

# Epic Enhancement Request

An enhancement request is entered when additional Epic functionality, order panels/sets, or documentation options are identified beyond the current configuration. The Epic enhancement request process provides a unified way to communicate enhancement request details and request status updates.

## How it Works



### 1. Use the "My Service Portal" icon on your desktop



and select Request Something > Epic > Epic Enhancement Request:

### Epic Enhancement Request

**Requested for:** David Gold

**Site/Facility:** [dropdown]

**Department:** [dropdown]

**Discipline affected:** [dropdown]

**Short description:** [text area]

**Problem or issue to be solved:** [text area]

**Originated from:** [dropdown]

**Collaborative and/or workgroup providing consensus:** [text area]

**Description of enhancement:** [text area]

**Add attachments:** [button]

....or use "Get Help" in Epic Hyperspace to select "Submit Enhancement Request":

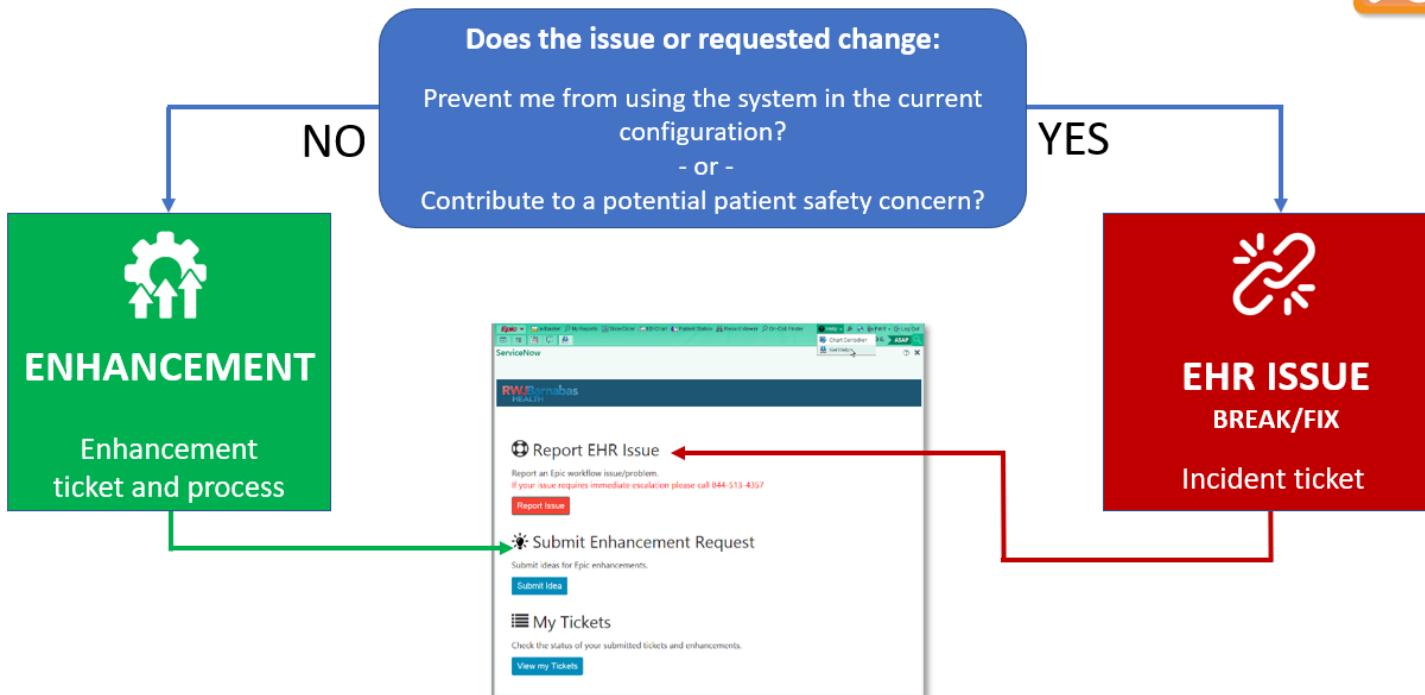
### 3. Enter Epic Enhancement request details:

- **Discipline:** Area (ED, Lab, registration, etc)
- **Short description** of enhancement
- **Problem or issue to be solved:** What is the reason this enhancement is needed?
- **Originated from:** From individual user or from a collaborative/department meeting?
- Details if **reviewed by a collaborative**
- **Full description** of requested enhancement
- Add **attachments** to support request (such as the order set/panel enhancement request form)

All enhancement requests are reviewed for compliance with regulatory agencies, policies, workflow governance, etc.

Requests which are not possible due to Epic system limitations will be reviewed for potential submission to Epic for application development.

## Enhancement vs EHR Issue/Break-Fix



## Epic Enhancement Process Overview

