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

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

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

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.