



MSOW/MSONet Online Credential Application Process Frequently Asked Questions (FAQs)

General Information

How is the new application process different from the old application process?

The new application process allows practitioners to fill out their applications (initial or reappointment), upload documents, and sign and submit their applications online. Under this new process, you will not receive a paper packet via e-mail or US postal mail.

What are the benefits to this new process?

The new process is more streamlined and will help reduce processing time, increase coordination across entities, and reduce use of paper.

Who is responsible for processing my application?

There is a Medical Staff Coordinator in the Medical Staff Services Department at each entity that is assigned to a department/specialty. This person is responsible for processing your application.

What if I am on staff at more than one Adventist HealthCare entity?

Each Practitioner is assigned a Primary Designated Entity, an entity where they practice the majority of the time. The Primary Designated Entity means that AHC entity is primarily responsible for managing the Practitioner's credentials and demographic information. You will only have to submit one application for reappointment; however, you will receive separate e-mail with an invoice and instructions for dues from each entity.

How do I identify my Primary Designated Entity?

There are three different scenarios:

- If you are only on staff at one entity, that is your Primary Designated Entity.
- If you are on staff at more than one entity, you must select your Primary Designated Entity at the top of your reappointment application.
- If you choose to apply to an additional AHC entity, you must indicate which entity will be your Primary Designated Entity.

What information will I need in order to get started completing my online application?

For new Applicants, you will need copies of your licenses and certifications (scanned or electronic), required photo, malpractice insurance, and contact information for current and past affiliations, references, and universities where training was obtained.

What instructions can you provide on completing the application?

Take time to review these FAQs. In addition, there is a brief video demonstration on the AHC website: <http://www.adventisthealthcare.com/professionals/> which will guide you through the process.

How will the process be initiated?

The process will be initiated by your Primary Designated Entity.

You will receive **two** e-mails; one will have your password, and the other will have the link to a Practitioner HomePage (PHP) where the application can be accessed. From the PHP, you will be able to access your application, view and fill out your privilege form, and upload files (on the *Transfer* Section).

Where will the e-mails be sent?

The e-mail will be sent to the e-mail address we have on file. If this has changed, let your Medical Staff Department know as soon as possible.

What if I need assistance?

If you require assistance, please contact the Medical Staff Services Department of your Primary Designated Entity. Assistance can be provided over the phone or in person- in the department.

Are there certain technical requirements?

Most versions of Internet Explorer, Safari, and Chrome will support the process. You will need *Adobe Reader* on your computer. You will be able to download it from the PHP.

Initial Applications**How do I request an Initial Application?**

As a new applicant, you or your Credential Contact at your Practice will need to request an application from your Primary Designated Entity, by providing information about you, the *Applicant*.

Reappointment Applications**How will I obtain my reappointment packet?**

Applications are generally sent four months prior to the end of a Practitioner's reappointment date.

Will I be able to view or compare my old privileges?

Your old privileges will be sent to you along with the new privileges.

Completing the Application**How will I be able to access my application?**

You will access your application from the PHP. You will also be able to save the application and come back to it at a later time.

What if I do not receive my two e-mails?

First check your junk mail folder. Then contact the Medical Staff Department. If you receive one e-mail and not the other, check junk mail before contacting Medical Staff Services.

Will I be able to change my password?

Yes, you will be able to change your password from the PHP.

Submitting the Application**How do I upload copies of my license or certification?**

We recommend that you first save the document on your personal computer or a thumb drive. Then, follow the instructions on the PHP for uploading/transferring the file.

Will I be able to print a copy of my application?

Yes, the system will allow you to print the application but you should save it first.

How do I sign my application and submit it electronically?

After you go to: <http://www.adventisthealthcare.com/professionals/> and attest to reviewing the bylaws, orientation, and required organizational information, you will click "Submit." You will then be prompted to sign using a security question.

Is the online application secure?

Yes, the data you are submitting is secure. The data are transmitted through a secure website.