



Oracle Health (Cerner) Millennium EHR Updates

Week of April 30 – May 6, 2026

For more information on how to navigate this Flash Flyer effectively, click [here](#).

Table of Contents

Behavioral Health Staff.....	6
Ambulatory.....	6
NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	6
NEW: Auto Text for POC testing.....	7
Code Upgrade.....	8
Inpatient	9
NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	9
Code Upgrade.....	10
Care Managers.....	11
Ambulatory & Inpatient	11
NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	11
Code Upgrade.....	12
Clinical Decision Support Updates.....	13
Weekly Newsletter	13
Imaging Staff & Radiologists.....	13
NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	13

EHR Updates

Week of April 30 – May 6, 2026

Page 2 of 83

Lab.....	14
NEW ORDER: Vaginitis PCR Panel.....	14
Code Upgrade.....	15
Leadership.....	16
Ambulatory/WIC	16
NEW ORDER: Vaginitis PCR Panel.....	16
NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	17
CareAware Vitals Link – Phase 2, Wave 2 (ARG Infusion & EMMC Peds Sedation Only) (Education Open – Go-Live 5/18)	18
NL Primary Care South Portland – Hospital Lab Draw Station – <i>Mercy Only</i>	20
CareAware VitalsLink – EMMC Peds Sedation and AR Gould Infusion Only – Go-Live May 18	20
Emergency.....	22
NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	22
CareAware Vitals Link – Phase 2, Wave 2 (ARG Only) (Education Open – Go-Live 5/18)	23
CareAware VitalsLink – AR Gould Only – Go-Live May 18	25
Inpatient	26
NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	26
CareAware Vitals Link – Phase 2, Wave 2 (ARG & EMMC Only) (Education Open – Go-Live 5/18)	27
CareAware VitalsLink EMMC and AR Gould Only – Go-Live May 18	29
Peri-Op	31
NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	31
Nursing, CNA, Medical Assistants	32
Ambulatory/WIC	32
NEW ORDER: Vaginitis PCR Panel.....	32
Allergy Injections Amb PowerForm Update.....	33

From the Office of Health Informatics
EHR Updates
Week of April 30 – May 6, 2026

Page 3 of 83

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	34
CareAware Vitals Link – Phase 2, Wave 2 (ARG Infusion & EMMC Peds Sedation Only) (Education Open – Go-Live 5/18)	35
NEW: Auto Text for POC testing.....	37
NL Primary Care South Portland – Hospital Lab Draw Station – <i>Mercy Only</i>	38
Code Upgrade.....	38
CareAware VitalsLink – EMMC Peds Sedation and AR Gould Infusion Only – Go-Live May 18.....	39
Emergency	41
NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	41
CareAware Vitals Link – Phase 2, Wave 2 (ARG Only) (Education Open – Go-Live 5/18)	42
CareAware VitalsLink – AR Gould Only – Go-Live May 18.....	44
Code Upgrade.....	45
Inpatient	46
NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	46
CareAware Vitals Link – Phase 2, Wave 2 (ARG & EMMC Only) (Education Open – Go-Live 5/18)	47
CareAware VitalsLink EMMC and AR Gould Only – Go-Live May 18.....	49
Code Upgrade.....	50
Peri-Op	52
NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	52
Code Upgrade.....	53
Patient Service Representatives.....	54
Ambulatory/WIC Only.....	54
NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	54
Code Upgrade.....	55

EHR Updates

Week of April 30 – May 6, 2026

Pharmacists & Pharmacy Technicians.....56

Ambulatory/WIC56

NEW ORDER: Vaginitis PCR Panel.....56

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal56

NEW: Auto Text for POC testing.....57

Code Upgrade.....58

Inpatient/ED/Peri-Op59

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal59

Code Upgrade.....60

Physicians, Physician Assistants, Nurse Practitioners..... 61

Ambulatory/WIC61

KNOWN ISSUE: PowerChart Touch I&O Discrepancy61

NEW ORDER: Vaginitis PCR Panel.....62

Allergy Injections Amb PowerForm Update.....62

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal64

NEW: Auto Text for POC testing.....65

NL Primary Care South Portland – Hospital Lab Draw Station – *Mercy Only*.....66

Code Upgrade.....66

Emergency67

KNOWN ISSUE: PowerChart Touch I&O Discrepancy67

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal68

Code Upgrade.....69

Inpatient70

KNOWN ISSUE: PowerChart Touch I&O Discrepancy70

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal71

Code Upgrade.....72

From the Office of Health Informatics
EHR Updates
Week of April 30 – May 6, 2026

Page 5 of 83

Peri-Op.....	73
KNOWN ISSUE: PowerChart Touch I&O Discrepancy	73
NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	74
Code Upgrade.....	74
Therapies: Occupational, Physical, Speech, & Respiratory.....	76
Ambulatory.....	76
NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	76
Code Upgrade.....	77
Inpatient/ED	78
NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal	78
CareAware Vitals Link – Phase 2, Wave 2 (ARG & EMMC Only – Rehab & Respiratory) (Education Open – Go-Live 5/18).....	79
CareAware VitalsLink EMMC and AR Gould Only – Go-Live May 18.....	81
Code Upgrade.....	82

EHR Updates

Week of April 30 – May 6, 2026

Page 6 of 83

Behavioral Health Staff

Ambulatory

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

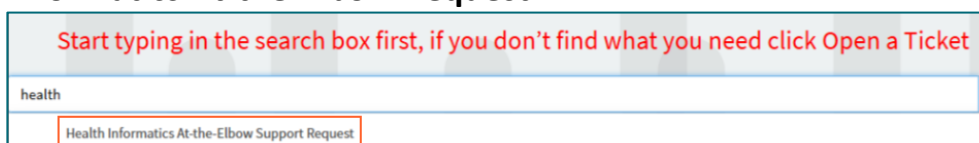
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a red box highlights the search results "Health Informatics At-the-Elbow Support Request". Above the search bar, a red text prompt says "Start typing in the search box first, if you don't find what you need click Open a Ticket".

NEW: Auto Text for POC testing

WHAT: A new auto text **/poc** is now available. The auto text automatically inserts completed **Point-of-Care (POC)** test results from the current visit into provider and clinical staff notes.

Included POC results:

- UDS
- UTI
- INR
- FLU
- Strep
- RSV
- COVID
- Hemo-Occult
- A1C
- HCG

NOTE: The auto text retrieves completed **point-of-care (POC)** results associated with the **current encounter (FIN)** at the time of the visit.

WHY: The auto text is intended to reduce manual data entry in clinical notes, promote consistency across documentation, and improve visibility of point-of-care (POC) results for providers and clinical staff.

WHEN: Wednesday, April 29, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
 - Providers
-

EHR Updates

Week of April 30 – May 6, 2026

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
 - Care Management
 - Clerical Staff
 - Clinical staff
 - Imaging
 - Pharmacists
 - Physicians, NPs, PAs
-

Inpatient

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

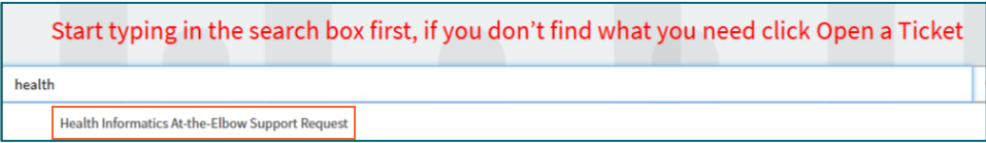
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a red box highlights the search results "Health Informatics At-the-Elbow Support Request". Above the search bar, a red text overlay reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

EHR Updates

Week of April 30 – May 6, 2026

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
 - Care Management
 - Clerical Staff
 - Clinical staff
 - Imaging
 - Pharmacists
 - Physicians, NPs, PAs
-

Care Managers

Ambulatory & Inpatient

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.

The screenshot shows a search bar with the text "Start typing in the search box first, if you don't find what you need click Open a Ticket" in red. Below the search bar, the word "health" is entered. A dropdown menu is visible, showing the search result "Health Informatics At-the-Elbow Support Request" which is highlighted with a red box.

EHR Updates

Week of April 30 – May 6, 2026

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
 - Care Management
 - Clerical Staff
 - Clinical staff
 - Imaging
 - Pharmacists
 - Physicians, NPs, PAs
-

Clinical Decision Support Updates

Weekly Newsletter

- Please reference our [CDS Portal](#) for additional information and previous newsletters.
- Any questions should be directed to our [CDS Team](#) for review.

To open the links in the table, right-click and select "Open link in new tab."

Release Date	Venues Affected	CDS Tool	Summary
4/30/2026	Inpatient	Percutaneous Tracheostomy Module	Ketalar concentration update
5/5/2026	All	BCMA Allergy Alert	New barcode medication administration alert for allergies to unverified medication orders

Imaging Staff & Radiologists

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

EHR Updates

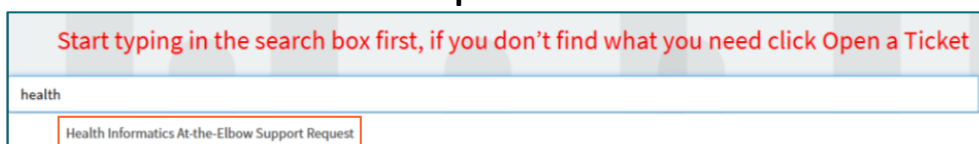
Week of April 30 – May 6, 2026

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a dropdown menu displays "Health Informatics At-the-Elbow Support Request". Above the search bar, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

Lab

NEW ORDER: Vaginitis PCR Panel

WHAT: The Vaginitis PCR Panel will replace the Vaginitis Screen Reproductive Age order to ensure that age-appropriate testing methods are used.

- Patients ages 14 years and older: Vaginitis PCR Panel will be performed.
- Patients under 14 years of age: Vaginitis Culture will be performed.

NOTE: Click [here](#) to see the formal communication from NLH Laboratory.

WHY: The updated testing platform offers several advantages, including improved sensitivity, enhanced diagnostic accuracy, and reduced turnaround time, allowing for more timely and effective patient care.

WHEN: Monday, April 27, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Acadia and Mayo)
-

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)
-

EHR Updates

Week of April 30 – May 6, 2026

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
- Care Management
- Clerical Staff
- Clinical staff
- Imaging
- Pharmacists
- Physicians, NPs, PAs

Leadership

Ambulatory/WIC

NEW ORDER: Vaginitis PCR Panel

WHAT: The Vaginitis PCR Panel will replace the Vaginitis Screen Reproductive Age order to ensure that age-appropriate testing methods are used.

- Patients ages 14 years and older: Vaginitis PCR Panel will be performed.
- Patients under 14 years of age: Vaginitis Culture will be performed.

NOTE: Click [here](#) to see the formal communication from NLH Laboratory.

WHY: The updated testing platform offers several advantages, including improved sensitivity, enhanced diagnostic accuracy, and reduced turnaround time, allowing for more timely and effective patient care.

WHEN: Monday, April 27, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Acadia and Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
 - Providers
-

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

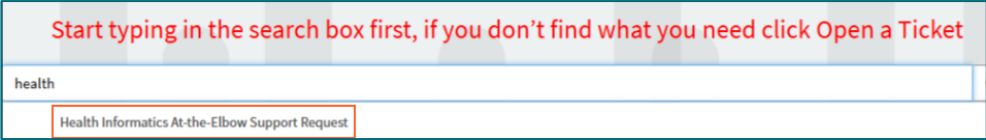
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a ServiceNow search interface. At the top, a red instruction reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket". Below this is a search bar containing the text "health". Underneath the search bar, a dropdown menu is open, displaying the search result "Health Informatics At-the-Elbow Support Request", which is highlighted with a red border.

EHR Updates

Week of April 30 – May 6, 2026

Page 18 of 83

CareAware Vitals Link – Phase 2, Wave 2 (ARG Infusion & EMMC Peds Sedation Only) (Education Open – Go-Live 5/18)

Education Strategy and Important Dates – PromisePoint is OPEN!

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following areas:

- Acute/Inpatient

At the following NLH Member Organization:

- AR Gould
- Eastern Maine Medical Center

On the following floors:

- ARG – ED
- ARG – ICU
- ARG – Infusion Center
- ARG – Med/Surg and Overflow
- ARG – Rehab
- ARG – Respiratory
- EMMC – Grant 8
- EMMC – OB
- EMMC – Peds Sedation
- EMMC – Rehab
- EMMC – Respiratory

WHO: The change will affect the following staff:

- All Clinical Staff

WHAT: Optimize clinical workflows through the use of CareAware VitalsLink and Welch Allyn devices to accurately capture patient vital signs and seamlessly integrate them into the electronic health record.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation. CareAware VitalsLink and Welch Allyn devices reduce manual entry, minimize documentation errors, and streamline bedside workflows by automatically integrating patient vital signs into the electronic health record—allowing clinicians to spend more time focused on patient care.

EDUCATION **All Clinical Staff**
STRATEGY:

- **Online Promise Point Simulation Education** **Available Now!**
 - **Curriculum: Vitals Link – Welch Allyn Video**
 - **Course Name: NOLH-1064 ACTCLN – Vitalslink – Welch Allyn Video** **Duration 15 mins!**
- **Flyer-based education**
- **FAQs click [here](#).**

HOW: **Required Online Education in the PromisePoint Community**

- **Online Simulator Education – Available Now!**
 - **URL:** www.promisepoint.com/northernlighthouse
 - **Username:**
 - **NLH Employees:** Seven-digit employee number with leading zeros, e.g., 0098765
 - **Contracted Employees:** Username provided at the time of hire
 - **Initial Password:** password
 - Initial password is all lowercase.
 - If PromisePoint password has been previously set-up, please use that password.
 - **Need a password reset?** [Click this link to reach out to Health Informatics](#) (resets are available M-F, 08:00-16:30) or call 1-207-973-7728 for assistance.



IMPORTANT: Video education must be completed before go-live.

KEY UPCOMING DATES:	Date: April 20	PromisePoint Simulation Education Opens
	Date: May 17	DUE: All Assigned Education
	Date: May 18	Go-Live (Focused & Rounding Health Informatics support)

A Note of Thanks

Learning how to use the new tools and workflows is the first step towards adoption. True adoption will help us care for our patients and grow within our expanding, highly connected health system. Your partnership is key to making this a reality and we appreciate your ongoing support.

EHR Updates

Week of April 30 – May 6, 2026

Page 20 of 83

NL Primary Care South Portland – Hospital Lab Draw Station – *Mercy Only*

WHAT: NL Primary Care South Portland will begin offering in-office laboratory services and will be designated as a **hospital laboratory location**.

As a results of this update, orders entered, and specimens collected at this location should reflect the **Northern Light Health – Non RLN** as the **performing location**.

NOTE: Click [here](#) for more information regarding entering laboratory orders for this location.

WHY: The update will increase access to laboratory services and support timely patient care.

WHEN: Monday, May 4, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- NL Primary Care South Portland

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

CareAware VitalsLink – EMMC Peds Sedation and AR Gould Infusion Only – **Go-Live May 18**

WHAT: The implementation of **CareAware VitalsLink** on **Welch Allyn** mobile devices enables the electronic capture of patient vital signs and their seamless integration into the electronic health record (EHR).

The initiative will be deployed in phases across all member organizations, with this representing Phase 2, Wave 2 of the rollout.

As part of the workflow, clinical staff will scan their employee badge and the patient's ID bracelet prior to obtaining vital signs to ensure accurate patient identification and proper documentation.

NOTE: Badge Barcode scanning access is required to use this workflow. Student Nurses do not have badge scanning capability and should proceed with using their existing workflow by tapping Continue Without Login and manually documenting vital signs in the EHR.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation.

CareAware VitalsLink on Welch Allyn mobile devices reduce manual entry, minimizes documentation errors, and streamlines bedside workflows by automatically integrating patient vital signs into the electronic health record allowing clinicians to spend more time focused on patient care.

Click [here](#) for more information on using VitalsLink.

Required Video education available in Promise Point – course NOLH-1064.

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient
- Ambulatory

At the following NLH Member Organization(s):

- Northern Light Eastern Maine Medical Center
 - Grant 7 OB
 - Grant 8
 - Peds Sedation
- NL AR Gould
 - Acute Rehab Unit
 - ED
 - Infusion Clinic
 - Med/Surg and Extension Unit
- SCU

EHR Updates

Week of April 30 – May 6, 2026

WHO: The change will affect the following staff at the above noted locations:

- Nurses
- Nurse Techs
- Respiratory Therapists

Emergency

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

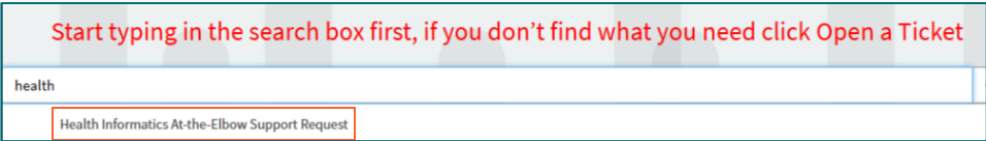
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a red box highlights the search results "Health Informatics At-the-Elbow Support Request". Above the search bar, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

CareAware Vitals Link – Phase 2, Wave 2 (ARG Only) (Education Open – Go-Live 5/18)

Education Strategy and Important Dates – PromisePoint is OPEN!

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following areas:

- Acute/Inpatient

At the following NLH Member Organization:

- AR Gould
- Eastern Maine Medical Center

On the following floors:

- ARG – ED
- ARG – ICU
- ARG – Infusion Center
- ARG – Med/Surg and Overflow
- ARG – Rehab
- ARG – Respiratory
- EMMC – Grant 8
- EMMC – OB
- EMMC – Peds Sedation
- EMMC – Rehab
- EMMC – Respiratory

WHO: The change will affect the following staff:

- All Clinical Staff
-

EHR Updates

Week of April 30 – May 6, 2026

WHAT: Optimize clinical workflows through the use of CareAware VitalsLink and Welch Allyn devices to accurately capture patient vital signs and seamlessly integrate them into the electronic health record.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation. CareAware VitalsLink and Welch Allyn devices reduce manual entry, minimize documentation errors, and streamline bedside workflows by automatically integrating patient vital signs into the electronic health record—allowing clinicians to spend more time focused on patient care.

EDUCATION STRATEGY: All Clinical Staff

- **Online Promise Point Simulation Education Available Now!**
 - **Curriculum: Vitals Link – Welch Allyn Video**
 - **Course Name: NOLH-1064 ACTCLN – Vitalslink – Welch Allyn Video** Duration 15 mins!
- **Flyer-based education**
- **FAQs click [here](#).**

HOW: Required Online Education in the PromisePoint Community

- **Online Simulator Education – Available Now!**
 - **URL:** www.promisepoint.com/northernlighthousehealth
 - **Username:**
 - **NLH Employees:** Seven-digit employee number with leading zeros, e.g., 0098765
 - **Contracted Employees:** Username provided at the time of hire
 - **Initial Password:** password
 - Initial password is all lowercase.
 - If PromisePoint password has been previously set-up, please use that password.
 - **Need a password reset?** [Click this link to reach out to Health Informatics](#) (resets are available M-F, 08:00-16:30) or call 1-207-973-7728 for assistance.



IMPORTANT: Video education must be completed before go-live.

KEY UPCOMING DATES:	Date: April 20	PromisePoint Simulation Education Opens
	Date: May 17	DUE: All Assigned Education
	Date: May 18	Go-Live (Focused & Rounding Health Informatics support)

A Note of Thanks

Learning how to use the new tools and workflows is the first step towards adoption. True adoption will help us care for our patients and grow within our expanding, highly connected health system. Your partnership is key to making this a reality and we appreciate your ongoing support.

CareAware VitalsLink – AR Gould Only – **Go-Live May 18**

WHAT: The implementation of **CareAware VitalsLink** on **Welch Allyn** mobile devices enables the electronic capture of patient vital signs and their seamless integration into the electronic health record (EHR).

The initiative will be deployed in phases across all member organizations, with this representing Phase 2, Wave 2 of the rollout.

As part of the workflow, clinical staff will scan their employee badge and the patient's ID bracelet prior to obtaining vital signs to ensure accurate patient identification and proper documentation.

NOTE: Badge Barcode scanning access is required to use this workflow. Student Nurses do not have badge scanning capability and should proceed with using their existing workflow by tapping Continue Without Login and manually documenting vital signs in the EHR.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation.

CareAware VitalsLink on Welch Allyn mobile devices reduce manual entry, minimizes documentation errors, and streamlines bedside workflows by automatically integrating patient vital signs into the electronic health record allowing clinicians to spend more time focused on patient care.

Click [here](#) for more information on using VitalsLink.

EHR Updates

Week of April 30 – May 6, 2026

Required Video education available in Promise Point – course NOLH-1064.

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient
- Ambulatory

At the following NLH Member Organization(s):

- Northern Light Eastern Maine Medical Center
 - Grant 7 OB
 - Grant 8
 - Peds Sedation
- NL AR Gould
 - Acute Rehab Unit
 - ED
 - Infusion Clinic
 - Med/Surg and Extension Unit
- SCU

WHO: The change will affect the following staff at the above noted locations:

- Nurses
- Nurse Techs
- Respiratory Therapists

Inpatient

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
-

From the Office of Health Informatics

EHR Updates

Week of April 30 – May 6, 2026

Page 27 of 83

- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.

The screenshot shows a search bar interface. At the top, a red text prompt says: "Start typing in the search box first, if you don't find what you need click Open a Ticket". Below this, the word "health" is entered into the search box. A dropdown menu is visible, showing the search result "Health Informatics At-the-Elbow Support Request", which is highlighted with a red border.

CareAware Vitals Link – Phase 2, Wave 2 (ARG & EMMC Only) (Education Open – Go-Live 5/18)

Education Strategy and Important Dates – PromisePoint is OPEN!

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following areas:

- Acute/Inpatient

At the following NLH Member Organization:

- AR Gould
 - Eastern Maine Medical Center
-

EHR Updates

Week of April 30 – May 6, 2026

On the following floors:

- ARG – ED
- ARG – ICU
- ARG – Infusion Center
- ARG – Med/Surg and Overflow
- ARG – Rehab
- ARG – Respiratory
- EMMC – Grant 8
- EMMC – OB
- EMMC – Peds Sedation
- EMMC – Rehab
- EMMC – Respiratory

WHO: The change will affect the following staff:

- All Clinical Staff

WHAT: Optimize clinical workflows through the use of CareAware VitalsLink and Welch Allyn devices to accurately capture patient vital signs and seamlessly integrate them into the electronic health record.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation. CareAware VitalsLink and Welch Allyn devices reduce manual entry, minimize documentation errors, and streamline bedside workflows by automatically integrating patient vital signs into the electronic health record—allowing clinicians to spend more time focused on patient care.

EDUCATION All Clinical Staff

STRATEGY:

- Online Promise Point Simulation Education [Available Now!](#)
 - Curriculum: Vitals Link – Welch Allyn Video
 - Course Name: NOLH-1064 ACTCLN – Vitalslink – Welch Allyn Video [Duration 15 mins!](#)
- Flyer-based education
- FAQs click [here](#).

HOW: Required Online Education in the PromisePoint Community

- **Online Simulator Education – Available Now!**
 - URL: www.promisepoint.com/northernlighthouse
 - Username:
 - **NLH Employees:** Seven-digit employee number with leading zeros, e.g., 0098765
 - **Contracted Employees:** Username provided at the time of hire
 - **Initial Password:** password
 - Initial password is all lowercase.
 - If PromisePoint password has been previously set-up, please use that password.
 - **Need a password reset?** [Click this link to reach out to Health Informatics](#) (resets are available M-F, 08:00-16:30) or call 1-207-973-7728 for assistance.



IMPORTANT: Video education must be completed before go-live.

KEY UPCOMING DATES:	Date: April 20	PromisePoint Simulation Education Opens
	Date: May 17	DUE: All Assigned Education
	Date: May 18	Go-Live (Focused & Rounding Health Informatics support)

A Note of Thanks

Learning how to use the new tools and workflows is the first step towards adoption. True adoption will help us care for our patients and grow within our expanding, highly connected health system. Your partnership is key to making this a reality and we appreciate your ongoing support.

CareAware VitalsLink EMMC and AR Gould Only – Go-Live May 18

WHAT: The implementation of **CareAware VitalsLink** on **Welch Allyn** mobile devices enables the electronic capture of patient vital signs and their seamless integration into the electronic health record (EHR).

EHR Updates

Week of April 30 – May 6, 2026

The initiative will be deployed in phases across all member organizations, with this representing Phase 2, Wave 2 of the rollout.

As part of the workflow, clinical staff will scan their employee badge and the patient's ID bracelet prior to obtaining vital signs to ensure accurate patient identification and proper documentation.

NOTE: Badge Barcode scanning access is required to use this workflow. Student Nurses do not have badge scanning capability and should proceed with using their existing workflow by tapping Continue Without Login and manually documenting vital signs in the EHR.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation.

CareAware VitalsLink on Welch Allyn mobile devices reduce manual entry, minimizes documentation errors, and streamlines bedside workflows by automatically integrating patient vital signs into the electronic health record allowing clinicians to spend more time focused on patient care.

Click [here](#) for more information on using VitalsLink.

Required Video education available in Promise Point – course NOLH-1064.

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient
- Ambulatory

At the following NLH Member Organization(s):

- Northern Light Eastern Maine Medical Center
 - Grant 7 OB
 - Grant 8
 - Peds Sedation
 - NL AR Gould
 - Acute Rehab Unit
 - ED
 - Infusion Clinic
 - Med/Surg and Extension Unit
 - SCU
-

WHO: The change will affect the following staff at the above noted locations:

- Nurses
- Nurse Techs
- Respiratory Therapists

Peri-Op

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

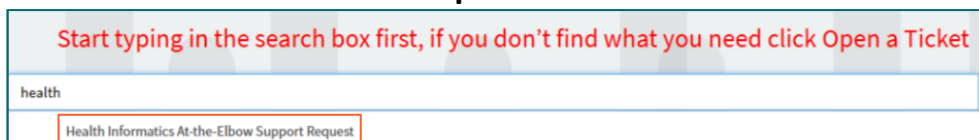
To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

EHR Updates

Week of April 30 – May 6, 2026

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "Start typing in the search box first, if you don't find what you need click Open a Ticket" in red. Below the search bar, the word "health" is entered. The search results show "Health Informatics At-the-Elbow Support Request" with a red box around the text.

Nursing, CNA, Medical Assistants

Ambulatory/WIC

NEW ORDER: Vaginitis PCR Panel

WHAT: The Vaginitis PCR Panel will replace the Vaginitis Screen Reproductive Age order to ensure that age-appropriate testing methods are used.

- Patients ages 14 years and older: Vaginitis PCR Panel will be performed.
- Patients under 14 years of age: Vaginitis Culture will be performed.

NOTE: Click [here](#) to see the formal communication from NLH Laboratory.

WHY: The updated testing platform offers several advantages, including improved sensitivity, enhanced diagnostic accuracy, and reduced turnaround time, allowing for more timely and effective patient care.

WHEN: Monday, April 27, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Acadia and Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
 - Providers
-

Allergy Injections Amb PowerForm Update

WHAT: Two updates will be made to the **Allergy Injections Amb Form**.

What's Changing

- The **Venom Injection Record** section will be renamed to **Venom-Vespid Injection Record**.
- A new column, **Concentration VESPID**, will be added to the grid.

The screenshot displays the 'Immunotherapy Pre-Injection Question' section of the form. On the left, a sidebar lists 'Allergy Injection', 'Allergy Injection Record', and 'Venom-Vespid Injection Record' (highlighted with an orange border). The main area is titled 'Venom-Vespid Injection Record' and includes a question 'Do you have asthma?' with 'Yes' and 'No' radio buttons. Below this is a table with five columns: 'Date', 'Insect Immunotherapy', 'Concentration Venom', 'Concentration VESPID*' (highlighted with an orange border), and 'Volume'. The table contains five rows of placeholder data, each starting with '<Date>' and '<Alpha>'.

Date	Insect Immunotherapy	Concentration Venom	Concentration VESPID*	Volume
<Date>	<Alpha>	<Alpha>	<Alpha>	
<Date>	<Alpha>	<Alpha>	<Alpha>	
<Date>	<Alpha>	<Alpha>	<Alpha>	
<Date>	<Alpha>	<Alpha>	<Alpha>	
<Date>	<Alpha>	<Alpha>	<Alpha>	

WHY: The addition of this column will support documentation of Venom and Vespid within a single form, improving workflow efficiency and standardizing data capture.

WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Acadia and Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
 - Providers
-

EHR Updates

Week of April 30 – May 6, 2026

Page 34 of 83

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

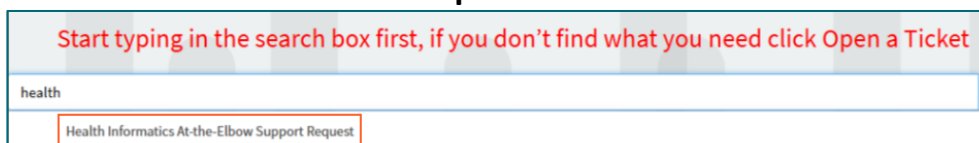
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a dropdown menu displays the search results, with "Health Informatics At-the-Elbow Support Request" highlighted. A red box is drawn around the search bar and the dropdown menu. Above the search bar, a red text overlay reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

CareAware Vitals Link – Phase 2, Wave 2 (ARG Infusion & EMMC Peds Sedation Only) (Education Open – Go-Live 5/18)

Education Strategy and Important Dates – PromisePoint is OPEN!

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following areas:

- Acute/Inpatient

At the following NLH Member Organization:

- AR Gould
- Eastern Maine Medical Center

On the following floors:

- ARG – ED
- ARG – ICU
- ARG – Infusion Center
- ARG – Med/Surg and Overflow
- ARG – Rehab
- ARG – Respiratory
- EMMC – Grant 8
- EMMC – OB
- EMMC – Peds Sedation
- EMMC – Rehab
- EMMC – Respiratory

WHO: The change will affect the following staff:

- All Clinical Staff

WHAT: Optimize clinical workflows through the use of CareAware VitalsLink and Welch Allyn devices to accurately capture patient vital signs and seamlessly integrate them into the electronic health record.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation. CareAware VitalsLink and Welch Allyn devices reduce manual entry, minimize documentation errors, and streamline bedside workflows by automatically integrating patient vital signs into the electronic health record—allowing clinicians to spend more time focused on patient care.

EHR Updates

Week of April 30 – May 6, 2026

EDUCATION All Clinical Staff

STRATEGY:

- Online Promise Point Simulation Education **Available Now!**
 - Curriculum: Vitals Link – Welch Allyn Video
 - Course Name: NOLH-1064 ACTCLN – Vitalslink – Welch Allyn Video **Duration 15 mins!**
- Flyer-based education
- FAQs click [here](#).

HOW: Required Online Education in the PromisePoint Community

- Online Simulator Education – **Available Now!**
 - URL: www.promisepoint.com/northernlighthouse
 - Username:
 - NLH Employees: Seven-digit employee number with leading zeros, e.g., 0098765
 - Contracted Employees: Username provided at the time of hire
 - Initial Password: password
 - Initial password is all lowercase.
 - If PromisePoint password has been previously set-up, please use that password.
 - Need a password reset? [Click this link to reach out to Health Informatics](#) (resets are available M-F, 08:00-16:30) or call 1-207-973-7728 for assistance.



IMPORTANT: Video education must be completed before go-live.

KEY UPCOMING DATES:	Date: April 20	PromisePoint Simulation Education Opens
	Date: May 17	DUE: All Assigned Education
	Date: May 18	Go-Live (Focused & Rounding Health Informatics support)

A Note of Thanks

Learning how to use the new tools and workflows is the first step towards adoption. True adoption will help us care for our patients and grow within our expanding, highly connected health system. Your partnership is key to making this a reality and we appreciate your ongoing support.

NEW: Auto Text for POC testing

WHAT: A new auto text **/poc** is now available. The auto text automatically inserts completed **Point-of-Care (POC)** test results from the current visit into provider and clinical staff notes.

Included POC results:

- UDS
- UTI
- INR
- FLU
- Strep
- RSV
- COVID
- Hemo-Occult
- A1C
- HCG

NOTE: The auto text retrieves completed **point-of-care (POC)** results associated with the **current encounter (FIN)** at the time of the visit.

WHY: The auto text is intended to reduce manual data entry in clinical notes, promote consistency across documentation, and improve visibility of point-of-care (POC) results for providers and clinical staff.

WHEN: Wednesday, April 29, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
 - Providers
-

EHR Updates

Week of April 30 – May 6, 2026

Page 38 of 83

NL Primary Care South Portland – Hospital Lab Draw Station – *Mercy Only*

WHAT: NL Primary Care South Portland will begin offering in-office laboratory services and will be designated as a **hospital laboratory location**.

As a results of this update, orders entered, and specimens collected at this location should reflect the **Northern Light Health – Non RLN** as the **performing location**.

NOTE: Click [here](#) for more information regarding entering laboratory orders for this location.

WHY: The update will increase access to laboratory services and support timely patient care.

WHEN: Monday, May 4, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- NL Primary Care South Portland

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
-

- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
- Care Management
- Clerical Staff
- Clinical staff
- Imaging
- Pharmacists
- Physicians, NPs, PAs

CareAware VitalsLink – EMMC Peds Sedation and AR Gould Infusion Only – Go-Live May 18

WHAT: The implementation of **CareAware VitalsLink** on **Welch Allyn** mobile devices enables the electronic capture of patient vital signs and their seamless integration into the electronic health record (EHR).

The initiative will be deployed in phases across all member organizations, with this representing Phase 2, Wave 2 of the rollout.

EHR Updates

Week of April 30 – May 6, 2026

As part of the workflow, clinical staff will scan their employee badge and the patient's ID bracelet prior to obtaining vital signs to ensure accurate patient identification and proper documentation.

NOTE: Badge Barcode scanning access is required to use this workflow. Student Nurses do not have badge scanning capability and should proceed with using their existing workflow by tapping Continue Without Login and manually documenting vital signs in the EHR.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation.

CareAware VitalsLink on Welch Allyn mobile devices reduce manual entry, minimizes documentation errors, and streamlines bedside workflows by automatically integrating patient vital signs into the electronic health record allowing clinicians to spend more time focused on patient care.

Click [here](#) for more information on using VitalsLink.

Required Video education available in Promise Point – course NOLH-1064.

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient
- Ambulatory

At the following NLH Member Organization(s):

- Northern Light Eastern Maine Medical Center
 - Grant 7 OB
 - Grant 8
 - Peds Sedation
- NL AR Gould
 - Acute Rehab Unit
 - ED
 - Infusion Clinic
 - Med/Surg and Extension Unit
- SCU

WHO: The change will affect the following staff at the above noted locations:

- Nurses
- Nurse Techs
- Respiratory Therapists

Emergency

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

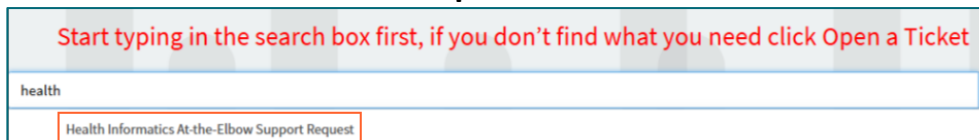
To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

EHR Updates

Week of April 30 – May 6, 2026

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a dropdown menu displays "Health Informatics At-the-Elbow Support Request". Above the search bar, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

CareAware Vitals Link – Phase 2, Wave 2 (ARG Only) (Education Open – Go-Live 5/18)

Education Strategy and Important Dates – PromisePoint is OPEN!

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following areas:

- Acute/Inpatient

At the following NLH Member Organization:

- AR Gould
- Eastern Maine Medical Center

On the following floors:

- ARG – ED
- ARG – ICU
- ARG – Infusion Center
- ARG – Med/Surg and Overflow
- ARG – Rehab
- ARG – Respiratory
- EMMC – Grant 8
- EMMC – OB
- EMMC – Peds Sedation
- EMMC – Rehab
- EMMC – Respiratory

WHO: The change will affect the following staff:

- All Clinical Staff
-

WHAT: Optimize clinical workflows through the use of CareAware VitalsLink and Welch Allyn devices to accurately capture patient vital signs and seamlessly integrate them into the electronic health record.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation. CareAware VitalsLink and Welch Allyn devices reduce manual entry, minimize documentation errors, and streamline bedside workflows by automatically integrating patient vital signs into the electronic health record—allowing clinicians to spend more time focused on patient care.

EDUCATION STRATEGY: **All Clinical Staff**

- **Online Promise Point Simulation Education Available Now!**
 - **Curriculum: Vitals Link – Welch Allyn Video**
 - **Course Name: NOLH-1064 ACTCLN – Vitalslink – Welch Allyn Video** Duration 15 mins!
- **Flyer-based education**
- **FAQs click [here](#).**

HOW: Required Online Education in the PromisePoint Community

- **Online Simulator Education – Available Now!**
 - **URL:** www.promisepoint.com/northernlighthouse
 - **Username:**
 - **NLH Employees:** Seven-digit employee number with leading zeros, e.g., 0098765
 - **Contracted Employees:** Username provided at the time of hire
 - **Initial Password:** password
 - Initial password is all lowercase.
 - If PromisePoint password has been previously set-up, please use that password.
 - **Need a password reset?** [Click this link to reach out to Health Informatics](#) (resets are available M-F, 08:00-16:30) or call 1-207-973-7728 for assistance.



IMPORTANT: Video education must be completed before go-live.

EHR Updates

Week of April 30 – May 6, 2026

Page 44 of 83

KEY UPCOMING DATES:	Date: April 20	PromisePoint Simulation Education Opens
	Date: May 17	DUE: All Assigned Education
	Date: May 18	Go-Live (Focused & Rounding Health Informatics support)

A Note of Thanks

Learning how to use the new tools and workflows is the first step towards adoption. True adoption will help us care for our patients and grow within our expanding, highly connected health system. Your partnership is key to making this a reality and we appreciate your ongoing support.

CareAware VitalsLink – AR Gould Only – Go-Live May 18

WHAT: The implementation of **CareAware VitalsLink** on **Welch Allyn** mobile devices enables the electronic capture of patient vital signs and their seamless integration into the electronic health record (EHR).

The initiative will be deployed in phases across all member organizations, with this representing Phase 2, Wave 2 of the rollout.

As part of the workflow, clinical staff will scan their employee badge and the patient's ID bracelet prior to obtaining vital signs to ensure accurate patient identification and proper documentation.

NOTE: Badge Barcode scanning access is required to use this workflow. Student Nurses do not have badge scanning capability and should proceed with using their existing workflow by tapping Continue Without Login and manually documenting vital signs in the EHR.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation.

CareAware VitalsLink on Welch Allyn mobile devices reduce manual entry, minimizes documentation errors, and streamlines bedside workflows by automatically integrating patient vital signs into the electronic health record allowing clinicians to spend more time focused on patient care.

Click [here](#) for more information on using VitalsLink.

Required Video education available in Promise Point – course NOLH-1064.

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient
- Ambulatory

At the following NLH Member Organization(s):

- Northern Light Eastern Maine Medical Center
 - Grant 7 OB
 - Grant 8
 - Peds Sedation
- NL AR Gould
 - Acute Rehab Unit
 - ED
 - Infusion Clinic
 - Med/Surg and Extension Unit
- SCU

WHO: The change will affect the following staff at the above noted locations:

- Nurses
- Nurse Techs
- Respiratory Therapists

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
 - Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.
-

EHR Updates

Week of April 30 – May 6, 2026

Page 46 of 83

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
- Care Management
- Clerical Staff
- Clinical staff
- Imaging
- Pharmacists
- Physicians, NPs, PAs

Inpatient

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
 - Remedial education needs for system navigation, functionality or workflows
 - Workflow efficiency review
-

From the Office of Health Informatics

EHR Updates

Week of April 30 – May 6, 2026

Page 47 of 83

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

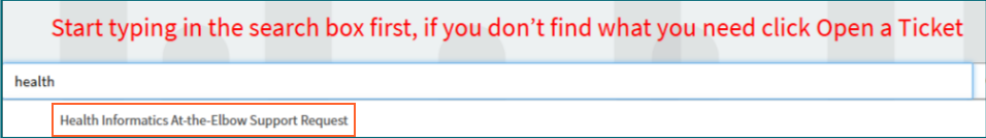
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, the results "Health Informatics At-the-Elbow Support Request" are displayed. A red box highlights the search bar and the results.

CareAware Vitals Link – Phase 2, Wave 2 (ARG & EMMC Only) **(Education Open – Go-Live 5/18)**

Education Strategy and Important Dates – PromisePoint is OPEN!

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following areas:

- Acute/Inpatient

At the following NLH Member Organization:

- AR Gould
- Eastern Maine Medical Center

On the following floors:

- ARG – ED
 - ARG – ICU
 - ARG – Infusion Center
 - ARG – Med/Surg and Overflow
 - ARG – Rehab
 - ARG – Respiratory
-

EHR Updates

Week of April 30 – May 6, 2026

Page 48 of 83

- EMMC – Grant 8
- EMMC – OB
- EMMC – Peds Sedation
- EMMC – Rehab
- EMMC – Respiratory

WHO: The change will affect the following staff:

- All Clinical Staff

WHAT: Optimize clinical workflows through the use of CareAware VitalsLink and Welch Allyn devices to accurately capture patient vital signs and seamlessly integrate them into the electronic health record.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation. CareAware VitalsLink and Welch Allyn devices reduce manual entry, minimize documentation errors, and streamline bedside workflows by automatically integrating patient vital signs into the electronic health record—allowing clinicians to spend more time focused on patient care.

EDUCATION All Clinical Staff

STRATEGY:

- **Online Promise Point Simulation Education Available Now!**
 - **Curriculum: Vitals Link – Welch Allyn Video**
 - **Course Name: NOLH-1064 ACTCLN – Vitalslink – Welch Allyn Video** Duration 15 mins!
- **Flyer-based education**
- **FAQs click [here](#).**

HOW: Required Online Education in the PromisePoint Community

- **Online Simulator Education – Available Now!**
 - **URL:** www.promisepoint.com/northernlighthouse
 - **Username:**
 - **NLH Employees:** Seven-digit employee number with leading zeros, e.g., 0098765
 - **Contracted Employees:** Username provided at the time of hire



From the Office of Health Informatics

EHR Updates

Week of April 30 – May 6, 2026

Page 49 of 83

- **Initial Password:** password
 - Initial password is all lowercase.
 - If PromisePoint password has been previously set-up, please use that password.
- **Need a password reset?** [Click this link to reach out to Health Informatics](#) (resets are available M-F, 08:00-16:30) or call 1-207-973-7728 for assistance.

IMPORTANT: Video education must be completed before go-live.

KEY UPCOMING DATES:	Date: April 20	PromisePoint Simulation Education Opens
	Date: May 17	DUE: All Assigned Education
	Date: May 18	Go-Live (Focused & Rounding Health Informatics support)

A Note of Thanks

Learning how to use the new tools and workflows is the first step towards adoption. True adoption will help us care for our patients and grow within our expanding, highly connected health system. Your partnership is key to making this a reality and we appreciate your ongoing support.

CareAware VitalsLink EMMC and AR Gould Only – **Go-Live May 18**

WHAT: The implementation of **CareAware VitalsLink** on **Welch Allyn** mobile devices enables the electronic capture of patient vital signs and their seamless integration into the electronic health record (EHR).

The initiative will be deployed in phases across all member organizations, with this representing Phase 2, Wave 2 of the rollout.

As part of the workflow, clinical staff will scan their employee badge and the patient's ID bracelet prior to obtaining vital signs to ensure accurate patient identification and proper documentation.

NOTE: Badge Barcode scanning access is required to use this workflow. Student Nurses do not have badge scanning capability and should proceed with using their existing workflow by tapping Continue Without Login and manually documenting vital signs in the EHR.

EHR Updates

Week of April 30 – May 6, 2026

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation.

CareAware VitalsLink on Welch Allyn mobile devices reduce manual entry, minimizes documentation errors, and streamlines bedside workflows by automatically integrating patient vital signs into the electronic health record allowing clinicians to spend more time focused on patient care.

Click [here](#) for more information on using VitalsLink.

Required Video education available in Promise Point – course NOLH-1064.

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient
- Ambulatory

At the following NLH Member Organization(s):

- Northern Light Eastern Maine Medical Center
 - Grant 7 OB
 - Grant 8
 - Peds Sedation
- NL AR Gould
 - Acute Rehab Unit
 - ED
 - Infusion Clinic
 - Med/Surg and Extension Unit
- SCU

WHO: The change will affect the following staff at the above noted locations:

- Nurses
- Nurse Techs
- Respiratory Therapists

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as

enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
 - Care Management
 - Clerical Staff
 - Clinical staff
 - Imaging
 - Pharmacists
 - Physicians, NPs, PAs
-

EHR Updates

Week of April 30 – May 6, 2026

Peri-Op

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

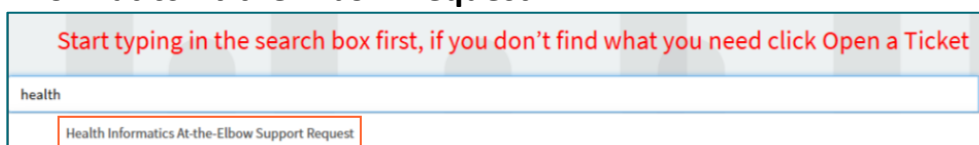
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a list of results is displayed, with "Health Informatics At-the-Elbow Support Request" highlighted. Above the search bar, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
 - Care Management
 - Clerical Staff
 - Clinical staff
 - Imaging
 - Pharmacists
 - Physicians, NPs, PAs
-

EHR Updates

Week of April 30 – May 6, 2026

Page 54 of 83

Patient Service Representatives

Ambulatory/WIC Only

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.

The screenshot shows a search bar with the text "health" entered. Below the search bar, a dropdown menu is open, displaying the search results. The first result is "Health Informatics At-the-Elbow Support Request", which is highlighted with a red border. Above the search bar, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
- Care Management
- Clerical Staff
- Clinical staff
- Imaging
- Pharmacists
- Physicians, NPs, PAs

EHR Updates

Week of April 30 – May 6, 2026

Page 56 of 83

Pharmacists & Pharmacy Technicians

Ambulatory/WIC

NEW ORDER: Vaginitis PCR Panel

WHAT: The Vaginitis PCR Panel will replace the Vaginitis Screen Reproductive Age order to ensure that age-appropriate testing methods are used.

- Patients ages 14 years and older: Vaginitis PCR Panel will be performed.
- Patients under 14 years of age: Vaginitis Culture will be performed.

NOTE: Click [here](#) to see the formal communication from NLH Laboratory.

WHY: The updated testing platform offers several advantages, including improved sensitivity, enhanced diagnostic accuracy, and reduced turnaround time, allowing for more timely and effective patient care.

WHEN: Monday, April 27, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Acadia and Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

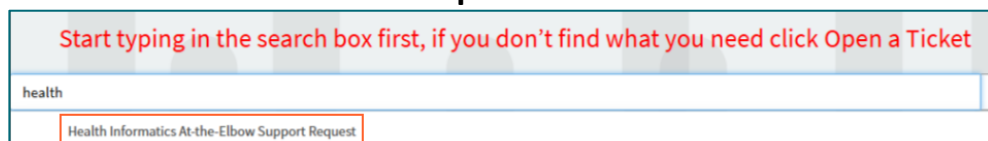
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a dropdown menu displays "Health Informatics At-the-Elbow Support Request". Above the search bar, a red text overlay reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

NEW: Auto Text for POC testing

WHAT: A new auto text **/poc** is now available. The auto text automatically inserts completed **Point-of-Care (POC)** test results from the current visit into provider and clinical staff notes.

Included POC results:

- UDS
 - UTI
 - INR
 - FLU
 - Strep
 - RSV
 - COVID
-

EHR Updates

Week of April 30 – May 6, 2026

- Hemo-Occult
- A1C
- HCG

NOTE: The auto text retrieves completed **point-of-care (POC)** results associated with the **current encounter (FIN)** at the time of the visit.

WHY: The auto text is intended to reduce manual data entry in clinical notes, promote consistency across documentation, and improve visibility of point-of-care (POC) results for providers and clinical staff.

WHEN: Wednesday, April 29, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure

compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
- Care Management
- Clerical Staff
- Clinical staff
- Imaging
- Pharmacists
- Physicians, NPs, PAs

Inpatient/ED/Peri-Op

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
 - Remedial education needs for system navigation, functionality or workflows
 - Workflow efficiency review
-

EHR Updates

Week of April 30 – May 6, 2026

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

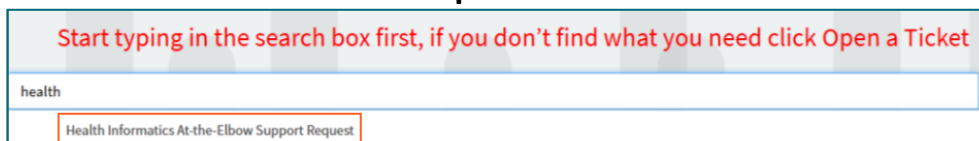
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a red box highlights the search results "Health Informatics At-the-Elbow Support Request". Above the search bar, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
- Care Management
- Clerical Staff
- Clinical staff
- Imaging
- Pharmacists
- Physicians, NPs, PAs

Physicians, Physician Assistants, Nurse Practitioners

Ambulatory/WIC

KNOWN ISSUE: PowerChart Touch I&O Discrepancy

WHAT: Oracle Cerner identified an issue in which **Intake and Output data** may be **inconsistent between** the **desktop view** in PowerChart (and other desktop applications) and the PowerChart Touch **mobile view**.

Specifically, the **mobile view consistently displays significantly higher fluid intake volumes than those verified in the desktop record**.

Recommendation

All I&O information should be reviewed and validated using desktop version of PowerChart to ensure accuracy.

NOTE: Oracle Cerner has yet to provide a date when this issue will be corrected.

WHY: Patient care may be affected if clinicians unknowingly use inaccurate intake and output data when making clinical decisions.

EHR Updates

Week of April 30 – May 6, 2026

Page 62 of 83

WHEN: Effective Immediately

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals and offices (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Providers

NEW ORDER: Vaginitis PCR Panel

WHAT: The Vaginitis PCR Panel will replace the Vaginitis Screen Reproductive Age order to ensure that age-appropriate testing methods are used.

- Patients ages 14 years and older: Vaginitis PCR Panel will be performed.
- Patients under 14 years of age: Vaginitis Culture will be performed.

NOTE: Click [here](#) to see the formal communication from NLH Laboratory.

WHY: The updated testing platform offers several advantages, including improved sensitivity, enhanced diagnostic accuracy, and reduced turnaround time, allowing for more timely and effective patient care.

WHEN: Monday, April 27, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Acadia and Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

Allergy Injections Amb PowerForm Update

WHAT: Two updates will be made to the Allergy Injections Amb Form.

What's Changing

- The **Venom Injection Record** section will be renamed to **Venom-Vespid Injection Record**.
- A new column, **Concentration VESPID**, will be added to the grid.

Date	Insect Immunotherapy	Concentration Venom	Concentration VESPID*	Volume
<Date>	<Alpha>	<Alpha>	<Alpha>	
<Date>	<Alpha>	<Alpha>	<Alpha>	
<Date>	<Alpha>	<Alpha>	<Alpha>	
<Date>	<Alpha>	<Alpha>	<Alpha>	
<Date>	<Alpha>	<Alpha>	<Alpha>	

WHY: The addition of this column will support documentation of Venom and Vespid within a single form, improving workflow efficiency and standardizing data capture.

WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Acadia and Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
 - Providers
-

EHR Updates

Week of April 30 – May 6, 2026

Page 64 of 83

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

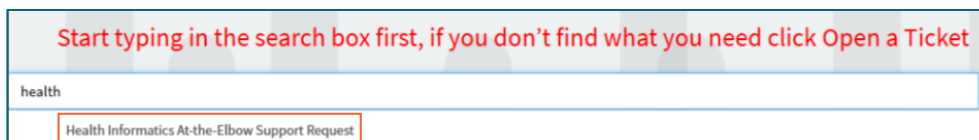
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a dropdown menu is open, displaying the search results. The first result, "Health Informatics At-the-Elbow Support Request", is highlighted with a red border. Above the search bar, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

NEW: Auto Text for POC testing

WHAT: A new auto text **/poc** is now available. The auto text automatically inserts completed **Point-of-Care (POC)** test results from the current visit into provider and clinical staff notes.

Included POC results:

- UDS
- UTI
- INR
- FLU
- Strep
- RSV
- COVID
- Hemo-Occult
- A1C
- HCG

NOTE: The auto text retrieves completed **point-of-care (POC)** results associated with the **current encounter (FIN)** at the time of the visit.

WHY: The auto text is intended to reduce manual data entry in clinical notes, promote consistency across documentation, and improve visibility of point-of-care (POC) results for providers and clinical staff.

WHEN: Wednesday, April 29, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
 - Providers
-

EHR Updates

Week of April 30 – May 6, 2026

NL Primary Care South Portland – Hospital Lab Draw Station – *Mercy Only*

WHAT: NL Primary Care South Portland will begin offering in-office laboratory services and will be designated as a **hospital laboratory location**.

As a results of this update, orders entered, and specimens collected at this location should reflect the **Northern Light Health – Non RLN** as the **performing location**.

NOTE: Click [here](#) for more information regarding entering laboratory orders for this location.

WHY: The update will increase access to laboratory services and support timely patient care.

WHEN: Monday, May 4, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- NL Primary Care South Portland

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
-

- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
- Care Management
- Clerical Staff
- Clinical staff
- Imaging
- Pharmacists
- Physicians, NPs, PAs

Emergency

KNOWN ISSUE: PowerChart Touch I&O Discrepancy

WHAT: Oracle Cerner identified an issue in which **Intake and Output data** may be **inconsistent between** the **desktop view** in PowerChart (and other desktop applications) and the PowerChart Touch **mobile view**.

Specifically, the **mobile view consistently displays significantly higher fluid intake volumes than those verified in the desktop record**.

EHR Updates

Week of April 30 – May 6, 2026

Recommendation

All I&O information should be reviewed and validated using desktop version of PowerChart to ensure accuracy.

NOTE: Oracle Cerner has yet to provide a date when this issue will be corrected.

WHY: Patient care may be affected if clinicians unknowingly use inaccurate intake and output data when making clinical decisions.

WHEN: Effective Immediately

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals and offices (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Providers

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

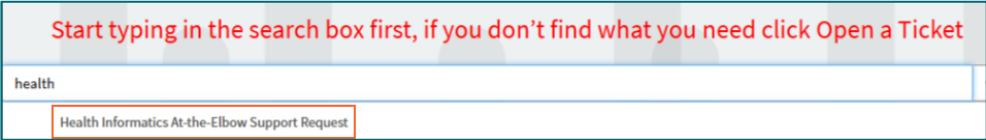
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a red box highlights the search results "Health Informatics At-the-Elbow Support Request". Above the search bar, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

EHR Updates

Week of April 30 – May 6, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
- Care Management
- Clerical Staff
- Clinical staff
- Imaging
- Pharmacists
- Physicians, NPs, PAs

Inpatient

KNOWN ISSUE: PowerChart Touch I&O Discrepancy

WHAT: Oracle Cerner identified an issue in which **Intake and Output data** may be **inconsistent between** the **desktop view** in PowerChart (and other desktop applications) and the PowerChart Touch **mobile view**.

Specifically, the **mobile view consistently displays significantly higher fluid intake volumes than those verified in the desktop record**.

Recommendation

All I&O information should be reviewed and validated using desktop version of PowerChart to ensure accuracy.

NOTE: Oracle Cerner has yet to provide a date when this issue will be corrected.

WHY: Patient care may be affected if clinicians unknowingly use inaccurate intake and output data when making clinical decisions.

WHEN: Effective Immediately

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals and offices (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Providers

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

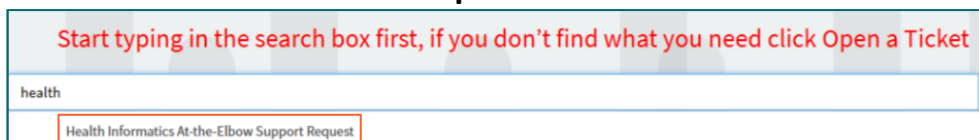
To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

EHR Updates

Week of April 30 – May 6, 2026

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a dropdown menu displays the search results, with "Health Informatics At-the-Elbow Support Request" highlighted. Above the search bar, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)
-

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
- Care Management
- Clerical Staff
- Clinical staff
- Imaging
- Pharmacists
- Physicians, NPs, PAs

Peri-Op

KNOWN ISSUE: PowerChart Touch I&O Discrepancy

WHAT: Oracle Cerner identified an issue in which **Intake and Output data** may be **inconsistent between** the **desktop view** in PowerChart (and other desktop applications) and the PowerChart Touch **mobile view**.

Specifically, the **mobile view consistently displays significantly higher fluid intake volumes than those verified in the desktop record**.

Recommendation

All I&O information should be reviewed and validated using desktop version of PowerChart to ensure accuracy.

NOTE: Oracle Cerner has yet to provide a date when this issue will be corrected.

WHY: Patient care may be affected if clinicians unknowingly use inaccurate intake and output data when making clinical decisions.

WHEN: Effective Immediately

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals and offices (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Providers
-

EHR Updates

Week of April 30 – May 6, 2026

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

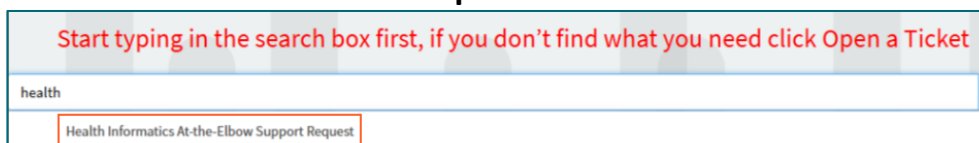
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a dropdown menu is open, displaying "Health Informatics At-the-Elbow Support Request" as a search result. Above the search bar, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30**

hours. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
 - Care Management
 - Clerical Staff
 - Clinical staff
 - Imaging
 - Pharmacists
 - Physicians, NPs, PAs
-

EHR Updates

Week of April 30 – May 6, 2026

Page 76 of 83

Therapies: Occupational, Physical, Speech, & Respiratory

Ambulatory

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

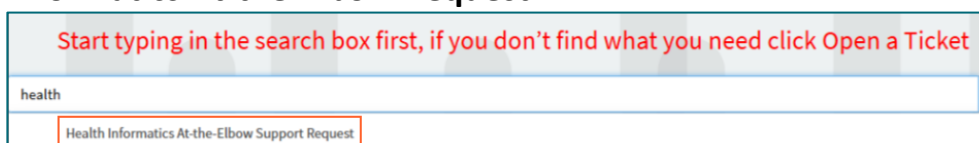
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a dropdown menu displays "Health Informatics At-the-Elbow Support Request". Above the search bar, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
- Care Management
- Clerical Staff
- Clinical staff
- Imaging
- Pharmacists
- Physicians, NPs, PAs

EHR Updates

Week of April 30 – May 6, 2026

Page 78 of 83

Inpatient/ED

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

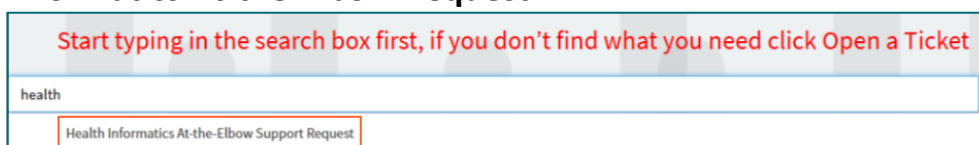
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a ServiceNow search interface. At the top, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket". Below this is a search bar containing the text "health". Underneath the search bar, a search result is displayed: "Health Informatics At-the-Elbow Support Request", which is highlighted with a red rectangular border.

CareAware Vitals Link – Phase 2, Wave 2 (ARG & EMMC Only – Rehab & Respiratory) (Education Open – Go-Live 5/18)

Education Strategy and Important Dates – PromisePoint is OPEN!

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following areas:

- Acute/Inpatient

At the following NLH Member Organization:

- AR Gould
- Eastern Maine Medical Center

On the following floors:

- ARG – ED
- ARG – ICU
- ARG – Infusion Center
- ARG – Med/Surg and Overflow
- ARG – Rehab
- ARG – Respiratory
- EMMC – Grant 8
- EMMC – OB
- EMMC – Peds Sedation
- EMMC – Rehab
- EMMC – Respiratory

WHO: The change will affect the following staff:

- All Clinical Staff

WHAT: Optimize clinical workflows through the use of CareAware VitalsLink and Welch Allyn devices to accurately capture patient vital signs and seamlessly integrate them into the electronic health record.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation. CareAware VitalsLink and Welch Allyn devices reduce manual entry, minimize documentation errors, and streamline bedside workflows by automatically integrating patient vital signs into the electronic health record—allowing clinicians to spend more time focused on patient care.

EHR Updates

Week of April 30 – May 6, 2026

EDUCATION All Clinical Staff

STRATEGY:

- Online Promise Point Simulation Education **Available Now!**
 - Curriculum: Vitals Link – Welch Allyn Video
 - Course Name: NOLH-1064 ACTCLN – Vitalslink – Welch Allyn Video **Duration 15 mins!**
- Flyer-based education
- FAQs click [here](#).

HOW: Required Online Education in the PromisePoint Community

- Online Simulator Education – **Available Now!**
 - URL: www.promisepoint.com/northernlighthouse
 - Username:
 - NLH Employees: Seven-digit employee number with leading zeros, e.g., 0098765
 - Contracted Employees: Username provided at the time of hire
 - Initial Password: password
 - Initial password is all lowercase.
 - If PromisePoint password has been previously set-up, please use that password.
 - Need a password reset? [Click this link to reach out to Health Informatics](#) (resets are available M-F, 08:00-16:30) or call 1-207-973-7728 for assistance.



IMPORTANT: Video education must be completed before go-live.

KEY UPCOMING DATES:

Date: April 20

Date: May 17

Date: May 18

PromisePoint Simulation Education Opens

DUE: All Assigned Education

Go-Live (Focused & Rounding Health Informatics support)

A Note of Thanks

Learning how to use the new tools and workflows is the first step towards adoption. True adoption will help us care for our patients and grow within our expanding, highly connected health system. Your partnership is key to making this a reality and we appreciate your ongoing support.

CareAware VitalsLink EMMC and AR Gould Only – **Go-Live May 18**

WHAT: The implementation of **CareAware VitalsLink** on **Welch Allyn** mobile devices enables the electronic capture of patient vital signs and their seamless integration into the electronic health record (EHR).

The initiative will be deployed in phases across all member organizations, with this representing Phase 2, Wave 2 of the rollout.

As part of the workflow, clinical staff will scan their employee badge and the patient's ID bracelet prior to obtaining vital signs to ensure accurate patient identification and proper documentation.

NOTE: Badge Barcode scanning access is required to use this workflow. Student Nurses do not have badge scanning capability and should proceed with using their existing workflow by tapping Continue Without Login and manually documenting vital signs in the EHR.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation.

CareAware VitalsLink on Welch Allyn mobile devices reduce manual entry, minimizes documentation errors, and streamlines bedside workflows by automatically integrating patient vital signs into the electronic health record allowing clinicians to spend more time focused on patient care.

Click [here](#) for more information on using VitalsLink.

Required Video education available in Promise Point – course NOLH-1064.

WHEN: **Monday, May 18, 2026**

WHERE: **The change will affect the following venue(s):**

- Acute/Inpatient
- Ambulatory

At the following NLH Member Organization(s):

- Northern Light Eastern Maine Medical Center
 - Grant 7 OB
 - Grant 8
 - Peds Sedation

EHR Updates

Week of April 30 – May 6, 2026

- NL AR Gould
 - Acute Rehab Unit
 - ED
 - Infusion Clinic
 - Med/Surg and Extension Unit
- SCU

WHO: The change will affect the following staff at the above noted locations:

- Nurses
- Nurse Techs
- Respiratory Therapists

Code Upgrade

WHAT: All Oracle Cerner Millennium applications will undergo a scheduled system update from **Tuesday, May 12 through Wednesday, May 13, between 24:00 and 04:30 hours**. The update includes corrections to address known issues as well as enhancements designed to improve system stability, workflows, and overall clinical efficiency.

What to Expect

- For a detailed list of corrections and updates, please refer to the [Code Upgrade Education Flyer](#).
- Please refer to the [Downtime memo](#) for detailed information on expected downtimes for each solution affected by the Code Upgrade.

WHY: Code Upgrades ensure Oracle Cerner Millennium is aligned on the latest supported version. These updates help maintain security and performance, ensure compatibility with new features, and continuously improve system functionality and user experience.

WHEN: Tuesday, May 12 – Wednesday, May 13, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
 - Ambulatory/WIC
-

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Ancillary Staff
- Care Management
- Clerical Staff
- Clinical staff
- Imaging
- Pharmacists
- Physicians, NPs, PAs