



# BHN eCW Support Team FAQ

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## Frequently Asked Questions for the eCW Support Team

*Q: How do I open a support ticket with your team?*

A: In order to open a support ticket with our team call or email the Provider Experience Center at 602-747-7070 (option 6) or [ProviderExperienceCenter@BannerHealth.com](mailto:ProviderExperienceCenter@BannerHealth.com).

*Q: What are the requirements to open a support ticket with your team?*

A: The only requirement we have is that support tickets related to an eClinicalWorks specific issue have an open support ticket with the eCW Support Team first. We will need that ticket number to open a ticket for our BHN eCW Support Team.

*Q: What type of support does your team offer?*

A: Our main goal is your satisfaction with using eClinicalWorks at your practice. That means we can assist you with anything related to eClinicalWorks, from training, issue resolution, Quality Metrics assistance, workflow analysis, etc. If in doubt, just submit a ticket and we can discuss your needs with you.

*Q: What do your services cost?*

A: Our support is complementary to Banner Health Network affiliated practices and providers.

*Q: How often can I make a request for site visits?*

A: You may call us as often as you like. We will do our best to work with your schedule to assist your needs.

*Q: Are there certain hours your team is available?*

A: We can be reached through the Provider Experience Center from 7am to 6pm, Monday through Friday to assist you.