

**Policy on Requesting Operator Changes and Code Corrections for Student Assessments in SALUD:**  
Effective 10/15/2024

**Policy Statement**

Requests for operator changes are made through the SOD Health Information and Business Systems (HIBS) [ticketing system](#) unless otherwise excepted below.

**Rationale:**

This policy outlines the procedure for students to request changes to operator roles (from Operator 2 to Operator 1) and code corrections related to clinical assessments in SALUD. It is essential to follow these steps to ensure accuracy in grading and compliance with established protocols.

**Procedures:**

**1. Submitting a Request:**

- **Students** must submit a support ticket to <https://go.uab.edu/hibshelpdesk> for any operator change or code correction requests.
- The ticket must include:
  - Date of the appointment
  - Clinic session (AM or PM)
  - Clinic location
  - Patient number
  - Procedures performed
  - Faculty member present during the appointment

**2. Verification Process:**

- **SOD IT (HIBS)** will verify the details of the request with the **faculty** member listed in the ticket.
- **SOD IT (HIBS)** will also CC Dr. Chen and Dr. Dengler on the email for oversight.
  - If faculty does not respond within **48 hours**, the directors (Dr. Chen and Dr. Dengler) will verify the request.
  - Faculty must reply to all recipients to confirm or deny the request.

**3. Correction and Grading:**

- Once verified by the faculty, **SOD IT (HIBS)** will update the operator assignment or make the necessary code changes in SALUD.
- The **faculty member** will be responsible for going back into the system to verify that the correct grade has been entered for both the operator and the assistant.

**4. Student Communication:**

- **Students** are instructed not to email **SOD IT (HIBS)** directly or visit the IT office for any corrections or IT-related issues.
- All requests must go through the established ticketing system at <https://go.uab.edu/hibshelpdesk>.

**Compliance:**

Violations of this policy will result in appropriate consequences up to loss of clinical and/or information technology privileges.

**Implementation:**

The Associate Dean for Clinical Affairs and the Manager of the Health Information and Business systems are responsible for overall implementation of this policy.

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