



Physician Update

Latest downtime information for Feb. 4 upgrade (updated as of Jan. 24)

Downtime for Feb. 4 upgrade

The downtime for the Epic upgrade will begin at 10 p.m., Friday, Feb. 3. It is estimated to last approximately five hours.

The downtime is effective for all inpatient services at Providence Alaska Medical Center and Providence Seward Medical Center as well as hospital outpatient departments that will upgrade to the Providence collaborative build.

On-site support during upgrade

On-site support will be available 24 hours a day beginning Saturday, Feb. 4 when the Epic upgrade goes live and continuing for two weeks until Feb. 19. Support for physicians includes:

- First level of support on each unit will be credentialed trainers, physician super users and Epic tutors.
- Physicians can also go to the Birch Conference Room near the cafeteria for help with other Epic questions. This room will be staffed 24/7 from Feb. 4 to Feb. 19.

Restoring preferences after the upgrade

For help in restoring preferences after the upgrade, support staff will be available in the Birch Conference Room to help physicians reset defaults. To receive this support, it's recommend physicians arrive one hour early when they come to the hospital the first time after the upgrade.

For more information and questions

For questions about the topics addressed in this update, please contact: Ron Healy, MD, chief medical information officer at 907-212-3796 (office), 907-275-1260 (pager) or 907-360-5028 (cell).