

(header) **St. Joseph's Healthcare Hamilton**

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St. Joe's has implemented NirvSystem to manage our learner onboarding processes effective for all new/returning learner placements starting July 1st 2021.

Once your placement has been confirmed in MedSIS, you will receive an email inviting you to register in NirvSystem. Once logged onto the system, it will guide you through completing your pre-placement requirements. ***It is important that you complete the registration as soon as possible to ensure your access is ready for your placement start.***

Start by logging in and completing the registration form, then review and complete all pre-placement requirements. In NirvSystem, you will be able to self-register and launch your Dovetale training and access key documents including your St. Joe's computer credentials.

Once all your requirements are completed, you will be ready to commence your placement.

Learners based at St. Joseph's Healthcare Hamilton and its 3 campuses also have access to a wide range of technology resources and supports including Dovetale (Epic EMR), videoconferencing via OTN, remote access via Citrix, and Wi-Fi at St. Josephs' Charlton, King and West 5th campuses. In addition, library services are available and additional support is available through the Centre for Education and Innovation (CEI) Offices.

Major Applications/Resources:

- Dovetale (Epic) EMR including integration with:
 - MyDovetale (Epic Patient Portal)
 - Virtual Patient Visits and eFaxing prescriptions
 - ClinicalConnect – South-West Regional Portal
 - Ontario Laboratory Information System (OLIS)
 - Haiku/Canto – mobile access to Dovetale via phone/tablets
 - DMO (Dragon Medical One) – mobile voice recognition dictation with Dovetale
- NIS (Dialysis Treatments)
- Numerous Online Clinical Databases via the Library Services **located at the Centre for Education and Innovation** (e.g. APA, BMJ Best Practice, Cinahl, Dynamed Plus, e-CPS/RxTx, Micromedex, Ontario Drug Formulary etc.)
- Remote collaboration colleagues/supervisors via Zoom
- SJHH Password Manager (reset passwords from anywhere) **[SJHH Password Manager](#)**
- NirvSystem new Learner Onboarding Portal coming July 2021
- Learning Management System
- Simulation Centre

Technical Support

The Charlton and West 5th campuses have onsite full-time technology specialists who are able to provide support for St. Joes owned technology and systems and AV Specialists who may be able to assist/support OTN conferencing and video creation.

The Digital Solutions Service Desk is staffed 7/24/365 (905-522-1155 ext. 33040) or directly submit support requests via **Self-Service Portal** to assist in facilitating resolutions to technology issues. Residents on community rotations rely on the technical resources available at local clinics for access and support.