

Please post / share this communication within 24 hours in your department/unit.

Remember: Many answers/clarifications on EHR processes can be accessed through the EHR Intranet site or EHR Learning (Learning Live)

❖ **EHR Hospital Support** (*Beginning 9/15/14 at CSM-Milwaukee; Effective now at CSM-Ozaukee*)

The Clinical Informatics (CI) team will offer its hospital-based direct support initiative at the CSM-Milwaukee campus effective September 15. Direct support will continue to be available at the CSM-Ozaukee campus. CI staff will be onsite at both campuses Monday through Friday between the hours of 8 a.m. and 5 p.m. to provide assistance with the following:

- EHR usage questions (How Tos)
- Workflow/process questions or problems
- Educational needs
- Non-technical issues

You may reach the CI support team by calling “EHR Support” on Vocera:

- **CSMO Vocera Phone: 262-243-6707**
- **CSMM Vocera Phone: 414-291-1995**

For technical, device, password, or connectivity issues, continue to contact the IS service desk at 85-2400 as currently done.

Content enhancement or change requests should still be submitted through each respective department’s unit-based work team for formal approval.

Contact your department’s CI representative with any further questions. Please refer to the EHR Home page on the CSM Intranet for your department’s CI representative contact information.

For questions, contact Barb Pilliod, Director of Clinical Informatics, at barbara.pilliod@columbia-stmarys.org