



Daily Support:

Main Support:

- 317-687-8128

iSalus Toll-Free:

- 1-877-280-6640

Hours of Operation:

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

Process:

- Create a ticket by:
 - Emailing the appropriate support team:
 - iSalus: 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.
- The ticket will then be assigned to a specialist and will be addressed within one hour.

After Hours:

After Hours Support:

- 317-459-0833

Hours of Operation:

- 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:

- Call the after-hours support phone line: 317-459-0833
- Leave a message and include:
 - Your name
 - Clinic name
 - Clinic/Company ID
 - Phone number
 - Describe work-stop issue
- This creates a ticket. Every hour, the on-call agent checks for new tickets.
- If the issue is a Severity 1 issue and is within our after-hours, you will receive a call back within 1 hour.