

ServiceNow® Electronic Medical Record (EMR) Help Application

The ServiceNow® EMR Help application simplifies the process of submitting service requests related to Electronic Medical Records (EMR) systems. **It acts as a bridge between healthcare providers' EMR systems and the ServiceNow platform**, enabling healthcare organizations to efficiently manage IT support for EMR software directly through ServiceNow.



EMR System Integration:

The EMR Help application connects your EMR system with ServiceNow, streamlining the process of submitting support tickets for technical issues or EMR-related requests.




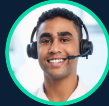


Automatic Service Request Creation:

Clinicians can submit requests directly from within the EMR system, and all necessary details, such as patient records, are automatically captured, creating a service request in ServiceNow.



Customized Healthcare Case Management:

Support for creating custom healthcare case types to address specific needs and workflows in healthcare settings.

Benefit	Feature	User
Time-Saving for Clinicians	Clinicians can create service requests directly from the EMR system without needing to switch systems.	 Clinician
Improved Visibility	Clinicians and service desk agents can track service request progress, including incidents, cases, and work orders.	 Service Desk Agent
Enhanced Security	EMR Help provides encryption options to ensure patient data and sensitive information are secure.	 Administrator
Automatic Instance Transmission	The system automatically transmits relevant instance information to service desk agents for quick resolution.	 Service Desk Agent

Transform your healthcare service management and improve clinician efficiency with ServiceNow® EMR Help—empowering healthcare teams to focus on what matters most: **patient care**.