## Issues Management

Problems will arise during and after your organization implements an EHR system. It is important to establish processes with your EHR vendor for managing problems including reporting, escalating, and resolving issues. Your EHR vendor may use a ticket system or issue log, but it may be in the organization’s best interest to maintain its own issues log to track both vendor- related and internal issues. Assign one person in your organization to maintain the log, track the problems, and communicate with the vendor representative and organization’s leadership. When tracking problems you will want to define the type of problem being reported. The following are typical problems encountered during system use:

* Issue – is a problem encountered during use of system which cannot be solved. It is disrupting use of the system and requires intervention by the vendor.
* Enhancement – is a non-urgent request typically asking vendor to program the system with additional functionality or for the software to perform functions in a different manner.
* Question – is a non-urgent inquiry made to the vendor to clarify use of system, explain system functions or other questions related to the use of the vendor product.

### Case Log

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| --- | --- | --- | --- | --- | --- |
| Date Reported | Reported By | Case Type  (e.g. issue, enhancements, question) | Description | Vendor Ticket Number | Status (Open, Escalated, Resolved)/Date |
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