Purpose: This document contains resources that provides contact information for our systems.

**HOCS:**

Computer/Printer issues, network/internet issues, setting up email accounts, being removed or added to distribution lists, 8x8 access, or access while out of the country.

**Call: 718-377-0922 option 2** or**Email: support@hocsinc.com**

​**Careworx Kiosks:** via email Michael.Policelli@fullymanaged.com or via phone 1‑866‑765‑6674 Ext. 268

**EHR Support:**

|  |  |
| --- | --- |
| **Centers Health Care EHR Team** | **After Hours Support:** |
| Hours of Support: **9am-5pm weekdays (EST)**For New users, Reporting Issues, Requesting Training, or Enhancements with the following systems:***PointClickCare******SigmaCare******RTMS******PointRight******SNF Metrics****also known as Risk Reporter*EMAIL: **EHRsupport@centershealthcare.org***For urgent/critical issues*call the Hotline: 917-633-4854or [click here to create a ticket](https://cfc.freshdesk.com/a/solutions/articles/4000183942/%20https%3A/cfc.freshdesk.com/support/tickets/new) | Hours of Support**Evenings and Nights from 5pm (EST) until 9am (EST) &****All weekend hours between Fridays 5pm EST through Monday at 9am EST.**Call this number for new users, new resident entries, or problems with *PointClickCare***Hot Line: 1-866-294-0768** |

**Employee Portal** @ Lynee Lasanta Via email: LLasanta@centershealthcare.org

**Internet Outage:** Call your facility's specific ISP (internet service provider)

**Resident Care Platform**Formerly Mentor

Via email:

Barry Moskovits - bmoskovits@dynamichcsolutions.com
- or - Tamara Hammer - THammer@dynamichcsolutions.com"

**Net Health:**Formerly Rehab Optima

Access to the system: @ Travis Womer via email - twomer@sigmahealthrehab.com

Support Desk:

* via email: optima-support@NetHealth.com
* via online: <https://www.gotoassist.com/ph/giftrapcorp>
* via phone: 772-403-1301

**GehriMed:**

Netsmart Gehrimed Phone Number: 855.829.2060 or if this is related to a Team Health provider or Integration issue – contact Team Health via EHR\_Support@teamhealth.com

**Cube Access** (also known as power bi, sqlee, or PRO reports)

PRO Reports send email directly to Dbrunner@centershealthcare.org

OTHER Cube report requests will only be granted via this web form:

<https://form.jotform.com/CentersAnalytics/cube-access-request-form>