

**OLIVE VIEW-UCLA MEDICAL CENTER
INFORMATION SYSTEM DEPARTMENTAL
POLICY & PROCEDURE**

**NUMBER: 1196
VERSION: 1**

SUBJECT/TITLE: OVIS - 119 HOSPITAL INFORMATION SYSTEMS CUSTOMER SERVICE

POLICY: It is the policy of Information Systems to provide 24/7 coverage in responding to Hospital Information Systems (H.I.S.) user trouble calls in a timely manner.

1. STAT calls are responded to immediately
2. Routine calls are responded to within 10 to 15 minutes.

PURPOSE: To establish a policy whereby system trouble calls are received and responded to within a reasonable amount of time as not to impact patient care processes.

DEPARTMENTS: INFORMATION SYSTEMS

DEFINITIONS: FootPrints, Help Desk, Analysts, Query Writers/Programmers, Routine, STAT, On Call

PROCEDURE:

1. Customers/Users experiencing system problems or requesting assistance for data processing needs and services will call the Information Systems Help Desk at (818) 364-4522.
2. The Help Desk staff will log the Customer/User request into the I.S. FootPrints On-line System and create a I.S. task ticket.
3. The Help Desk staff will include the following information on the FootPrints:
 - a. User name
 - b. Department name
 - c. User location
 - d. Contact phone number
 - e. Brief/detailed description of the problem
 - f. Assign the ticket to the appropriate I. S. Unit
4. If the call is identified as STAT; Help Desk Staff will contact the appropriate I.S. Unit (i.e. Clinical Support, Programming Support, Desktop and Server Support).

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5. Escalation Response:
 - a. **For Clinical User Request**: If the analyst cannot be reached, the Help Desk staff shall immediately page the On-Call Analyst.
 - If the on-call Analyst does not respond after three (3) pages, the help desk staff shall immediately call another I.S. Analyst.
 - b. **For Programming or Query Assistance**: If the Query Writer / Programmer assigned to the application/system cannot be reached, the Help Desk staff shall page the On-Call Programmer or the Systems Development & Applications Manager (Jack Williams).
6. The Analyst will contact the User to review the problem and note any system error messages.
7. If the Analyst cannot resolve the problem over the telephone, the analyst shall go the user site and trouble shoot the problem.
 - a. User may be asked to recreate the problem/error
 - b. Analyst to document details including systems messages.
8. If the Analyst cannot solve the problem, a trouble call will be placed to the appropriate Vendor for resolution (i.e. Affinity- QuadraMed).

**HOSPITAL INFORMATION SYSTEM/ORCHID
(Vendor, Cerner):**

1. Based on severity of the problem, request sent to Cerner will be labeled for prompt attention:
 - a. **Critical**: Department Head and/or Analyst will remain at the Facility until the problem is resolved. Whenever possible, Administration will be notified of event for approval of overtime.
 - b. **High**: Task to be completed within two working days.
 - c. **Medium**: One day to one week
2. If Cerner does not return a call to the analyst within 1 to 2 hours, the Analyst will call Cerner and obtain the current status. Analyst will provide a current status to the user.
3. Once Cerner has resolved the problem, Cerner will update the Analyst who filed the request. The Analyst will contact the user and provide a status update or obtain sign-off to close the issue/problem.

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NOTE: Depending on the volume of trouble calls received and severity of other assistance requested, some low priority calls may not receive a response before the next business day.

References:	
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