



# **CPOM HOTLINE**

## **812-283-CPOM (2766) or x2766**

- The hotline number above is forwarded to a cell phone carried by a member of the software support team between the hours of 7am and 10pm each day.
- From 10pm to 7am, the hotline will transfer to the Help Desk and be answered as soon as possible.
- The software support TM on call will be notified by the Help Desk as appropriate to call back as soon as possible to assist in resolving the issue.

Call the CPOM Hotline if you, the provider:

- Have issues with orders or progress notes that need to be addressed immediately.
- Cannot complete an admission or discharge order/medication reconciliation because of a system issue or message.
- Have a time-critical issue that needs to be addressed.

Call the I.S. Help Desk at x2252 for all other issues, including user names, passwords, and access issues.