



TogetherCare

Powered by **Epic** to deliver
People-Centered Care

TogetherCare Go-Live Issue Submission Wave 8

How to get assistance with Epic during the TogetherCare implementation

During the first two weeks following the TogetherCare go-live, there will be several resources available to support you. In order to get the most out of each of these resources, it is important to understand when to engage them. To ensure the most efficient resolution to your Epic-related issue, review the following support details and end user expectations for critical and non-urgent issues:

CRITICAL ISSUES – Immediate patient care impact or workflow stoppage – Look for Super User / At-the-Elbow support before calling TogetherCare Help Desk call center

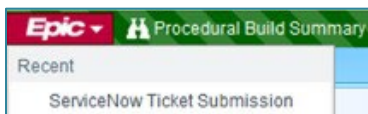
If you are facing an urgent issue or a workflow stoppage, look for a super user or other at-the-elbow support in your area. **This is the best option to resolve your issue quickly.**

If at-the-elbow support cannot resolve your issue, and there is critical impact to patient care, a call should be placed to the TogetherCare Help Desk by calling **315-448-5607**.

NONURGENT ISSUES – No immediate patient care impact and no workflow stoppage – USE ONLINE FORM

To help ensure the phone lines and help desk staff are available for critical issues, staff must utilize the online [TogetherCare Epic Wave 8 Go Live Incident Reporting form](#) for non-critical Epic related issues and system change requests. The online form can be launched from several locations including:

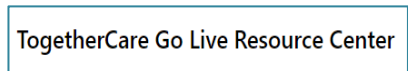
1. Directly within the Epic application (from Help menu)



2. Using the ServiceNow Self Service icon in ZENworks window on desktop



3. From the [TogetherCare Go Live Resource site](#) menu

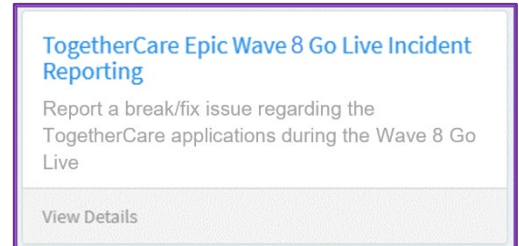


Once in the ServiceNow Self-Service Portal, select “Something is Broken”:



Choose the “TogetherCare Epic Wave 8 Go Live Incident Reporting” Catalog Item ONLY! Use of this Catalog Item will ensure the correct routing of your issue and the highest priority.

- Complete all fields in the form
- Provide a screenshot of error messages
- Provide at least one direct call back number for any necessary follow up



For more information on the issue submission process during Epic go-live, visit the [TogetherCare Go-Live Resource site](#).

