

Service Desk support for MEV

MY EMERGENCY VISIT (MEV)

Business hours: Monday – Friday 7:30 AM – 5:00 PM

HSS ICT Service Desk - 13 44 77

Information needed when you contact HSS ICT Service Desk (SD):

- Advise the HSS SD Agent you are calling about MEV app @ Sir Charles Gardner ED.
- Provide your HE number, contact number, alternate contact number - 6457 3380, and computer tag number (e-tag number, found at Start > !Computer Information! > E00xxxxxx).
- Prior to calling HSS SD,
 - remember the steps you performed before the issue/s occurred.
 - capture details of error message, if any.

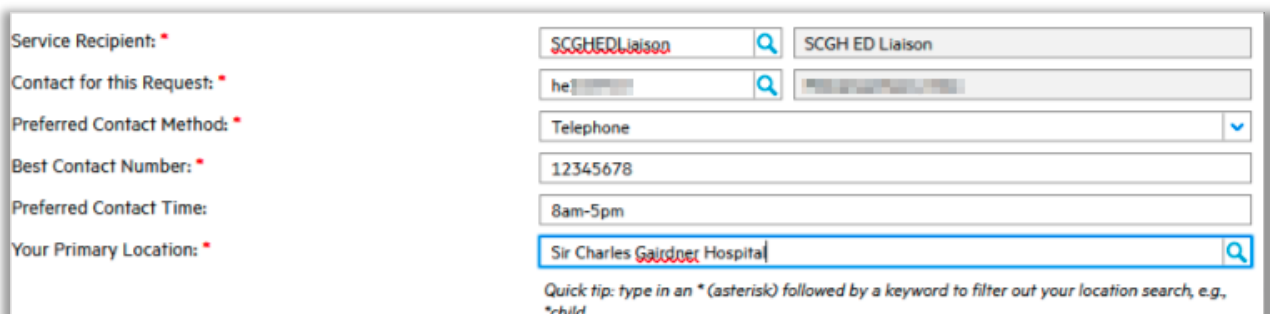
MEV – Information needed when you contact SCGH Switchboard outside business hours

SCGH Switchboard Phone - 08 6457 3333 outside business hours.

- Advise the SCGH Switchboard that you are calling about MEV app at SCGH ED.
- The call will be transferred to NMHS ICT On-Call.
- Provide your HE number, your contact number, alternate contact number - 6457 3380 (SCGH ED Liaison Officer, scgh-edliaison@health.wa.gov.au), and computer tag number (e-tag number, found at Start > !Computer Information! > E00xxxxxx) to NMHS ICT On-Call.
- Prior to calling SCGH Switchboard:
 - remember the steps you performed before the issue/s occurred.
 - capture details of error message, if any.

MEV – Information needed when logging a ticket through the HSS ICT Service Portal

- Set the Service Recipient as 'SCGHEDLiasion'. Ensure your HE number and your contact number are accurate. Set 'Sir Charles Gairdner Hospital' as your primary location.
- In the Title, ensure that you type in 'MEV – [Description of issue]'.



The screenshot shows a form with the following fields and values:

Service Recipient: *	SCGHEDLiasion	SCGH ED Liaison
Contact for this Request: *	he [redacted]	[redacted]
Preferred Contact Method: *	Telephone	▼
Best Contact Number: *	12345678	
Preferred Contact Time:	8am-5pm	
Your Primary Location: *	Sir Charles Gairdner Hospital	🔍

Quick tip: type in an *(asterisk) followed by a keyword to filter out your location search, e.g, *child.