

## Daily Support:

### Main Support:

- 317-687-8128

### iSalus Toll-Free:

- 1-877-280-6640

### AllMeds Toll-Free

- 1-888-343-6337

### Hours of Operation:

- 7:00 AM – 6:00 PM EST | Monday – Friday

### Process:

1. Create a ticket by:

- Emailing the appropriate support team:
  - AllMeds: [customerservice@allmeds.com](mailto:customerservice@allmeds.com)
  - iSalus: [support@isalushealthcare.com](mailto:support@isalushealthcare.com)
- Or by clicking the button within the iSalus Choice system that looks like a set of headphones. Located in the upper right-hand corner.

2. The ticket will then be assigned to a specialist and will be addressed within one hour.

## After Hours:

- 6:00 PM EST – 10:00 PM EST | Monday – Friday
- 7:00 AM EST – 7:00 PM EST | Saturday–Sunday

### Guidelines:

- Only Severity 1 cases will be responded to after-hours.
  - Ex: system is down/major disruption/patient safety.
- If a voicemail is left and it is not a Severity 1 issue, the case will be addressed the next business day during normal business hours.

### Process:

1. Call the Main Support line: 1-877-280-6640

2. Leave a message and include:

- Your name
- Clinic name
- Clinic/Company ID
- Phone number
- Describe work-stop issue

3. This creates a ticket. Every hour, the on-call agent checks for new tickets.

4. If the issue is a Severity 1 issue and is within our after-hours, you will receive a call back within 1 hour.