

Evergreen Healthcare Group Support Resources

Call (360) 837-0400 for Support

A legacy of *Caring*

HRIS Support

UKG Users Only

Option 2

Hours of Operation:

Weekdays 9:00 am-5:00 pm PST
After Hour Emergencies: 24/7

Ticket Examples:

- Time Logging Issues
- Incorrect UKG Access Issues
- UKG Password Resets
- Employee Self-Service Support

Non-Urgent:

hrissupport@evergreenhealthcare.com

Escalations:

Arieshia Williams
Director of HRIS
(360) 831-6819

Health Informatics

Option 3

Hours of Operation:

Weekdays 9:00 am-5:00 pm PST
After Hour Emergencies: 24/7

Ticket Examples:

- PointClickCare App Issues
- Adding Medical Providers
- Workflow Issues
- Surveyor Remote Access

Non-Urgent:

ehrsupport@evergreenhealthcare.com

Escalations:

Jodi Settles
Director of Health Informatics
(360) 726-1453

IT

Option 6

Hours of Operation:

Weekdays 6:00 am-5:00 pm PST
Weekends 8:00 am-5:00 pm PST
After Hour Emergencies: 24/7

Ticket Examples:

- Mobile Device Issues
- Network Outages
- Office Equipment Issues
- Application Login Issues

Non-Urgent:

itsupport@evergreenhealthcare.com

Escalations:

IT Management
itescalations@evergreenhealthcare.com

Josh Wade
Director of IT
(360) 624-0616

Publications

Hours of Operation:

Weekdays 6:00 am-5:00 pm PST

Supported Applications:

- NHSN
- Ops

Non-Urgent:

publications@evergreenhealthcare.com

Escalations:

Shawn Brown
Director of Publications and
Ops Analytics
(360) 606-4529

Marketing/ Communications

Hours of Operation:

Weekdays 7:00 am-5:00 pm PST

Supported Applications:

- Reputation.com
- Carefeed
- Pinnacle/Retain
- DocuMart
- Canva

Non-Urgent:

marketing@evergreenhealthcare.com

Escalations:

Emily Brown
Director of Communications
(217) 521-1160

If you have a request after regular business hours, please email support or wait until the next business day to call.
If your request is **urgent and directly impacts care**, call the after-hours support line.