EHS Incident Tracking System
http://myEHS.weill.cornell.edu

Overview

Environmental Health and Safety (EHS) tracks incidents and service requests using ServiceNow. The system e-mails users when an incident is created or updated, allows users to review the status of their open incidents, and provides EHS expanded reporting and management oversight. Examples of EHS incidents and service requests include:

- Chemical hood repairs
- Equipment decontamination requests
- Ergonomics assessments
- Exposure monitoring
- Fire safety in-service training and drills
- Hazardous material shipping assessments

- Indoor air quality investigations
- Safety concerns and issues
- Waste management rad waste ONLY
- Water/mold investigations
- Online training-related issues

The information provided in this bulletin is not intended to report emergencies. To report emergencies (e.g., hazardous material spills and exposures), continue to contact the EHS main office for immediate assistance.

Tracking EHS Incident / Ticket Status

WCM COMMUNITY AND TICKET CREATORS

All EHS incident and service request tickets can be tracked via the http://myEHS.weill.cornell.edu website (click "EHS Ticket Status"). Users can select an individual ticket to view details, provide additional comments, attach files, and add people to the ticket's watch list. E-mail notifications will be sent to the "person reporting," "person affected" and the watch list when EHS updates and completes the ticket.

The program's watch list allows other contacts (e.g., Principal Investigator, Department Administrator) to be added to an EHS ticket for tracking purposes.


Example screen capture of "open" EHS tickets for users to track. Users can select a specific ticket to review its detailed status.

EHS ADMINISTRATION

ServiceNow provides EHS administration a platform to track all tickets and ensure timely follow-up.

Creating EHS Incident Ticket by Website

Go to http://myEHS.weill.cornell.edu to the web self-service module to "Create an EHS Ticket." Users must have a WCM CWID to access this system. The service request will be assigned a unique EHS Incident Ticket number for tracking. This self-service web module can track incident status, provide additional comments, attach files, and add people to the watch list.
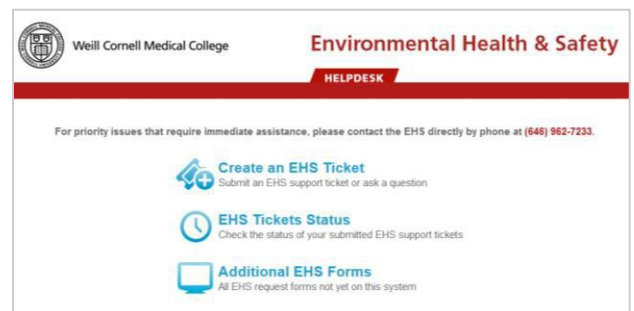
myEHS.weill.cornell.edu website main menu where users can "Create an EHS Ticket" or review "EHS Tickets Status".

Weill Cornell Medicine

Environmental Health and Safety
TEL 646-962-7233   WEB weill.cornell.edu/ehs   EMAIL ehs@med.cornell.edu
Weill Cornell Medicine | 402 East 67th Street, Room LA-0020 | New York, NY 10065

Personnel without CWIDs can create EHS incident tickets by e-mailing or calling EHS, as outlined below.

Creating EHS Incident Ticket by Email: ehs@med.cornell.edu

EHS Incident Tickets can also be automatically created by sending an e-mail to ehs@med.cornell.edu. Upon receipt of the email, a unique EHS Ticket number will be automatically assigned. ServiceNow will e-mail the "person reporting," "person affected," and the watch list with the ticket information.

Creating EHS Incident Ticket by Phone: 646-962-7233

EHS Incident Tickets can also be created by calling the EHS main office. EHS will create an EHS Incident Ticket, and ServiceNow will email the "person reporting," "person affected," and the watch list with the ticket information.

Frequently Asked Questions

How does this EHS Incident Tracking System work?

The ServiceNow system allows users to report incidents via a self-service web module.

I have an emergency. Must I use the EHS Incident Tracking System to seek assistance?

No, in the event of an emergency (e.g., fire, hazardous material spill, or exposure), immediately contact the EHS main office to report the emergency and obtain immediate assistance from EHS. EHS will create an incident in ServiceNow for the user to track the follow-up and resolution of the incident.

What are the advantages of the EHS Incident Tracking System?

The incident tracking system allows EHS administration users to track all open incidents and provide feedback concisely.

- *EHS ServiceNow should not be used for chemical and sharps waste collection requests. To request a Chemical Collection Request or Sharps Collection Request, please use SALUTE.*

- *The Radioactive Waste disposal Request, please submit still via EHS ServiceNow.*

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