

# PHYSICIAN CONNECT All Providers



## All Providers

### Epic Planned Downtime

2-3:30 a.m. Sunday, May 15

Epic will have a planned downtime on **Sunday, May 15, from 2 to approximately 3:30 a.m.**

During the downtime:

- Access the **Epic Read-Only** icon on your workstation desktop.
- Data in **Epic Read-Only** is current until the downtime begins.
- You can't document or enter orders in **Epic Read-Only**.

For details on what to do before, during and after the downtime, including special instructions for lab, radiology, cardiology and medical devices, see the [Planned Downtime Instructions](#).

To know when Epic access is restored, sign up for the [Methodist Alert Subscription Service \(MASS\)](#) or check the Epic status indicator on the homepage of the Houston Methodist intranet.

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## Ways to Reach IT

### Physician Service Desk:

- 832.667.5555
  - Press 1 for Epic/clinical workflows.
  - Press 2 for all other issues, such as computer/printer and non-clinical issues.
- [itsupport@houstonmethodist.org](mailto:itsupport@houstonmethodist.org)

### Houston Methodist IT Website for Physicians:

- [it.houstonmethodist.org/physicians/](http://it.houstonmethodist.org/physicians/)

### Telemedicine Resources and Training:

- [it.houstonmethodist.org/telemedicine-training](http://it.houstonmethodist.org/telemedicine-training)