I. PURPOSE

The purpose of this policy is to establish a procedure for departmental notification to the IRT Clinical Systems Team of an EMR issue. Identifying the issue in both Service Desk and the EMR ensures optimum clarification to identifying the patient’s electronic medical record.

II. ACCOUNTABILITY

Director of the Practice Management System and Associate Dean of Clinical Affairs shall ensure compliance with this policy. Assistant Director of Information Systems, Practice Administrators and individuals managers shall implement the policy.

III. APPLICABILITY

This applies to all clinical systems for RowanSOM.

IV. DEFINITIONS

V. POLICY

It is the policy of SOM IRT Clinical Systems Department to establish a process to streamline, identify and resolve issues or concerns with a patient’s electronic medical record. The ‘Triage, IST’ folder will be utilized in conjunction with the current Service Desk process.

VI. PROCEDURE(S)

A. Department:
   1. Enter a ticket through email: somEMRhelp@rowan.edu (If you do not have access to email, a
2. Create a flag in Centricity EMR; the flag must include the following information:
   - Ticket number
   - Attached to the patients EMR chart
   - Brief description of the issue
3. Send the flag to ‘Triage, IST’ user

A. IRT
1. The issue will be resolved within 5 business days.
2. The notification of completion will be emailed to the requestor and Clinical Solutions Team by the analyst.

By Direction of the CIO:

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Mira Lalovic-Hand,
VP and Chief Information Officer