

# FACT SHEET – Student Sunrise EMR Access

23/01/2023

## OFFICIAL

### Purpose

At Sunrise Electronic Medical Record (EMR) live sites all students are required to document the care delivered to clients/consumers and therefore require access to the system. This factsheet is intended to inform health students undertaking a clinical placement at SA Health a clear understanding on how to keep their Sunrise EMR active.

### What is Sunrise?

SA Health's patient EMR is a state-based system called Sunrise EMR. The system is used at major public hospitals and healthcare facilities in metropolitan Adelaide, and in some regional hospitals, where it replaces the need for paper-based medical records.

To access Sunrise, you will require a Health Active Directory (HAD) account. Your HAD account is unique to you. Though your Sunrise EMR and HAD accounts will share the same login information, it is important to remember that they are two distinct profiles. Your HAD account will grant you access to an SA Health computer whereas your Sunrise account will grant you access to Sunrise EMR.

Account administration has occurred prior to your placement commencing. You will receive your login credentials as part of your orientation included will be your HAD account and password. If this is not provided, please contact your education provider's placement unit.

Your login details become your 'electronic signature' within the EMR and is recorded each time you change or add something within the system. Everyone who interacts with information held by SA Health and its services has a responsibility to protect information. Accountability and responsibility must be clearly defined and acknowledged. All users are accountable for their access and use of information. Login details must never be shared with others.

### What should I do if I have Sunrise access issues while on my placement?

#### I can't log into the computer

Please note: HAD Accounts will be inactivated automatically after **150 days of inactivity**. To ensure that your account remains active, periodically log in to an SA Health computer.

If you can't log into the computer the issue is with your HAD account, not your Sunrise account. For any issues with HAD accounts you will need to contact the Digital Health SA Service Desk on 1300 138 913. The Digital Health SA Service Desk can assist with: Password Resets and Account Reactivations.

If the Digital Health Service Desk advises that your account has exceeded its expiry date, then you will need to contact the Student Sunrise EMR Activations team on 8463 6333 or via email at [Health.StudentHADActivations@sa.gov.au](mailto:Health.StudentHADActivations@sa.gov.au).

### **I can't log into Sunrise**

The most common reason you may not be able to log into Sunrise is that your training hasn't been logged in the student training database. If you see the error message "the effective date has not been reached" you will need to make a note of this and contact the Student Sunrise EMR Activations team on 8463 6333 or via email at [Health.StudentHADActivations@sa.gov.au](mailto:Health.StudentHADActivations@sa.gov.au) and provide the team with your HAD ID and the error message you are receiving.

### **I can log into Sunrise however my access is not correct**

If you can log into Sunrise but you are finding that you do not have the correct access for your placement, please contact the Student Sunrise EMR Activations Team on 8463 6333 or via email at [Health.StudentHADActivations@sa.gov.au](mailto:Health.StudentHADActivations@sa.gov.au) and provide the team with your HAD ID and the Sunrise access you require (i.e. OPD access).

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### **For more information**

Better Placed: Excellence in Health Education  
Clinical Collaborative / Office for Professional Leadership  
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Website: [www.sahealth.sa.gov.au/betterplaced](http://www.sahealth.sa.gov.au/betterplaced)

For student Sunrise EMR access enquiries: [Health.StudentHADActivations@sa.gov.au](mailto:Health.StudentHADActivations@sa.gov.au)

