

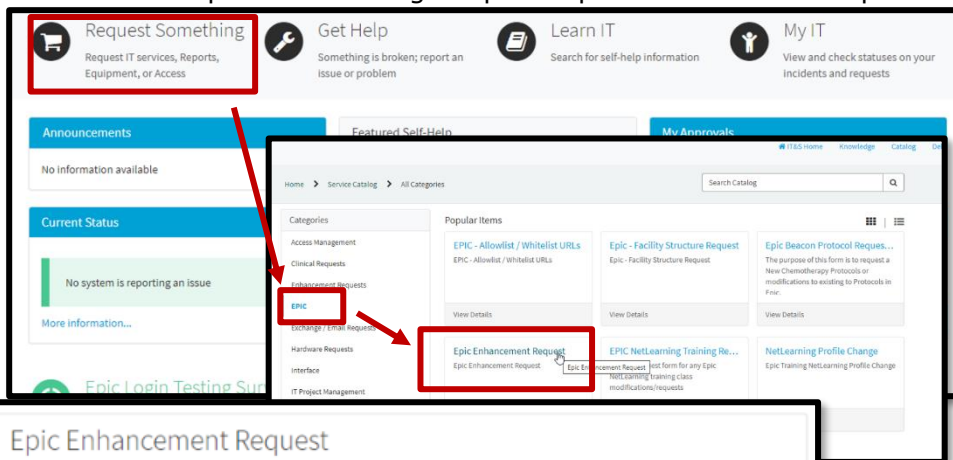
Epic Enhancement Request

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.

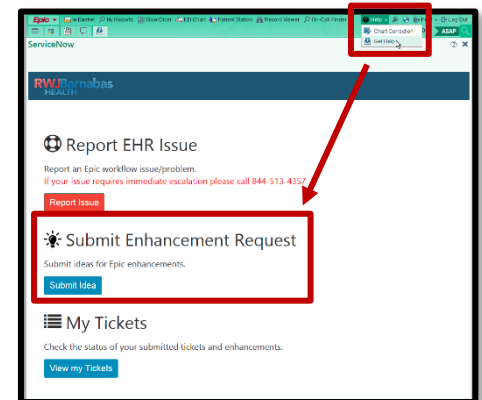
How it Works



1. Use the "My Service Portal" icon on your desktop and select Request Something > Epic > Epic Enhancement Request:



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



Epic Enhancement Request

Epic Enhancement Request

* Requested for: David Gold

* Site/Facility: [Dropdown]

* Phone number: [Text]

* Department: [Dropdown]

* Email address: [Text]

* Discipline affected: -- None --

* Short description: [Text]

* Problem or issue to be solved: [Text]

* Originated from: -- None --

* Collaborative and/or workgroup providing consensus: [Text]

* Description of enhancement: [Text]

Add attachments

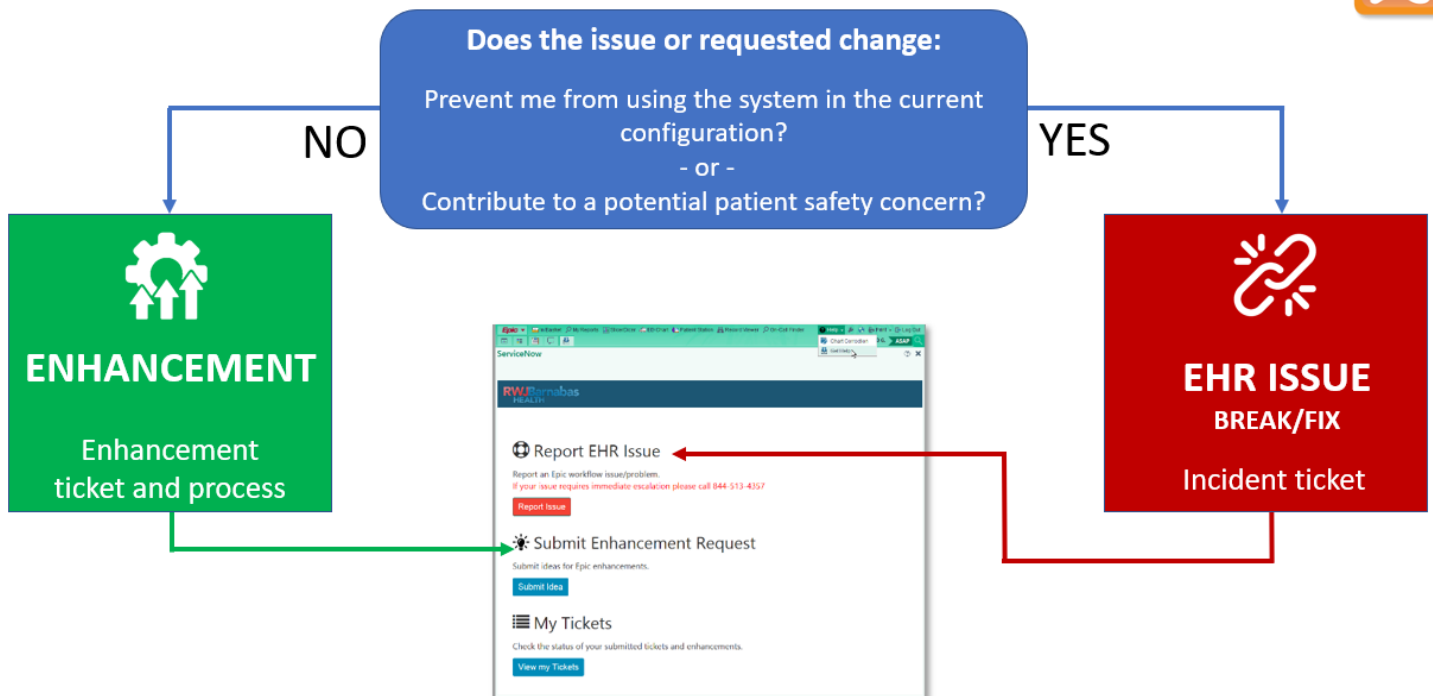
3. Enter Epic Enhancement request details:

- **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

