Reclaiming Clinician Time: Accelerating EMR Help Requests with ServiceNow

In today's healthcare environment, every minute physicians spend wrestling with IT issues is a minute taken away from patient care. Community Health Network (CHN), a leading Indiana healthcare system operating 10 hospitals, numerous medical facilities, and 200+ physician offices, recognizes this challenge. With service requests taking up to 15 minutes per call and inconsistent incident reporting, these workflow disruptions were ultimately impacting physician efficiency. To address these challenges, Community Health Network partnered with INRY to implement ServiceNow EMR Help – a solution designed to streamline EMR service requests and empower clinicians to focus on what matters most: delivering exceptional patient care.

The Solution: A Seamless EMR-ServiceNow ITSM Integration

INRY's implementation of ServiceNow EMR Help created a frictionless connection between CHN's Epic electronic medical records system and their IT service management platform. This integration enables clinicians to submit IT service requests related to the EMR directly from within the Epic environment they already use. The solution automatically captures contextual information such as patient records, screenshots, and application details, eliminating the need for clinicians to manually document issues or switch between systems. This automated approach not only saves valuable time but also ensures more accurate and detailed incident reporting, enabling IT teams to resolve issues faster and minimize EMR system downtime.

Implementation Approach

INRY leveraged out-of-the-box ServiceNow EMR Help capabilities along with our proprietary PASS methodology for implementation, to provide CHN with a streamlined request submission experience. The implementation focused on three key areas:

- **Embedded Epic Experience:** A simple "Help" button was integrated directly into Epic, enabling clinicians to submit IT service requests without leaving their workflow, ensuring minimal disruption to patient care

- **Automated Ticket Creation & Assignment:** Requests submitted via the EMR Help button were automatically converted into ServiceNow incidents with all relevant contextual information and assigned to the appropriate IT teams based on predefined rules

- **Minimal Configuration for Maximum Scalability:** INRY ensured that the foundational implementation followed standard ServiceNow best practices, allowing CHN to scale and enhance the solution over time without extensive customizations

After deployment, INRY supported successful adoption through pilot team migration, comprehensive communication support, and a dedicated command center during the initial rollout. A two-week hypercare period ensured any emerging challenges were quickly addressed, with INRY providing troubleshooting, defect resolution, and knowledge transfer to CHN's IT teams.

Conclusion: Partnering for Healthcare Digital Transformation

Through this transformative partnership with INRY, Community Health Network has significantly advanced its mission of delivering exceptional patient care. By optimizing IT processes and empowering clinicians, the organization has reduced incident reporting and resolution times. Most importantly, clinicians can now focus on what they do best – caring for patients – rather than struggling with IT issues.

Looking to transform your healthcare IT experience? INRY's expertise in ServiceNow implementations for healthcare organizations, combined with our proven PASS methodology, ensures rapid value delivery and seamless change management. Our team of certified experts can help you design and implement a tailored ServiceNow EMR Help solution that aligns with your organization's unique needs and vision, ultimately improving clinician satisfaction, IT efficiency, and patient outcomes.

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