Purpose

This guide has been drafted by the Saint Francis Hospital and Medical Center Research Development Office to use as a reference while submitting a ticket to request EPIC data for research.

Policy

Link to the Trinity Health Of New England IRB Policy

Link to the Trinity Health System Level Research Review and Approval Process

Steps and Procedures

1. Click the ServiceNow Self Service icon on your desktop

   ![ServiceNow Self Service Icon]

   Or the IT Support Site on the Infonet and Request a New Report

   ![IT Support Site]

   &

   ![Request a New Report]

2. From the ServiceNow Search Page Search for Research Data Extraction Request:

   ![ServiceNow Search Page with Research Data Extraction Request]
3. Complete the request form:

IRB approval is not required for requesting aggregate data to determine project feasibility.

Remember to attach IRB approval letter when requesting patient specific data.

IDENTIFY FILTERS AS REQUIRED:

Keywords
Active
City
Code
Company
Cost center
Created
Created by

Department head
Description
Downtime group
Head count
ID
Name
Parent
Primary contact

RISO group
State
Street
Sys ID
Tags
Updated
Updated by
Updates
Zip

Please be advised that there is a 2 week SLA to review and respond with estimated timeline for your request.

Additional comments
Current list of Health Centers:

Bronson Battle Creek Hospital
East Group
Hartford
Henry Ford Macomb Hospital
Holy Cross Hospital-FL
Holy Cross Hospital-MD
Home Health
Iowa
IT Shared Services
Lourdes Health System
Lourdes Medical Center
Lourdes Medical Center of Burlington County
Loyola University Medical Center
Marian Community Hospital
Mercy Care
Mercy Community Health
Mercy Fitzgerald Hospital
Mercy Health Muskegon
Mercy Health Saint Mary's
Mercy Health System
Mercy Health System of Maine
Mercy Health System of Maine VNA
Mercy Home Health
Mercy Hospital and Medical Center
Mercy Hospital of Miami
Mercy LIFE of Alabama
Mercy Medical Center – Clinton
Mercy Medical Center – Dubuque
Mercy Medical Center – North Iowa
Mercy Medical Center – Sioux City
Mercy Philadelphia Hospital
Mercy Suburban Hospital
Mount Carmel Health System

Nazareth Hospital
Newtown Square
PACE
Pittsburgh Mercy
Saint Agnes Medical Center
Saint Joseph Regional Medical Center
Samaritan Hospital
Senior Living
Seton Health and St. Mary's Hospital
Sisters of Providence Health System
Springfield
St. Agnes Medical Center
St. Alphonsus Regional Medical Center – Boise
St. Francis Hospital
St. Francis Medical Center
St. James Mercy Health
St. Joseph Mercy Ann Arbor
St. Joseph Mercy Oakland
St. Joseph Mercy Port Huron
St. Joseph of the Pines
St. Joseph’s Hospital
St. Joseph’s Hospital – Syracuse
St. Mary Medical Center
St. Mary Mercy Livonia
St. Mary’s Health Care System
St. Michael’s Medical Center
St. Peter’s Health Partners
St. Peter’s Hospital
System Office
Trinity Health Of New England
Unknown
West Group
Wheaton Franciscan Healthcare - Iowa

Note: The ticket will only be routed to the Trinity Health Of New England EPIC team if you select Trinity Health Of New England. Do not select St Francis Hospital (Delaware) or St Francis Medical Center (New Jersey).

4. Complete Request by submitting Order:

![TIS Self Service Portal]

Note: If you are not contacted in a timely manner regarding your ticket, please email EpicReportingTeam@stfranciscare.org and reference the ticket number.
Alternatively this EpiCare Request Form may appear:

**EpiCare Requests**

**About the Person Submitting the Request**

- **Number:** EPC00001234
- **Type:** None
- **Emergency:** None
- **Opened by:** KG
- **Contact Person:** KG
- **Contact #:**

Please include a direct contact if we need to reach out with additional questions or updates.

- **Contact Email:**
- **Department # / Practice Name:**
- **Data Required:**

**Information About the Request**

- **Type of Request:** Report

**Report**

- **Name of Report:**
- **Reason for Request:**

**Request Justification**

- **IRB #:**

**Description of Report**

Provide a brief description of the data you are looking at and why

Examples: "List of patients missing Advanced Directives" | "Patient census at 9AM for outpatient departments" | "List of my patients ordered by last visit date" | "Charge totals per visit provider in my department"

**Users**

List who will have access to the data (ie if data will be stored on a sharedrive who will need access) (if data is in Hyperspace who will need access)

**Similar Reports**

Indicate if there are any similar reports which have already been created

**Refresh Frequency**

How often should the report be run?

- **Additional Information**

  Additional comments

- **Submit** | **Save**