



Topic	Process	Responsible Person
eCW problems/questions	Open an IT Ticket or send Teams message	Ashlea King
Doxy (virtual visits-not camera or microphone related)	Open an IT Ticket or send Teams message	Ashlea King
Up-to-Date (provider subscriptions)	Email or Teams message	Ashlea King
Aledade	Email or Teams message	Mandy Brannock
Adding Pharmacy in eCW	Teams message	Michelle Kitchens (PSR team) or Michelle Moon (clinical staff); Ashlea is backup
Prior Authorizations	TE in patient chart	Michelle Moon
Medical Records	TE in pt chart; email or Teams message for general questions	Michelle Kitchens
Incoming Faxes in eCW	Email or Teams message	Michelle Kitchens
North Carolina Immunization Registry (NCIR)	Teams message	Michelle Moon
External Hospital Records Systems	Email or Teams message	Michelle Kitchens (PSR team)/Michelle Moon (clinical team)
Death Certificates (related portals for NC and VA)	Email or Teams message	Michelle Kitchens
340B Pharmacy Program questions	Email, Teams, phone	Donita Hairston
Cancer Fund	Email, Teams, phone	Lou Ann Reaves
Neighborhood Relief Fund	Email, Teams, phone	Billy Crumpton
Care Connect (Rockingham County)	Email or Teams message	Mandy Brannock
General IT issues	Open an IT Ticket	Josh Caine/Progressive Computers
Email, Teams (MS365)	Open an IT Ticket	Josh Caine/Progressive Computers
CHC phone system	Open a Maintenance Ticket	Joel Valdez
Maintenance requests/problems	Open a Maintenance Ticket	Joel Valdez
Alarms, Swipe cards, Keys, Cameras	Open a Maintenance Ticket	Joel Valdez

Risk Management or Compliance concerns	Open an Incident in Compliatric, or report via anonymous Hotline	Jane Allen-Furrow, Angela Martin
Patient Complaints	Transfer to Jane if phone call, or open an Incident in Compliatric	Jane Allen-Furrow (backup is Michelle Moon if Jane is on PTO)
Compliatric User Accounts	Email or Teams message	Stephany Nelson
Employee Navigator User Accounts	Email or Teams message	Angel Stutts, Stephany Nelson
Recruitment (individuals or agencies)	Email or transfer to HR if phone call	Angel Stutts, Stephany Nelson
Students – request for rotations, student schedules	Email, Teams, or phone	Lou Ann Reaves
Benefits questions or changes	Email, Teams	Angel Stutts, Stephany Nelson
Leave of Absence/FMLA	Email, Teams	Angel Stutts, Stephany Nelson
All Payroll related changes (salary deferrals, W4 forms, bank information, retirement plan election, PTO cash-in, tuition reimbursement)	Email	Angel Stutts, Stephany Nelson
Questions about your paycheck	Email, Teams, phone	Shannon Gunnell
Travel Reimbursement, CME funds balances	Email, Teams, phone	Shannon Gunnell
Office Supplies, Toner	Email, Teams, phone	Shannon Gunnell