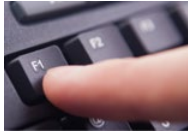
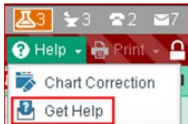


Issues



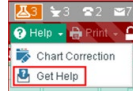
In Epic press **F1** for the Learning Home Dashboard



To submit an Epic issue ticket: use the “Get Help” button. Save your ticket #s.

Report EHR Issue
Report an Epic workflow issue/problem
If your issue requires immediate escalation please call 844-513-4357
[Report Issue](#)

Enhancements



To submit an **enhancement request**: use the “Get Help” button. Save your ticket #s.

Report EHR Issue
Report an Epic workflow issue/problem
If your issue requires immediate escalation please call 844-513-4357
[Report Issue](#)

Submit Enhancement Request
Submit ideas for Epic enhancements
[Submit Idea](#)

My Tickets
Check the status of submitted tickets and enhancements
[View my Tickets](#)

24/7 Inpatient Assistance

Informatics extensions from inside the hospital (on a hospital phone):

Hamilton	3284
New Brunswick	33284
Rahway	73284
Somerset	63284

At The Elbow (ATE) Support

Role	Vest	Supporting
Front desk ATEs	Blue	All non-clinical roles
Clinical ATEs	Red	All clinical roles
Epic floaters	Green	Supporting multiple roles

Providers

For “How To...” questions, call the **Epic Training Hotline**
732-387-3371

June 4 - June 17: 8am - 5pm EVERYDAY (including weekends)
June 18 and 19: *Hotline is closed.*
June 20 onward: 8am – 4pm Monday – Friday

For immediate help with Epic issues/ build-fix requests call:

Enterprise Service Desk
1-844-414-2273
or dial extension **4777** (from an inside line)

Clinical Care Teams, and Ambulatory and Inpatient Staff

For immediate help with Epic issues/ build-fix requests call:

Enterprise Service Desk
1-844-513-4357