



MedStar Health

**MedStar Digital
Task Management System
User Guide for Stakeholders**

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Thank you for your partnership as we work to roll out this exciting new system, your input on how the system can be improved is most welcome. Please direct any questions to Seena Chettiveetil, AVP, Digital Content Strategy and Optimization, at seena.chettiveetil@medstar.net.

Introduction to Task Management

The MedStar Digital Team has upgraded the web feedback system to a more robust system using the MedStar Digital Task Management System.

The new system will enable the digital engagement team to:

- Streamline requests
- Ensure all necessary requirements are provided at the onset of a task request
- Improve overall efficiency in managing requests
- Provide digital team members with the ability to quickly review existing workload
- Provide accurate completion estimates

Why Task Management?

The digital engagement team receives numerous requests every day from stakeholders. These requests come in through the Feedback form, email, Slack, phone calls and in-person conversations. They range from small tasks, such as fixing a broken link, to large projects, such as building out a new section of a website.

In addition, due to the number of channels that requests come in through, Digital leadership doesn't have visibility into the number and type of requests that are submitted. The digital team often does not know which requests to prioritize. Once projects are in progress or completed, the requestor isn't automatically notified, the digital engagement team must close the loop with the stakeholder manually.

Stakeholder Benefits:

When the task management system launches, the following benefits will be realized:

- Upon request, our Planning and Production Lead can compile reports detailing the tasks that have been completed for your entity, tasks in progress, and upcoming tasks.
- The digital engagement team will have the ability to effectively task and prioritize tasks in the new task management system. You will receive email updates which will provide you with better insight on status and completion of a task.

Accessing the MedStar Digital Task Management System Portal

- Click the Feedback Button at the bottom of any MedStar Health Consumer webpage
- Select: "Have a website, social media, Find-A-Doctor, Press Release/Newsroom or other request? [Click here](#) to submit your request."
- Or, bookmark <https://jira.medstarhealth.org/servicedesk/customer/portal/3>
- To login, use your MedStar Network ID and Password (Please Note: do not use your email address)


Updated Feedback Pages

HELPFUL LINKS

- [myMedStar](#)
- [Contact Us](#)
- [Our Locations](#)
- [Billing and Insurance](#)
- [Financial Assistance Policy](#)
- [Notice of Nondiscrimination](#)
- [Site Map](#)

...weekend in the next round of the Stanley Cup playoffs. Our team is proud to be their official medical team. Read more about our special relationship with the Caps in the Washington Business Journal's interview with our chief medical officer and Caps fan, Stephen R.T. Evans, MD. "Well of course they're going to win! Are you kidding me? I'm a Washingtonian. We're living and breathing this." Click the link to

medical team of the Capitals. #ALLCAPS #RockTheRed #StanleyCupFinal



Embed View on Twitter

[View All Social Media](#)

SAVE TIME AND CHECK IN ONLINE

Urgent care is now even more convenient when you check in online at all 14 of our MedStar PromptCare locations. You can view wait times, choose an arrival time and then wait at home or wherever you are most comfortable.

[Find a Location .](#)

[f](#) [YouTube](#) [Twitter](#) [g+](#) [in](#)

Knowledge and Compassion
Focused on You

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Provider name, medical condition, specialist

Home > Feedback

Share this page: [f](#) [Twitter](#) [g+](#) [in](#) [A A A](#) 

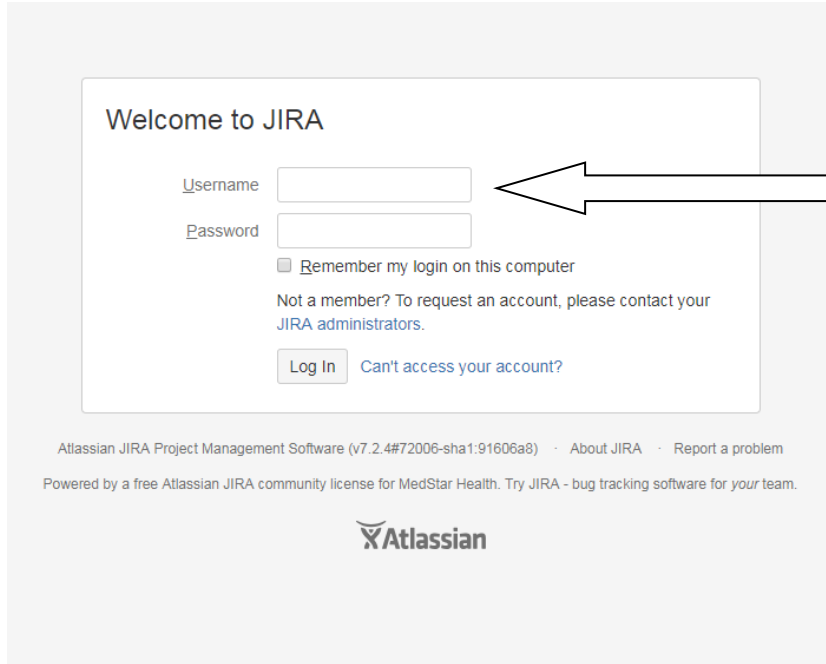
Feedback

Have feedback about an experience at one of our locations? [Click here](#) to securely share your feedback, and we'll follow up with you directly.

OR

Have a website, social media, Find-A-Doctor, Press Release/Newsroom or other request? [Click here](#) to submit your request.

Logging into the MedStar Digital Task Management System Portal:



Welcome to JIRA

Username

Password


Remember my login on this computer

Not a member? To request an account, please contact your [JIRA administrators](#).

[Can't access your account?](#)

Atlassian JIRA Project Management Software (v7.2.4#72006-sha1:91606a8) · [About JIRA](#) · [Report a problem](#)

Powered by a free Atlassian JIRA community license for MedStar Health. Try JIRA - bug tracking software for *your* team.



Use your MedStar Network ID & Password (not your MedStar email address)

Example:

UN: abc123

PW: *****

MedStar Digital Task Management System

Welcome! Please select the category below that aligns with your request and complete the subsequent form. The Digital team will reach out to you when your request is in progress or if additional information is needed.

If you have an urgent request requiring immediate attention outside of normal business hours (8:30 to 5 p.m.) please call Brenda Tsai directly at 410-463-6344.

What do you need help with?



Find-A-Doc Requests

- Adding or Removing Profiles
- Updating or Resolving Issues in Existing Profiles

Please review the FAQ before submitting your request

<https://www.medstarhealth.org/mhs/medstar-provider-location-addedit-request-form/location-change-email-attachment-documents/>



Website Requests

- Adding New Sites, Pages, or Page Sections
- Updating Web Content (*text, images, videos, etc.*)
- Reporting Error Messages and Broken Links
- Event Pages
- Vanity URL (without tracking)

For all Twilio requests or tracked vanity URLs please visit <https://www.medstarhealth.org/marketing>

All graphic elements must comply with MedStar Health Brand Standard. Please visit the Brand Review Form at: <https://www.medstarhealth.org/mhs/medstar-health-marketing-project-intake-request/medstar-health-marketing-brand-review-request-form/>



Social Media Requests

- Creating New Social Media Posts and Tweets
- Updating or Removing an Existing Post
- Creating Assets (*Facebook Cover Photo, Facebook Live video, event photos, etc.*)

For boosted posts and social ads visit <https://www.medstarhealth.org/marketing>

For YouTube uploads visit

<https://jira.medstarhealth.org/servicedesk/customer/portal/2/create/40>

If you have an urgent organic social media request requiring immediate attention outside of normal business hours (8:30 to 5 p.m.) please call Caryn Zengel directly at 443-632-7446.

All graphic elements must comply with MedStar Health Brand Standard. Please visit the Brand Review Form at: <https://www.medstarhealth.org/mhs/medstar-health-marketing-project-intake-request/medstar-health-marketing-brand-review-request-form/>



News / Press Release Requests

- Requesting a news story or press release



All Other Requests



Find-A-Doc Requests

Raise this request on behalf of

Megan Doty

MedStar Entity*

Find-A-Doc Issue Type (optional)

None

Provider Name *

Summary

URL for the page*

Provider URL (optional)

Description (optional)

Priority level*

None

Priority justification (optional)

Requested Due Date*

Approver (freetext) (optional)

Email Recipient (freetext) (optional)

Attachment (optional)

Drag and drop files, paste screenshots, or
[browse](#)

Create Cancel

Urgent (24 hours or less)
High (2-3 business days)
Medium (2-3 weeks)
Low (1+ months)

Please note: All Urgent and High requests require justification in the field below.

If you have an urgent request requiring immediate attention outside of normal business hours (8:30 to 5 p.m.) please call Brenda Tsai directly at 410-463-6344.



Website Requests

Raise this request on behalf of

MedStar Entity Acronym - Task Name *

Parent Page URL (where the new content will live) *

Website Request Type

Task Description *

If high or urgent, what's driving that priority? (optional)

Requested Due Date *

MedStar Entity (select all that apply) *

Approver (freetext) (optional)

Email Recipient (freetext) (optional)

Upload documents (optional)

Brand Review Submission (optional)

- None
- No, I have not submitted for brand review
- Yes, I have submitted for brand review

Urgent (24 hours or less)
 High (2-3 business days)
 Medium (2-3 weeks)
 Low (1+ months)

Please note: All Urgent and High requests require justification in the field below.

If you have an urgent request requiring immediate attention outside of normal business hours (8:30 to 5 p.m.) please call Brenda Tsai directly at 410-463-6344.

If you are uploading a graphic element (ex. Image or PDF flyer), have you submitted the graphic element through brand review?



Social Media Requests

Raise this request on behalf of

Megan Doty

MedStar Entity Acronym - Task Name *

Social Media Channel (select all that apply) *

Task Description *

Priority level *

None

If high or urgent, what's driving that priority? (optional)

Requested Due Date *

MedStar Entity (select all that apply) *

Approver (freetext) (optional)

Email Recipient (freetext) (optional)

Upload documents (optional)

Drag and drop files, paste screenshots, or
[browse](#)

Create

Cancel

Urgent (24 hours or less)
High (2-3 business days)
Medium (2-3 weeks)
Low (1+ months)

Please note: All Urgent and High requests require justification in the field below.

If you have an urgent request requiring immediate attention outside of normal business hours (8:30 to 5 p.m.) please call Caryn Zengel directly at 443-632-7446



News / Press Release Requests

Raise this request on behalf of

Megan Doty

MedStar Entity Acronym - Task Name *

Category/Specialty *

Task Description *

Priority level *

None

If high or urgent, what's driving that priority? *(optional)*

Requested Due Date *

Release Date *

MedStar Entity * (select all that apply)

Approver (freetext) *(optional)*

Email Recipient (freetext) *(optional)*

Upload documents *(optional)*

Drag and drop files, paste screenshots, or
browse

Create Cancel

Urgent (24 hours or less)
High (2-3 business days)
Medium (2-3 weeks)
Low (1+ months)

Please note: All Urgent and High requests require justification in the field below.

If you have an urgent request requiring immediate attention outside of normal business hours (8:30 to 5 p.m.) please call Brenda Tsai directly at 410-463-6344.



All Other Requests

Raise this request on behalf of

Megan Doty

MedStar Entity Acronym - Task Name

Request Description

Priority*

None

If high or urgent, what's driving that priority? *(optional)*

Urgent (24 hours or less)
High (2-3 business days)
Medium (2-3 weeks)
Low (1+ months)

Please note: All Urgent and High requests require justification in the field below.

If you have an urgent request requiring immediate attention outside of normal business hours (8:30 to 5 p.m.) please call Brenda Tsai directly at 410-463-6344.

Requested Due Date*

MedStar Entity*

Approver (freetext) *(optional)*

Email Recipient (freetext) *(optional)*

Attachment *(optional)*

Drag and drop files, paste screenshots, or [browse](#)

Create Cancel

MedStar Digital Team Ticketing Workflow

- Once you submit your ticket, your ticket will be reviewed and if no additional information is needed, your ticket will be assigned to a digital associate
- If additional information is required the Planning and Production lead will reach out to you
- Work on your ticket will begin based on priority level and due date (due dates may be adjusted, stakeholder will be notified)
- Please be sure to submit all content, attachments, page URL and precise instructions in the description field

Communication with the Ticket Assignee

In the event a digital team member needs to communicate with the stakeholder, they will do so within our tool. Stakeholders can view and communicate through the Requests Dashboard (page 12) on each ticket they have open in the MedStar Digital Task Management System. You can also add files to your ticket after it is open by visiting the Requests Dashboard. If you prefer responding to the email alert, be sure to click “Add Comment” to reply.

To reply to an email alert, you must click Add Comment:



Elizabeth English commented on MHTM-1843

Re: MSH - Federal Hill

Stephanie Goren yes.

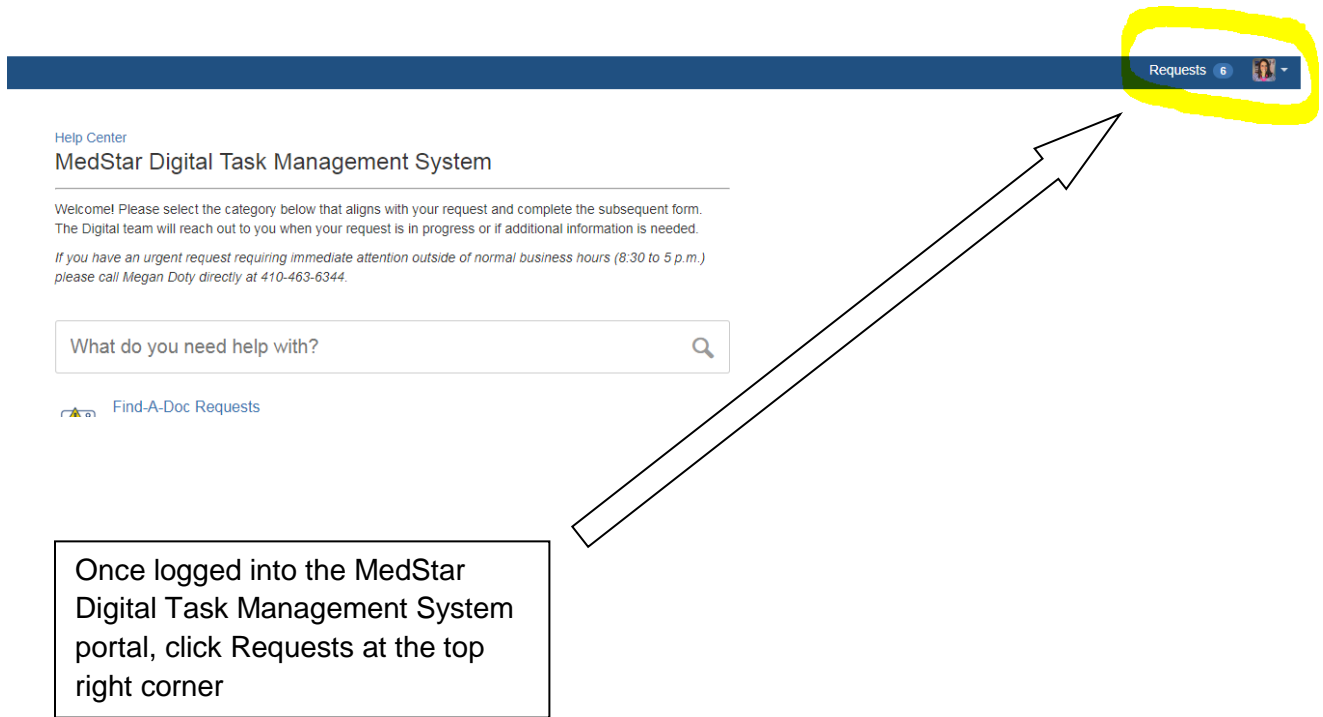
Add Comment

This message was sent by Atlassian Jira (v7.12.0#712001-sha1:ad166f5)

ATlassian

Requests Dashboard

At any time, you can view on the status of your ticket and respond to the comment thread within that ticket: <https://jira.medstarhealth.org/servicedesk/customer/portal/3>




Help Center
MedStar Digital Task Management System

Welcome! Please select the category below that aligns with your request and complete the subsequent form. The Digital team will reach out to you when your request is in progress or if additional information is needed.

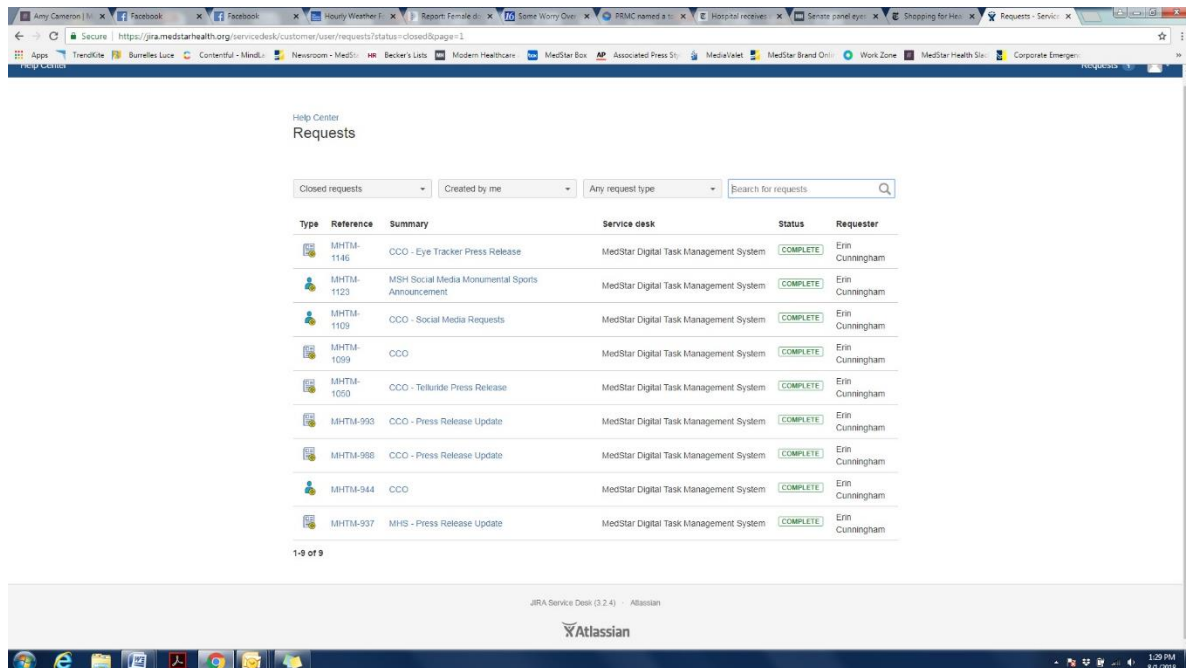
If you have an urgent request requiring immediate attention outside of normal business hours (8:30 to 5 p.m.) please call Megan Doty directly at 410-463-6344.

What do you need help with?

 Find-A-Doc Requests










Once logged into the MedStar Digital Task Management System portal, click Requests at the top right corner

After you click Requests, you can view open and closed tickets and click on each request view the comment thread.



Help Center
Requests

Closed requests | Created by me | Any request type | Search for requests


Type	Reference	Summary	Service desk	Status	Requester
	MHTM-1146	CCO - Eye Tracker Press Release	MedStar Digital Task Management System	COMPLETE	Erin Cunningham
	MHTM-1123	MHS Social Media Monumental Sports Announcement	MedStar Digital Task Management System	COMPLETE	Erin Cunningham
	MHTM-1109	CCO - Social Media Requests	MedStar Digital Task Management System	COMPLETE	Erin Cunningham
	MHTM-1099	CCO	MedStar Digital Task Management System	COMPLETE	Erin Cunningham
	MHTM-1050	CCO - Telluride Press Release	MedStar Digital Task Management System	COMPLETE	Erin Cunningham
	MHTM-990	CCO - Press Release Update	MedStar Digital Task Management System	COMPLETE	Erin Cunningham
	MHTM-986	CCO - Press Release Update	MedStar Digital Task Management System	COMPLETE	Erin Cunningham
	MHTM-944	CCO	MedStar Digital Task Management System	COMPLETE	Erin Cunningham
	MHTM-907	MHS - Press Release Update	MedStar Digital Task Management System	COMPLETE	Erin Cunningham



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JIRA Service Desk (3.2.4) - Atlassian

Comment Thread Example:


Help Center / MedStar Digital Task Man... / MHTM-1148

 **CCO - Eye Tracker Press Release** COMPLETE


 Comment on this request... 

Activity


Your request status changed to **Complete** with resolution **Done**. Today 12:27 PM LATE BT


 **Megan Doty** Today 12:27 PM
Erin Cunningham The press release was posted this morning and it has now been socialized on FB, Twitter and LinkedIn. Thanks!

Your request status changed to **In Review**. Today 12:26 PM


 **James Bollinger** Today 8:31 AM
This release has been posted: <https://www.medstarhealth.org/mhs/2018/08/01/medstar-receives-patent-novel-system-analyze-eye-movements-leverages-machine-learning/>


Your request status changed to **In Progress**. Today 8:29 AM


 **Erin Cunningham** Yesterday 8:08 PM
I apologize, they requested a headline change. Please use this new NEW version. Jamie, I can take a peak if you want in the morning if the multiple versions are confusing.
[MedStar Receives Patent_for release 8-1-18_APPROVED EC.DOCX[®]](#) (30 kB)

 **Erin Cunningham** Yesterday 7:49 PM
Thanks Megan and Jamie! Anytime between 8-9:30 a.m. is great ... whenever Jamie is in. Appreciate it.


Your request status changed to **Assigned**. Yesterday 7:39 PM

 **Megan Doty** Yesterday 7:38 PM
Your ticket has been assigned to Jamie Bollinger. I will be sure he understands that this is an urgent request and needs to be posted to the newsroom first thing 8/1. Thank you! Erin Cunningham

 **Erin Cunningham** Yesterday 5:31 PM
Please use this NEW attachment to correct a misspelling in the second sentence. Thank you!
[MedStar Receives Patent_for release 8-1-18_APPROVED EC.DOCX[®]](#) (30 kB)

 **Erin Cunningham** Yesterday 4:35 PM
[MedStar Receives Patent_for release 8-1-18_APPROVED.DOCX[®]](#) (30 kB)

Details Yesterday 4:35 PM
Category/Serialty *

 Don't notify me

 Share

People involved

 Erin Cunningham
Creator