

**CAROLINA FAMILY HEALTH CENTERS, INC.  
POLICY & PROCEDURE**



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**MANUAL:** Volume II

**SUBJECT POLICY:**

**SUBJECT PROCEDURE:** Submitting Greenway  
Trouble Ticket

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**NUMBER:** HIT-13

**Page** 1 of 4

**EFFECTIVE DATE:** September 2014

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**SECTION:** Health Information Technology

**REVISED:** 08/16

**REFERENCE POLICY:**

**REFERENCE PROCEDURE:**

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**RESPONSIBILITY:** Chief Medical Officer

**APPROVAL:**

**APPROVED**

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**CEO APPROVAL:** N/A

**BOARD APPROVAL:** N/A

**DATE:**

**DATE:**

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**I. PURPOSE**

The purpose of this procedure is to create a system in which the Health Information Technology (HIT) Specialist receives, troubleshoots, and responds to Carolina Family Health Centers, Inc. (CFHC, Inc.) employee's issues and requests regarding the electronic health record (EHR). This will ensure issues and requests are tracked to completion.

**II. PROCEDURE**

In order to serve all the CFHC, Inc. employees who utilize the EHR, inquiries will be prioritized based on their level of impact on the user. Each inquiry will be referred to as a ticket. All requests or issues no matter how simple, complex or urgent require the submission of a trouble ticket request. This will allow the HIT Specialist to track the status of troubleshooting issues and requests; their status, such as whether it is new or solved; which employee created the ticket; and which department the employee is assigned to. Using the attached ***Greenway Trouble Ticket Form*** will allow staff to send a request to the HIT Specialist for technical help through email or interoffice mail where it will be reviewed and followed through to resolution.

Submitting a Ticket Through Email

Document the following information on the Greenway Trouble Ticket Form:

- Date of issue or request
- Name of the requestor
- Phone extension of the requestor
- Location of the requestor
- Department the requestor works in
- Patient ID number (if patient related)
- Description of the issue or request

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Once the form is completed attach it and any screenshots to an email and send it to the HIT Specialist. The subject should be a short description of the issue or request. (Example: “delete a progress note”, “error message” or “unable to access flowsheets.”) Refer to *Taking a Screenshot* (see attachment).

Submitting a Ticket Through Interoffice Mail

Complete the Greenway Trouble Ticket Form (see attachment) just as you would if it were being sent through email. Document the following information on the Greenway Trouble Ticket Form:

- Date of issue or request
- Name of the requestor
- Phone extension of the requestor
- Location of the requestor
- Department the requestor works in
- Patient ID number (if patient related)
- Description of the issue or request

Once the form is completed, send it and any printed screenshots (See *Taking a Screenshot tip sheet*) to HIT Specialist at the Wilson location.

After a ticket is submitted, the requestor will receive an email confirmation from the HIT Specialist by the end of the business day stating that the ticket was received. The next email will be notification that the request has been fulfilled, or that the issue is resolved. The HIT Specialist may contact staff if the request is unable to be fulfilled in a timely manner or if more information is needed.

When following up on an issue or request or providing additional information please “reply” to the original email in your inbox that was sent by the HIT Specialist.

For urgent matters that prevent the employee from caring for patients, please call the HIT Specialist directly.

# CAROLINA FAMILY HEALTH CENTERS, INC.



## Greenway Trouble Ticket Form

Date: \_\_\_\_\_

Name of requestor: \_\_\_\_\_

Phone extension: \_\_\_\_\_

**Location:**

- ☐ Wilson Community Health Center  
☐ Harvest Family Health Center  
☐ CFHC, Inc. Dental Center  
☐ Freedom Hill Community Health Center

**Department:**

- ☐ Billing      ☐ Clinical      ☐ Case Management      ☐ Lab      ☐ Medical Records  
☐ Pharmacy      ☐ Referrals      ☐ Front Desk      ☐ Other: \_\_\_\_\_

Patient ID# (if necessary): \_\_\_\_\_

**Description of the issue or request:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*\*If you encounter an error message, please capture a screenshot and attach to form\**

In case of an emergency, please call the HIT Specialist immediately

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**For HIT Administrator Use Only:**

Priority Level: \_\_\_\_\_

Community Portal Case #: \_\_\_\_\_

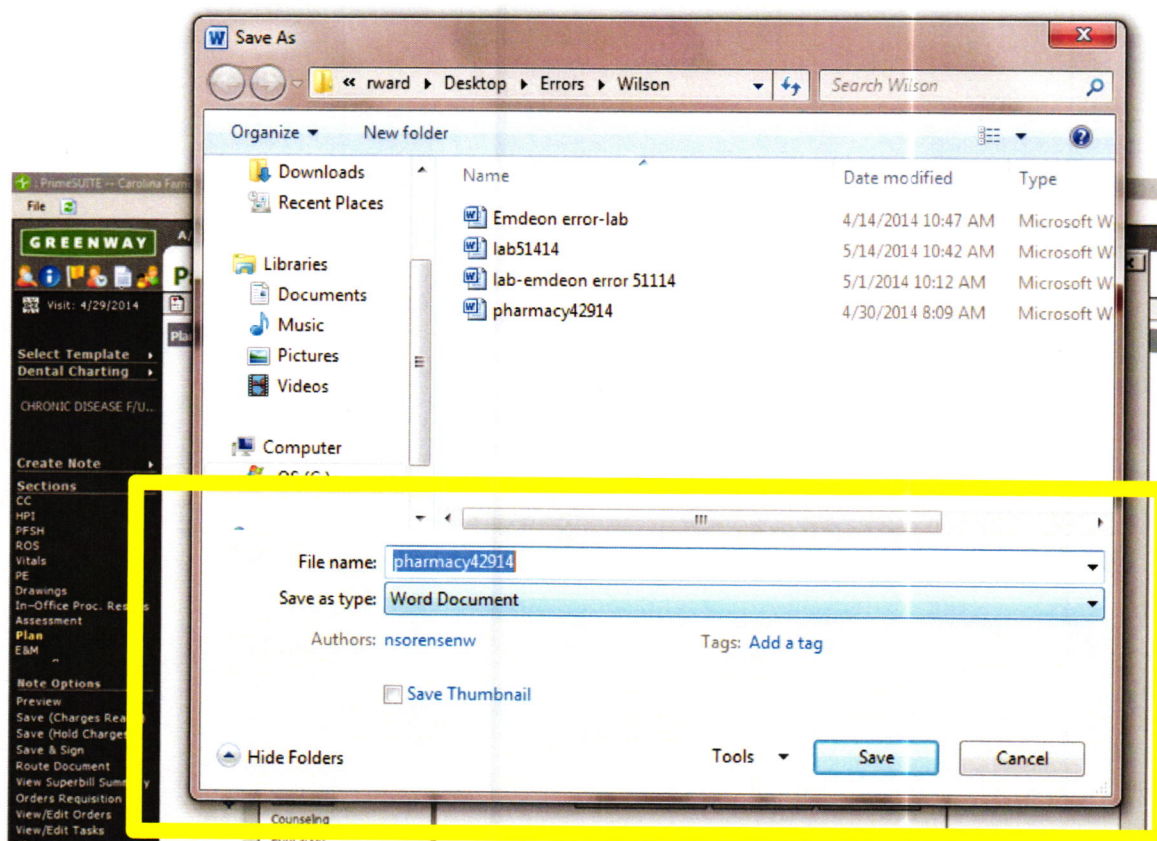
Date problem was resolved: \_\_\_\_\_



## Taking A Screenshot



1. Click the window you want to capture. Press the **PrtScn** button. The print screen key is located on the keyboard near the the upper-right corner. (On laptops you have to hold the **Fcn+PrtScn**.) \*Note: You can take a screen shot of just a single window by holding down the **ALT** and press **PrtScn**
2. Click **Start**, and click **Microsoft Word**.
3. In the **new document** window, click **Edit** and then click **Paste**.
4. When the image appears in the **Document** window, click **File**, and then click **Save As**.
5. In the **Save As** dialog box, in the **File name** box, name the document with the date (example: pharmacy error 051914) and then click **Save**.



You can now print or email the saved screen shot.