

# Remote access of axiUm

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**Virtual Desktop (VDI)**, allows us to access a virtual copy of axiUm from any web browser.

The intention is to allow students, staff and faculty full access to axiUm outside the school. Here are some general rules that we have come up with that should frame your use of VDI.

## Use of Virtual Desktop (VDI) - Some Rules of the Program:

Here are things you **CAN** do:

**Note that during the COVID19 emergency, Dean Karimbux approved for us to write notes, complete some procedures, and approve those notes and procedures off site.**

1. Always use a privacy screen when you are out in public.
2. Please put your screen saver on so that it automatically locks within 5 minutes of inactivity.
3. Never leave your computer unattended.
4. You may access VDI from any web browser.
5. You may do almost everything in axiUm except items that need a swipe or a signature. Below is a list of common activities:
  - You may view and request appointments
  - You may enter information into the contact notes.
  - You may update medical and dental information if a patient gives that information to you.
  - You may develop a Treatment Plan, it just cannot be approved.
  - You may update the Odontogram.
  - You may view axiUm messages.
1. You may use a computer or an iPad to access VDI, however a phone will make the screen too small to see.

Here are things you **CANNOT** do:

1. Please DO NOT access VDI when you are in a public location. There is the possibility of seeing Protected Health Information when in a public location; therefore, we respectfully request that you do not use it when in a public location.
2. No case/treatment notes should be written on a case off campus. (This rule may be adjusted by the Dean in case of emergency)
3. No prescriptions should be written off campus. (This rule may be adjusted by the Dean in case of emergency)
4. No Consents or approving Treatment plans can be done off campus as they require a signature from the patient. (This rule may be adjusted by the Dean in case of emergency)
5. Periodontal probing documentation should not be updated.

Moving forward, **daily audits** will be done on who has used the system and what was done in the system. This will give us an opportunity to remain diligent when it comes to items that we have deemed inappropriate for students, staff and faculty to do while not on campus. For example, students writing case notes after the fact; faculty members signing off on work when not present on campus. Please

remember, this is a privilege that we have been given to help us be more efficient in our work. We must work together to ensure the proper use of this by everyone who will have access.

**For the duration of the clinic closure due to the New Corona virus pandemic, Dean Karimbux approves the use of VDI access for students to write notes and for faculty to approve procedures, forms and case notes to facilitate management of student rosters and transfer of patients. When the clinic reopens, this message will be deleted and the rules will return to normal.**

**Please be mindful that there are consequences if Audit Report indicates that inappropriate access/attempts to access information are determined:**

1. First offense: Verbal warning
2. Second offense: Removal of access to VDI for one month.
3. Third offense:
  - Faculty: report to Department Chair
  - Staff: report to Staff Supervisor, with subsequent following of appropriate process.
  - Student/Resident: report to EPC

**Here is how to access axiUm while you are off campus:**

- Open a browser
- Connect to <https://vdi.it.tufts.edu/>
- Click on the right icon "VMware Horizon HTML access"
- Enter your Tufts username and password & click Login
- Select AxiomCIS – Dental Clinical Services
- Once the windows desktop appears, click on Axiom icon
- Login as normal

**To disconnect:**

- Logout of axiUm
- Close the desktop by clicking Start/Logoff
- Close browser page

**For a positive experience, please refer to the below instructions:**

- It is best to use Safari for Mac, Chrome for Mac or Windows.
- If using a laptop and experiencing a resolution error, reduce the Zoom on your browser to approximately 75%.
- Both Chrome & Safari have this feature, and it can be adjusted regardless of what website you are visiting.
- Once the Zoom is reduced, open your patient EHR (most common module requiring the resolution).
- With the EHR open, you can adjust the Zoom back to 100% or your personal preferred level so it is not difficult to read.
- Leave the EHR open when switching between patients, this will ensure you do not have to keep adjusting per patient.
- If using a laptop and size of text or icons is too small, you can increase the zoom on the browser using the same steps.

- Reference links below detail the use of the features described above for each browser.

**Safari (Apple):** <https://support.apple.com/guide/safari/zoom-in-on-webpages-ibrw1068/mac>

**Chrome (Google):** <https://support.google.com/chrome/answer/96810?hl=en>

Any issues with these instructions, please feel free to write or call the **Help Desk:** [it@tufts.edu](mailto:it@tufts.edu) or **617-637-3376**.