



# eCW support offered via Provider Experience Center

*eCW support begins June 1, full provider support to begin July 1*

The BHN Provider Experience Center (PEC) will open on a limited basis on **Monday, June 1**. At this time staff will respond to questions regarding eClinical Works (eCW) and related topics. This includes providers who have recently installed this electronic health records platform, as well as those who have utilized eCW for some time.

eClinical Works is one of two BHN-preferred electronic health record platforms for participating physicians. All BHN practices have access to a BHN subsidy for purchase of eCW, and discounts for monthly services after purchase. Training and local support for eCW, through BHN specialists, are additional benefits.

EHR support services that will be provided through the PEC include:

- Request for additional information about how to access BHN's EHR subsidy offering
- Support in the EHR: How-tos, request for additional training, cases/support/tickets open longer than normal with eCW
- Request for onsite support/training at your location
- Information related to User Groups and special online training sessions held via WebEx

The full Provider Experience Center is scheduled to launch in July, providing a wide variety support and services for BHN-affiliated providers. Look for more information in coming weeks on the full scope of offerings. We look forward to offering you this new experience!

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**Reach the Provider Experience Center via email at [ProviderExperienceCenter@BannerHealth.com](mailto:ProviderExperienceCenter@BannerHealth.com) or by calling 480-684-7070 (choose option 6). Provider Experience Center hours are from 7 am to 6 pm, Monday through Friday.**

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Direct questions about the Provider Experience Center to [Sarah.Fernandez@BannerHealth.com](mailto:Sarah.Fernandez@BannerHealth.com). Questions related to the eCW, the BHN subsidy and related discounts should be directed to Tracey Kester, IT Director for Provider Solutions, at [Tracey.Kester@BannerHealth.com](mailto:Tracey.Kester@BannerHealth.com).