

MORENO MEDICAL CENTER

IT Help Desk and Technical Support Services

Our primary mission is to provide technology assistance to Moreno Medical Center (MMC) staff, physicians, and others who are registered users of our system. The MMC Help Desk is located in the IT Department. The IT Department is under the leadership of the Director of IT.

IT Help Desk Phone Number: 557-7000

- Staffed 24 hours a day, seven days a week, including holidays
- Answers questions and schedules services provided by the IT Department

Responsibilities of IT Help Desk Staff:

- Receive all incoming calls and route calls to the appropriate IT technician
- Return calls in a timely manner
- Provide direction and assistance if the user's problem is within the scope, practice, or knowledge base of the staff member
- Follow up with users to ensure that problems/issues have been resolved
- Maintain the log book of all incoming calls

Responsibilities of IT Department Technicians:

- Address IT needs within their scope and practice
- Offer phone, email, and remote access support for MMC technology issues

IT Services

Basic Services: We offer basic services such as MMC-provided iPhone® setup, facility phone installs, on-site computer troubleshooting and appointment arrangements, and network support.

Specialized IT Services: We have specialized IT professionals within the IT Department that maintain and support various technological areas and systems. The hours for non-emergency services are 7:00 a.m. – 11:00 p.m. daily.

After Hours: Assistance with emergencies, such as systems outages and technology issues that prevent patient care, is provided. Please leave a message at 557-7500 to report system outages and other emergencies. A technician will call you back within 15 minutes.

Specialized Advanced Troubleshooting: We also offer appointment scheduling through IT technicians or help desk staff for computer issues that require on-site support. Email issues that require support from a dedicated IT email professional.