

For Everyone

Major IT Systems Interruption

Saturday, Aug. 8, 11:50 p.m. to approx. Sunday, Aug. 9, 4 a.m.

IT maintenance will be performed beginning Saturday, Aug. 8 at 11:50 p.m. until approximately 4 a.m. on Sunday, Aug. 9 causing some interruptions to major IT systems.

The following applications will experience three brief interruptions during this timeframe: Epic, Provation, CPN, Digiview, Syngo Dynamics, Carefusion SentrySuite and eNICU.

- Before each interruption, you will receive a notification alerting you to save your work and log out of the application.
 - If you do not log out, you may be disconnected, and your work will not be saved.
- During the interruption, vitals or orders will be collected and flow into the applicable application when the interruption is complete.
- You can log back into the application approximately five minutes after the interruption.

Other applications, like MARS, LaborWorkx and remote VPN and Apps Center may experience slowness and intermittent connectivity issues during this timeframe. For a list of applications that may be impacted, [click here](#).

Note: *There will be NO impact to phones, internet, email and Wi-Fi services during this time period.*

To ensure patient safety during a procedure, clinicians in surgical, cardiology, radiology, imaging and Cath Lab units should follow their standard downtime procedures for the full duration of the maintenance period. Otherwise, you should follow any special workflow instructions provided by your manager.

For more information, please visit the IT website at it.houstonmethodist.org.

For technical questions or if you experience issues after the maintenance period, contact the IT Help Desk:

- Physicians: 832.667.5555
- Staff: 832.667.5600