

Resources

RAF Technical Support

DURING BUSINESS HOURS

M-F 7 AM – 5 PM

rafit@rafadmin.com

(540) 361-1000

Bill Ratliff ext. 147

bratliff@rafadmin.com

Becki Kuske ext. 139

rkuske@rafadmin.com

Andrey Bereza ext. 149

abereza@rafadmin.com

AFTER HOURS

M-F 5 PM – 7 AM

Sa-Sun/Holidays

Bill Ratliff

bratliff@rafadmin.com

(520) 270-2464

Sirona Support (See Attachment for Additional Details)

DURING BUSINESS HOURS

M-F 7:30 AM – 5:30 PM

HELP DESK

support@sironamedical.com

<https://sironamedical.zendesk.com/hc/en-us>

Chat Bot Within Application

Priority Issues:

(855) 502-0060

AFTER HOURS

M-F 5:30 PM – 7:30 AM

Sa-Sun/Holidays

HELP DESK

support@sironamedical.com

<https://sironamedical.zendesk.com/hc/en-us>

Chat Bot Within Application

Priority Issues:

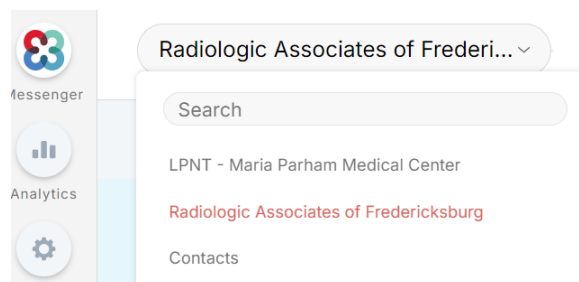
(855) 502-0060

Resources

Maria Parham Department Contacts

Imaging Director	(252) 436-1731
PACS (Hannah)	(252) 436-1003
Reading Room	(252) 436-1739
MPH Reading workstation	(252) 436-1728
X ray	(252) 436-1743
CT	(252) 436-1146
MRI	(252) 436-1152
Ultrasound	(252) 436-1726
Mammo	(252) 436-1308
Nuclear	(252) 436-1144
PET	(252) 436-6472
Oxford Women Clinic	(919) 690-3291
Cath Lab	(252) 436-6185
CV Lab	(252) 436-1750
ED Dr	(252) 436-5040
ED Dr	(252) 436-1299
ED Charge RN	(252) 436-1292
ED Secretary	(252) 436-1154
ICU	(252) 436-6310
PCU	(252) 436-6325
Medical Floor	(252) 436-6440
Surgical Floor	(252) 436-6400
Women & Infant Floor	(252) 436-6200
Oncology	(252) 436-1148
Rehab	(252) 436-6130
Hospitalist	(252) 436-3058
Plaza	(252) 436-1008
Franklin X ray/CT	(919) 340-8755
Franklin Mammo	(919) 340-8760
Franklin ED Dr	(919) 340-8703
Franklin ED Charge RN	(919) 340-8712

If you are unable to contact the Referring Provider, please contact Travis Thompson or Hannah Wyatt via Tiger Text



Sirona Support

For assistance with high-priority issues outside of these hours (between 8:00 PM and 8:00 AM Eastern Time), end-users should contact the Sirona support line directly at:

(855) 502-0060

Incident Response

Incident Urgency	Definition	Contact Time SLAs
P1 – Critical	Unable to access the Services or a material component of the Services	• Initial Contact: < 20 minutes • Updates: every 30 minutes until resolved to all impacted parties • Management Escalation: Immediate
P2 – High	Customer can access the Services, however the Services are not materially functioning as intended per Sirona User Manual	• Initial Contact: < 1 hour • Updates: every 2 hours until resolved to all impacted parties • Management Escalation: Same business day
P3 – Low	Other error that does not prevent Customer's workflow or use of the Services, or is a feature request	• Initial Contact: < 24 hours • Updates: ad hoc

Sirona's support hours are 8:00 a.m. - 8:00 p.m. local time, Monday - Friday (except holidays). If a priority level 1 issue takes place during off hours, a notification will be sent to the Sirona team member on call, and they will be responsible for assisting and resolving the issue.

For P1 and P2 incidents, Customer will initiate contact with Sirona Support via telephone (855-502-0060), and indicate the probable category of the incident. For P3 incidents, Customer may contact Sirona Support via telephone, email (support@sironamedical.com) or chat.