Automate Clinician Service Requests with EMR Help Button

Resolving EMR issues and routing change requests with one click
Challenges and opportunities

The expanding role of EMRs in patient care

Healthcare is complex. That’s true for all those involved – patients, caregivers, clinicians, IT, administrators, and beyond.

The push from inpatient to outpatient settings and the shift from volume to value-based care adds to this complexity by contributing to market disruption. These disruptions can include mergers, acquisitions, expansions, and more. Healthcare organizations currently face a significant challenge when integrating systems and processes across the continuum of care.

Electronic Medical Record (EMR) systems have become a mission-critical component for delivering appropriate and timely high-quality care. They function as the single source of truth for providers and patients. Healthcare providers need their EMRs and supporting infrastructure to be always running and compliant with strict regulations for health data security and privacy.

16 min
Average time a physician spends on EMRs for each patient visit1.

71% of physicians agree EMR interfaces greatly contribute to physician2.

72% of primary care physicians believe improving EMR interfaces could address challenges.

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1 Annals of Internal Medicine, “Physician Time Spent Using the Electronic Health Record,” 2020.
Due to regulatory and operational requirements, clinicians today are spending more time behind a screens. These extra technology burdens and time away from patients contributes to physician burn-out. And that’s when everything is going right.

But technology issues are inevitable, and it’s the last thing that clinicians have time to deal with. How can you make things easier to report issues and request enhancements to their experience?

Let’s look at what we can do to improve this experience for clinicians and IT, so providers can focus on what matters most – caring for patients.

58% of physicians say there is a big opportunity for improvement in clinical documentation.\(^1\)

\(^1\) Deloitte, "Electronic Health Records: Can the pain shift to value for physicians?,” 2018.
EMR service requests made easy for clinicians and IT

In the past, an issue with the EMR or an enhancement request meant a clinician had to go through a difficult process of contacting their IT help desk, jotting down issues on sticky notes, or documenting requests in spreadsheets. But there is a better, more streamlined way.

By leveraging the NOW platform, clinicians can make a service request directly from the EMR into ServiceNow, whether that request is to flag a problem or to ask for an enhancements, such as adding blood pressure details to the intake screen.

The EMR Help Button allows the clinician to automatically create this request with a click of a button. It can even take a screen shot to aid in the IT troubleshooting process.

The clinician’s request is also tagged to their user profile, so they can track its progress, and this workflow is expedited because requests are automatically routed to the proper teams for resolution.

Everyone wins by keeping clinicians’ attention focused on the patient experience.
Exploring the value of automating EMR service requests

What does this mean for clinicians?

• Clinicians are more inclined to report issues within the EMR, reducing unreported issues and walk aways
• EMR issues are captured, tracked, and resolved faster
• The user experience for clinician improves, as everything takes place within the EMR
• Clinicians can spend more time with patients, and less time dealing with IT

What does this mean for IT?

• Single platform for IT to manage projects, resources, and deliverables
• Minimizing the need for clinicians to reach out to IT for the status of issue remediation and enhancement requests
• Greater productivity and speed to resolve issues by auto-routing issues to the right teams
Case study: UnityPoint Health

Des Moines, Iowa, USA | Employs 30,000 team members

UnityPoint Health is a network of hospitals, clinics and home care services in Iowa, Illinois and Wisconsin.

**Challenge**

Physicians and nurses were sacrificing valuable bedside time to report EHR issues via phone or email.

**Solution**

NOW Platform, IT Service Management and IT Operations Management

**Outcome**

ServiceNow helped UnityPoint Health to integrate their Electronic Health Record (EHR) solution and create their own “Help Button,” which rapidly routes EHR-related issues to the right support teams for quick resolution, freeing care-providers to spend more time with patients.

25% REDUCTION OF PROVIDER OF NURSE-RELATED CALLS TO HELP DESK

7 min AVERAGE TIME REDUCTION TO LOG EMR ISSUE

WATCH THE WEBINAR
Health IT systems support clinicians in the delivery of high-quality care. When something goes wrong within the EMR and data becomes unavailable or compromised, these systems can instead get in the way.

As healthcare organizations expand and support more complex services and technologies, their IT leadership will face increasing challenges in keeping critical systems operational and optimized to streamline the care delivery process for clinicians.

By combining the power of ServiceNow IT Service Management and IT Business Management with the EMR Help Button, healthcare organizations can streamline EMR service requests for clinicians reporting issues and requesting enhancements that will improve their experience. This approach enables IT to respond quickly, ensuring patients receive the best experience possible at the point of care.
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About ServiceNow
Healthcare organizations that embrace digital transformation have turned it into a competitive advantage, positioning them as visionary leaders who are improving patient care. However, not all have seized the full value of this change. ServiceNow offers solutions to power the future of healthcare.