FAQs Log In & Session Timeouts

Why do I have to log into Epic?
Epic security measures are in place to ensure that only people involved in patient care can see information. All electronic medical records are encrypted and available only to authorized individuals who have a secure login and password. All computers comply with Epic hardware and security requirements. To access Epic, a user must log in from their computer desktop at the hospital or practice. Alternatively, a user can enter via a Citrix portal. When done, the user must log out of Epic.

What are the timeout values for my Epic Session?
For safety measures, the system will automatically log out the caregiver or user if he or she is not actively using the system for a pre-defined period. As the chart shows, generally after 15 minutes of inactivity, an Epic session will “timeout” or go to a secure screen.

From the secure Epic screen, you may “unlock” the session by re-entering your user name and password. If your secure Epic session is not “unlocked” within 15 minutes, the session will automatically close (shutdown). Your computer does not turn off, but you are no longer in the Epic “hyperspace” environment. Any information placed into the record and not saved before the “timeout” is not stored in that record.

How do I multi-task with Epic?
You may multi-task away from your session and remain active based on your user role (see timeout chart). To prevent your session from “locking” click on the white space within your Epic screen before the active time expires.

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**Epic Timeout Session Chart**

<table>
<thead>
<tr>
<th></th>
<th>Secure</th>
<th>Logout</th>
<th>Shutdown</th>
</tr>
</thead>
<tbody>
<tr>
<td>System</td>
<td>5</td>
<td>60</td>
<td></td>
</tr>
<tr>
<td>Non-Clinical User</td>
<td>15</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(Epic team, Lab Draw, Registration, Schedule)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workstation*</td>
<td>15</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>Inpatient/Ambulatory</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>** Procedural</td>
<td>120</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workstation Areas</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Portal</td>
<td>15</td>
<td>30</td>
<td></td>
</tr>
</tbody>
</table>

* Inpatient and Ambulatory practices located in the hospital as well as those located outside the hospital

** Radiology, Interventional Radiology, OR, Labor & Delivery, GI, Cath Lab, Perinatology, and Anesthesia WOWs

What do you mean by Inactivity?
This refers to the amount of time (minutes) that you are in Epic but are not using an application. Here are three ways we define secure, logout and shutdown.

- Secure: You were inactive in Epic for specific time and your session moves to a secure screen.
- Logout: You are logged out of Epic session. Enter your user name and password to resume work.
- Shutdown: You have exceeded the secure screen timeout. Your Epic session is over.

Can I extend my session times?
No. We established session timeouts to comply with all privacy and security protections established by HIPAA. We also received guidance in a review of other healthcare systems using Epic.

How can I tell what my session timeouts are in my current location?
Based upon your location, defer to the chart to determine your settings.

How can I use partial dictation without having my Epic session timeout?
To prevent “locking” while dictating “click” on the white space within the Epic screen or click on the grey dictation box before your active time expires. Be sure not to hit the stop or delete button.

Having Problems? ITS Help Desk: 203-688-4357
Physicians call: 203-502-4357 or 855-207-3742

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