



A member of the Seton Family of Hospitals

COMPASS Information for Physicians Practicing at Seton Medical Center Hays

I practice at another Seton hospital and already have my COMPASS password? Do I need to go to more training?

Unless you are a physician practicing at Dell Children's Medical Center or Seton Medical Center Williamson who has completed COMPASS Phase 3 CPOE training, you will need to complete additional training to practice at Seton Medical Center Hays (SMCH).

How long is training and when is it scheduled?

Two training tracks are available based on your previous computer and electronic medical record experience, and if you are new to the Seton Family of Hospitals. Training time will vary between four and six hours. View the schedule [here](#).

Can I just show up or do I need to reserve classroom time?

To ensure the proper ratio of trainers to physicians and computer availability, it is important to schedule your classroom time in advance.

How do I schedule my COMPASS training?

Please view the online schedule [here](#). To reserve space in a class, contact Dwight Stewart at 512-844-7534 or tstewart@seton.org. You will receive a confirmation of enrollment within 24 hours.

How do I get my COMPASS username and password?

Physicians will receive their personal COMPASS log in and password upon completion of the COMPASS training and demonstration of COMPASS competency.

How do I log into COMPASS from my home or office?

Instructions on accessing COMPASS can be found at on the COMPASS Help section of DoctorLink at <https://doctors.seton.net/CompassHelp>.

Can my medical office staff use COMPASS?

Yes. Medical office personnel can use COMPASS to look up diagnostic data and patient demographic information. An online lesson, *COMPASS Foundations Training*, a COMPASS Account Request form and other helpful documents are available on the [COMPASS Help Section of DoctorLink](#). All personnel accessing COMPASS must use their own unique password issued to them by the Seton Family of Hospitals. It is a HIPAA violation to access private patient information using another person's log in.

I am using COMPASS and have a technical problem. How do I get help?

Physicians with an **immediate technical need** should call the Seton ServiceDesk at (512) 324-1675 and select Option #5.

What onsite resources are available when I need help using COMPASS at SMCH?

SMCH has four staff members dedicated to assisting clinicians using COMPASS. Dwight Stewart, COMPASS Physician Educator, will serve as your primary contact at 512-844-7534. Additionally, three COMPASS Site Coordinators concentrate of the needs of specific specialties:

Acute and Critical Care: Jayme Coffey

Surgical Services and Ancillary Depts: Terri Karcher

Emergency Dept and Women's Health: John Fortune