



Go-Live Support and the Help Desk

The CPOE project has prepared a comprehensive program for Go-Live Support to supplement the Help desk.

There are 2 ways to obtain Technical and Go-Live support:

For Non-Clinical Support call ext 4500 for assistance with technical issues related to logging in, resetting your password, issues related to Dragon, printers, monitors, and connection issues. The Help Desk does NOT have the expertise to assist you with clinical issues related to CPOE.

For Clinical Support Issues, call ext 2222 and you will immediately be connected to a CPOE Support Specialist.

Please explain the nature of your issue to the CPOE Support Specialist in as much detail as possible.

The CPOE Support specialist will then provide two options to deliver Support

- 1 The CPOE Support Specialist will ask you if you have time for them to walk you through a solution. If you do NOT have time to walk through a solution, NO PROBLEM, they will immediately escalate the issue to someone who can resolve the issue. The support specialist will notify you when the problem is resolved if you leave your contact information.
- 2 If you do have time to walk through a solution, the CPOE support specialist will talk you through a proposed solution.