

July 22, 2010

Receiving Coordinator Overview

Summary:

This guide provides step-by-step instructions on the key elements for receiving, managing and replying to placing agency requests.

Associated Icons:



Details on placement requests



Go To Inbox in Calendar Mode

Background

Receiving Coordinators (RC) are responsible for redirecting placement requests to a Destination Coordinator (DC) for their consideration. If a DC has an active user account then the request will be redirected electronically (Redir) to their Inbox, otherwise the redirection process will generate a PDF copy of the placement request for (Redir-P) for delivery via email or fax.

Receiving Coordinators need not login to HSPnet on a daily basis -- an email will be sent if there are one or more **Pending** requests in their HSPnet inbox awaiting response.

Step 1 – Login to HSPnet

1. Click the link provided in the body of the email, or visit www.hspcanada.net from Internet Explorer.
2. Click your province on the clickable map to view the login page and local HSPnet News.
3. Enter your User ID (usually first initial + last name) and your password.

Note: If you forget your password, please use the [Help with Forgotten Password](#) link to request that a new password be sent via email.

Step 2 – Review Your Welcome Screen

1. On login, the Term dropdown is filtered to “Today” which shows all placements active today and for the coming four-month period. You may need to change the Term dropdown to the term specified in your email from HSPnet, then click **Refresh View**.
2. Incoming placement requests requiring your attention will be listed in your Inbox Summary as **Pending**. Click [Preview](#) to open the **Preview: Pending Requests** window.

Step 3 – Redirect Placement Requests

1. Click the checkbox for one or more Pending requests to be delivered. Select “Redirect” from the Action Dropdown and enter any options (Reply By date, format of the printed request, etc.). For delivery of requests to multiple destinations, check the “Individual PDF for each Placement Request/Destination” checkbox to create individual PDF’s that can be delivered via email if the Destination Coordinator is not using HSPnet.

The use of the “Redirect” action is very efficient because:

- a. It automatically delivers the request to the inbox of any DC’s with HSPnet access OR
 - b. It automatically generates an individual PDF file for delivery as an email attachment to DC’s without HSPnet access (and updates your Welcome screen to remind you when the printed reports are ready to be delivered);
 - c. It changes the request status to Redir (for online DC’s) or Redir-P (for non-user DC’s) which helps track delivery status for you AND signals to the schools that you are taking action.
2. Your Welcome screen will be updated to change the pending requests to “xx Requests Pending at the Destination”, so you can continue to monitor them for a timely reply by the DC. One of two scenarios will occur:

Scenario 1 – Destination Coordinator (DC) is using HSPnet

3. If the DC has an active user ID, they will receive an automated email message notifying them of Pending placement requests (message is repeated every 7 days unless they login). The DC can then Accept (status changes to AccD) or Decline (DecD) the request and assign a preceptor/supervisor if required.
4. Once the DC replies, your Welcome Screen will indicate in your Action Needed Column “xx Requests Acc-D to be AccA” or “xx Requests DecD to be DecA”. It is the responsibility of the RC to complete the process by Accepting or Declining on behalf of the Agency.

Inbox Summary		
Request Status	Action Needed	For Followup
New	0 New Dests to be Redirected	
Pending	4 Pending 1 to be Delivered	9 Pending - Redir 4 Pending - Redir-P 0 Pending - Auto-Redir
Accepted	1 AccD to be AccA	11 AccA to be Confirmed
Declined	0 DecD to be DecA	280 Declined
Confirmed	103 need Supervisor Assignment	16 need Student Assignment
Total: 646		
Cancelled		74 Cancelled

Scenario 2 – Destination Coordinator (DC) Not Using HSPnet

5. If the DC does not have an active user ID, the redirection process will change the placement request’s status to “Redir-P” and a PDF copy of the request form will be added to your Report Queue. The PDF file will be ready for delivery in one minute or less, and a red warning “xx Redirected Reports to be Delivered” will appear in your Welcome screen.
6. To email the placement request form, click the red link from your Welcome Screen or click **Reporting** → **Queue** in the left navigation.
7. To deliver a report with status of “Ready” - click to open the **Send an Email** window for delivery from HSPnet. Alternately, you can click Preview to view the file in Adobe Acrobat Reader, from where it can be saved locally, printed, or sent as an email attachment from your email system.

Send An Email

Separate multiple recipients with a semi-colon.

From: test@hspcanada.net

To: Thompkins, Jessie (Dest. Contact) <jessie@nha.ca>
 Simpson, Laura (Service Contact) <hspnet@hspbc.net>
 Carrier, Claire J (Program Coord.) <test@hspcanada.net>

Other:

Cc:

Subject: * Copy to Sender

Attachment: https://hspnet.bcit.ca/HSPnetDev/Reports/DC570DCC866258C4EB3CC17978CF629C5E05FA21.pdf

Gabriel Tremblay
 Clinical Education Coordinator
 University of BC, Faculty of Nursing

Mark as Delivered

8. The **Send an Email** window will:

- Automatically insert the email address of the DC (or RC/Service Contact) if their contact information is entered in HSPnet;
- Allow you to enter one or more Other or Cc recipients;
- Allow you to enter a Subject and custom message (both are mandatory).
- Attach the PDF file in encrypted format
- Send a copy of the message and attachment to your regular email account for your records;
- Mark the report in your Report Queue as “Delivered” to help ensure that you track delivery of all printed reports.

Step 4 – Accept/Decline on Behalf of non-HSPnet DC’s

9. Click [Preview](#) from the Welcome Screen for “xx Requests Redirected but Pending at the Destination”
10. Select one or more placement requests using the checkbox, and choose “Accept by Agency” or “Decline by Agency” from the Action dropdown.
 - Enter the name or title of the person on whose behalf you are replying;
 - Enter a reason (mandatory) when declining a request.
11. Click **Submit** to change status and update your Welcome Screen.

Preview: Requests Redirected but still Pending at Destination

Assign Preceptor: Select an individual from the dropdown and click green checkmark to Save

Print List | **Refresh View** | **Close Window**

1 Placement Requests

Status	Course/Type	Start/End	Days/Time	Student	From/Prog	To Agency/Site	Service	Dest
<input checked="" type="checkbox"/>	Redir-P 1000 Prec	Sep 24/07 Nov 9/07	M-F 8		BCIT CritCarNsg	VCHA SPH	Emerg*	ER*

Preceptor:

Select All | **Select None** | Action: **Decline by Agency** **Submit**

Reasons for Decline by Agency

Reason:

Date: On behalf of:

Notes:

Step 5 – Assign Preceptors/Supervisors for non-HSPnet DC's



- Click [Preview](#) to open the **Preview: Requests Confirmed but no Preceptor** window. Select a preceptor from the dropdown; if the preceptor you want is not listed, add that individual to the Staff database by clicking [Add New Preceptor](#). Enter the required information and click to Save.
- Click [Close Window](#) to return to the Preview window; the new preceptor will now be available in the dropdown.
- Once you select a supervisor/preceptor, two icons will allow you to either save the assignment or assign another supervisor.
Preceptor:
- To add another preceptor, click Add to open the **Multiple Preceptors** window. Click and select the second preceptor from the dropdown. Assign a portion of the total placement hours to the new preceptor, and click to Save. Click the Adjust Hours icon to adjust the hours of the other preceptor, or click [Distribute Equally](#) to divide hours equally among the preceptors.

For more details on adding multiple preceptors, see the Quick Reference Guide *Assigning Multiple Supervisors/Preceptors* at <http://www.hspcanada.net/resources/links.asp>

Step 6 – Print Destination Placement Schedules

- From the **Reporting** → **Report Menu** in the left navigation, click **Destination Placement Schedule** from the Placement & Schedules Table.
- Select a Term or enter specific dates and indicate the request statuses to be included.
- Highlight one or more Destinations from the “**not included**” list column and click [>>](#) to add to the “**included**” list.
- Click [Run Report](#) to add the to your Reporting Queue. NOTE – when generating a report for multiple destinations, click the checkbox for “Individual PDF file” to allow delivery via email to each DC.

Things to Remember

- To view the full details of any request, click Details  to view Placing and Receiving Agency contacts, detailed schedule information, and comments/alerts.
- Click **Help/Support** → **Email Help** in the left navigation to seek user support. This will open a new email message pre-addressed to support@hspcanada.net -- a response will be sent in 4 working hours or less.
- The Welcome screen displays “active” requests (Accepted/Confirmed) and those needing attention (Pending, Preceptor Needed). Declined and Cancelled requests do not appear on your Welcome Screen, but are retained in your full HSPnet Inbox. If you need to view a Declined or Cancelled request, for example to change a Declined request to Accepted (or vice versa), visit the Inbox by clicking the GoTo Inbox button .

You have now reviewed the steps to redirecting, accepting, declining, assigning preceptor(s) and printing destination schedules. If you have any questions or need assistance, please don't hesitate to contact us at support@hspcanada.net.

All Our Best
HSPnet Development Team
Health Sciences Placement Network
support@hspcanada.net
www.hspcanada.net