Enterprise Imaging Go-Live Support

Northern Light AR Gould, Blue Hill, CA Dean, Eastern Maine Medical Center, Inland, Maine Coast Memorial, Mayo Regional, Millinocket Regional, Penobscot Valley, and St. Joseph Hospital

On **Monday**, **July 10**, **Enterprise Imaging** replaced the current **Agfa IMPAX** system at the organizations listed above.

IMPORTANT: **Please use super users as your first line of support. If more help is needed, use the resources below. Timeframes are noted for each resource.**

Command Center
- **Daytime Hours – (207) 973-7728 or 1-888-827-7728**
    - **Monday, July 10– Thursday, July 13**: 08:00-17:00
    - **Friday, July 14**: 08:00-15:00
- **After Hours – (207) 973-7728 or 1-888-827-7728**
    - **All hours outside those listed above.**
    - **Please tell the agent the issue is related to Enterprise Imaging Program go-live.**

AGFA, Clinical Informatics, and IS Enterprise Imaging Support
- **Monday, July 10 – Thursday, July 13**: 08:00-17:00 at-the-elbow support.
- **Friday, July 14**: 08:00-15:00 at-the-elbow support.
- **After hours and weekends**: Contact the Service Desk.

ASCEND
- **Monday, July 10 – Wednesday, July 12**: 08:00-17:00 at-the-elbow support.
- **Thursday, July 13**: 08:00-17:00 at-the-elbow support for Non-Invasive and remote for Invasive.
- **Friday, July 14**: 08:00-15:00 remote support.

INVIA Support – Office hours 0800-1700
- **Urgent requests:** 734-205-1231, ext. 1 (Option 2 or 3)
- **Non-urgent requests:** Email support@inviasolutions.com

REMINDER: **All member organizations have super users. Please reach out and support each other to make this a successful go-live.**