



Memorandum

To: All Staff
From: Information Technology & Information Systems
Date: June 24, 2021
Re: EMERGENCY IT/IS After-Hours Support

As an ongoing effort to minimize after-hours calls to the Help Desk, and thereby reduce the amount of overtime incurred from such calls, the Informatics Department would like to specify those scenarios which qualify as an "after-hours emergency". Below is a list of the more common types of calls which are received after-hours. Please note that any issues which are deemed "Not Supported" will not be addressed until the next business day.

An IT Support Analyst will be available at the Help Desk during the following times:

Monday through Friday, 7:30am to 5:00pm
Saturday and Sunday, 8:00am to 4:00pm

*** If a supported issue arises outside of these times, please call the On-Call Analyst at **626-6804**. If the issue is non-urgent, please leave a message with the Help Desk at **684-6411** or help@tbh.net, and it will be address during regular business hours. ***

	Supported	Not Supported
Printer – can't print/paper jam	✓	
Meditech – not working on one pc, but working on others		✓
Citrix – can't access	✓	
Citrix – need icons added		✓
Mosaiq	✓	
MModal Dictation/Editing	✓	
PACS/Powerscribe	✓	
Groupwise Email or Mobility (full system outage)	✓	
Virtuo ESS (paystubs)		✓
Password resets for critical systems	✓	
Need account access changed		✓
Device hardware issues (i.e. mouse, keyboard, monitor)		✓ (use other station)
DualCode LMS – login issues or errors		✓
Omnicell (TBRHSC only)		✓ (Contact Pharmacy or Floor Superuser)
Staffright – passwords		✓ (Contact Staffing)

Informatics Mission: Inform. Enable. Transform.

Thunder Bay Regional Health Sciences Centre is a leader in Patient and Family Centred Care and a research and teaching hospital proudly affiliated with **Lakehead University, the Northern Ontario School of Medicine and Confederation College**.
Le Centre régional des sciences de la santé de Thunder Bay, un hôpital d'enseignement et de recherche, est reconnu comme un leader dans la prestation de soins et de services aux patients et aux familles et est fier de son affiliation à l'université Lakehead, à l'École de médecine du Nord de l'Ontario et au collège Confédération.