

Need help with **Epic**?

Open a **Get Help Ticket**

Tips for Entering Epic Get Help Tickets:

Click "Get Help" at the top of the screen!

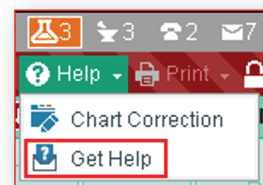
You don't have to make a call to resolve a problem with Epic!

- ▶ When you open a Get Help Ticket, customer/patient context is automatically recorded for optimal problem resolution.
- ▶ Tickets are routed to the most appropriate applications or support team for faster resolution.

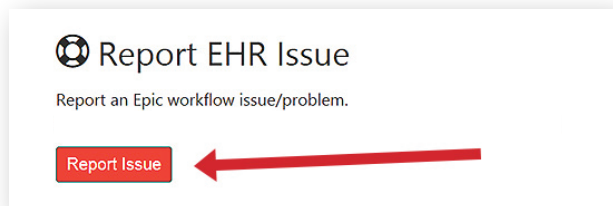
ISSUE

1 Open your ticket from the EXACT screen where the issue is occurring

- The "Get Help" option will always show at the top of your screen for easy access!
- This will confirm that patient information and important data will be captured and placed into your ticket.



2 Navigate to "Report EHR Issue" and choose "Report Issue"



3 Verify your current location and complete your information

- Validate the pre-populated information.

* Current Hospital/Site
CORP - RWJBH Corporate Office - West

* Current Facility/Practice
ENTERPRISE SERVICE DESK-TROY

* Current Department
ESD

4 Select the "Issue Type" Service Category

- Type in the first few letters or choosing from the dropdown.

* Issue type

-- None --

ADMISSION (INPATIENT) ISSUE

AVS PRINTING ISSUE - INPATIENT

CANCER STAGING ISSUE

5 Finalize your ticket and Submit

- Choose your "Preferred Contact Method."
- Provide as much detail as possible.

* Preferred Contact Method

-- None --

Email

Mobile Phone

Work Phone

* Email

Work Phone

Mobile Phone

IF YOU NEED HELP IMMEDIATELY: (e.g., for patient safety, password reset)

Call the Epic Help Desk - Available 24/7

Providers: (855) 453-1948 Clinical Care Teams and Support Staff: (855) 453-1950

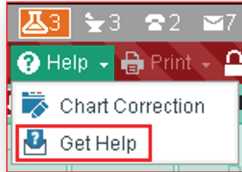
Tips for Viewing Epic Ticket Status and Revising Tickets:

Click "Get Help" at the top of the screen!

VIEW TICKET STATUS

1 To view your existing ticket, click the "Get Help" button in Epic

- The "Get Help" option will always show at the top of your screen for easy access!



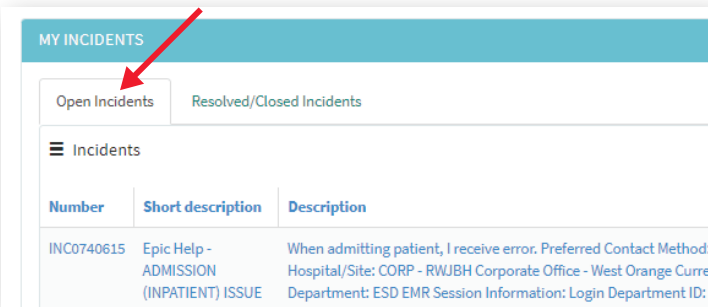
2 Navigate to "View My Tickets"

My Tickets

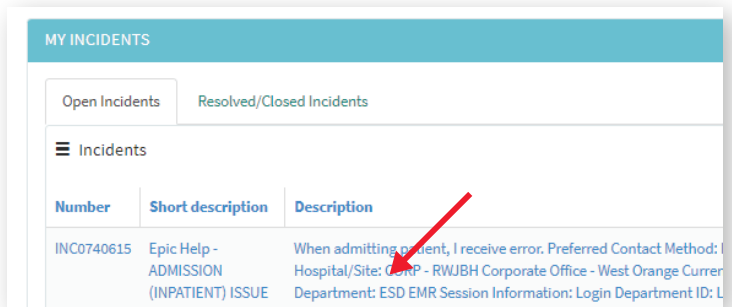
Check the status of your submitted tickets and enhancements.

View my Tickets

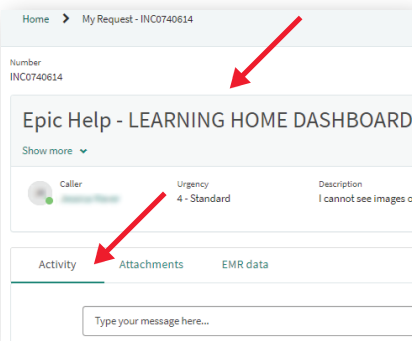
3 Open Incidents, Resolved/Closed Incidents, will show here



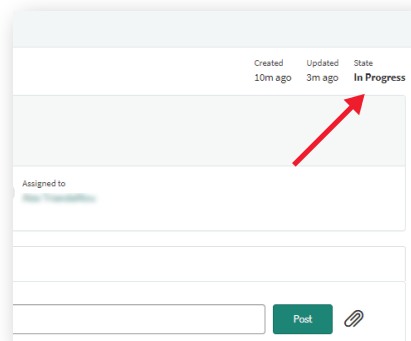
4 Click on a ticket to view details and edit it



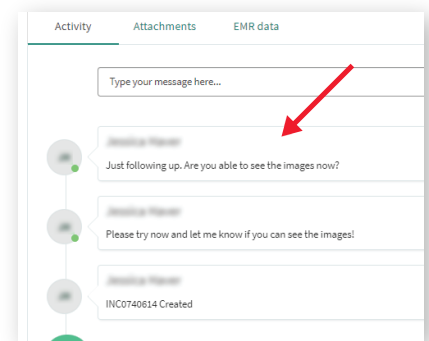
5 The ticket detail shows information and activity



6 Creation Date and State display clearly in the top right



7 You can update the ticket with messages and information



REOPEN A TICKET

1 To reopen your ticket:

- Click the link at the bottom of the automated Enterprise Service Desk email you receive after your ticket has been marked as "resolved" to reopen your ticket.

If your issue has not been resolved, reopen it.

To monitor incident status or add additional details.

REOPEN INC1087631

CLOSE INC1087631

VIEW INC1087631 DETAILS

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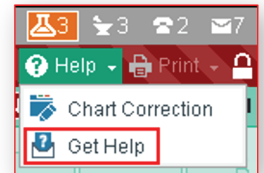
Tips for Entering Epic Enhancement Request:

Click "Get Help" at the top of the screen!

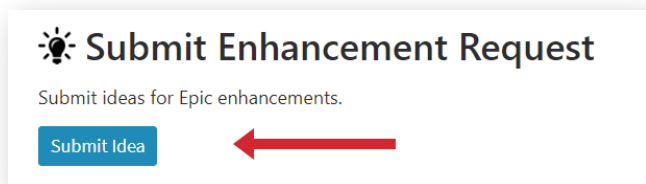
ENHANCEMENT

1 Open your Enhancement Request from the screen where you recommend enhancements

- Do you have a great idea that would improve the application or process? Submit an enhancement request for review and possibly implementation.
- The "Get Help" option will always show at the top of your screen for easy access!
- This will capture information and important data in your ticket.



2 Navigate to "Submit Enhancement Request" and choose "Submit Idea"



3 Verify your current location, complete your information, and submit your request

- Validate the pre-populated information.

* Current Hospital/Site
CORP - RWJBH Corporate Office - West
* Current Facility/Practice
ENTERPRISE SERVICE DESK-TROY
* Current Department
ESD

HELPFUL TIPS

Provide as much detail as possible

- **Preferred contact method (email /phone number)**
- What activity/workflow were you accessing?
- What were you expecting to happen? What actually happened?
- Was there an error message?
- **Printing issues:** Provide computer ID number and printer ID information.
- **Epic Access Issues:** Provide name of department colleague with appropriate security access, if possible.

Assisting Providers

- **Record the ticket number as reference.**
- **Tickets are attributed to the Provider's Epic account** so you may not have access to the ticket status once submitted.

When to call

- **Customer cannot access Epic.**
- **Customer cannot access a patient record** (locked by someone else in the organization).
- **Customer needs immediate assistance** (example, patient is waiting).

Ticket status

- **New** - New ticket (has not been assigned to an analyst).
- **In Progress** - Assigned to an analyst actively working the issue.
- **On Hold** - The ticket is on hold.
 - The analyst is waiting on information from the vendor (Epic, 3M, OnBase, etc.), customer, or for further support.
 - Review the "Activities" tab in the ticket for status updates.
 - If your ticket is on hold and you have not heard from the analyst, please validate your contact information (direct phone number and email) and update if needed.
- **Resolved** - The analyst believes the issue is resolved.
 - Customers can "reopen" tickets in this status by clicking on the link in the email or by accessing it through the Resolved/Closed Incidents in the Epic Get Help functionality.
 - After 5 days in the Resolved status the system will close the record.
- **Closed (Final status)**
 - The ticket has been in a Resolved status for 5 days and the system has closed the ticket.
 - Customers cannot reopen these tickets. If the ticket needs to be reopened, the customer must either create a new ticket in Epic Get Help, or call the Service Desk.
- **Canceled (Final status)** - The customer has canceled the request.

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