



Office of Clinical Informatics

Electronic Health Record

New Ways to Request Clinical Informatics Help

Who we are...

- The Clinical Informatics department consists of a group of individuals with various backgrounds and many areas of focus.
- Clinical Informatics Specialists are located throughout the system.
- Our team mission is to educate and support caregivers, facilitate change, and assure optimal use and evolution of healthcare information technology (HIT) here, at Northern Light Health.
- **In a nutshell...** We are here to help you use EHR tools as effectively and efficiently as possible, so that you have more time to do what you are here to do – provide excellent patient care.



How we can help...

- Our team is here to help with questions relating to clinical workflows within the EHR.
- Among other things, we support the following:
 - Clinical documentation
 - Message Center
 - Order Entry
 - Related Applications, such as, ePrescription, Capacity Management, Clairvia, FetaLink, Bridge, HealtheCare.
- Although we often work varied hours, our normal hours of operation are 8AM – 4:30PM, Monday – Friday.

Need Our Help? Please Let Us Know!

NEW

Option 1: CI Assistance Request Form

- Did you know you can reach out to our team, directly, through the [Self-Service Portal!](#)
- Click the **Self-Service Portal** button on the Home Page and then select the **I need personal assistance with Cerner/Meditech** option. This launches a quick form, so you can let us know what you need.
- A member of our team will receive the request and reach out to you to help!
- Please note that, if you are not sure whether it's something a CI can help with, you may be better off to call the Help Desk or use the **Open a Ticket** option, instead. The IS Help Desk is staffed 24/7 and they can triage your need to the most appropriate team.



I need personal assistance with Cerner/Meditech

NEW

Option 2: Ask an Education Question in PromisePoint

- You can now browse our library of frequently asked questions in the **Ask an Education Question** feature in [PromisePoint](#). Since CI isn't staffed around the clock, this is your gateway to CI, no matter the hour.
- If you don't find an answer, you can send your question directly to our team using the **Ask an Education Question** feature in [PromisePoint](#). Questions will be answered by the next business day.



Option 3: Open a Help Desk Ticket

- Anytime you are unsure whether your ticket should go to CI or you have an urgent need outside business hours, the IS Help Desk is the Gold Standard for getting help.
- You may call the Help Desk 24/7 at 207.973.7728 or 888.827.7728.
- If your request is not urgent, you may also use the [Open a Ticket](#) option on the **Self-Service Portal**.



Northern Light Health