

DTS Zone	Facilities Supported
Zone 1	Presbyterian Downtown (Cedar and Lead), Albuquerque Ambulance (AAS), Kaseman, El Camino, MD Anderson Radiation Treatment Center (KH), Los Lunas, The Solutions Group (Pennsylvania), Rio Bravo/Isleta, 101 Mountain (Storage Facility), PAC and Home Health Users
Zone 2	Aquatics Center, Cooper Center, Northside(Pan American), Healthplex, Carmel, Montgomery, Radiology Associates of Albuquerque (RAA), San Mateo, Wyoming, and Out-of-State Remote Users
Zone 3	Rio Rancho 528, Atrisco, Rio Rancho High Resort, Intel, Alameda, Rust Medical Center, MD Anderson Radiation Treatment Center (RMC), Rio Rancho Southern, and Paradise
PRMC / DCT	Plains Regional Medical Center (Clovis), Dan C. Trigg (Tucumcari), and Logan
LCMC	Lincoln County Medical Center (Ruidoso), Carrizozo, Capitan, Corona, and White Mountain Medical Center
SGH	Socorro & Belen PMG
SFMC	Santa Fe Med Ctr & St. Michael's PMG
EGH	Espanola General Hospital

### Remote User Routing Instructions:

**Remote User:** *Send remote-user tickets to the zone that corresponds to the user's preferred facility. (ASK!)*

**Home Health User:** *Route all Home Health & Hospice incidents to DTS ZONE 1.*

**-ALWAYS-**

**Refer to On-Call Schedule for support team assignment guidelines, contact info.**

IT / Techical Contacts	Phone #
IT Service Desk - Normal Line	1-505-923-6825
IT Service Desk - Long Distance	1-866-640-7205
Tech Backline (DO NOT give to users)	1-505-923-6250
SD Manager - Kellie Carroll-Juarez	Cell: 505-340-5351 Desk: 505-944-2776
SD Tier II - Joseph Vallejos	Cell: 505-544-3023 Desk: 505-944-2759
SD Tier II - Patrick Buffington	Cell: 505-980-3930 Desk: 505-944-2769
SD Tier II - Ryan Hill	Cell: 505-588-8114 Desk: 505-944-2773
SD Tier II - Lee Goff	Cell: 720-325-5122 Desk: 505-944-2785
ECC / Clinical Contacts	Phone #
ECC Service Desk - Normal Line	1-505-923-7111
ECC Tier II - Juan Kurtz	Cell: 505-515-6354 Desk: 505-944-2775
ECC Tier II - Heather Heslop	Cell: 505-363-0370 Desk: 505-944-2790
MyChart / Patient Contacts	Phone #
MyChart Support - Normal Line	1-505-923-5590
PT Manager - Stephanie Harris	Cell: 505-620-2403 Desk: 505-944-2939
PT Tier II - Juan Galindo	Cell: 505-639-9538
Member Services & Premium Billing	1-505-923-5678
Patient Billing	1-505-923-6600
Provider Services	1-505-923-5757
Video Visit / MeMD	1-844-733-7737
Wellness at Work - Normal Line	1-505-923-6030
Wellness at Work - Long Distance	1-855-460-7737
Medical Records	1-505-559-6683
Customer Complaint Line	1-505-923-5256
Other Contacts	Phone #
T-Systems North America (TSNA) Service Desk	1-866-532-0672
BioMed / Facilities / Maintenance	1-505-724-7770
BioMed On-Call (Not to be given out to users)	1-505-841-1865
Ricoh	Business Hrs: 505-724-7720 After Hrs: 888-456-6457
Human Resources / Applicants	Local: 505-923-8750 Long Distance: 800-432-4600
Medical Staff Affairs (MSA)	1-505-841-1430
Payroll	1-505-923-6334
Sales Call Line	1-505-841-6363
NS Healthplex	1-505-823-8399
CC Security	1-505-975-7884
PH Security	1-505-841-1200
UnityBPO Service Desk	1-866-538-6489
Citrix Tech Support	1-800-424-8749