

Go-Live Support



Go Live with confidence! There is a robust ecosystem of dedicated support to ensure physicians, ACPs and team members are fully empowered every step of the way.

In-person support

Green vest vendor support



Hands-on, expert support will be on-site across acute, ambulatory, and administrative areas, to guide you through Epic system navigation and workflow questions.

Super user orange vest



Exclusive, 'at-the-elbow' support entirely focused on assisting you, with zero competing priorities from their normal duties.

On-site informaticist support



Informaticists will conduct on-site rounds to help triage support tickets.

Super user badge buddy



You'll also benefit from a broad network of readily available colleagues who, while continuing their normal duties, are equipped to answer your questions and provide ongoing support.

Purple vest patient support



Dedicated support will ensure patients can confidently and efficiently interact with patient portals, check-in kiosks, and mobile apps, simplifying their access to care.

Drop in labs



Designated locations at acute care sites to get additional support and make personal configurations within the actual Epic production environment.

Escalation steps during Epic Go-Live:

- 1 Find on-site floor support.
- 2 If no floor support (or remote):
- 3 High Priority: Call 516-470-7272 immediately.
- 4 Low Priority: Use the Epic Help Button (F1) or TechConnect.

Support resources



A wealth of easily accessible resources are available on demand. Dive into deeper insights on Northwell Connect, find instant answers via Epic Hyperlinks, or review the robust

[Northwell Success Guide for Epic.](#)

(you will insert your Northwell email address into Google when prompted - and may need to sign out of your Google account)

Incidents called into TechConnect or reported via the Epic Help Button will be prioritized for review and resolution.



[Review the Northwell Success Guide for Epic](#)