2024 – 2025 FELLOW/RESIDENT ORIENTATION

## PATHOLOGY INFORMATION SERVICES (PATHIS)

UAB Department of Pathology

WHAT IS PATHOLOGY INFORMATION SERVICES "PATHIS"?

- PathIS acts as your IT "Hub" for all other IT Departments on UAB Campus including Central IT (AskIT) and Hospital System Information Services (HSIS)

- PathIS is here to provide conformity in computing with regards to development, design, documentation, control of software and systems provided for the Department of Pathology.

- PathIS assists you in all types of UAB related computer support and provide you with resources to accomplish your job here in the department. If you need something you can't find, we'll be happy to point you in the right direction.

Please ask us for assistance when you need it!

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WHAT PATHIS SUPPORTS & PROVIDES

- Computer hardware purchasing, repairs and upgrades of specific Dell branded computers in North Pavilion, HSB, Highlands and MEB (aka Russell)

- Dell and HP Printers.

- Repair and installation of legally purchased and free (approved) business applications.

- Software support for applications like MS Office, Adobe Acrobat, Endnote, etc.

- Encrypted requests and assignments.

- Maintenance and backups of file storage servers for the department.

- Data recovery from Pathology network drives.

- Assistance with VPN requests for Cerner remote access.

- How do you identify the computer name you are using?
    - Each computer and printer have a skinny label with its unique network name.
    - Computer NAMES are made of: PATH-{BuildingInitials + Room#}
    - Each computer has a support label like this:

PATH–JW4005–1
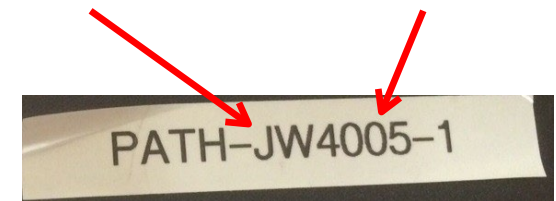
YOUR IT STAFF & CONTACT INFO

- Israel Ponce-Rodriguez – Director/Manager
- Tim Awtrey – Systems Administrator II
- TBA – Information Systems Specialist I
- TBA – Information Systems Specialist I

E-MAIL ADDRESS: pathis@uab.edu (Work Order System)

- Find us on the web: http://isp.path.uab.edu
- HELP DESK PHONE NUMBER: 4-6610 (205-934-6610)
- Physical Address: 500 22nd Street South, Whitaker Clinic, Suite 404
- https://helpdesk.path.uab.edu
- Working Hours: 8am to 5pm, Monday – Friday, except holidays.
- ***No support is given for users at home or personal PCs or personal computer equipment.***

STANDARD WINDOWS SOFTWARE

- Windows 10/11 Enterprise, 64-bit

- Microsoft Office 365 (Outlook, Word, PowerPoint, Excel and Access

- Endnote 21

- Adobe Acrobat DC (yes, the writer one), Chrome, and Microsoft Edge only.

- Citrix Client (Cerner)

- Malware and data leak applications

UAB MEDICINE EMAIL

- Uses your Health System Active Directory account

- Web URL: https://webmail.uabmc.edu

- Authenticating using a PC client (Outlook) requires *"ad\"* in front of username
  - i.e. ad\username

- Offers the following:
  - 2-year online emails/10-years archive emails
  - Ability to send/receive encrypted email
  - Secure access through web and smartphone devices using Microsoft MFA (Multi Factor Authentication:
    - secure delivery of email to mobile devices
    - ability to connect devices to the Health System data network
    - secure text messaging
    - ability to utilize mobile applications as developed

- Secured access from outside UAB using Firefox, Edge and Chrome: (https://webmail.uabmc.edu)

WHERE CAN I SAVE MY DOCUMENTS?

ALWAYS Save Your Documents to the Departmental Servers

H-Drive. It is your personal share space on the Pathology server for business files only.

K- Drive. This is your resident and AP faculty share drive. Here you can put any information you wish to share with other residents (in AP rotation and your AP Faculty.

L-Drive. This is your resident share drive. Here you can store any business documents that you wish to share with other residents and fellows.

These network drives are the most reliable drives to save your documents because they are backed up every day. Make it a habit to save a copy of everything you work on to this space.

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WHERE SHOULD I **NOT** SAVE MY DOCUMENTS?

- In the Cloud. This is method is not allowed by UAB Medicine Security folks.

- **P – Drive**. This network drive is used for sharing information on a temporary basis. It is very useful location to share information outside your group (residents and AP/CP Faculty) but IT IS NOT SAFE for PERMANENT STORAGE and IT IS NOT FOR HIPAA OR OTHER PROTECTED INFORMATION

- **C – Drive**. It is against UAB, Hospital and the Department of Pathology policy to save any documents to the C Drive. The C drive and its contents are not backed up at all. In the event of a hard drive or computer failure, virus infection, theft or any unforeseen problem related with the computer, your data could be lost completely or fall under the wrong hands. Any data found on this location will be deleted randomly when it is found.

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A MOBILE STORAGE SOLUTION - encrypted flash drives/Citrix Sharefile

- An IronKey is an ALWAYS-ON hardware encryption FLASH DRIVE. It is centrally managed by HSIS so they can reset your password or destroy your flash drive remotely in case of loss.

- If you need one, please e-mail us at pathis@uab.edu. We will provide you with prices and how/where to pick them up.

- Even though your data is secured on an IronKey, please use it only as temporary storage. Your originals and working documents should always be stored on the drives above (H, K, L & M)

- Citrix ShareFile is an approved CLOUD BASED storage.

  - Microsoft OneDrive, UAB BOX and others are not approved for folks dealing with clinical data.

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REMOTE CERNER ACCESS

- UABHS VDI available to everyone. MFA needed.
- Contact pathis@uab.edu for more information.

Cloud Services

- There is currently only one CLOUD storage supported: Citrix Sharefile.
    - It is accessible anywhere within the United States and only some countries.
    - You can share information with colleagues with UABMC.EDU addresses.
    - Unlike network drives, there is no backups available for this system.
    - Microsoft OneDrive, UAB BOX and others are not approved for folks dealing with clinical data.

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IMMUNOQUERY & EXPERTPATH SUBSCRIPTIONS

- Available to all active Residents in Pathology (only).

- If needed, contact pathis@uab.edu to request an account.

- ImmunoQuery login: https://app.immunoquery.com/

- ExpertPath login: https://app.expertpath.com/

USEFUL LINKS (MAYBE?)

http://www.path.uab.edu ➜ Department Website

https://helpdesk.path.uab.edu ➜ Ticketing system for Pathology IT

http://isp.path.uab.edu ➜ Pathology Information Services (this presentation will be there too)

http://www.uab.edu/humanresources/home/hr-programs/perks ➜ Employee "PERKS"

http://uab.onthehub.com/ ➜ Software for PERSONAL owned computers.

https://citrix.hs.uab.edu/ ➜ Cerner Remote Site (VPN needed)

https://www.oneuabmedicine.org Click on the *Information Services* link at the top of the page which will take you into the HSIS Cherwell Portal

QUESTIONS?