

From Epic Incident Commander, Shea Corum
To Salem Health Leaders

Good afternoon,

Here's the latest news from the command center. Please share with your staff as appropriate.

Updates on previous issues:

- Epic will implement a fix for the EDIE issue by the end of the week. IS teams are working behind the scenes to mitigate delays in interface traffic (information flow between Epic and other systems).
- The RightFax issue for Care Management reported as part of the NEC command center has been resolved.

New issues and notes:

- We have received a few reports of users seeing a black box on their screen. If you experience this, it just means that IS is in the middle of applying a certain type of fix. The box will close after a minute or so. This can happen at any time, not just during go-live.
- We experienced an issue mid-afternoon with Salem Clinic and Epic Remote connectivity. We were able to resolve it for Salem Clinic, but Epic Remote is still experiencing issues.
- Connectivity between Salem Health Epic and Kaiser Permanente Epic is not functional. Our IT teams are in communication and working toward a resolution.
- Printing is still a trending issue. Please continue to call those printing issues in!
 - We are working through the issue that is preventing the printing of historical EKGs, the recommended workaround is to access and print these directly through TraceMaster.

Total reported issues as of 3:45 p.m.

Total Issues Reported	223
Total Issues Resolved	72
Total Issues Active	151

The command center will continue to be fully staffed all night. The next command center report will be tomorrow at 10:00 a.m.