Physician Tech Support, Training & Resources

Physician IT Help Desk – 832.667.5555

For non-critical issues, you can email providerITsupport@houstonmethodist.org.
Be sure to have this information handy:
- Your name, phone number and location (with suite #)
- Short description of problem
- If it's a HM computer issue, what is the device's tag number?
- If it's an application issue, which one?

Houston Methodist Hospital Physician IT Support Coordinators

Olufunminiyi "Niyi" Oni
Mobile – 281.733.8848
ooni@houstonmethodist.org

Francis Aborisade
Mobile – 832.570.2462
ffaborisade@houstonmethodist.org

Niyi and Francis can provide physicians and office staff with support to optimize hospital clinical documentation use and hospital communication systems.

Examples of ways they can help include:
- Houston Methodist Epic hyperspace personalization
- Epic hyperspace tips on reviewing patient charts, documenting diagnoses and problems, using NoteWriter, charting with SmartTools, placing orders, using preference lists and using the in-basket
- Epic tools – i.e. Haiku, Canto, SecureChat
- Dragon voice recognition

Houston Methodist Epic
- Epic Training – email the Physician Epic Training team at EpicTrainingMD@houstonmethodist.org
- Epic Issues – email the Epic Support team with your issue at Epic@houstonmethodist.org
- Additional Epic Resources – visit it.houstonmethodist.org

MASS Alerts
- Get real-time alerts for the apps you use most. MASS (Methodist Alerts Subscription Service) is the fastest, most convenient way to keep you informed about downtimes.
- How to sign-up for MASS alerts:
  - From the HMH intranet, type "mass/" in the browser tab (top of web page)
  - After creating an account with your Houston Methodist Network ID, select from among 130 applications listed under "My Subscriptions"

Access HM Epic & Apps Remotely
- Visit epic.houstonmethodist.org to access Epic and other HM applications remotely.