



CareOregon®

FIDO External User Account Application

Please complete and have your **Supervisor** and your **Site Administrator** sign. Return completed form to AnalyticSupport@careoregon.org

*** Required Fields**

Date of Request: _____

*Organization: _____

Department: _____

*Program/Clinic Location(s): _____

Applicant/Prospective User's Information

*Name: _____

*Job Title: _____

*Email: _____ *Phone: _____

*User's Supervisor Name: _____
Cannot be same as user

*User's Supervisor Job Title: _____

* User's Supervisor Email: _____ *Supervisor Phone: _____

*Site Administrator Name: _____

*Explain business purpose for FIDO Access and rationale for access to PHI (e.g., access required to track CCO Metrics):

*Notes or special instructions, including all clinic location(s) / line(s) of business needed for access:



Confidentiality Agreement

All users are responsible for protecting the confidentiality of patient and proprietary business information accessed via the FIDO secure website. FIDO users may only use confidential or proprietary information accessed via the FIDO secure website for purposes related to his or her work responsibilities. Confidential and proprietary information includes, but is not limited to, member records and information; provider and customer information; technical or operational information; and utilization, quality and cost data.

In addition, FIDO users must adhere to the following business practices to protect confidential and proprietary information from disclosure:

- When no longer needed, copies of confidential business or member information will either be returned to the party the user obtained it from or disposed of by shredding, or by placing the information in the confidential material shredding bin.
- Information on computer screens should be removed from view by the operator when someone who is not in a 'need to know' position comes into the user's work area.
- Written information of a confidential nature should be covered from view when someone whose work responsibilities do not require him/her to access the information is present.
- Information should be routed within a protective envelope with "confidential" clearly marked on the exterior of the envelope.
- Written information will be stored in a locked location with access limited to the individual(s) who is/are responsible for that aspect of the business.

Any violation of this policy will be considered serious and may result in immediate termination of FIDO access.

*User's Signature: _____ Date: _____

*User's Supervisor/Program Lead's Signature: _____ Date: _____

Cannot be same as user

*Site Administrator Signature: _____ Date: _____