TRAINING UPDATE

Lab Location:	GEC, SGMC & WAH	**Date Distributed:**	10/28/2015
Department:	Mgmt, QA &	**Due Date:**	11/11/2015
	Tech Specialist	**Implementation:**	**11/11/2015**

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
SmartSolve® (Pilgrim) EDCS: Basic User Functions and Information GEC.QA213, SGAH.QA852, WAH.QA851 v1
Description of change(s):
Section 2: Remove Nichols Institute Section 4.2: Remove references to Chantilly BU Section 6.5: Update instruction to set repository selection as the default view. Section 9: Add instructions to view/access documents if search contains more than the default of 200 documents. This revised SOP will be implemented on November 11, 2015

Document your compliance with this training update by taking the quiz in the MTS system.

Approved draft for training (version 1)

Non-Technical SOP

Title	SmartSolve® (Pilgrim) EDCS: Basic User Functions and Information
Prepared by	Leslie Barrett Date: 10/29/2013
Owner	Cynthia Bowman-Gholston Date: 10/29/2013

Laboratory Approval		
Print Name and Title	**Signature**	**Date**
Refer to the electronic signature page for approval and approval dates.		

Local Issue Date: Local Effective Date:

Review		
Print Name	**Signature**	**Date**

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1. **PURPOSE**

    The purpose of this Standard Operating Procedure (SOP) is to describe basic SmartSolve® v9.1 (often referred to as Pilgrim) user functions and provide practical and useful information on how the SmartSolve electronic document control system (EDCS) works.

2. **SCOPE**

    This SOP is intended for use by all SmartSolve Users, Department Document Managers and Approvers at the laboratories of Quest Diagnostics at Germantown Emergency Center, Shady Grove Medical Center and Washington Adventist Hospital.

3. **RESPONSIBILITY**

    3.1   The **Quality Assurance (QA) Department** is responsible for the maintenance and periodic review of this SOP.

    3.2   It is the responsibility of the department **Document Manager** and **department management** to communicate any changes in users and/or user rights, approval staff/matrix to the SmartSolve Local Administrator in a timely manner.

    3.3   **All SmartSolve users are responsible for**:

    3.3.1   Using this SOP as a reference, and becoming proficient in the processes described as applicable to their responsibilities and/or needs.

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3.3.2 Contacting the Local SmartSolve Administrator if assistance is needed.

3.3.3 Adhering to the following requirement:
Copies of documents (either hardcopy or electronic) may NOT be given to anyone off-site, whether or not they are employed by Quest Diagnostics Incorporated. All off-site requests must be directed to the Local SmartSolve Administrator or the QA Department as part of the document control process.

3.3.4 Printed reference copies of a SOP made from SmartSolve during an employee's shift must be discarded by the end of their shift. The only exceptions are those printed and maintained in the designated binders for SOPs and other documents. Discard documents in the confidential documents shredding bin.

4. DEFINITIONS

4.1 Controlled Copy

Printed paper copy of the original SOP on SmartSolve made from the PDF file and placed into the department's SOP binder. Obsolete or no longer needed controlled copies are destroyed following current practice for confidential documents.

4.2 SmartSolve User Types

EndUser – An EndUser has basic system rights that currently include the ability to search, find, view and print currently approved documents in the ~~CHA~~ Adventist Laboratory SOP Repository.

Approver – An EndUser who is a member of department/BU management who has been included on one or more document approval routes. Responsible for reviewing, approving, or rejecting a document. Has viewing rights to both SOP and Validation repositories.

Department Document Manager – An Enduser who has been assigned additional rights to process new, revised, periodic review, expiring SOPs, and validations for the department in which they work. Manger rights have been assigned in both the SOP and Validation Repositories.

Local Administrator – The ~~Chantilly~~ Business Unit QA Department staff member(s) assigned to perform the duties of document control and SmartSolve System Local Administration. Contact the Local Administrator for:
- New accounts or status changes
- User rights/roles – new or changes
- Technical assistance, questions, training, new system requirements, etc.

4.3 Periodic Review (also called Recurring Review (biennial)

All technical and non-technical SOPs must be reviewed and reapproved by the appropriately designated and licensed department director on a periodic basis not to exceed 24 months from the previous reviewed date.

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5. **YOUR SYSTEM RIGHTS AND USER FUNCTIONS**

System rights are defined by using Roles and granted by the Local Administrator as directed by individual department management. Roles allow users to access specific individual areas of the system. If a user does not have rights to perform a specific function or access a section of the system, the item will not display in the main navigation menu.

If you do not currently have the user access rights you need for a particular function or process, please contact the Local Administrator, who will assist you in applying for additional rights.

6. **LOGGING IN TO SMARTSOLVE**

6.1 The main login screen is the first entry point in to SmartSolve Portal. The login performs all of the initial security and licensing verifications for the system.

6.2 To login to SmartSolve you must have a Quest Network User ID and a login password. If you do not remember them, contact your Supervisor.

6.3 **ALL users:** You must have an *Electronic Signature Password Acknowledgement Form* on file in the QA Department. By signing this form you confirm that your electronic signature password represents your signature and that you understand it is considered a legally acceptable and functionally binding equivalent of your paper-based signature. Even if you currently are not assigned to an approval route you must complete and turn in the form. Contact the Local Administrator is you have not received a copy of the form.

6.4 Remember: When you exit SmartSolve, always click **Logout** first. Never use only the Windows "X" button to leave SmartSolve.

6.5 **To log in, do the following:**

1. Double-click the SmartSolve icon.

2. The login page appears.

3. In the **Login ID** field, type your Quest network ID. In the **Password** field type your network (<u>not</u> LIS) password. Click the **Sign In** button

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Note: When you change your network password, your SmartSolve password updates simultaneously. The **Login Password** field is **case-sensitive.** If you attempt to enter a password while the Caps Lock button is on, you will receive an error message.

4. The SmartSolve Home Page will appear.

5. If you are logging in for the first time you will want to first:

→ Click on **VIEW**
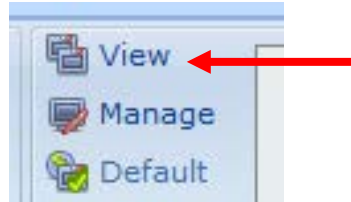
→ Then click on **EDCS Change Order** and then click on **Default.**
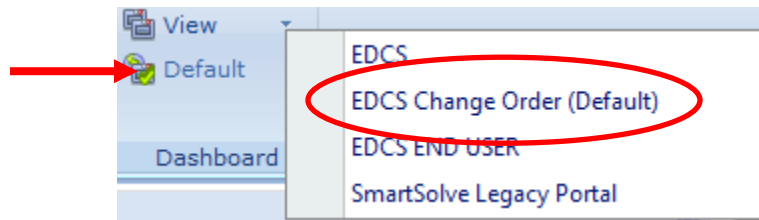
→ This setting will enable to view Quick Links icons.

NOTE: The system will automatically log you out after 20 minutes of inactivity.
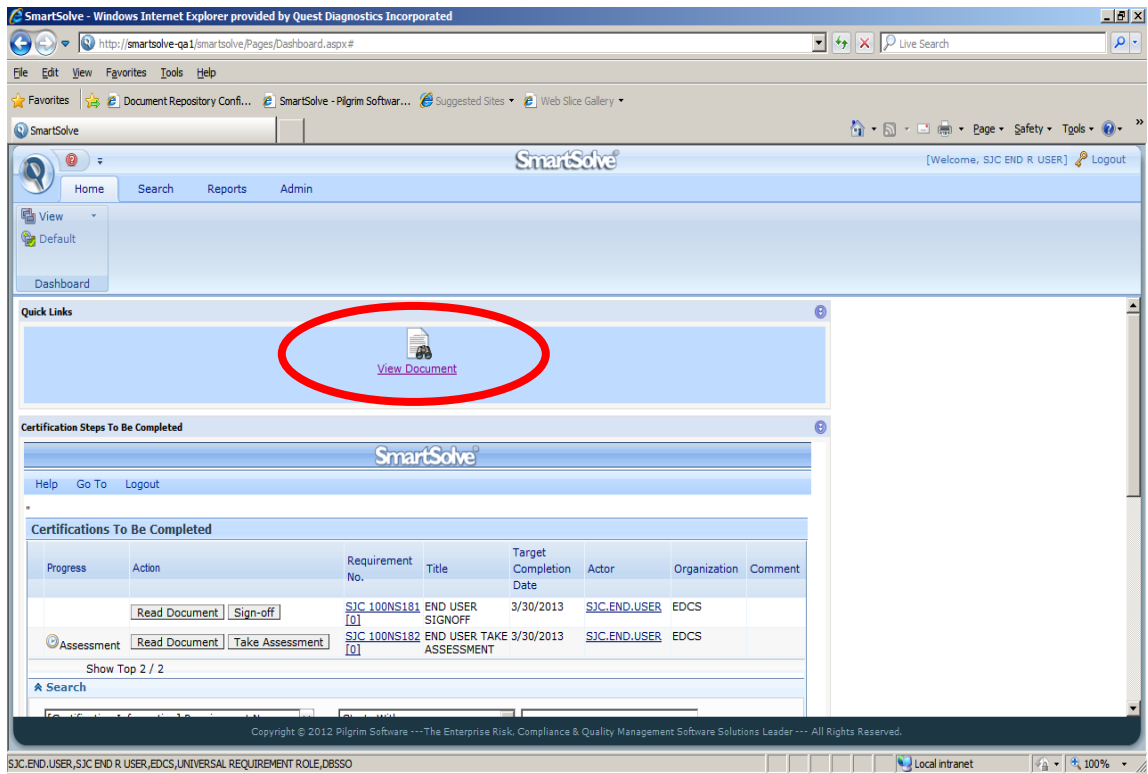
7.   FORGOT YOUR PASSWORD?

Use SAM (Secure Access Manger) to reset your Quest network password.

8.   SEARCH/FIND/VIEW/COPY/PRINT A DOCUMENT

Important note when searching for a document: As of 10/07/2013 (go-live date with SmartSolve), any leading zero's in the version numbers have been dropped (example: version 007 became 7).

8.1   To view documents, click on the View Document icon.

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8.2 To view SOPs, select the **ADVENTIST HOSPITAL LABS Documents By Dept-EDCS** repository and make this your default. Based on your assigned role(s) the dropdown might show you additional repositories to choose from (i.e., Validations).
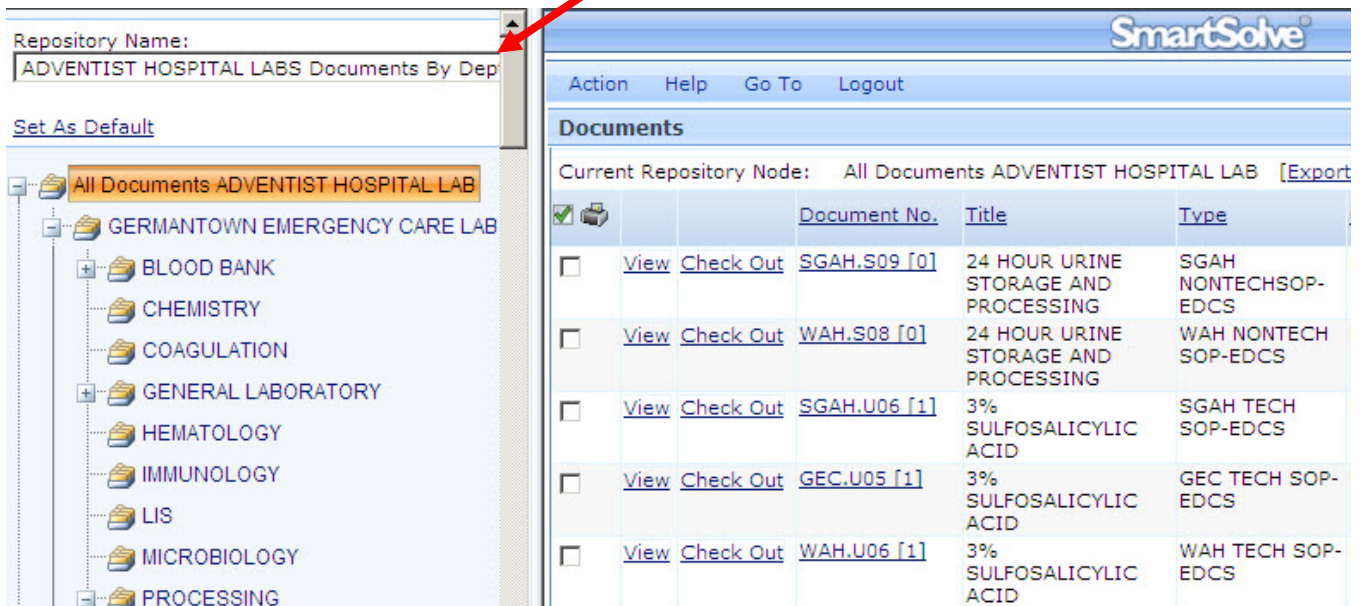
8.3 You are now at the **All Documents** level. All Adventist Lab (GEC, SGAH and WAH) SOPs will be listed and searchable in the right side of the screen.

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8.4 **To view a specific department's SOPs**: In the left side of the screen scroll down to find the appropriate lab location, and then click on the department's name. That department's SOPs will now be listed in the right side of the screen to view and search. Forms are listed in a separate folder near the bottom and are shared across labs.

Notes:
- The subfolders (called categories) under a department name will be populated as SOPs are assigned a category by the department Document Managers. This is just a secondary viewing choice. SOPs will always be viewable at the **All Documents** and the **Department** levels.
- Lab and department folders can be compressed by clicking the minus sign or expanded by clicking the plus sign.

8.5 **On the right side of the screen you can** Click a _column_ header to sort the documents alphabetically or numerically depending upon the contents of that column.

Click the printer icon (see blue arrow in above screen shot) to **display all SOPs in a list** to scroll through, rather than do page, by page, by page (red arrow).

You can also **export the list** (or any search result) into an Excel document by clicking on the **[Export]** link (see green arrow in above screen shot).

8.6 **Scroll down to** the bottom of the right side of the screen to use the **Search** function to look for a specific SOP.

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Option 1:   Type in the word for which you want to search. Click the Search button. Your
result will appear above the Search area.

Option 2:   You can leave the "Title" field blank and click on **Add** to add another row.
This second row is defaulted to search based on a Document Number. You
can change the default to 'Contains'. Your result will appear above the Search
area.

8.7   Full Text Search

1.   In your chosen repository, scroll to the bottom of the department listing and click on
Full Text Search.

2.   For Search Name choose the appropriate site (GEC – EDCS, SGAH – EDCS or
WAH – EDCS)
3.   Make your choices and then click Search.

8.8 View/Copy/Print

IMPORTANT!!!

→ **Use your department's existing SOP manuals to view a printed copy of a SOP.**

→ **If you print a copy of a SOP from SmartSolve for use at your workstation you <u>MUST</u> discard it in a confidential shredding bin by the end of your shift.**

→ **Copies of documents (either hardcopy or electronic) may NOT be given to anyone off-site, whether or not they are employed by Quest Diagnostics Incorporated. Refer to section 3.3 for additional details.**

1. To view a document click on the **View** icon. The PDF will open. The PDF includes the cover page (approvals and Local Effective Date) and the SOP. You can copy or print at this time.

2. To view any Attachments associated with a SOP, click on the Document Number. When the next window opens, you will see the Profile page. **Attachments** will be on the left side of the screen. The number of attachments will be shown in parenthesis **(2)**. Click on **Attachments** to view the list. Click on the attachment's file name to open it. Once open, you will be able to copy or print it.

3. Most of the Adventist Laboratory forms are maintained as separate documents and found within the forms folder. These are most easily identified as beginning with the prefix "AG.F." To view those associated with a SOP, click on the Document Number. When the next window opens, you will see the Profile page. **References** will be on the left side of the screen. Click on **References** to view the list. Click on the file name to open it. Once open, you will be able to copy or print it.

Documents

			Document No.	Title	⊞Type	⊞Owner	Effective Date	⊞Status
Current Repository Node: GENERAL LABORATORY [Export]

☑🖶			Document No.	Title	⊞Type	⊞Owner	Effective Date	⊞Status
☐	View	Check Out	WAH.L26 [3]	ATTENDANCE POLICY	WAH NONTECH SOP-EDCS	LESLIE.X.BARRETT	1/22/2013	RELEASED
☐	View	Check Out	WAHQDHOS703 [1.0A]	AUTOVERIFICATION POLICY FOR HOSPITAL BASED LABS	WAH CORP NTECH-EDCS	LESLIE.X.BARRETT	8/29/2012	RELEASED
☐	View	Check Out	WAH.L40 [1]	BINDER FORMAT STANDARDS	WAH NONTECH SOP-EDCS	LESLIE.X.BARRETT	7/24/2012	RELEASED
☐	View	Check Out	WAH.L04 [1]	CALL HANDLING	WAH NONTECH SOP-EDCS	LESLIE.X.BARRETT	3/19/2012	RELEASED

9. VIEW/ACCESS DOCUMENTS OVER THE DEFAULT VIEW NUMBER OF 200

SmartSolve will only make the first 200 documents viewable/accessible of any department list or search result. If your list or search result contains more than 200 documents follow the example below steps to view/access the remaining documents.

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1. Navigate to the appropriate document repository. The information below shows a total of 563 documents and the system loaded 200. To view/access the remaining ones follow the next steps.

2. Click on the **Document No.** column header to sort by document number (low to high).

3. When sorted from low to high, click on the '**…**' after page 10 (seen below the search criteria section).

   1 2 3 4 5 6 7 8 9 10 …

   Then click on page 20 to get to the final page for the first 200.

   … 11 12 13 14 15 16 17 18 19 20

4. Click on **ADD** to add a **Document No.** search line, change the middle column to **Is Greater Than**, and type in the last document number. Click on **Search**.

5. This will return a result list containing the remaining documents.

10. **IMPORTANT NOTES REGARDING DATES ON THE PDF COVERPAGE:**

   10.1 **The Implementation Date** on the SmartSolve PDF cover page for all documents imported into the new EDCS SmartSolve will indicate a date during the first week in October 2013. These dates reflect the dates our documents were migrated into the new

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system. Our go-live date in the new system was 10/07/2013. Once a document goes through a revision approval process in the new system the Implementation Date will reflect the Local Effective Date of the new version. Until then, always refer to the MasterControl signature manifest for the Local Effective Date and any approval information.

10.2 **The Effective Date** on the SmartSolve PDF cover page: This date can reflect either the Local Effective Date or if the SOP last went though a recurring review on MasterContol, it will reflect the last recurring review approval. Refer to the MasterControl signature manifest to confirm the Local Effective Date. In the new system, once a document goes through a revision approval process, the Effective Date and the Implementation Date will indicate the same date for the new version. Until then, always refer to the MasterControl signature manifest for the Local Effective Date and any approval information.

11.   LOGGING OUT OF SMARTSOLVE CORRECTLY

IMPORTANT NOTE:

It is **very important** that you use the **correct Logout method**. **Do not use the X** in the upper right corner of the window to Logout. Only use the X to close a pop-up window.

11.1   Always Logout of SmartSolve by clicking on **Logout**.
OR
Click the Q and choose **Logout** from the drop-down menu.

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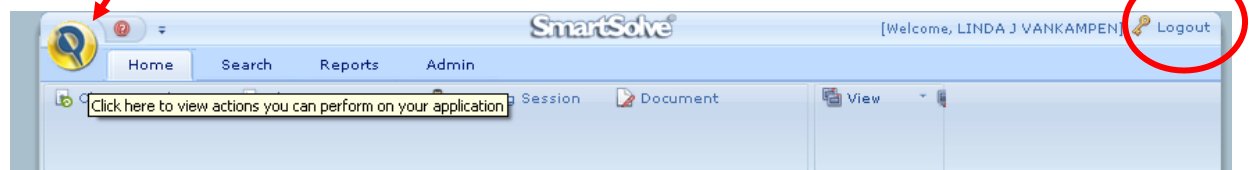
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11.2 If you are using a shared desktop, always log off of the network.

12. ARCHIVED/EXPIRED DOCUMENTS

12.1	Procedure to view archived documents
1.	You will not be able to view archived documents unless you have been assigned those rights.
2.	Login to SmartSolve.
3.	Click on the **View Document** icon.
4.	For **SOPs** choose the **ADVENTIST HOSPITAL LAB Documents By Dept- Dept Mgr-EDCS.** For **Validations** choose the **ADVENTIST HOSPITAL LAB Validations By Dept- Dept Mgr-EDCS** repository.
5.	Scroll all the way down and click on **Archived Documents**.
6.	Search for your document as described in section 8.6.
Note	Although all documents were migrated to the new EDCS SmartSolve system the approval history for all migrated documents was not. Refer to MasterControl for all approval history prior to 10/07/2013. Is you need assistance, contact the Local Administrator.

13. ELECTRONIC SIGNATURES

13.1 Electronic signatures within the SmartSolve application are considered a legally acceptable and functionally binding equivalent of paper-based signatures.

13.2 Sharing of passwords among users is strictly prohibited in order to maintain the security and integrity of electronic signatures.

13.3 Staff is fully accountable and responsible for actions initiated under their electronic signatures.

14. STORAGE

There is electronic storage in SmartSolve of all draft, released and archived documents. The system is based on network servers that are backed up daily.

15. RELATED DOCUMENTS

MasterControl: Basic User Functions and Information, QA procedure
Document Control, QA procedure

16. REFERENCES

SOP CHA QM.721v0, *SmartSolve® (Pilgrim) EDCS: Basic User Functions and Information*

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17. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
0	10/13/15	Section 2: Remove Nichols Institute Section 4.2: Remove references to Chantilly BU Section 6.5: Update instruction to set repository selection as the default view. Section 9: add instructions to view/access documents if search contains more than the default of 200 documents.	L Barrett	C Bowman

18. ADDENDA AND APPENDICES
(located as Attachments on the document Profile)

Electronic Signature Password Acknowledgement Form
EndUser Instructions (Pamphlet format)

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