**How to and When to Reassign Pegasus Tickets to the StarPanel Team**

**5/15/15**

When we receive StarPanel calls that normally go to either of Xiaofeng "Michael" Qi, Yun Wang, or Zhao Zuo, we will use the new pilot workgroups for Incident assignment. These three receive the highest percentage of tickets so are the pilot group.

XMatters will take care of the notification of Incident assignment. No phone call or email to them is necessary unless you feel like further explanation than you entered in the ticket is helpful (as always when referring tickets to another group).

**Other notes:**

* The Pilot does not include David Staggs or the items he supports. Follow standard StarPanel assignment procedures for David’s Incidents.
* The Pilot does not include Stuart Weinberg or the items he supports. Follow standard StarPanel assignment procedures for Stuart’s Incidents.
* The pilot only includes Michael Qi, Yun Wang, and Zhao Zuo. No other Star Support team members are included at this time and we should continue to use standard StarPanel assignment procedures for the other team members.
* It is not necessary to email Susan Conner when you have assigned her in Incident. She receives an email anytime an Incident is assigned to Star Support and another when an Incident is assigned to her specifically.

Notify Susan Conner if there are any questions.

**New Workgroup and CI information**

**Workgroup Name – STAR-MICHAEL QI**

New CIs:

STAR MSGBSK – StarPanel message baskets

STAR VITALS – Vitals and Growth Charts

STAR MEDS – Medications and Medications Log. Excludes Medications in the Patient Summary which go to the PSS APPLICATION DEVELOPMENT team.

STARNOTES - Moved existing CI to the **STAR-MICHAEL QI** workgroup

**Workgroup name – STAR-YUN WANG**

New CIs:

STAR CLINICAL SUMMARY - StarPanel Clinical Summaries

STAR WORKLISTS – Includes signed drafts, work lists, and task lists

STAR TEAM SUMMARY - StarPanel Team Summary

STAR ALL DOCS– Includes Patient Summary except for PAML and Medications Attestation Amendments

STAR PAGER – Star Pager issues

**Workgroup name – STAR-ZHAO ZUO**

New CIs:

STAR ED DISCHARGE

STAR VOOM– Includes Star portion of RxStar

STAR BROWSER – Includes Starboard script errors

STAR OR INTERFACES– Includes ORMIS and OR Interfaces

STARFAX  - Moved existing CI to the **STAR-ZHAO ZUO** workgroup. Star Fax directory and user interface does not include actual modems (use StarFax2 CI for modems and hardware problems).