# Command Center UPDATE

Epic together.

RWJBarnabas HEALTH

## WAVE 1 GO-LIVE

**Sunday, May 30, 2021**

### Key Updates

- For details of today's Top 10 Go-Live issues and status, click here

### Recent Tip Sheets

- **Welcome Workflow Overview for Front Desk**
  - Created for Front Desk staff and Patient Services Representatives (PSRs)
  - Provides an overview of the Welcome Tablet workflow
  - Found in the What's New section of the Front Desk Learning Home Dashboard (LHD)
- **Get Help - ServiceNow Ticket Creation from Epic**
  - Created for all staff using Epic
  - Provides instructions on creating ServiceNow tickets within Hyperspace
  - Found in the What's New section of the Front Desk Learning Home Dashboard (LHD)

*For a complete list of Tip Sheets, log in to your Learning Home Dashboard*

### Command Center Stats

- EPIC INCIDENTS OLDER THAN TODAY: **N/A**
- EPIC TOTAL OPEN INCIDENTS: **43**
- EPIC TOTAL RESOLVED/CLOSED INCIDENTS: **60**
- EPIC TOTAL INCIDENTS: **103**

## Epic Together Command Center Communication

**RWJBarnabas Health**
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Go-Live Command Center Update Archive
www.EpicTogetherNJ.org