

PHYSICIAN CONNECT

All Providers

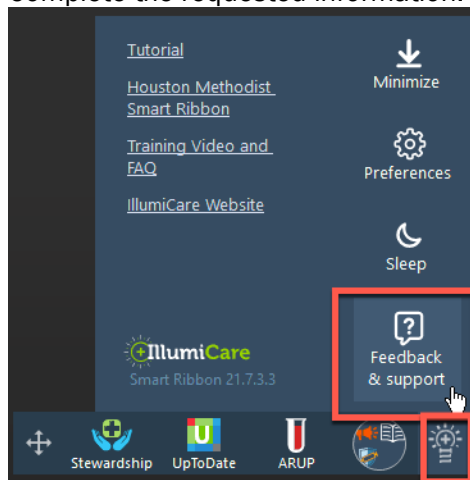


Providers Using Smart Ribbon

Two Ways to Resolve Smart Ribbon Issues

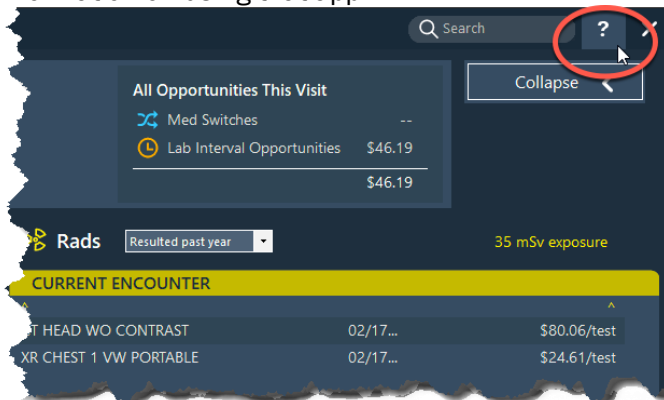
To quickly resolve an IllumiCare Smart Ribbon issue, follow these steps:

- **If you can't access your Smart Ribbon:** Contact the **Physician Service Desk, 832.667.5555**, press option one.
- **If you have issues while working with the Smart Ribbon or have a question/concern about data displaying in one of the apps:** Submit a request to IllumiCare via the Smart Ribbon. An IllumiCare representative will contact you to resolve.
 - Instructions:
 - Click the **lightbulb** icon.
 - Click **Feedback & support**.
 - Complete the requested information.



To find out more about a Smart Ribbon app:

- Click the ? in the top, right corner of any Smart Ribbon app. This will take you to a webpage that provides information on using that app.



- [Go to this website](#) for videos and FAQs about Smart Ribbon's apps.

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

Houston Methodist IT Website for Physicians:

- it.houstonmethodist.org/physicians/

Telemedicine Resources and Training:

- it.houstonmethodist.org/telemedicine-training



INFORMATION TECHNOLOGY

061322