# Three ways to submit an *Epic ticket*

**HEALTH & HARMONY**
**Epic**

**(1)** **Submit a ticket within Epic ("Northwell Service Desk")**
You can submit **patient-centric** (within the patient's chart) and **non-patient-centric** issues directly within Epic. **Learn more here.**

**(2)** **Call the service desk**
For urgent needs, call the service desk at 516-470-7272 (option 4).

**(3)** **Submit an "Epic EMR Incident"**
Visit **northwell.info/EpicEMRticket** or scan the QR code.

Bookmark the link to the button and/or click the "heart" icon to favorite it in TechConnect.

## Need more help?
**Use the F1 Key in Epic** for more resources and contextual help and **review the incident escalation pathway**

**Northwell Health**®