

Information Technology Service Desk Telephone Support Options



Regular Business Hours

- Monday to Friday, 6:00 a.m. to 9:00 p.m.
- Saturday and Sunday, 8:00 a.m. to 4:30 p.m.

Press 1 for support with Telehealth, RIS, PACS, Transcription, BDM, PIP and myeHealth applications.

Submenu Option 1		Submenu Option 2
BDM	PACS	Press 2 for support with Telehealth and TeleStroke
Drug Plan	Panorama	
eHR Viewer	PHC (myHealth)	
ESP	PHRS Online	
FDBm AXIS	PIP	
Hedgehog	PS360 (Powerscribe)	
iPHIS	RadNet	
MDS / Care Organizer	RIS	
Ministry of Health Applications	SCI	
MIQS	SSCN	
myeHealth	Transcription Fluency	
	WinCIS	

Press 2 for support with SCM, SER, and other clinical, critical or patient affecting services.

Accuro	EBM	ISCV	Physician's List	VIP
AHS	Endoworks	LIS/SCC	Procura	WinRecs
Allscripts Patient	Enovation	MedAccess	SCM	Xcelera
Flow (APF)	HistoTrac	MedGate	SER	Xcelera Cath
AMCOM	Honeywell HVAC	NMIS	Shire	Xcelera Echo
AMIS	Hospitality Suite-	Nurse Call	Silent Messenger	
CAD	(Computrition)	OR Equipment	SmartWeb Paging	
Client Information	HSM	Paceart Optima	Sunrise Enterprise	
System	Immunization bill-	Patient Flow	Registration (SER)	
Dynamed	ing	Perceptive	Tracemaster	

Press 3 for support with logging into your account including network passwords.

Press 4 for support with your computer, printer or phone.

Press 5 for all other support, including Gateway Online, iPFE, and all other applications.

Questions? Contact the eHealth Saskatchewan Service Desk



Phone: 1-888-316-7446
 Email: servicedesk@eHealthSask.ca
eHealthSask.ca/support

Information Technology Service Desk Telephone Support Options

One Health System. One Consistent User Experience.

After-Hours Support



Urgent Requests—On-call hours

- Monday to Friday, 9:00 p.m. to 6:00 a.m.
- Saturday and Sunday, 4:30 p.m. to 8:00 a.m.

Press 1 to leave a message for next business day response on non-urgent issues. Use this option for issues that are not urgent.

Press 2 for support with Telehealth, RIS, PACS, Transcription, BDM, PIP and myHealth applications. Use this option for urgent issues with:

BDM	PHC (myHealth)
eHR Viewer	PIP
ESP	PS360
FDBm AXIS	RadNEt
Hedgehog	RIS
iPHIS	SCI
MDS	Telehealth
MIQS	Transcription Fluency applications
myHealth applications	WinCIS
PACS	
Panorama	

Press 3 for support with SCM. Use this option for urgent issues.

Press 4 to speak to the on-call Service Desk staff. Use this option for urgent issues.

To access the latest applications go to eHealthSask.ca/support

Questions? Contact the eHealth Saskatchewan Service Desk



Phone: 1-888-316-7446
Email: servicedesk@eHealthSask.ca
eHealthSask.ca/support