



A new way to submit an incident directly within the Epic session is coming!

Go-Live: Wednesday, September 18, 2024

To ease the ability to submit an incident in Epic, a new “Service Desk” button is being added within the Epic session. This new integration has multiple benefits:

1. Easy access to create an incident for something broken.
2. Captures additional troubleshooting data in the background that can be relevant to the Cooper IT applications teams working to support you.
3. Captures a screenshot of the Epic window as it existed the moment you click the “Service Desk” button.

This button is for use for non-urgent issues where something is broken, but you can continue to work around it. Urgent issues should still be called into the Service Desk at 856.968.7166.

Requests for changes or updates to the system can be called into the Service Desk or submitted via the Service Portal at <https://cuhprod.service-now.com/sp>.

Once live, to use this new function, follow these steps:

1. Select the “Service Desk” button in the upper right corner of the Epic window (near the “Log Out” and ‘X’ buttons):



2. A “Help Desk” window will pop-up with the following information already filled in:
- a. Patient (if you were in a patient context)
 - b. Contact (should default to you)

Help Desk

Issue Type

Details

↑ High

↓ Low

Patient

TEST, APPLE [21024874]

Subject

abc

↶ ↷

⌂ ?

+

Insert SmartText

↵ ⇨ ⇩

100%

Follow-up Information

Contact

USER, TEST Me

Phone Number

[View Session Information](#) | [View Screenshot\(s\)](#)

Send

Cancel

3. First select an “Issue Type” from the selection tool:

Issue Type

Issue Type	Description
Access: Registration or Scheduling Issue	ADT/ Reg/ Sched Incident
Clinical: Ambulatory Issue	Ambulatory Incident
Clinical: Inpatient Issue	Inpatient Incident
Clinical: Lab Epic Issue	Lab applications Incident
Clinical: Pharmacy Issue	Beacon/Willow Incident
Clinical: Radiology/Imaging Issue	Enterprise Imaging Incident
Hardware or Peripheral Issue	Desktop Support Incident
Rev Cycle: Billing or Claims Issue	Billing/HIM Incident
Rev Cycle: Document Management Issue	Document Managment Incident
Rev Cycle: HIM Issue	Billing/HIM Incident

This will drive the SmartText that is filled into the form and where the incident will be sent once created.

4. In the “Details” section, enter a short description of the issue in the “Subject” field, and fill out the full details in the body and any other requested information (***) to assist in troubleshooting your issue:

Details


↑ High

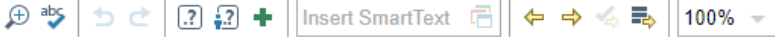
↓ Low

Patient

TEST, APPLE [21024874]

Subject





*This form is for non-urgent issues only. Urgent issues should be called into the Service Desk at (856) 968-7166. Requests for changes or updates to the system can be called into the Service Desk or submitted via the Service Portal at <https://cuhprod.service-now.com/sp> *

Detailed description of the issue: ***

Order number or name of order (if relevant): ***

5. In the “Follow-up Information” section, please ensure you provide a direct call-back number in the event the Cooper IT team members need to reach you regarding the incident.

Follow-up Information

Contact

USER, TEST  


Phone Number


6. Once you have reviewed the complete ticket, click the “Send” button to send this information off to ServiceNow, which will automatically create an Incident for you:


Help Desk

Issue Type


Clinical: Ambulatory Issue 

Details

 High











 Low

Patient

TEST, APPLE [21024874] 

Subject

This is the short description of my issue

     Insert SmartText     100% 



*This form is for non-urgent issues only. Urgent issues should be called into the Service Desk at (856) 968-7166. Requests for changes or updates to the system can be called into the Service Desk or submitted via the Service Portal at <https://cuhsprod.service-now.com/sp> *

Detailed description of the issue: These are the full details of my issue, where it appears, what I was doing, ways to replicate, what should it have done, etc. Any relevant information to assist in remediating the issue.


Order number or name of order (if relevant): 12345678 (I added this order number)

Follow-up Information


Contact


USER, TEST  

Phone Number

215-555-1234 

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 Send

 Cancel

7. Finally, Information Technology will address your incident within ServiceNow as they always have!