Process for EHR Request Intake

To streamline requests to make changes within all of our Electronic Health Records, we have made some minor adjustments to the intake process to accommodate all the requests, especially specific to COVID-19. Below is a high level overview of the intake process.

- All requests for change within any of Trinity Health’s EHRs will need a Service Now ticket.
- Requests specific to COVID-19 will need the word "COVID" in the short description
- Tickets will be discussed by the Triage team every day
- If more information is needed, the triage team will reach out for more information
- If requests can be decided or are for awareness, decision will be made at this meeting
- If topics need governance, triage group will work with clinical representative for direction/consultation
- Topics that need governance regarding COVID-19 will be sent to Clinical & Operations sub-group of COVID-19 Incident Command
- All non COVID-19 requests needing governance will follow the existing Trinity Health governance process.

**RITM received for work related to COVID-19:**

1) **Update the short description of the RITM to include the following:**

COVID-19 [Clinical or Technical] [EMR Platform] [Module] – What is needed

Example:

Clinical = build related to the clinical documentation and results  
Technical = build related to locations, printers, and other technical set up

<table>
<thead>
<tr>
<th>Short description</th>
<th>COVID-19 Clinical - Legacy Cerner - LAB - Add new order</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
<tr>
<td>Short description</td>
<td>COVID-19 Technical - Legacy Epic - ASAP - Add new Triage Location to existing build</td>
</tr>
</tbody>
</table>
Note: It is important that the ticket has the word COVID in the short description for ticket review and approval.

2) The ticket should be pended with the following verbiage:

Thank you for your submission. This request has been placed in a "pending" status to ensure it is in alignment with the Trinity Health enterprise response to COVID-19. The request will be updated with next steps once a decision is reached.

3) Tickets will be reviewed daily, and approval or denial will be placed in the Notes section of the ticket.

<table>
<thead>
<tr>
<th>Notes</th>
<th>Submission</th>
<th>Escalation</th>
<th>Closure Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
</tr>
<tr>
<td>Affected Users (watch_list)</td>
<td>[ ]</td>
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<tr>
<td>Additional comments (Customer visible)</td>
<td>Request is approved - this request will follow a standard build across all EMRs.</td>
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Bring forward any questions on outstanding tickets to the daily COVID-19 Platform Status Call.

For more information, contact:
Andrew R. Cha, M.D.
Vice President, Health Informatics
Trinity Health
Integrated Clinical Services
Health Informatics and Analytics