

How to Manage Inactive Users in HCAI

A user is a person who has access to HCAI using their own unique user name and password. Your facility can have as many user accounts as required.

- **Did you know** that deactivating inactive users is one of the best practices to keep your facility data secure?
- Deactivating a user immediately removes their access to HCAI.
- If the deactivated user is also a provider, the provider profile should be deactivated as well. Refer to the "How to Manage Inactive Providers" steps found on page 2.

If you can view the **MANAGE** tab and the **USER MANAGEMENT** sub-tab, it means you are able to deactivate inactive users at your facility. To deactivate a user, click on the Manage tab > then the User Management sub-tab. In the "Search for Users" section, select "Active" as the user status and click the "search" button. In the search results screen, select the name of the user you would like to deactivate.

Add a New User

To add a user into HCAI, click "Add User".

ADD NEW USER

Search for Users

Enter your search criteria and click "Search".

User Status: Active
 Deactivated

Last Name:

First Name:

User Name:

Employee ID:

E-mail:

Facility Roles

Facility Administrator Form Support
 Facility User Administrator Provider Report Viewer
 Form Submitter

SEARCH

Note: Click here to add a new user in the future

In the "Add/Edit/User" screen, click the "Deactivate" button near the top right corner. Once selected, you will see a confirmation message stating "User Deactivated".

DEACTIVATE

Add/Edit/View User Details

Complete all required fields (*) to create a new HCAI user. An e-mail with the username, password and link to HCAI will be sent to the user's email address. For the detailed User Management guide, go to www.hcaiinfo.ca. Note: If provider name does not appear on list, helpdesk may not have received signed enrolment form.

* Organization Type: Facility
 * Organization: Hilltop Rehab
 User Status: Active

Is this user a provider? No Yes

* Select the provider: ▼

How to Manage Inactive Providers in HCAI

A provider is a person who delivers care to patients at your facility, allowing their name to be referenced on an Ontario Claims Form (OCF).

- Providers who no longer work at your facility should be deactivated by applying an end date. The HCAI Guideline mentions that within 10 days of an employee leaving the facility, or upon a provider’s request to be removed, the facility must update the Health Professionals List. For more information, refer to [page 11 and 12 of the Guideline](#).
- OCF-21:** The provider’s name will continue to appear in the drop-down list for six months after the end date. This will allow you to continue to bill for dates of service while the provider was still at the clinic.

If you can view the **MANAGE** tab and the **FACILITY MANAGEMENT** sub-tab, it means you can manage providers at your facility. To deactivate a provider click on the Manage tab > then the Facility Management sub-tab. Scroll down to the “Associated Providers” section and click on the name of the provider you would like to deactivate.

Associated Providers

(1 of 1)

[ADD PROVIDER](#)

View: 50 items ▾

| ▲ Provider Name | ▶ Start Date | ▶ End Date |
|----------------------------------|--------------|------------|
| Huda, Elisa | 2019/05/06 | |
| Mac, Patrick | 2019/06/04 | |
| Nars, Jessica | 2019/05/06 | |
| Oster, Olivia | 2021/01/06 | |
| Terroni, John | 2020/02/25 | |
| Turner, Reese | 2019/06/05 | |
| Yellowstone, Pam | 2019/07/09 | |

Note: Click here to add a new provider in the future

In the “Provider Details” section, click on the calendar icon to select an end date. Click **SAVE** to save your changes.

Provider Details

Fill in the fields to add or edit a provider in HCAI. Once a provider is added, the First Name and Last Name fields will not be editable.

NOTE: All fields with an asterisk (*) are required.

Status: Approved

* First Name: Reese

* Last Name: Turner

Default Hourly Rate (\$/hr):

* Start Date: 2019/06/05

End Date: 