

Quick Reference Guide

Doctors Hub Dashboard

What you get in Doctors Hub Dashboard

- Access to Cabrini applications through one dashboard, either onsite or remotely
- Multifactor Authentication into the dashboard enables secure access to Cabrini's clinical and business applications

On your own device, on site or remote, you will get access to library and reference systems, and new apps that previously were only available on hospital devices, for example WebPAS, Medchart, PROMPT

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A. Set up Multi-Factor Authentication (MFA)

Multi-Factor Authentication (MFA) protects our data.

Cabrini is using **Imprivata ID** for MFA.

When you sign on to **Doctors Hub** for the first time, you will be required to configure your **Imprivata ID**.

Hereafter, you sign on to **Doctors Hub** with a password, which is the first authentication. This pushes a message to your smartphone.

Approve this message on your phone as the second authentication to access the Cabrini network.

What you need

To sign on to **Doctors Hub**, you need a username and password. This is the username that you use to sign on to the Cabrini hospital network.

You will receive this as part of your on-boarding process.

Minimum system requirements

A number of Cabrini’s clinical apps are designed primarily for desktop use and may not be optimised for mobile devices.

Windows PC	Macbook	iPhone	iPad	Android
Windows 10 21H2 or greater	macOS 11 or greater	iOS 15 or greater	iOS 15 or greater	Android 11 or greater
Imprivata ID (Mobile App)	Imprivata ID (Mobile App)	Imprivata ID (Mobile App)	Imprivata ID (Mobile App)	Imprivata ID (Mobile App)
Citrix Workspace App	Citrix Workspace app for Mac	Citrix Workspace App	Citrix Workspace App	Citrix Workspace App

B. Enrol your existing **Imprivata ID** app with the Cabrini network

Cabrini is using **Imprivata ID** for MFA.

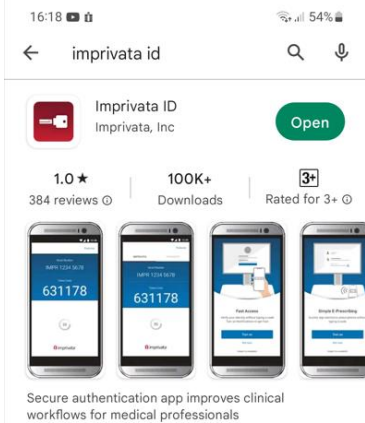
You may be connected to another organisation that also uses **Imprivata ID**. You therefore have **Imprivata ID** installed on your phone already.

- Enrol **Imprivata ID** with the Cabrini network.
- At **Section C** below, follow only **Steps 3 to 7**, and then **Steps 12 to 15**.

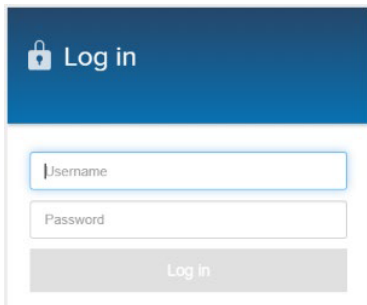
C. Install MFA on your smartphone and enrol it with the Cabrini network

Follow these steps to install and enrol **Imprivata ID**. Do this only when you sign on to **Doctors Hub** for the first time.

1. On your smartphone, open the:
 - App Store on an Apple device, or
 - Play Store on an Android device.
2. Search for and install the **Imprivata ID** app.



3. Open an internet browser on any device and go to **Doctors Hub**
<https://doctorshub.cabrini.com.au>
4. Sign on with the username and password that you use to sign on to the Cabrini hospital network.

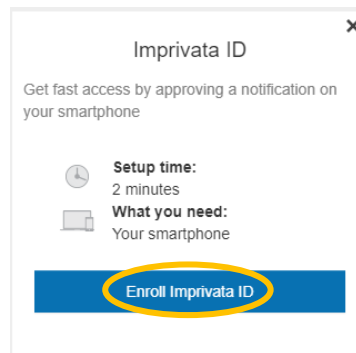


5. If it is the first time you use your user name and password, change your password.

Note: Passwords must contain no dictionary words or personal information, be at least 8 characters long and contain at least 3 of: lower case letters, upper case letters, numbers and special characters.



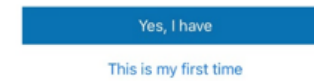
6. Tap **Enrol Imprivata ID**.



7. Leave the internet browser open and open the **Imprivata ID** app you installed on your phone.

8. Tap either option to continue.

Looks like you haven't enrolled Imprivata ID on this phone yet.
Have you used Imprivata ID before?



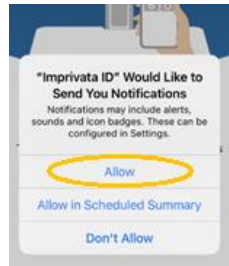
9. Tap **Turn on** to enable Fast Access. This allows push notifications to be sent to your phone for easy and fast approval.



Fast Access
Verify your identity with a simple tap



10. Tap **Allow** to confirm Fast Access.

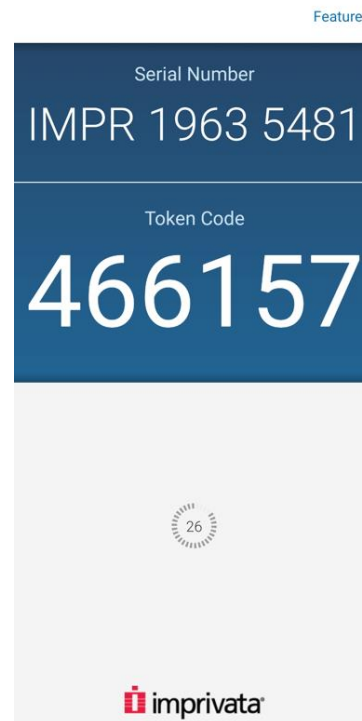


11. Tap **Not Now** on the following two screens to disable Simplified E-Prescribing and Automatic Signout.

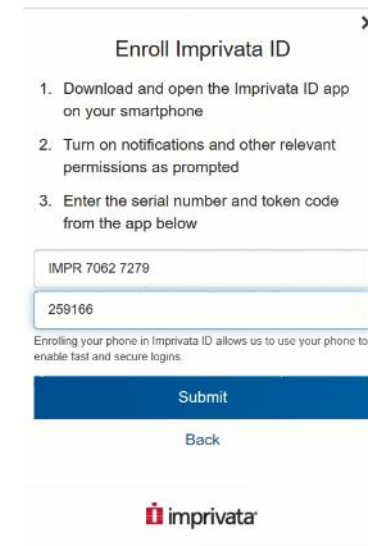


12. Write down the Serial number and Token code from the **Imprivata ID** app.

Note: The Token Code will only be valid for 30 seconds, then a new code is generated. The current code must be used when registering in Step 14.



13. Navigate back to the internet browser displaying the Doctors Hub.
 14. Enter the Serial number and Token code.
 15. Tap **Submit**.



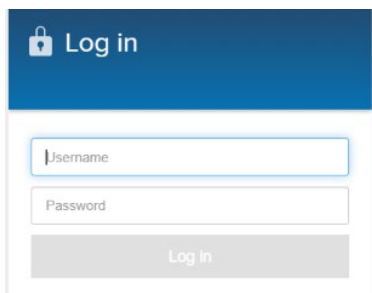
Result:

- Your **Imprivata ID** app is now enrolled on the Cabrini network. Every time you sign on to Doctors Hub hereafter, approve a push notification on your phone as second authentication of your identity.
- If you followed these steps, you will be at the **Doctors Hub Dashboard**. Go to **Section E**.

D. Access Doctors Hub using Imprivata ID for MFA

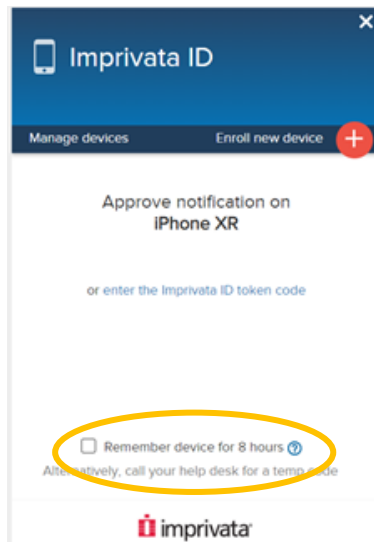
This is for the second and every next time you sign on to Doctors Hub. **Imprivata ID** is already installed and enrolled with the Cabrini network (see **Section C**). Follow these steps to access **Doctors Hub** using **Imprivata ID** for MFA.

1. Open an internet browser on any device and go to the Doctors Hub <https://doctorshub.cabrini.com.au>
2. Use your network user name and password to sign on to Doctors Hub.



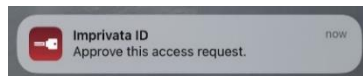
The image shows a login form with a blue header containing a lock icon and the text "Log in". Below the header are two input fields: "Username" and "Password". At the bottom of the form is a grey button labeled "Log in".

Note: A push notification is sent to your phone with **Imprivata ID**.

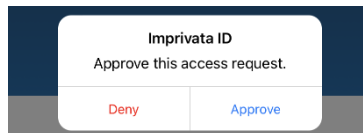


Note: To extend the timeout period for 8 hours, tick this box. This setting will be saved.

3. On your phone, touch this push notification.



9. On your phone, touch Approve.



Result: You approved the push notification as second authentication of your identity and you will be at the **Doctors Hub Dashboard**. Go to **Section E**.

E. Doctors Hub Dashboard

A number of Cabrini's clinical apps are designed primarily for desktop use and may not be optimised for mobile devices.

The Dashboard provides:

- Access to Cabrini apps you require through one dashboard
- MFA into the dashboard enables secure access to all the applications in the dashboard – no further MFA is required.

The following apps do not require another sign-on and will open directly when you click on them:

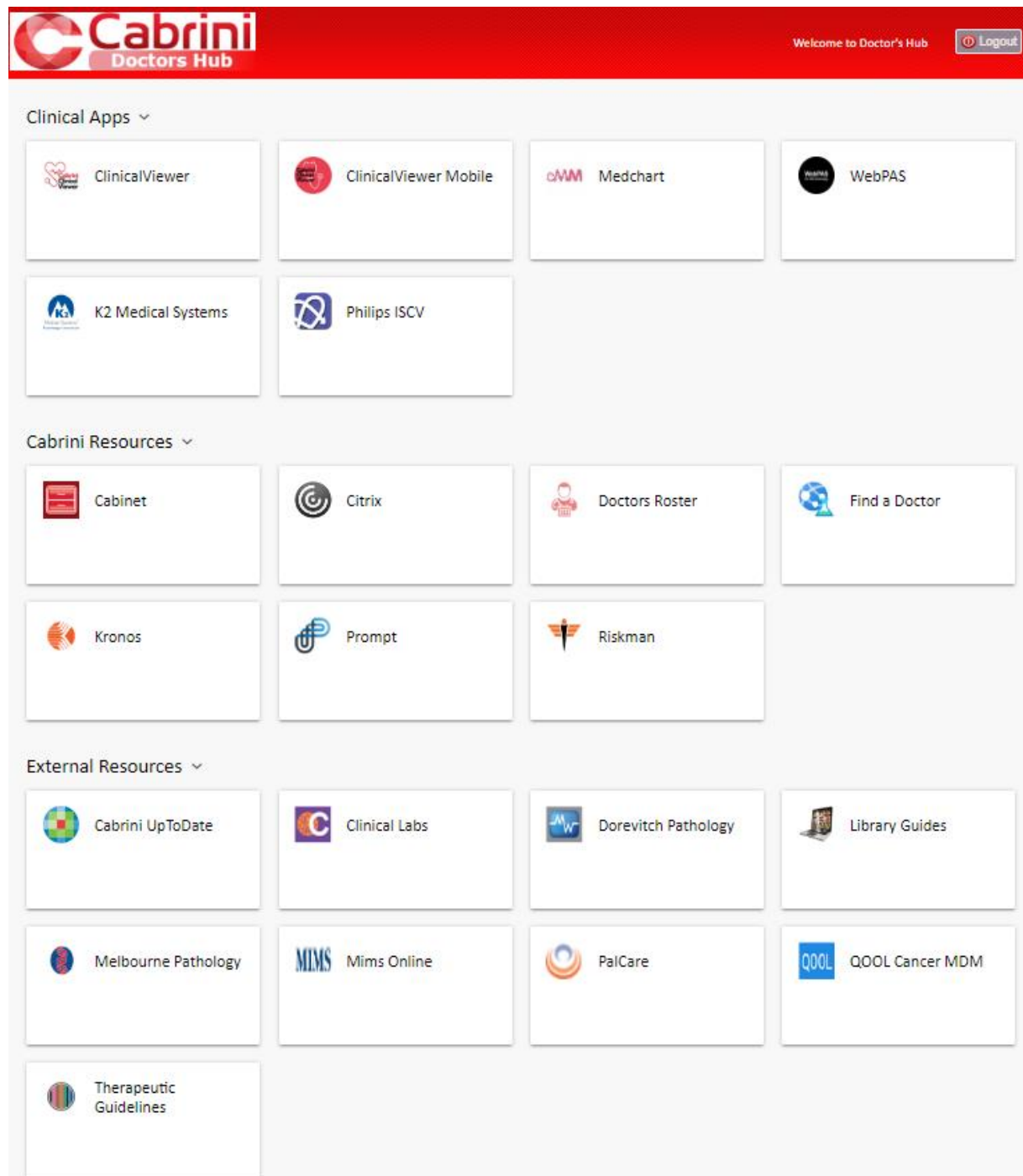
- Citrix
- Mims Online
- Therapeutic Guidelines
- Microsoft Teams

The other apps require you to sign on with the username and password relevant to the app.

TIP Before accessing Doctors Hub, ensure that you know your username and password for all apps you use. Change passwords if this is the only way to find out what your password is.

TIP Store your passwords in a secure password manager. Cabrini recommends [KeepPass](#).

Mac users still need to use Citrix to access MedChart either directly or through WebPAS/Clinical Viewer.



The screenshot displays the Cabrini Doctors Hub dashboard. At the top, there is a red header with the Cabrini logo and the text "Doctors Hub". To the right of the header, it says "Welcome to Doctor's Hub" and has a "Logout" button. Below the header, the dashboard is organized into three main sections: "Clinical Apps", "Cabrini Resources", and "External Resources". Each section contains a grid of application tiles, each with a logo and the name of the application. The "Clinical Apps" section includes ClinicalViewer, ClinicalViewer Mobile, Medchart, WebPAS, K2 Medical Systems, and Philips ISCV. The "Cabrini Resources" section includes Cabinet, Citrix, Doctors Roster, Find a Doctor, Kronos, Prompt, and Riskman. The "External Resources" section includes Cabrini UpToDate, Clinical Labs, Dorevitch Pathology, Library Guides, Melbourne Pathology, Mims Online, PalCare, QOOL Cancer MDM, and Therapeutic Guidelines.

F. Citrix Applications

Continue to access the apps you currently access via Citrix, using the Citrix tile on **Doctors Hub**. Apps accessible via Citrix include CHARM and Cabrini UR Lookup.

Accessing applications on Citrix

Citrix workspace must be installed **on every device** you use to access Citrix from **Doctors Hub**.

Click on the applicable link to access the Citrix Workspace to download and install:

- [Citrix workspace for Windows](#)
- [Citrix workspace for Mac](#)
- [Citrix Workspace for iPhone/iPad](#) – Go to the App Store and search for Citrix Workspace
- [Citrix Workspace for Android](#) – Go to Play Store and search for Citrix Workspace

G. Sign out

Doctors Hub will time-out after 30 minutes of inaction, unless you ticked the box to extend this to 8 hours.

To sign out, close your browser or click the **Logout** button in the top right corner of the screen.



FAQs

I have a new device and can't approve **Imprivata** access to the Cabrini Network

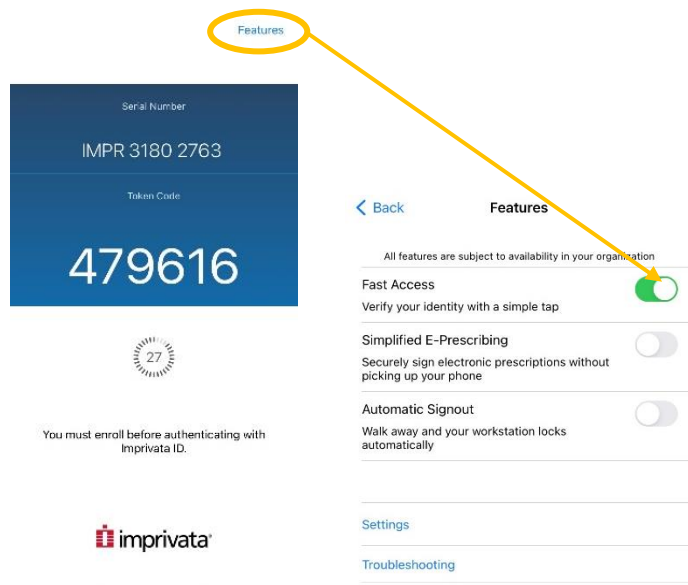
- Whenever you replace your mobile device, you must re-enrol **Imprivata ID** before you can use it for MFA.
- Call Service Desk to remove the previous Serial number and then enrol again. See **Section C > Step 3**.

I accidentally deleted **Imprivata ID** (or it was deleted automatically)

- You will need to re-install **Imprivata ID** on the same mobile device and then re-enrol the app before you can use it again.
- Call Service Desk to remove the previous Serial number and then enrol again. See **Section C > Step 3**.

I am not receiving **Imprivata ID** push notifications

Fast Access must be enabled to receive push notifications.



Your mobile device includes tools to stop the delivery of notifications from apps. Review these settings to confirm that **Imprivata ID** has permission to display notifications.

Your Android device may include a tool that restricts notifications and services for apps that it thinks you're not using. Review these settings to exclude **Imprivata ID** from these restrictions.

I enter the **Imprivata ID** code from my mobile, but it is rejected

Call Service Desk to remove the previous Serial number and then enrol **Imprivata ID** again. See **Section C > Step 3**.

How do I use a password manager to store my passwords?

You may be used to a password manager and autofill feature associated with your browser. This means that your username and password were autofilled when you accessed various apps. From **Doctors Hub** you lose this feature.

Before accessing your apps from **Doctors Hub**, you must know your username and password for each app you use. Change passwords if this is the only way to find out what your password is. This is the ideal time to capture your passwords into a password manager.

Cabrini recommends [KeePass](#). After downloading and installing a password manager, you will save your passwords in a secure database file. Regularly create a backup of this file and store it where you can access it from all your devices.

What username and password must I use to access **Doctors Hub**?

- You will receive a username and password as part of your on-boarding process. Go to **Section A**.
- If you already access systems at Cabrini using MFA, then sign on with the username and password that you use to access the Cabrini hospital network.
If you are unsure of your username, contact Service Desk for support.

My username and password doesn't work to access **Doctors Hub**

- An autofill feature associated with your browser could be filling a username and password for a different app. Try typing your username and password.
- We understand that you have numerous usernames and passwords for various Cabrini apps. Work with the Service Desk. They can tell you what username you must use to sign on to **Doctors Hub**, and they can reset your password.
- Service Desk can also tell you what username you must use for the various apps on the dashboard.

When I access apps from **Doctors Hub Dashboard**, I must sign in to the apps again

- Once you've signed on to **Doctors Hub Dashboard**, some apps unfortunately still require a second sign on into the app at this stage
- MFA is a cybersecurity requirement and some apps don't support single sign on integration with **Doctors Hub** at the moment
- We're on a journey. We've worked hard to give you this product as soon as we can. Additional integrations will occur in the near future. In the meantime, please come to **Doctors Hub** knowing the username and password for the apps you use.

I can't load apps in Citrix – something downloads and then fails

If you are in Citrix and you click on an app but it doesn't load, you probably need to download and install Citrix Workspace for the device you are using.

Even if you think you already have Citrix Workspace on your device, we recommend that you update the app.

Click on the applicable link to access the Citrix Workspace for your device:

- [Citrix workspace for Windows](#)
- [Citrix workspace for Mac](#)
- [Citrix Workspace for iPhone/iPad](#) – Go to the App Store and search for Citrix Workspace
- [Citrix Workspace for Android](#) – Go to Google Play and search for Citrix Workspace

Why is there **Clinical Viewer** and **Clinical Viewer Mobile**?

If you are on an iPhone, select **Clinical Viewer Mobile** rather than **Clinical Viewer**. **Clinical Viewer Mobile** is optimised for mobile use.

Can I save shortcuts on my Mobile for quick access to the various apps on **Doctors Hub Dashboard**?

Yes! Sign on to **Doctors Hub**, tick “Remember device for 8 hours” and approve the multi-factor authentication. At the Dashboard, use the usual way to save a shortcut on your device. This could be saving a bookmark (Chrome); saving an icon to your Home Screen; or similar.

Sign on to **Clinical Viewer Mobile** (and any other apps that you want to save a shortcut for). Once in the app, save your shortcut as above.

At the start of every day, follow the following procedure:

- Use your shortcut to sign on to Doctors Hub, tick “Remember device for 8 hours” and approve the multi-factor authentication.
- Use the shortcuts you saved on your device to access any apps you use.
- Until the 8 hours expire, you will be able to access your apps with a single keystroke from your shortcuts.

Support

Contact Service Desk if you have any issues accessing **Doctors Hub** or applications within **Doctors Hub**.

Phone 03 9508 1010

Email servicedesk@cabrine.technology

Doctors Hub QRG v9