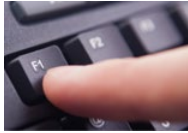
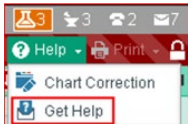


Issues



In Epic press **F1** for the Learning Home Dashboard

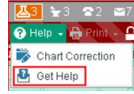


To submit an Epic issue ticket: use the “Get Help” button. Save your ticket #s.

Report EHR Issue
Report an Epic workflow issue/problem
If your issue requires immediate escalation please call 855-453-1950

[Report Issue](#)

Enhancements



To submit an **enhancement request**: use the “Get Help” button. Save your ticket #s.

Report EHR Issue
Report an Epic workflow issue/problem
If your issue requires immediate escalation please call 855-453-1950

[Report Issue](#)

Submit Enhancement Request
Submit ideas for Epic enhancements

[Submit Idea](#)

My Tickets
Check the status of submitted tickets and enhancements

[View my Tickets](#)

Providers

For immediate help with Epic issues/build-fix requests call:

Enterprise Service Desk
1-855-453-1948

Clinical Care Teams and Ambulatory Staff

For immediate help with Epic issues/build-fix requests call:

Enterprise Service Desk
1-855-453-1950

24/7 Inpatient Assistance

Informatics extensions from inside the hospital (on a hospital phone):

CMC	12780
MMC	36001
MMSC	24800
BHBH	24800
JCMC	72240

At The Elbow (ATE) Support

On-location support wear colored vests designated for specific roles.

Role	Vest	Supporting
Front desk ATEs	Blue	All non-clinical roles
Clinical ATEs	Red	All clinical roles
Epic floaters	Green	Supporting multiple roles