



Instructions for Requesting Access to TMC Bonham Systems. All required forms must be completed before access will be granted. Links to all the forms can be found in the TMC Bonham website -

<https://tmcbonham.com/remote-access/>

1. All practices must submit a **"Health Information Data Access Agreement"** if there is not one on file. Periodic audits may require a new agreement. The form should be signed by the provider and use the name of the office as the "provider" in the form.
2. Third party companies such as billing companies must have a **"Business Associates Agreement"** on file. Each user requesting access must also complete a **"Remote for Access Form to TMC Bonham Systems"** This is now an online form accessible from this site. Be sure and complete the agreements with the access form. <https://fs20.formsite.com/gstepp/apo7tIngv7/index.html>
3. Each user requesting access must also complete and sign the **"Information Security and Privacy Agreement"**, writing initials in each box. Agreement is void if one initial and a line is drawn through the rest is placed on form or they are typed.
4. Agreement should be sent to TMCREMOTEACCESS@THCS.ORG.
5. Once access is granted, a designated representative of the office will receive the login information and is responsible for keeping TMC Information Systems Department informed when staff leave so access can be removed. If a user does not use their access for 30 days it is deactivated per UHS Corporate policy and deleted at 60 days. This could require submission of all new forms to reactivate access. The designated representative is also responsible for training their users.
6. A user is responsible for keeping their login and password secure and will be required to change their password every 90 days.
7. Access will be completed 7-10 days from receipt of all accurately completed forms.
8. Access is restricted to business use. If the login is used to access personal or family accounts that are not patients of your clinic/company, access may be revoked.
9. Two factor authentication (2FA) will be required which would include downloading an app called VIP Access in order to obtain a security code that will be required. The VIP Access app is free and can be downloaded from the Apple or Google Play store. We recommend the app be installed on your cell phone. Users will have to be registered by contacting our office.
10. Offices are responsible for providing their own IT support to work through any issues accessing the site or hardware requirements. Citrix may be required to access some systems. Other systems may have their own requirements and methods to access. The designated office representative will receive information once completed.

TMC Bonham Information Systems can be reached at 903-640-7307

Centriq\Healthland\Thrive Administrator is Tiffany Camp and may be reached at 903-640-7301

Email: tiffany.camp@thcs.org

IT Support Help Desk: deneen.wardell@thcs.org