

Memorial Medical Center EHR Assistance

- 1.) The Medical Informatics Consultants Office is open and staffed from 7am-5pm Monday through Friday for hands-on assistance. There are 3 locations: Room G156, B149A and G104. All locations are available for your use 24 hr/day, and all require badge access. The Physician educators who staff the labs will answer any EHR questions, including password resets, navigation and documentation issues. Their phone number is 757-2288, if you wish to call rather than stop by. The staff is available by phone until 9:30pm on weekdays and on weekends. They can be reached after normal business hours through the HELP Desk—788-HELP.

- 2.) Contact the IT HELP Desk (788-HELP) if you need your password reset. They are available 24 hours/day. (You can also call the Medical Informatics Consultants Office—757-2288—to have your password reset.) The HELP Desk can also page the physician educator on call if you have questions during the evening and night hours.