

Residex Policy

Residex is a web-based Electronic Health Record (EHR) solution

Employees will receive online training assignments on how to utilize the Residex Electronic Health Record (EHR).

ASSIGNMENT: Employees will be assigned online training as is appropriate for their job from their Supervisor, Human Resources or Program Team.

RESPONSIBILITY: Employees are responsible to complete the online training during the assigned time period. Employees must verify that they are the person taking the training and are responsible to complete the training independently.

HIPAA: It is against HIPAA and Oakridge policy to access the Oakridge Residex platform outside of your paid work time. Residex cannot be accessed at any location besides the location you are working in. Administrators, Nurses, and On-call staff are the only staff able to access Residex from a location that is not controlled by Oakridge for pre-approved use only.

INTERNAL RESIDEX SUPPORT: Most questions staff may have should be able to be answered by Oakridge DC's, Nurses, or On-call. If the aforementioned Oakridge staff cannot answer the question, you can contact the Residex support team as they are able to provide assistance by webinar, email, and phone.

EXTERNAL RESIDEX SUPPORT: During Residex business hours (7:00am – 5:00pm CST), you have access to unlimited support. Residex Support Phone: 866-512-8369 extension 2 or Email: support@residex.ai You can access support by hovering over or clicking on your name in the upper right-hand corner of the screen then click support. Outside of business hours, email them at support@residex.ai and they will respond the next business day. Please have your Residex ID ready when you call or email. The Residex ID can be found in the upper right corner under your campus name.

UPDATES: The most recent Residex updates can be found by navigating to Fax/Print > Dashboard > RESIDEX NEWSFEED. Here, you can read about recent changes and often find links to help you navigate those changes.

SPECIAL ACCOMODATIONS: If employees require special accommodations for learning or completing the online training courses, they will work with Human Resources to make appropriate accommodations.