



WAVE 7 Go-Live Update

August 12, 2023



Saint Agnes is Live on TogetherCare!

As of 3:55 a.m. PDT on August 12, Saint Agnes, Fresno is live on TogetherCare! This Wave is the seventh full implementation of TogetherCare. Congratulations to everyone involved on a successful go-live. And thank you! We greatly appreciate you supporting your colleagues as they get more familiar with TogetherCare.

Share Your Stories

[Share a photo and story with us!](#) We love to hear about your positive go-live experiences!

Important Information for Faster Resolution of Issues

- Please use the [TogetherCare Epic Wave 7 Live Incident Reporting form](#) for non-critical issues related to TogetherCare/Epic to ensure the phone lines and help desk staff are available to support critical issues.
- Have the end user enter the ticket or call the help desk. This will help with any follow-up needed.
- Be sure to select the Health Ministry for the go-live you are supporting.
- Include as many details as possible, including the device description or error message.
- For critical issues, defined as any issue causing a work stoppage, critical impact to care, or patient safety issue, follow the critical-issue process.

Resources

- [Aug. 12 – Go-Live Update](#)
- [Go-Live Issue Resolution 1-pager](#)
- [Infusion Dept – Assigning the Correct Hospital Account](#)
- [Radiation – Occupational Health Orders](#)

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