Optimum HEALTHCARE IT® servicenow

servicenow Partner Elite

EMR Help

Streamlined Issue Reporting so that clinicians can focus on care.

Clinicians and IT teams are often challenged with manging EMR related issues and requests. When a clinician must take extra time to login to the ITSM system, find buried information, and fill out a ticket from scratch, this takes away from patient care. IT support teams also waste time going back-and-forth with users to verify information before service can be provided. As a result, EMR issues often go unreported and unresolved due to "walk aways" (as clinicians avoid logging EMR issues due to patient care needs).

Why EMR Help?

For healthcare organizations using an EMR, such as Epic or Cerner, as well as ServiceNow for IT Service Management, EMR Help is the perfect solution to address these challenges. EMR Help integrates the ServiceNow IT support portal into the EMR user experience so that clinicians can get support from IT without having to leave their EMR session. Whether they need to review tip sheets from the knowledge base, request updated permissions, or chat with a technician about an issue, EMR help makes this process and experience easier and faster.

- ✓ Enhance clinician experience through embedded issue reporting, service requests, knowledge, and enhancement requests.
- ✓ Increase clinical productivity by providing clinicians a way to report issues promptly and efficiently.
- ✓ Allows clinicians to remain focused on patient care by automatically capturing key EMR session information, and reducing IT support and follow-up calls.

Optimum Healthcare IT Expertise

- ✓ Configurations that facilitate the collection of key information required for automatic routing and faster incident resolution
- ✓ Provides step-by-step configurations in Epic to embed the ServiceNow EMR Help portal solution
- ✓ Cerner configuration to connect ServiceNow API Integrations
- ✓ Provide a foundational catalog of easily orderable requests for needs frequently seen from clinicians
- ✓ Set up EMR Help so clinicians can access Knowledge Base articles within the EMR (i.e. tips & tricks, job aids)
- ✓ Route support issues to anyone providing services through ServiceNow, such as IT, HR, Biomed, Facilities, or Security
- ✓ Creation of end user-facing informational content to support access and use of EMR Help functionality
- ✓ Accommodates the solution to Community Connect users by configuring company-based portal experiences and workflows

EMR Help Benefits

25%
Reduction in Helpdesk Calls & Work Hours

7min
Reduction in Time to Report Issues

Improved Clinician Experience

Streamlined Remediation of EMR Issues

Optimum HEALTHCARE IT®

About Optimum Healthcare IT

At Optimum Healthcare IT, we are committed to helping our clients improve healthcare delivery by providing world-class digital transformation and consulting services. We bring a team of the most proficient consultants in the industry to help organizations meet their goals. When our clients have a need, we will fill it. Together, we identify and implement the best people, processes, and technology to ensure our client's success.

Since 2012, Optimum Healthcare IT has been a **trusted partner** to more than 285 healthcare organizations.

Why Choose Optimum?

- Healthcare-Focused
- Customer Satisfaction
- Committed to Quality
- Strategic Partnerships
- Full-Service Partner

Our approach is comprehensive; our experience is vast. We listen; we learn.

Your sucess is our success.

Our Services

We approach every client engagement holistically, which means we account for all aspects of your health system, so you get solutions that work for your entire business.

Enterprise Application Services

Expert advisory, implementation, training, go-live, managed services, and workforce management through your Enterprise Application journey.

Digital Transformation

Comprehensive service portfolio comprising ServiceNow, Cloud offerings, Technical Transformation, and Cybersecurity.

Workforce Management

Staffing solutions ranging from staff augmentation, permanent placement, and our career development program, Optimum CareerPath.

Find out how your organization can take advantage of our solution offerings.

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