



## QUESTIONS OR REQUESTS

For questions or requests related to the MultiCareLink service, please initially contact your site's Administrator / designated Super User(s) or your MultiCare sponsor for this access.

## SERVICE DESK ISSUE REPORTING

If something does not work quite like you would expect in the MultiCareLink application or if you have issues with your MultiCareLink login or password, please contact the MultiCare Information Services Service Desk as follows:

- Please call the I.S. Service Desk at 855-MHS-HELP

The following information is needed from you to assist in troubleshooting your issue:

1. Indicate that you are a MultiCareLink user
2. Your practice name and location
3. Your Full Name (first, last)
4. Your contact number (prefer both direct line and front office)
5. Your email address

<b>Urgent</b>	Poses risk or harm to patient safety, excessive costs or impacts a large number of operational users, and there is no work around available.
<b>High</b>	Significant inefficiency and reduced service but there is a workaround
<b>Medium</b>	Inefficient/inconvenient and impacts on a single person
<b>Standard / Low</b>	Any other that does not fulfill any of the previous definitions.

MultiCare Allenmore Hospital ~ MultiCare Auburn Medical Center ~ MultiCare Good Samaritan Hospital  
MultiCare Mary Bridge Children's Hospital & Health Center ~ MultiCare Tacoma General Hospital ~ MultiCare Clinics

