



## Frequently Asked Questions about Excellian™ Web

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### What is Excellian Web?

Excellian Web is a secure Web site that allows Allina's affiliated clinics to view portions of their patients' Excellian electronic medical records via the Internet. Users can access a list of all of their clinics' patients that are currently admitted in one of Allina's hospitals using Excellian. They can also look up patients who have been discharged and access information about those visits. Excellian Web is connected directly to Allina's Excellian database, so the information is always current.

### What type of information will I be able to see on Excellian Web?

Excellian Web offers read-only access to Excellian and some portions of the record are not accessible to the clinic employee. Users can view chart review, lab and procedure results, demographics, insurance information and surgery schedules. Excellian Web users cannot order tests or add information to a patient's chart.

### Who can use Excellian Web?

Excellian Web is available to employees at clinics with a provider who is privileged at one of Allina's hospitals using Excellian for patient care. Excellian Web is designed for the clinic's support staff – primarily business office professionals and care coordinators.

### What does it cost?

Excellian Web is free; however, it requires "two-factor authentication." If Excellian Web is used with VPN Client or LAN to LAN, it is free to the user. However, if Excellian Web is used with RSA Security Tokens, there is a \$150 charge per token.

### How do I sign up for Excellian Web?

Please contact Pennie Kohls at (612)262--6152 or [Pennie.Kohls@Allina.com](mailto:Pennie.Kohls@Allina.com) to start the process. Pennie will review the sign-up process and help you determine the most appropriate type of security (two-factor authentication) for your clinic. If your clinic is a first time user of Excellian Web, Allina requires a signed External Access Agreement and a signed System Access Agreement that define the Excellian Web terms and conditions. The External Access Agreement and the System Access agreement are also located at [www.Allina.com/Excellian](http://www.Allina.com/Excellian) for your convenience.

### Do I still need Physician Linkage?

Physician Linkage will co-exist with Excellian Web until all of Allina's hospitals have implemented Excellian. You will need to use Physician Linkage to print census information at Allina hospitals not yet using Excellian.

### What is two-factor authentication?

Authentication verifies the identity of the individual trying to gain access to a computer. The user must present identification, and the computer authenticates the identification before granting access. Two-factor authentication requires the user to present two forms of verification, reducing the risk of someone gaining unauthorized access to information. Access to Excellian Web will typically be gained through the combination of user ID/password and use of an RSA Security Token.

### What is an RSA Security token?

An RSA Security Token is a small device that generates an access code every sixty seconds that is used in conjunction with an established Allina identification to sign in to the Excellian computer system.



### What is a VPN?

Virtual private network (VPN) is a secure connection between two devices. This connection is referred to as the "secure tunnel," which is used to send encrypted information between the two devices. The two types of VPNs are SSL and LAN to LAN.

### What is a SSL VPN?

SSL VPN is the most flexible of the three VPNs and is the recommended method of connection for most users. SSL VPNs use a browser to create a secure tunnel between the user's device and Allina. This makes connecting to Allina easy from any device that has an Internet browser. However, with flexibility comes greater risk, so Allina requires a two-factor authentication in the form of an RSA Security Token.

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### **What is LAN to LAN VPN?**

LAN-to-LAN VPNs are used to securely connect two organizations over the Internet. This type of VPN is the most complicated and expensive of the three and requires technical expertise to set up. LAN-to-LAN VPN is usually reserved for large business partners of Allina.

### **What system requirements do I need?**

LAN-to-LAN VPN and SSL VPN run on virtually all Microsoft-based operating systems, including XP, Windows 2000, and NT. Excellian Web can be used on a Macintosh, but support is limited.

### **Can I print from Excellian Web?**

You may print from Excellian Web, however, any information printed is not part of the legal record and must be filed under Correspondence. This is no different than information obtained through the paper ROI process. If you receive a request for a copy of a patient record, you may not release the Correspondence section – instead please notify the requestor to contact Allina to release that information.

### **How do I know if there has been an addendum or update to a document previously viewed and printed?**

It is the affiliated clinic's responsibility to go back to the source on any information they place in Correspondence to verify whether or not it has been updated. You may do this by going back into Excellian Web to view and print the most current information, or you may request the information via the paper ROI process from Allina Health Information Management.

### **How do I sign in?**

Once you have been issued an Excellian Web ID, please go to [www.Allina.com/Excellian](http://www.Allina.com/Excellian) to sign in. If you are using an RSA Security Token, you will be asked to provide the code on that token as well as your Excellian Web ID. Next you will be presented with the Excellian Web sign in page and be asked to enter your Excellian Web ID and password. If you are using a VPN Client, you would start the client up and enter your Excellian Web ID and password. Next you will be presented with the Excellian Web sign in page and be asked to enter your Excellian Web ID and password.

### **I am having problems using Excellian Web. Who should I call?**

Please call the Allina help desk at 612-262-1900 or 1-800-315-4085.

### **I think the information in Excellian Web is inaccurate. Who should I call?**

Please call the Allina help desk at 612-262-1900 or 1-800-315-4085 to report the discrepancy.

### **I forgot my password or user ID. How do I get a new one?**

Please call the Allina Technology Support Center (TSC) at 612-262-1900 or 1-800-315-4085 to reset your password or for assistance with your User ID.

### **I lost my token. What should I do?**

Please call the Allina help desk at 612-262-1900 or 1-800-315-4085 to order a new token. You will be charged approximately \$150 for a replacement token.

### **I am having a problem with my token. What should I do?**

The tokens are under warranty and will be replaced free of charge in the event they become defective. Please call the Allina help desk at 612-262-1900 or 1-800-315-4085 to order a new token.

### **I want to add a new user. What should I do?**

To sign-up a new user for Excellian Web please complete the Excellian Web Access Request Form found at [www.Allina.com/Excellian](http://www.Allina.com/Excellian). You will be notified once you have been setup on Excellian Web.

### **A user at my clinic no longer works here. What should I do?**

Please report terminated users to [Pennie.Kohls@Allina.com](mailto:Pennie.Kohls@Allina.com) or 612-262-6152. Terminated employees must be inactivated in Excellian Web immediately.

### **Can I transfer the RSA Token to another user?**

Yes! If a staff member terminates with your clinic and was assigned an RSA token, we can transfer that token to another individual who has or will be getting Excellian Web access. Include the Serial Number off the back of the token when requesting a token transfer.