



Holy Family Medical Center



# **Go-Live Essentials**

October 01, 2025

**Information Technology**

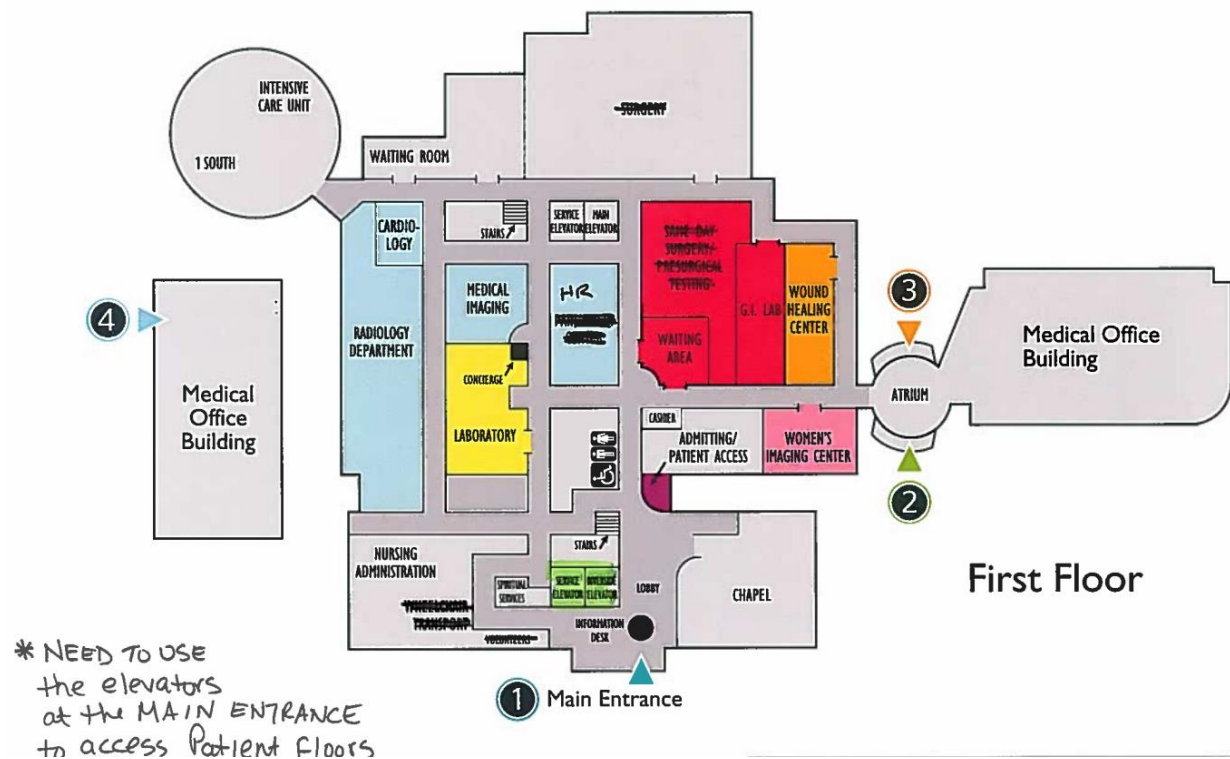
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# Holy Family Medical Center

100 North River Road, Des Plaines, IL 60016

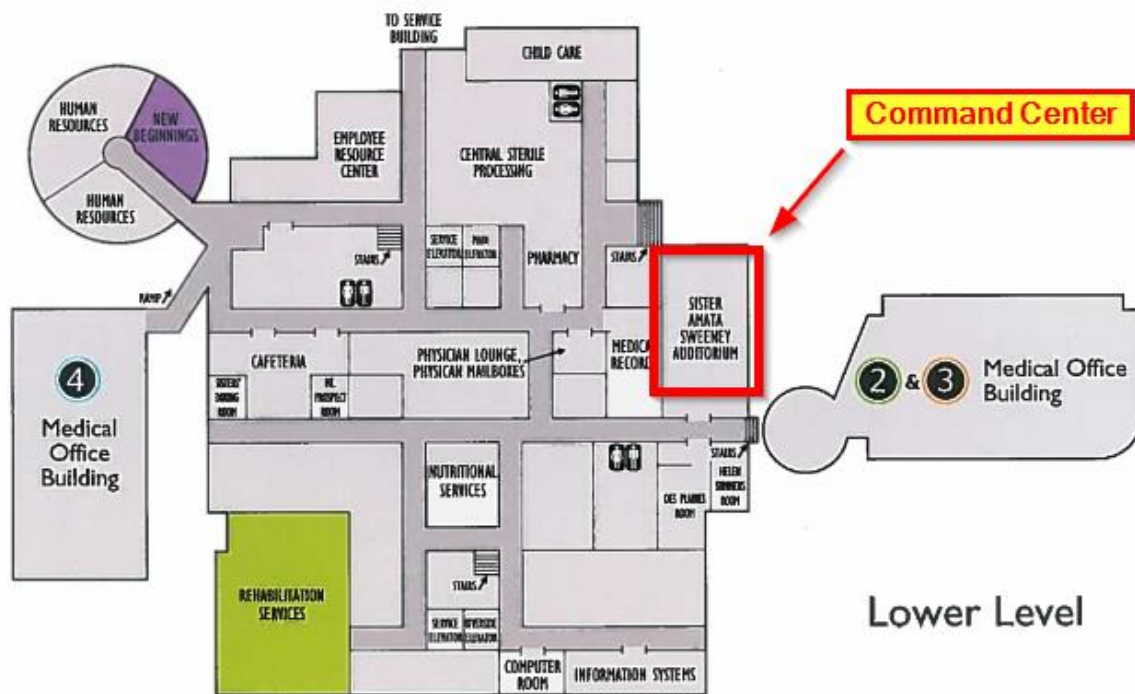
847-297-1800



## Go-Live Support Roles

There will be several types of end user support available for October 1<sup>st</sup>, 2025, go-live.

- Prime and Epic project team members
  - Located in the Command Center
- At the Elbow support (ATE)
  - Prime staff specially trained in end-user workflows
  - Working on the floors, directly supporting end users
- Help Desk
  - **Internal Calls – Dial Ext. 8323**
  - **External Calls – Dial 1-800-418-1828**
    - **Follow the prompts to route your call to the proper resources.**
- Command Center Leads
  - Responsible for issue escalation and management
  - One will always be on duty
  - **Command Center Location – Sister Amata Sweeney Auditorium (Lower Level)**



## **Schedules**

Prime project team member schedules are located on the Master Support Schedule (Access restricted to IT staff only)

***Floor support and command center schedules will not be reduced without the consent of Project Leadership.***

## **Shift Change**

### Process

- Prime Healthcare Floor support will report to the Command Center (see pg 4 for CC location) to sign in and out for their shifts. Non-Prime floor Support will report in the designated area in the Quiet Room, to sign in and out for their shifts.
- Incoming floor support engages in shift change meetings with outgoing support and heads to their assigned departments.

### Time

- Shift changes will take place between 6:00 – 6:30 AM and 6:00 – 6:30 PM.

## **Using Citrix**

- **Ascension workstations** – Please use <https://maportal.primehealthcare.com>
- **Prime Healthcare workstations** – Please follow standard procedures.

## **Password Reset Process**

Users who need their password reset should call the Helpdesk.

Users who have login issues should call the Helpdesk and open a ticket.

Users who do not have an Epic account and have attended training should call Helpdesk and put in a ticket for the security team.

## **Issue Resolution**

Resolved issues should be communicated to:

- IT
  - Other applications impacted and/or listed on the issue ticket
  - The Command Center lead if it has been reported as a Top Issue
- End users
  - The user reporting the ticket
  - Other users who are affected
  - Department managers and directors that are affected (if necessary)
- Floor support
  - The floor supporter reporting the issue
  - Other floor support working on the unit (if necessary)

Resolved issues should be marked as Resolved (not closed) in ServiceNow by the Prime team member who made the fix.

### **PLEASE FOLLOW THE GUIDELINES FOR PATIENT INFORMATION AND TICKET SUBMISSION**

**The general rule for using protected health information within the company in connection with your job duties is the following:**

If disclosing a patient's information between employees is necessary to do their jobs, then that is permissible.

But only the minimum information that is necessary to accomplish the job should be disclosed. So, if the helpdesk issue requires disclosure of patient information to another Prime employee, then, yes, you may disclose it. But only the minimum information necessary (even if that information includes MRN, name and DOB).

But please do not include patient information in the subject line.

**PLEASE DO NOT SHARE PHI WHILE IN A GROUP CHAT (ex. WhatsApp, Teams)**

**Make sure you are keeping track of ServiceNow Ticket IDs for submission through email or by phone.**

## **Ticket Prioritization**

Priority Level	Priority Definition	Example
1	<ul style="list-style-type: none"> <li>• <b>Following paper downtime processes</b></li> <li>• A critical issue which causes a loss of service without an acceptable alternative</li> <li>• HIPAA violations</li> </ul>	<ul style="list-style-type: none"> <li>• System-wide outage               <ul style="list-style-type: none"> <li>○ Epic, PACS, Cardioserver, etc.</li> </ul> </li> <li>• Radiology exams not viewable in Epic or PACS</li> </ul>
2	<ul style="list-style-type: none"> <li>• <b>Workflow obstructed with difficult workaround</b></li> <li>• Patient care completed with difficulties</li> <li>• An issue that you would bring immediately to the CNO, CEO and/or CFO</li> </ul>	<ul style="list-style-type: none"> <li>• Analyzer results not interfacing with Epic</li> <li>• Blood gas orders not being appropriately routed</li> <li>• EKG's not flowing into Epic</li> <li>• Whole department without appropriate access</li> </ul>
3	<ul style="list-style-type: none"> <li>• <b>Workflow obstructed with workaround available</b></li> <li>• Patient care can be completed, but not in an ideal way</li> </ul>	<ul style="list-style-type: none"> <li>• Specimen label printer down</li> <li>• Clinicians not able to document values on flowsheets</li> </ul>
4	<ul style="list-style-type: none"> <li>• <b>Default priority for most issues</b></li> <li>• Less critical issue</li> <li>• Major inconvenience</li> <li>• Workaround is available</li> <li>• Issues with minimal impact</li> <li>• Few users impacted</li> </ul>	<ul style="list-style-type: none"> <li>• Single Dragon mics not working</li> <li>• Security requests</li> <li>• Optimization requests</li> <li>• Reports not printing</li> </ul>

## Ticket Entry Process

1. Within Epic Hyperdrive, click SERVICENOW in the toolbar header, or sign in to <https://servicenow.primehealthcare.com>
2. Click Report an Issue.

Hello, How can we help?

Example: I need password reset



### Request Something

Browse the catalog for services and items you need



### Knowledge Base

Browse and search for articles, rate or submit feedback



### Report an Issue

Report an issue and get assistance from helpdesk

3. Fill in all fields. Be sure to put **“Go Live”** somewhere in the short description field.

Home > Report an Issue

Search Catalog

### Report an Issue

Report an issue and get assistance from helpdesk

\* Indicates required

\* Requested For

\* Physical Location

\* Impact

\* Urgency

\* Category

\* Subcategory

Sub subcategory



## Dress



Floor support will be wearing Prime Vests.

Neutral colored tennis shoes are allowed for those doing floor support. All staff must always have their badge in clear view.

## How to Get Help with Epic



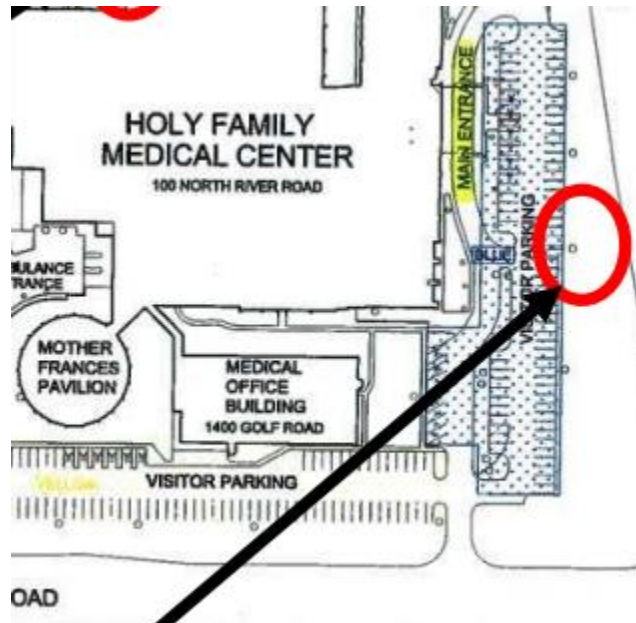
Call the Help Desk at  
Extension # 8323  
Option #1 – Go Live Support  
Option #2 – Physician  
Support

## Logistics

### *Facility Address*

100 North River Road, Des Plaines, IL 60016

### **Parking Information**



## **Hospital Access**

**Daytime access** – Please enter the campus from the Main Entrance on River Road. Lobby access (5:00am - 8pm)

**After-hours access** – After 8pm there is a phone at main entrance which connects the caller with security dispatch 24/7

**If you need access to a particular area, present your badge after arriving at the department.**

## **Wifi**

Prime Employees – PHSI Wireless

Others – Guest WiFi

## **Contact Information**

<u>General Numbers</u>	
Help Desk (Issue Reporting)	Internal Calls: Dial Extension 8323 External Calls: Dial 1-800-418-1828
<u>Command Center Leads</u>	
Lynn Santos	(909) 294-6111
Sai Tanjavour	(973) 873-7475
Mirian David	(909) 638-7700
David Cordova	(818) 267-9358
Ben Sandoval	(956) 371-8777
Helen Perez	(909) 809-1347
<u>ATWATER Contact List to Add to WhatsApp</u>	
Joe Almeida - <a href="mailto:jalmeida@verdeadvgrp.com">jalmeida@verdeadvgrp.com</a>	(302) 333-5701
Kenny Sessoms - <a href="mailto:kennysessoms@distinguished.llc">kennysessoms@distinguished.llc</a>	(704) 905-3998

*Additional team member numbers can be found by contacting your Command Center lead.*

## Covid Screening and Information

Our hospital is dedicated to ensuring the safety and well-being of staff, physicians, patients and communities we serve.  
*Nuestro hospital está dedicado a garantizar la seguridad y el bienestar de nuestros empleados, los médicos, los pacientes y las comunidades a las que servimos.*

**If you are experiencing any COVID-19 symptoms, please do not enter. If you have symptoms, please consult with your physician or go directly to our Emergency Department.**  
*Si tiene algún síntoma de COVID-19, por favor no entre. Si tiene síntomas y necesita atención médica, consulte con su médico o vaya directamente a nuestro Departamento de Emergencia.*



The infographic displays 11 common COVID-19 symptoms, each with an illustration and text in both English and Spanish. The symptoms are arranged in three rows: the first row has four items, the second row has four items, and the third row has three items. A small red cross icon is located in the bottom left corner of the infographic.

 Fever or chills <i>Fiebre o escalofríos</i>	 Cough <i>Tos</i>	 Shortness of breath or difficulty breathing <i>Falta de aire o dificultad de respirar</i>	 Fatigue <i>Fatiga</i>
 Muscle or body aches <i>Dolor en el cuerpo o los músculos</i>	 Headache <i>Dolor de cabeza</i>	 New loss of taste or smell <i>Pérdida de sabor o del olfato</i>	 Sore throat <i>Dolor de garganta</i>
 Congestion or runny nose <i>Congestión o nariz que moquea</i>	 Nausea or vomiting <i>Náuseas o vómito</i>	 Diarrhea <i>Diarrea</i>	

- We will need a copy of vaccination card or a copy of a medical or religious exemption.
- Please follow mask protocol per Hospital Policy.
- All staff must have their badge in clear view at **ALL** times.