# **Epic Requests**

## Initiating an ASRT ticket

An Application Service Request Tracker (ASRT) request is required for all proposed changes to Epic in order to track and audit these changes. Request Tracker is a task and ticket tracking tool that is used by UI Health Care Information Systems to track and manage service/development requests for a variety of UIHC and CCOM computer systems and applications.

## Initiating an ASRT Ticket

To locate the ASRT webpage from a clinical	Clinical Workstation	Personal Workstation
workstation:		ELMS LaborWorkx
<ol> <li>Click the Start button on the Taskbar</li> <li>Select HD Help Desk Web Request</li> </ol>		Microsoft Power Microsoft Power T 3
Note: When accessing the webpage from a personal workstation, you may be required to click <b>All Programs</b> .	ELMS Laborworkx HD Help Desk Web Request Programs Settings Sut Down Start 1 @	2 Microsoft Public Microsoft Public Microsoft Public Microsoft Public Microsoft Public Microsoft Office Microsoft
The HCIS Help Desk Self Service webpage displays:	university of iowa hospitals	and clinics carver college of medicine
3. Click the <b>ASRTRequest</b> hyperlink from the left column.	HEALTH CARE	Technolog
	HOME	SELF SERVICE CLINICAL SUPPORT HCIS PMO SERVICE CATALOG
	Table of Contents	HCIS Help Desk Self Service
	WebRequest	Welcome to the University of Iowa Health Care Information Systems self service support comprehensive web-based solutions resource for our customers. The goal is to empow timely resolution to their problems.
	HCIS KayBee	WebRequest (Computer & Accounts support) and <u>ASRTRequest</u> (Application & Developr submitting requests for service.
	Helpful Links Self Help Tools	Visit Password Tools to change your HealthCareID password or change your HawkID p the new HawkID 2.0 Project.
4. Click the green <b>ASRT button</b> .	номе	SELF SERVICE CLINICAL SUPPORT HCIS PMO SERVIO
	Table of Contents Password Tools	APPLICATION SERVICE REQUEST TRACKER-ASRT
	WebRequest ASRTRequest	For Application and Development Service Requests (Replaces the paper service request form):
	HCIS KayBee	ASRT
	Helpful Links	Submit New Service Request
	Self Help Tools	Examples of Application Service Requests
	ruicidailig	Application and Database Creation

Depending on the workstat asked to sign in using your and password.	tion, you may be <sup>-</sup> Healthcare ID	Attps://rt.healthcare.uiowa.edu/NoAuth/rt_submit.html     Action      Action     Ac
Note: Your domain is <u>not</u> e HealthCare ID. <i>Correct</i> User name: jsmith <i>Incorrect</i> User name: healthcare\jsm	entered with your	You will be redirected to a login page for ASRT in 3 seconds. Please login using your HealthCareID (no domain) and password. You may also click here to continue or if your browser does not redirect you.
The Health Care Informat	tion Systems -Req	uest for Service form will appear.
🖕 Favorite	es 🌈 Health Care Information System	ms - Application Service
		Application Service Request Tracker(RT)
		Quick Reference Guide
		All research data requests should be submitted to ICTS via REDCap.
	Full Name(Last, First) 2	mith, John Route Request To 2
	Email Address	ohn-smith@uiowa.edu Priority 2
	Requesting Department 2	se-5555 Service Date Desired(MM/DD/1111)
	Short Summary 2	
	Description of Request 2	
	Anticipated Benefits - Cost S	Savings/Avoidance 🛙
	Attachment1: 2	Browse
	Attachment2: 2	Browse
	Attachment3: 2 Attachment4: 2	Browse Browse
	,	Submit Form Reset Form
		Local intranet
Enter the name, email add	ress, and phone	Full Name(Last, First) 2 Smith, John
number for the requester.		
		Email Address@jjonn-smith@ulowa.edu
		Phone(XXX-XXXX) 2 385-5555
	ld will dotorroine	
which of the following group	eia will aetermine	Route Request To 2
the request: Administrative	e Apps, Clinical	Priority 2
Apps, CCM, GE/IDX, or We	eb Development.	Service Date Desired(MM/DD/YYYY) Z Clinical Apps
		Carver College of Medicine
All Epic related requests sh Clinical Apps	nouia de routea to	Enic Web Development
οπιισαι Αμμο.		

*Definitions of Supported Systems and Applications		
Administrative Applications: Vendor or in-house developed systems that support the administrative functions of the institution. These are systems related to Human Resources, Supply Chain, Health Information Management, Decision Support, Finance, and Accounting.		
Clinical Applications: Vendor or in-hous such as Epic, INFORMM Patient Record (	se developed systems that support UIHC clinicians in their mission to provide patient care, IPR), and Cerner.	
Carver College of Medicine Application Medicine. These are systems related to fir	s: Vendor or in-house developed systems that support the mission of the Carver College of nance, admissions, registration and other related services.	
IDX (GE): The UIHC system that supports Web Development: Webpage support a	s scheduling, admitting, registration, charge capture, and billing. nd development.	
Set the <b>Priority</b> field to <i>Low</i> , <i>Medium</i> , or <i>High</i> based upon the importance of this request.	Route Request To 🛛 Clinical Apps	
	Priority 2 MEDIUM	
Enter the Service Date Desired.	Service Date Desired(MM/DD/YYYY) 2 5/01/2012	
request to be completed, but this does not guarantee it will be completed by this time.		
Select the Requesting Department from	Requesting Department 2	
	Description of Request 2 AMBULATORY CARE SVCS	
	ANESTHESIA BIOCHEMISTRY BIOENGINEERING BURN TREATMENT CENTER	
Type in a <b>Short Summary</b> for the request	Chart Summary I Creation of a new Smart Set	
	Short Summary Dicreation of a new Smart Set	
In the <b>Description of Request</b> , enter the full	Description of Request 2	
complete and specific as possible.	I would like to have a new Order Sets created and named: SmartSet PM Make multiple selectable diagnoses: Exercise induced shortness of M	
Types of Requests:	exertion 786.09, Impaired exercise tolerance 780.99, Noisy breathing Default the following 4 tests: 1) PFT - EXERCISE STUDY:CARDIOPULMON	
Creation or change to Order Sets, Smart Sets, Note Templates, and In		
Basket pools		
<ul> <li>Reporting needs</li> <li>Security/Template changes</li> </ul>		
Provide a statement on the Anticipated	Anticipated Benefits - Cost Savings/Avoidance 2	
Benefits-Cost Savings/Avoidance.	The new order set will ensure the correct orders are being used and will provide a fa for ordering.	
Up to four <b>Attachments</b> can be attached to		
the request. Click the <b>Browse</b> button to	Attachment1: 12 Browse Attachment2: 12 Browse	
locate the file.	Attachment4: 2 Choose File to Upload	
	Image: Control Disk (Cr)       Image: Control Disk (Cr)       Image: Control Disk (Cr)       Image: Control Disk (Cr)       Image: Control Disk (Cr)	
	My Recert Documents Cracle on 'HC-File2'.(0:) Cracle on 'HC-File2'.(0:) Cracle on 'HC-File2'.(0:) Cracle on 'HC-File2'.(0:)	
	Hcis on 'hc-file2.healthcare.uiowa.edu' (5:) Desktop Collab on 'hc-dfs10.healthcare.uiowa.edu' (7:)	

Submitting the ASRT request				
When all fields are completed, click the <b>Submit Form</b> button.				
Note: The <b>Reset Form</b> button will clear all of the fields on the request form.	Favorites     Federation Care Information Systems - Application Service      Application Service Request Tracker(RT)      Quick Reference Guide			
	All research data requests should be submitted to ICTS via REDCap.			
	Full Name(Last, First) 2 smith, john       Route Request To 2 Clinical Apps         Email Address2 john-smith@uiowa.edu       Priority 2 MEDIUM         Phone(XXX-XXXX) 2 386-5555       Service Date Desired(MM/DD/YYYY) 2 5/01/2012         Requesting Department 2 PULMONARY REHAB       Short Summary 2 Creation of a new Smart Set         Description of Request 2       I would like to have a new Order Sets created and named: SmartSet FED PULM:Exercise Testing         Make multiple selectable diagnoses:       Exercise Induced shortness of breath786.05, Dyspnea on exertion 786.09, Impaired exercise tolerance 780.99, Noisy breathing 786.09, Stridor 786.1         Default the following 4 tests:       I) PFT - EXERCISE STUDY:CARDOFUMONARY EXERCISE TEST PFT RESULTS         Anticipated Benefits - Cost Savings/Avoidance 2       The new order set will ensure the correct orders are being used and will provide a faster method			
	Attachment1: 0     Browse       Attachment2: 0     Browse       Attachment3: 0     Browse       Attachment4: 0     Browse			

#### **Request Confirmation**

After you have submitted your request, you will receive an automated email response from the Request Tracker server confirming your request has been received and a ticket has been created.

## **Assignment Notification**

After your service request ticket has been assigned to an HCIS developer, you will receive an update email indicating to whom the request has been assigned.

#### Updating the ASRT request

In the automated response, there is a line that indicates any email sent to the HCIS development staff must include the service request's assigned ID in the subject line. The easiest way to ensure that service request ID is included in the subject line is to Reply to the original confirmation email.

#### Follow-up Correspondence

The HCIS development staff will contact you via email if there is need for additional information about your request. An audit trail of all correspondence regarding the service request will be maintained by the Request Tracker.

#### **Closing the Ticket**

When the requested work is complete, the developer will contact you via email to verify the work has been satisfactorily completed. If you agree, confirm via a reply email message. The developer will then close the ticket and send you a message verifying the ticket has been closed.

#### **Questions?**

If you need assistance with an ASRT request, please contact the Health Care Information Systems Help Desk at 6-0001.