

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 Pilot** *(Beginning 8/4/14 at the CSM-Ozaukee Campus)*

The Clinical Informatics (CI) team is pleased to pilot a hospital-based direct support initiative beginning at the CSM-Ozaukee Campus on 8/4/14. CI staff will be onsite Monday through Friday between the hours of 8 a.m. and 5 p.m. to provide assistance with the following needs:

- 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. 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 continue to be submitted through each respective department’s unit-based work teams for formal approval.

The pilot will continue through the month of August with one CI support associate still available at the Ozaukee campus once the pilot is complete. Stay tuned for more details on the support initiative at the CSM-Milwaukee campus.

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