To place a request, email [epictraining@ahn.org](mailto:epictraining@ahn.org) and provide all the following information:

- Full Name
- Specialty
- Primary AHN Location
- Will you be performing scheduled procedures (Y/N)
- Start date/First Patient Date
- Contact information, such as email address or phone number

**Epic+ Applications**

Epic+ applications allow you to access Epic remotely, prescribe controlled substances, dictate and more. It is recommended to install these applications a week prior to seeing your first patient to allow for time for proper installation. Below is a list of applications with setup instructions and contact information for support.

Application	Task
Network Log on	Visit Reset. AHN.org to reset your password. For additional assistance call EpicPhysicianDirect at 412-330-4357 Option #4
Microsoft Authenticator	Microsoft Authenticator is an application that grants remote access. For support call EpicPhysicianDirect at 412-330-4357 Option #4 <i>Attachment: Microsoft Authenticator Start Guide</i>
Workspace One	Following the appropriate guide for the device, set up workspace one on your device. This MDM (Mobile Device Management) application must be installed per AHN Policy for the device to access the AHN network. Successful configuration of this application will allow you to have access to AHN Email, Microsoft Teams, Epic Haiku / Canto, and Epic+ applications. For support call EpicPhysicianDirect at 412-330-4357 Option #4 <i>Attachment(s): WorkspaceOne Android Enrollment for AHN And Workspace One Install for iPhone iPad</i>
Haiku/Canto	Use guide to set up Haiku & Canto. Workspace One must be configured prior to this step Epic Haiku & Canto User Set-up Guide For support call EpicPhysicianDirect at 412-330-4357 Option #4 <i>Attachment: Epic Haiku &amp; Canto User Set-up Guide</i> <i>Please note: Workspace One must be configured prior to this step</i>
Imprivata/EPCS	Electronic Prescriptions for Controlled Substances.1 For assistance with enrollment; call Epic Provider Direct 412-330- 4357 and press 4 <i>Attachment: EPCS GUIDE</i> <i>Please note: Workspace One must be configured prior to this step</i>

We look forward to working with you and making your experience with IT onboarding a positive one.

Sincerely,

AHN IT Provider Readiness Team