

Panorama Bulletin

Apr 27, 2015

Information Bulletin 0035

Quick Reference: SuperUser Escalation

Issue:

The first point of contact for superusers will be changing to the eHealth Service desk effective April 27, 2015.

Background Information – Issue management:

During the period immediately following the implementation of the immunizations component of Panorama, the project team provided three months of enhanced support to the super-user community. As of April 27th, the super-users should escalate any issues they may have to the eHealth Service desk or Ministry of Health, as may be appropriate for the type of issue.

For end-users, their regional SuperUser should remain their first point of contact.

Policy items should be escalated to the Ministry

Rosalie Tuchscherer Rosalie.Tuchscherer@health.gov.sk.ca

All other items should be escalated to eHealth Saskatchewan

Service Desk servicedesk@ehealthsask.ca 1-888-316-7446

Contact

If you have any questions or concerns please contact:

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