



Getting Your Practice onto TeleVox

To get your practice onto TeleVox, you need to access the Help Desk intranet site - [Service Now](#)

Select "Catalog Home"

Search for Cadence in the search bar

Choose "Other" in the catalog Enter the following information:

- The Epic DEP
- The department name (external name) to be recorded for the voice reminders
- The address of the practice • Your caller ID/call back number
- Guidance on how you want your department displayed in the text reminders
- Set up a username for mytelevox, if you want to use this service.
- Otherwise, you can view your TeleVox results in the DAR.

TeleVox will be used by Hospital leadership to communicate to patients should the institution be affected by a major weather event or other occurrence.

It is important that all practices use TeleVox.