

New Hanover Regional Medical Center
Midmark/RTLS Visibility Go-Live
Post-Live Support Transition Strategy

Post-Live Transition and Support Strategy:	<ul style="list-style-type: none"> • Close down Command Center in Classroom 4 at 5pm on Thursday, December 13, 2018 • First point of escalation should continue to be with area assigned SME (See SME List, below) • Notify Clinical Informatics (to 9pm) at *6300 <ul style="list-style-type: none"> - “How To” and system performance/slowness issues calls should be logged as incidents to the Epic ADT/Prelude queue in ServiceNow • Notify I.S. HelpDesk / NOC (after 9pm) at *7855 <ul style="list-style-type: none"> - “How To” and system performance/slowness issues calls should be logged as incidents to the Epic ADT/Prelude queue in ServiceNow • Nights and Weekend / Epic ADT/Prelude (normal) on-call is in place and will determine severity and escalate, as necessary, to Systems/Infrastructure on-call for resolution <ul style="list-style-type: none"> - At this time, it is noted that “How To” related issues w/ Midmark Visibility go-live do not impact patient care or safety. Therefore, there is no need to page on-call • Note: The I.T. Systems Infrastructure team receives alerts for server related performance
--	--

Subject Matter Experts by Area:

Area/Department	Name	Area/Department	Name
Nursing Supervision	BJ Carbonell	Radiology - MRI	Frank Rauccio
ED, Obs, BHU	Karine Eason	Radiology – Rad Mgrs, Diagnostic CT	Jessica Yost
Tower	2F-Erin Escarsega 3F-Savonne Berrios 4F-Jeanine Pitts 5F-Lydia Smith 6F-Shenita Murray 7F-John Williams-Wyant 8F-Steve Brown 9F-Sarah Coffman 10F-Gabby Nixon	Radiology – US, Non-Invasive Vascular	Nicole Herren
ICUs and PCU	Jenny Walters	Nuc Med, IR, Rad RN	Norma Baker
OR, Endo, CVOR, CRNAs	Candace Asher	PAT	Margo Jones
Same Day Surgery	Dana Bell-Witt	EVS/Transport	Nick Green

New Hanover Regional Medical Center
 Midmark/RTLS Visibility Go-Live
 Post-Live Support Transition Strategy

Area/Department	Name	Area/Department	Name
			Bob Dykes
PACU	Patti Batchelor	PFS	Margo Jones
W&C - L&D/OB OR	Gwen Deininger	Cath/EP/CPC/OPSU/Telemetry/CV Lab	Vicky Campbell Lisa Tartaglione
W&C - NICU/PICU/W&C Float	Cheryl Jefferson	Respiratory Care	Mike Malatesta
W&C - Mom/Baby	Jennifer R. Smith	Pharmacy	Tufan Nardali
W&C - Womens Unit	Chelsea Hatcher	Lab	Michael Register
Rehab	Becki Hearl	Special Police	Franklin King
BHH	Mary Williams	Case Management / Social Work	Julie Spicka
CRNO	Christine Sincock	Dieticians	Angela Lago