

## Frequently Asked Questions about Remote Access to Excellian

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### What is remote access to Excellian?

Remote access to Excellian enables providers to log into Excellian from a location (e.g. home, office) outside of an Allina facility. When accessing Excellian from a remote location, providers will be able to do everything in Excellian that they would do if they were using Excellian at an Allina facility (i.e., chart, orders, etc). Remote access does not replace a clinic's current practice management (e.g. billing) or clinical system.

### What types of remote access exist?

There are two types—fully interactive and view-only. Providers will have remote access to Excellian. Clinic office staff can access a view-only version, called Excellian™ Web.

### What does it cost?

Remote access to Excellian is available to Allina Medical staff members at no cost, however, providers must first complete Excellian training. Allina is covering the cost of the provider's security token.

### Does remote access require additional training?

No, however, providers are required to successfully complete Excellian training in order to obtain remote access to Excellian. Upon training completion, providers will be sent a security token and detailed instructions to log-in to remote access to Excellian.

### Can providers access outpatient charts and information for consults from their clinic even if their clinic hasn't purchased Excellian?

Yes, with remote access to Excellian, providers can review any patient record, including clinic, inpatient and emergency room visits. It is important to remember that all information in Excellian is audited; therefore, providers (and clinic staff) should only view the portions of the chart relevant to the patient's episode of care, within HIPAA regulations.

### What equipment is needed?

To access Excellian remotely, providers will need to have a computer and an Internet connection. In addition, providers will use an RSA Security Token (shown here), a small device that can fit on their key chain, to access Excellian remotely.



### How do providers sign-up for remote access to Excellian?

Providers interested in signing up for remote access to Excellian can do so when completing their Excellian training assessments. The trainer will take their name and information, and security tokens will be sent to the providers at their clinic address. If the provider was not signed up in training, they may call and request a token at 612-262-1900 or 1-800-315-4085.

### Who supports providers using Remote Access to Excellian?

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

### If a provider thinks information in Excellian is inaccurate, who should they call?

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

### What if a provider loses his/her password or user ID?

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.

### What if a provider loses or is having problems with his/her RSA Security Token?

Please call the Allina help desk at 612-262-1900 or 1-800-315-4085. If a token has been lost, the provider will be charged \$150 for a replacement token. Defective tokens are covered by warranty and will be replaced free of charge.

### How do I sign in?

Once a provider has completed Excellian training and received their RSA Security token, they can sign in online at [www.Allina.com/Excellian](http://www.Allina.com/Excellian). Users should click on "Remote Access for Token Users" under the Remote Access section. Those requiring assistance with logging in can refer to step-by-step instructions under the Remote Access section, or call the Allina Technology Support Center (TSC) at 612-262-1900 or 1-800-315-4085.