



Northern Light HealthSM

Optum

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Northern Light Health

Acadia Hospital
A.R. Gould Hospital
Blue Hill Hospital
C.A. Dean Hospital
Eastern Maine Medical Center
Home Care & Hospice
Inland Hospital
Maine Coast Hospital
Mayo Hospital
Mercy Hospital
Sebasticook Valley Hospital

MEMO

Date: Thursday, December 5, 2024

To: Ambulatory Primary Care and Specialty Clinics

From: Office of Health Informatics

Re: **DELAYED** – 724Access Ambulatory Downtime Viewers Rollout Delayed

Cc: James Douglas, DO
VP, Chief Medical Informatics Officer

Lori Dunivan, RN
VP, Chief Nursing Informatics Officer

Where: **This will affect the following:**

- Ambulatory Primary Care and Specialty Clinics

At the following NLH Member Organization(s):

- All NLH locations (excluding Mayo)

WHY: Due to technical complications, the 724Access Ambulatory Downtime Viewers rollout is on **hold**.

WHAT: If the 724Access downtime viewer app is installed on a device in your clinic, **do not use!**

- Patient information may be incorrect, and it can put patient safety at risk.

Note: **If you try accessing, expect to see an error. DO NOT open a ServiceNow help ticket.**