

Following the appointment conversion weekend from Saturday, February 17–Sunday, February 18, 2018, Main Line Health and Main Line HealthCare will **launch Epic’s scheduling application on Monday, February 19, 2018**. The soft launch of Epic’s scheduling application will impact end users who have a scheduling job function.

1. When will the Epic Production (PRD) icon appear on my desktop?

The Epic Production (PRD) icon will be available on all MLH desktops by Friday, February 16, 2018. If you do not see this icon on your desktop, please contact the Help Desk.

2. What if I still have Epic training that I have not completed?

No training. No access. No kidding. Staff who have a scheduling job function should **complete their required Epic training by Friday, February 16, 2018**. If you will not attend training by this date, please contact epictraining@mlhs.org.

3. How will staff schedule appointments that occur after Saturday, March 3, 2018?

All appointments including cancellations, new and reschedule appointments for dates **after Saturday, March 3, 2018 will be scheduled in Epic**.

4. How will staff schedule appointments with dates prior to launch?

All appointments (cancelled, new and rescheduled) **prior to Saturday, March 3, 2018 will be scheduled in your legacy system**.

5. Will there be support for staff during the soft launch?

Yes; launch support will be provided by at-the-elbow (ATE) resources during soft launch. ATE support will continue through launch on Saturday, March 3, 2018 and will be supplemented with support from internal super users during launch.

6. How can I report a build/workflow issue during soft launch?

Staff will be able to submit tickets for build/workflow issues to the Intake and Triage Center by going to mlhs.service-now.com.

7. Can I call the Intake and Triage Center if I have an urgent issue during soft launch?

Issues can be reported to the Intake and Triage Center by calling 484.596.Epic (3742). The Intake and Triage Center will be open Monday – Friday from 8 am to 4:30 pm to assist end users.



8. What is the process for submitting a ticket?

To submit an Intake and Triage ticket, follow these steps:

From the desktop on your MLH computer:

1. Double click the **MLHS Help Desk shortcut on your desktop**
2. Click **Get Help**
3. Click **Epic Support Request**
4. Complete and submit the form
5. Once it is submitted you will be provided the Incident number and the Incident will be routed to an Epic Support Analyst.

From the intranet:

1. Go to the **MLH intranet homepage**
2. Click the **Green Information Technology banner** on the left navigation.
3. Click **Help Desk – open Incident/Request**
4. Click **Get Help**
5. Click **Epic Support Request**
6. Complete and submit the form
7. Once it is submitted, you will be provided the Incident number and the Incident will be routed to an Epic Support Analyst.

From a mobile device:

1. Go to mlhs.service-now.com
 - Sign in with you MLH username and password, if prompted
2. Click **Get Help**
3. Click **Epic Support Request**
4. Complete and submit the form
5. Once it is submitted you will be provided the Incident number and the Incident will be routed to an Epic Support Analyst.

9. Is there a job aid available for staff to review prior to submitting a ticket?

Yes; a job aid will be available on pivot.mainlinehealth.org underneath the PIVOT Academy drop down on the website.

10. Where can I check for updates regarding the soft launch?

All soft launch communications will be posted on pivot.mainlinehealth.org. Please bookmark this page on your computer.