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.
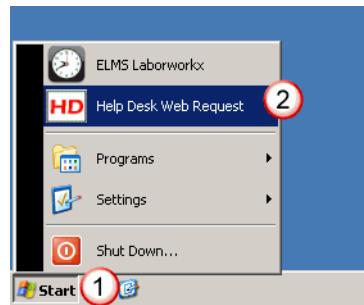
Initiating an ASRT Ticket

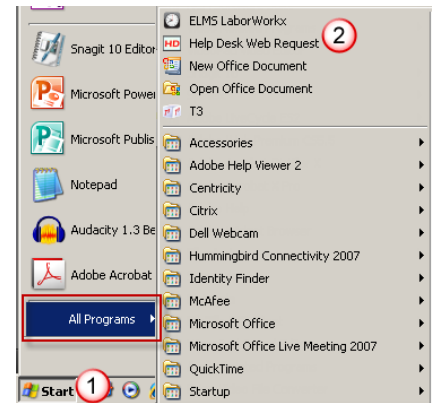To locate the ASRT webpage from a clinical workstation:

1. Click the **Start** button on the Taskbar
2. Select **HD Help Desk Web Request**

Note: When accessing the webpage from a personal workstation, you may be required to click **All Programs**.
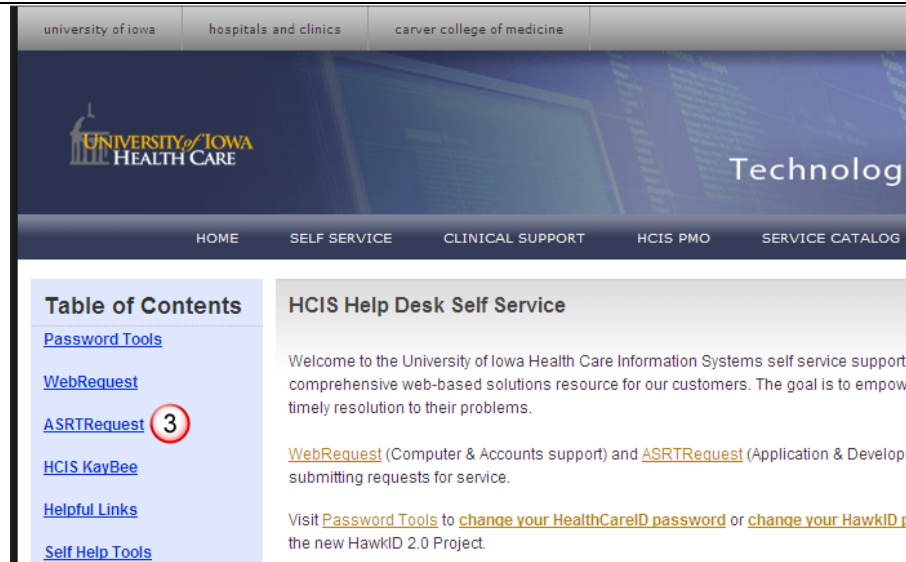
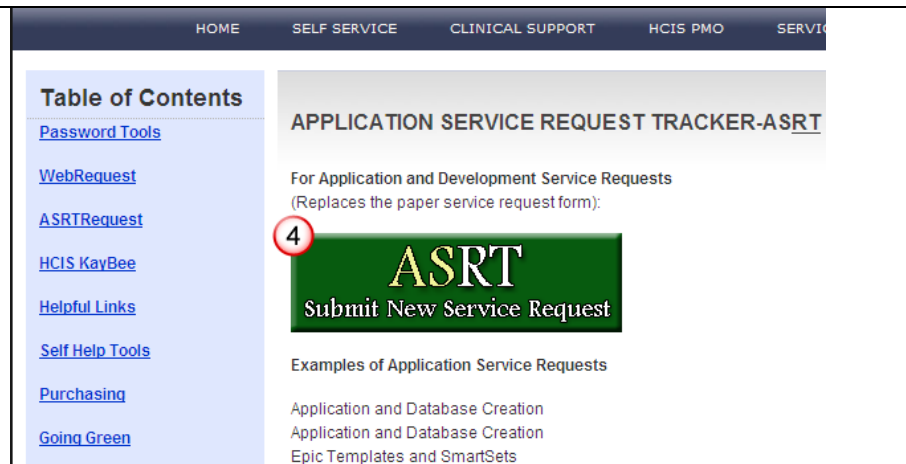Clinical Workstation   Personal Workstation

The HCIS Help Desk Self Service webpage displays:

3. Click the **ASRTRequest** hyperlink from the left column.

4. Click the green **ASRT button**.

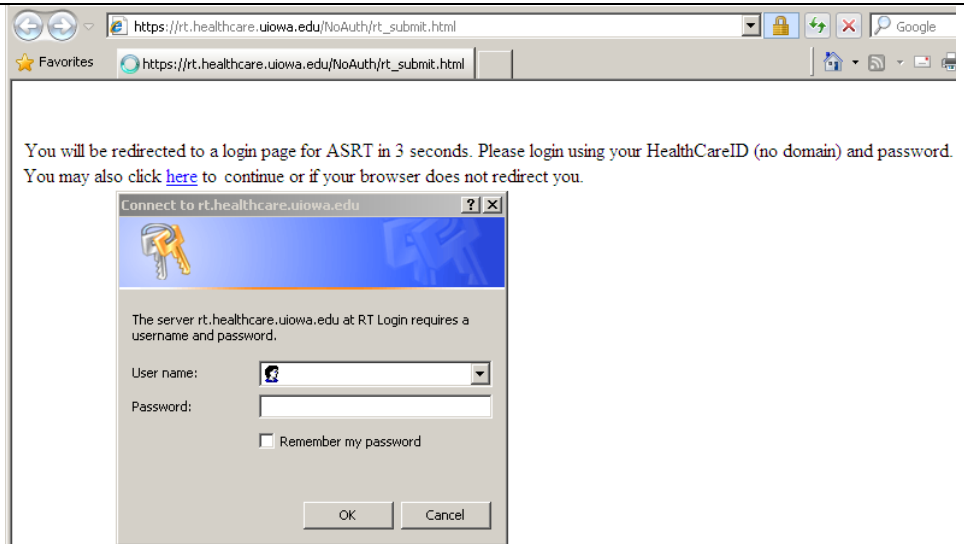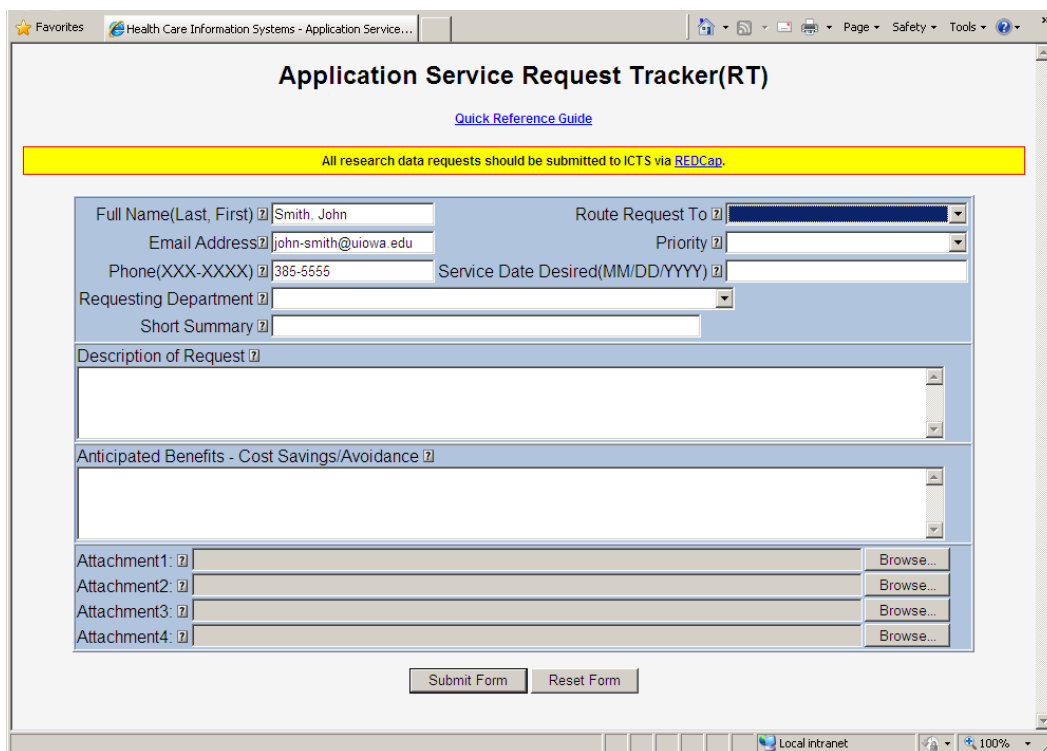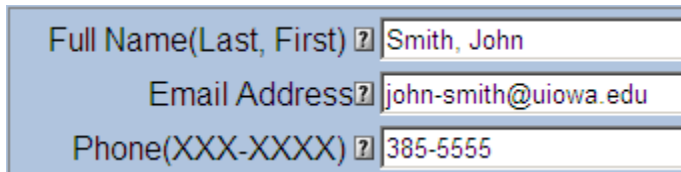|	
Depending on the workstation, you may be asked to sign in using your **Healthcare ID** and **password**. Note: Your domain is <u>not</u> entered with your HealthCare ID. *Correct* User name: jsmith *Incorrect* User name: healthcare\jsmith	You will be redirected to a login page for ASRT in 3 seconds. Please login using your HealthCareID (no domain) and password. You may also click here to continue or if your browser does not redirect you. Connect to rt.healthcare.uiowa.edu The server rt.healthcare.uiowa.edu at RT Login requires a username and password. User name: Password: ☐ Remember my password OK Cancel

The **Health Care Information Systems –Request for Service** form will appear.

Application Service Request Tracker(RT)

Quick Reference Guide

All research data requests should be submitted to ICTS via REDCap.

Full Name(Last, First) ? Smith, John Route Request To ?
Email Address? john-smith@uiowa.edu Priority ?
Phone(XXX-XXXX) ? 385-5555 Service Date Desired(MM/DD/YYYY) ?
Requesting Department ?
Short Summary ?
Description of Request ?

Anticipated Benefits - Cost Savings/Avoidance ?

Attachment1: ? Browse...
Attachment2: ? Browse...
Attachment3: ? Browse...
Attachment4: ? Browse...

Submit Form   Reset Form

Enter the name, email address, and phone number for the **requester**.	Full Name(Last, First) ? Smith, John Email Address? john-smith@uiowa.edu Phone(XXX-XXXX) ? 385-5555
The **Route Request To** field will determine which of the following groups* will receive the request: Administrative Apps, Clinical Apps, CCM, GE/IDX, or Web Development. All Epic related requests should be routed to **Clinical Apps.**	Route Request To ? Priority ? Service Date Desired(MM/DD/YYYY) ? Administrative Apps Clinical Apps Carver College of Medicine IDX Web Development Epic
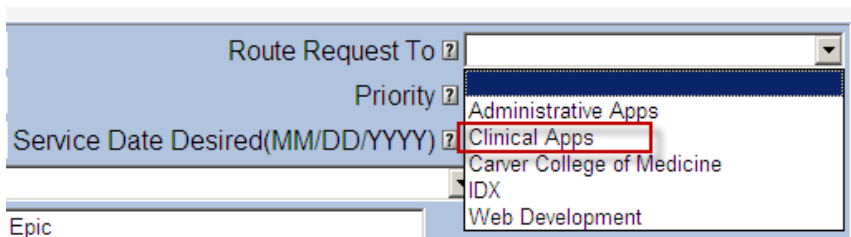
*Definitions of Supported Systems and Applications

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-house developed systems that support UIHC clinicians in their mission to provide patient care, such as Epic, INFORMM Patient Record (IPR), and Cerner.

Carver College of Medicine Applications: Vendor or in-house developed systems that support the mission of the Carver College of Medicine. These are systems related to finance, admissions, registration and other related services.

IDX (GE): The UIHC system that supports scheduling, admitting, registration, charge capture, and billing.

Web Development: Webpage support and development.

Set the **Priority** field to *Low, Medium,* or *High* based upon the importance of this request. Enter the **Service Date Desired**. **Note:** This is the date you would like this request to be completed, but this does not guarantee it will be completed by this time.	Route Request To ☐ Clinical Apps ▼ Priority ☐ MEDIUM ▼ Service Date Desired(MM/DD/YYYY) ☐ 5/01/2012
Select the **Requesting Department** from the drop down list.	Requesting Department ☐ ▼ Short Summary ☐ Description of Request ☐ ACTIVITIES THERAPY AMBULATORY CARE SVCS ANATOMY & CELL BIOLOGY ANESTHESIA BIOCHEMISTRY BIOENGINEERING BURN TREATMENT CENTER
Type in a **Short Summary** for the request.	Short Summary ☐ Creation of a new Smart Set
In the **Description of Request**, enter the full description of your request. Please be as complete and specific as possible. Types of Requests: • Creation or change to Order Sets, Smart Sets, Note Templates, and In Basket pools • Reporting needs • Security/Template changes	Description of Request ☐ I would like to have a new Order Sets created and named: SmartSet PF Make multiple selectable diagnoses: Exercise induced shortness of b exertion 786.09, Impaired exercise tolerance 780.99, Noisy breathing Default the following 4 tests: 1) PFT – EXERCISE STUDY:CARDIOPULMON
Provide a statement on the **Anticipated Benefits-Cost Savings/Avoidance**.	Anticipated 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 **Attachments** can be attached to the request. Click the **Browse** button to locate the file.	Attachment1: ☐ Browse... Attachment2: ☐ Browse... Attachment3: ☐ Browse Attachment4: ☐ Choose File to Upload Look in: My Computer Local Disk (C:) DVD-RAM Drive (D:) seling$ on 'hc-file2.healthcare.uiowa.edu' (H:) Oracle on 'HC-File2' (O:) Research on 'hc-dfs10.healthcare.uiowa.edu' (R:) Hcis on 'hc-file2.healthcare.uiowa.edu' (S:) Collab on 'hc-dfs10.healthcare.uiowa.edu' (T:)

Submitting the ASRT request

When all fields are completed, click the **Submit Form** button.

Note: The **Reset Form** button will clear all of the fields on the request form.

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.