



Ignite on FHIR User Guide

Last updated: November 7, 2025

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Welcome!

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About Ignite on FHIR

Using SMART and FHIR® technologies, Ignite on FHIR is a robust solution suite that integrates with Epic EHR technologies, allowing clinicians to **deliver patient education materials efficiently and effectively** at the point of care and through the MyChart patient portal.

FHIR is **integrated directly into the your workflow** (ambulatory, inpatient, ASAP, Optime, Stork, Cupid, etc.), providing content recommendations based on the patient record, including demographics, the current clinical encounter, the problem list, active medications, and completed procedures and ordered procedures. The ambulatory and inpatient content recommendations are organized under 3 categories—conditions, medications and procedures—while the ED content recommendations are organized under impressions, medications and procedures.

The education content is retrieved from the licensed content libraries (WebMD Ignite-owned or third-party licenses) and, if applicable, from a client's own custom content library that has been added to FHIR.

You can preview the content items, print directly from within FHIR, share content to the EHR, attach content to the After-Visit Summary (AVS) and send the content to the MyChart patient portal, MyChart Mobile and MyChart Bedside (Patient Portal Integration required¹).

You can also render patient-specific edits to written documents, search and/or browse all licensed content, and bookmark content resources as favorites.

FHIR offers 2 methods of tracking what was shared with the patient. The first is a date/time status indicator displayed next to a resource on the content pages. The second is a listing of all content items provided to the patient over the last 12 months on the Activity History page.

When education is provided from within FHIR, it is documented in the patient's record (Chart Review) via a custom note. Once documented in the patient's record, it can also be attached to the AVS.

¹Patient Portal Integration is an add-on for MyChart and MyChart Bedside

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How FHIR is organized

FHIR is organized into 4 distinct sections—**Home**, **Folders**, **Favorites**, and **Activity History**—that can be accessed through the navigation bar. The navigation bar also contains **Patient Name/Age**, plus 4 additional commands—**Patient Email**, **Help**, **Light/Dark Mode**, and **Refresh**.



IMG 1. App navigation bar

1 Patient Name/Age

The navigation bar displays the name and age from the patient record.

2 Patient Email



This command allows editing/adding the patient's email in FHIR. If the email was not pulled into FHIR from Epic, a red dot will appear. The email address is used to send a notification that education has been posted to the patient portal through Patient Portal Integration.



Any changes made to the patient email in FHIR will **only be stored in the current session**. The email will not be written back into the Epic patient record.

3 Recommended Content/Home



This command button links to the **Recommended Content (home) page**, which displays content recommendations based on the patient record.

4 Folders



This command button links to the **Folders** page. Folders are created, populated, and maintained at an organizational level and can contain both licensed content and your organization's custom content, if applicable.



5 Favorites



This command button links to the **Favorites** page, which displays all the content items you've bookmarked regardless of the individual patient records. The bookmarked content items are indicated throughout FHIR by a filled **Favorites** icon.

6 Activity History



This command button links to the **Activity History** page, which provides an overview of all content items provided to a specific patient by you or any other clinician in your organization within the last 12 months. The page also allows you to remove previously provided education.

7 Help



This command button launches the **Help** window from any page within FHIR.

8 Light/Dark Mode



This command button allows you to change the FHIR view from the default Light Mode (light background colors with darker text) to Dark Mode (dark background colors with lighter text), which can be helpful in low light.



This command button allows you to revert the FHIR view from Dark Mode back to Light Mode.

9 Refresh



If a new diagnosis, medication, or clinical impression is added to the patient record while FHIR is open, this command reloads the patient context, pulls in the new diagnosis, medication or clinical impression, and recommends content accordingly.

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Recommended Content

The **Recommended Content** page is where content recommendations are made based on the patient record, including demographics, the current clinical encounter, the problem list, active medications, and completed and ordered procedures. The content is filtered based on the patient's birth sex and age, as well as the media type and content types selected in the **Sort and Filter** menu.

How Recommended Content is built

The content recommendations are grouped by clinical codes and organized in 4 categories—**Conditions, Medications, Procedures, and Impressions**. Categories can be configured differently (visible or hidden) for ambulatory/inpatient and ED based on the needs of each clinical workflow.

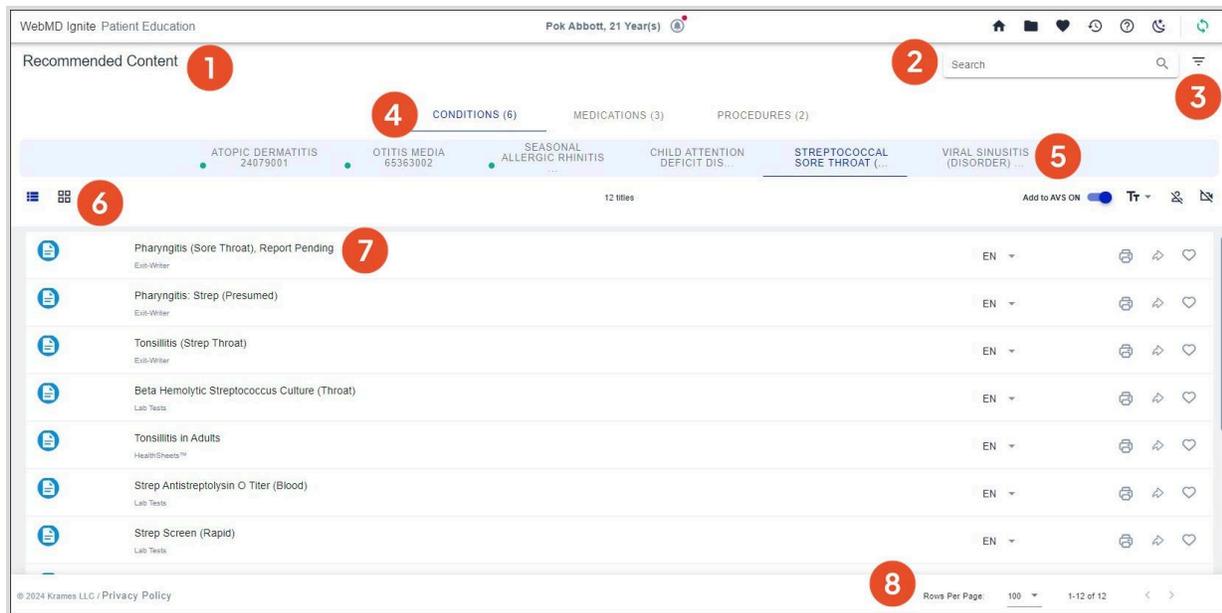


If you have questions about your organization's workflow configurations, please contact your administrator.

Category	Priority Code	Epic Implementation
Impressions	ICD10, SNOMED	Retrieved from the patient's Clinical Impressions List in Epic's ASAP EHR module.
Conditions	ICD10, SNOMED, ICD9, MeSH	Retrieved from the patient's Active Problem List (historical diagnoses), Hospital Admission Diagnosis and Current Encounter Diagnosis
Medications	RxNORM, NDC	Retrieved from the patient's Active Medication List . Does not include self-reported medications.
Procedures	ICD10, SNOMED, CPT, LOINC, HCPCS	Retrieved from the patient's Ordered Procedures and from historical, Completed Procedures for previous 30 days.



Recommended Content features



IMG 2. Recommended Content List View

- 1
Page Indicates the page you're currently on
- 2
Search Bar Search all available content
- 3
Sort and Filter Sort the order of recommended content and/or manual search results and use filters to narrow or expand results
- 4
Categories Tab Configured for each workflow to provide relevant data
- 5
Taxonomies Tab Classification within each category by clinical code



Taxonomies from **Current Encounter Diagnosis**, **Hospital Admission Diagnosis**, and **Principal Problem** are all indicated by a green dot badge and shown first (alphabetically), followed by conditions from the problem list (also alphabetically). Taxonomy Tabs may occasionally appear with no content; however, that doesn't mean WebMD Ignite has no content related to the topic, just none tagged with the medical taxonomy received from Epic.

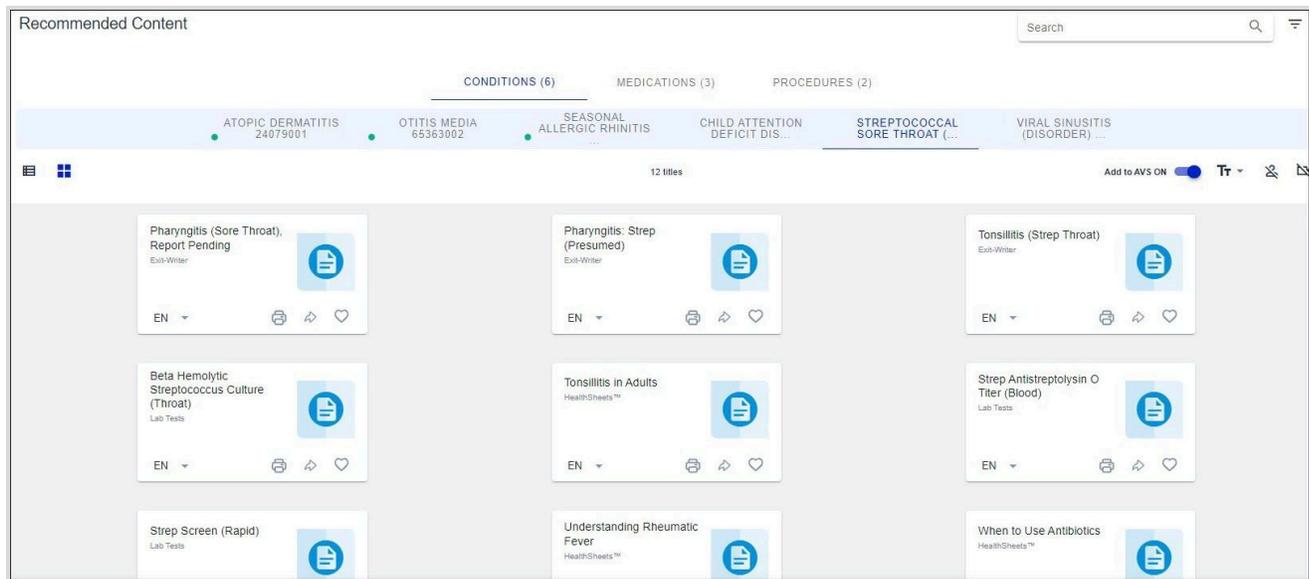


If a tab with no content is suggested, we recommend doing a keyword search on the topic. Your organization can also ask WebMD Ignite if the medical taxonomy can be added to any content.

- 6 Content Toolbar** Commands to configure page view and content sharing
- 7 Content Items** Recommended content for selected clinical code
- 8 Pagination** Choose how many titles (10, 25, 50, or 100) you want returned on each page



Viewing the education content

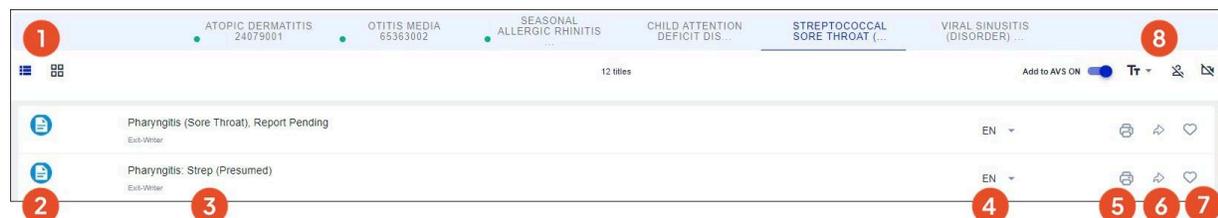


IMG 3. Recommended Content Tile View

Content items can be viewed **as a list** or **as tiles** (see *IMG 3*). This is a user preference feature that FHIR remembers from session to session, and it can be easily switched from the Content Toolbar.

Regardless of the preferred display mode, content items have the same commands that allow you to:

- A. **Select an item** for bulk print or share (see [Print/Share Content](#))
- B. **Launch the item** preview window (see [Preview and Edit](#))
- C. **Change the language** of the content item before printing or sharing (see [Language of Content Items](#))
- D. **Print or share** individual items (see [Print/Share Content](#))
- E. **Favorite** a content item (see [How to bookmark items](#))
- F. **Control** how content is shared (see [Share attributes for Print/Share](#))



IMG 4. Content Item Commands



- 1 List/Tile View** Control buttons that can switch the display mode
- 2 Content Type** Indicator for content type/licensed library
- 3 Content Item Title** Launch point for the item preview window
- 4 Language** Allows switching the language before print/share
- 5 Print** Prints the item, shares to the AVS and MyChart
- 6 Share** Shares the item to the AVS and MyChart
- 7 Favorites** Control button that turns favorites on/off
- 8 Print/Share Controls** See [Print/Share Content](#)



The Share controls include:

- Add to AVS ON/OFF
- Select text size
- Personalization/add patient name
- Add video transcript for videos

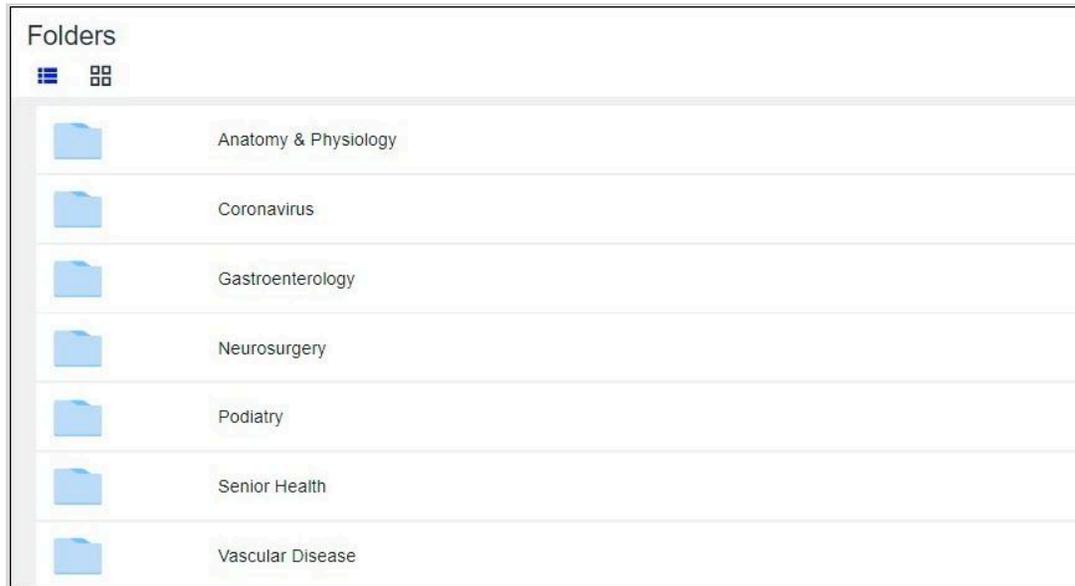
Any Share controls changed during the FHIR session will be reset to the default settings (AVS Toggle “On”, Text Size = Medium, Personalization “Off” and Transcript share “Off”) when the session is closed.

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Folders

Folders are set at the organization level and can contain licensed content from WebMD Ignite, as well as any of your organization’s custom content (if applicable) loaded into Ignite On-Demand.

You can browse the content in the folders, preview all content items, print/share with the patient, and add content items to favorites. Since the folder structure is set by your organization’s administrator, individual users cannot change the folder structure, naming, or hierarchy.



IMG 5. Folders Page

Navigating between folder levels

Folders can go down to 3 levels, depending on how the structure and hierarchy are set. It’s easy to navigate back to the previous level(s) using the breadcrumb links above the page title or folder title.



IMG 6. Breadcrumb Navigation for Folders

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Favorites

You can bookmark content items, which adds them to the Favorites section for fast find. This section is **clinician-specific** and displays all the content items you've bookmarked.

The only patient-specific information in Favorites is:

- The **provided indicator** (date and time stamp) displayed on the content item if it has been printed/shared with that specific patient in the last 12 months.
- The **edited version of a document** for that specific patient, if and only if the clinician added it to Favorites and has not yet provided it to the patient. After sharing with the patient, the default document is shown in Favorites.



IMG 7. Favorites Page

How to bookmark items

Content items can be:



Added to Favorites from any content list/tile view screen by clicking on the “empty” Favorites button



Removed from Favorites from any content list/tile view screen by clicking on the “filled” Favorites button



If you favorite a foreign language resource, that's what will appear on the Favorites page. To favorite a resource in multiple languages, you'll need to favorite each language separately.

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Activity History

The Activity History section is patient specific and presents:

- **An overview of all content items** provided to the patient by you or any other clinician in your organization within the last 12 months, from the most recent to the oldest.
- The **actual education assigned**, including any special instructions or edits made specifically for the patient. This helps make any follow-up visits more efficient and productive.

DATE	TITLE	LANG.	PRINT / SHARE	AVS	MYCHART STATUS
05/23/24, 08:58	Atopic Dermatitis Krames Videos	EN	/		
05/23/24, 08:56	Managing Atopic Dermatitis (Eczema) HealthSheets™	EN	/		
05/22/24, 12:08	What Is Atopic Dermatitis? HealthSheets™	EN	/		
04/29/24, 08:45	Atopic Dermatitis Krames Videos	EN	/		
04/08/24, 11:45	Managing Atopic Dermatitis (Eczema) HealthSheets™	EN	/		
04/08/24, 11:27	Atopic Dermatitis (Adult) Edu-Writer	EN	/		

IMG 8. Activity History Page

- 1

Date Date and time the item was provided to the patient

- 2

Content Type Visual indicator for Document, Edited Document, Video, Custom Document or Edited Custom Document

- 3

Title Title of provided content item.

- 4

Language Visual indicator for the language in which the content item was provided

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- 5 Print/Share** Displays how the document/video was provided to the patient

- 6 AVS Status** Displays whether the provided resource appears on the AVS or has been recalled

- 7 Patient Action Status²** Displays what, if anything, the patient has done with the provided education (via Patient Portal Integration) in their MyChart Patient Portal. Items not viewed are shown in bold font and marked by the “Not Viewed” indicator. Written documents are either “Not Viewed” or “Viewed”; whereas, the video the status will be “Not Viewed”, a percentage of the video if only partially watched by the patient or “Viewed” if 100% of the video was watched.

- 8 Education Recall** Allows you to recall education that may have been assigned in error or pre-assigned to an encounter that has since been canceled. Previously assigned education can be recalled within a set time range (e.g., 30 days) from when the education was initially assigned to a patient. Recall deletes the note from Chart Review, removes education from the AVS (if previously attached) and removes or updates the status in MyChart.

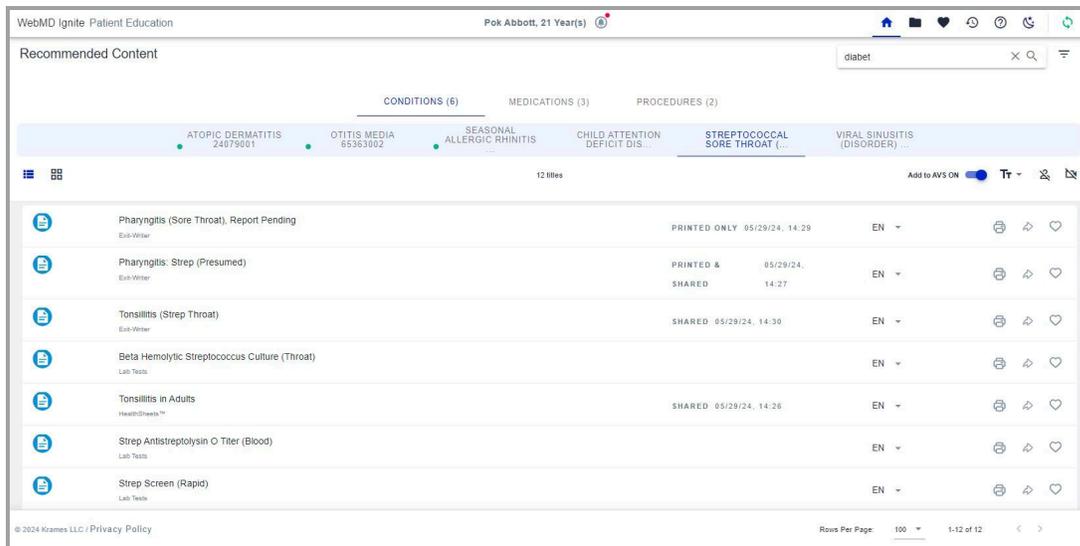
²This column is displayed only if Patient Portal Integration in MyChart is enabled for the organization.

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Light/Dark Mode

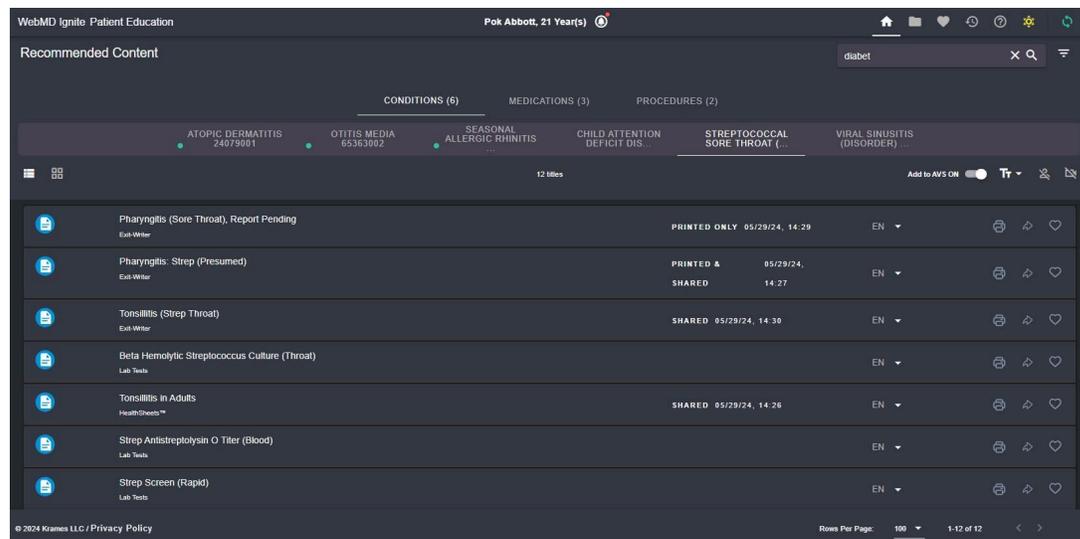
There are 2 viewing options, based on your personal preferences or when and where you're using FHIR.

Light Mode is the default view, with light background colors and darker text across all elements.



IMG 9. Light Mode

In contrast, **Dark Mode** features dark background colors with lighter text, which makes for easier viewing at night or whenever light may be reduced.



IMG 10. Dark Mode

To switch from Light to Dark Mode, click the **moon icon** in the navigation bar. FHIR will then remain in Dark Mode, even from session to session. Click the **sun icon** anytime to return to Light Mode.

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Print/Share Content

Content items can be printed and/or shared digitally, individually or in bulk, via the **Printer or Arrow icon** ([learn more below](#)).

Print/Share Session Controls

The Print/Share Session Controls on the Content Toolbar allow you to determine how the content is provided to the patient during a patient encounter.



IMG 11. Share Attributes

1 AVS ON/OFF

AVS ON Adds printed/shared items to the AVS. This is the default setting.

AVS OFF Prevents printed/shared items from being added to the AVS

2 Text Size



Selector for print/share font size. Default is set to Medium (12 pt.). Text size will not change within FHIR or on the AVS, but will change on a printed document and within MyChart.

3 Personalization ON/OFF



The Personalization ON feature adds the patient's name to printed/shared items. The patient's name will not appear on the document in FHIR but will on a printed document, on the AVS and in MyChart.



The Personalization OFF feature prevents the patient's name from being added. This is the default setting.

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4 Transcript ON/OFF



The Transcript ON feature adds the video transcript to printed/shared videos.



The Transcript OFF feature prevents the video transcript from being printed/shared. This is the default setting.

If all education has been provided to a patient, the Share Controls will return to their respective default settings when the FHIR session ends. If education has been pre-selected and remains in the multi-select queue when the FHIR session ends, FHIR will retain the changes to the Share Controls for the user/patient combination until the education is either provided to the patient or unselected and removed from the multi-select queue.

Language of Content Items

The suggested content items are displayed in the **patient's preferred language** if it is specified in the patient record and if WebMD Ignite has education in the preferred language. If no language other than English is specified in the patient record, or if WebMD Ignite does not have content in the patient's preferred language, the **items in FHIR default to English**.

You can change the language of a content item by clicking the **language dropdown**. FHIR will list the languages the document is available in. This change will apply to that item alone, it will not be a global change for all the content items.



IMG 12. Language Button

Print/Share Single Items

Single education items can be printed and/or shared from any screen that displays content items in list or tile view by using the Printer or Arrow control buttons on the item row or tile.



IMG 13. Print and Share Buttons

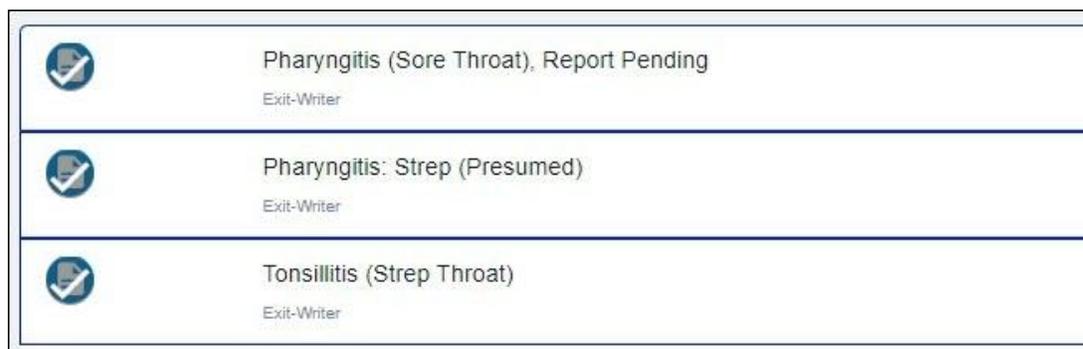
- 1
Print button Sends the item to your local printer, shares to the EHR, attaches to the AVS if the AVS Toggle is enabled and On and sends to MyChart (Patient Portal Integration required)

- 2
Share button Shares the item to the EHR, attaches to the AVS if the AVS Toggle is enabled and On and sends to MyChart (Patient Portal Integration required)

- 3
Print Only button Sends the item to your local printer **only**. Does **not** share it to the EHR, does **not** attach to the AVS (even if the AVS Toggle is enabled and On) and does **not** send to MyChart (Patient Portal Integration required). The printed copy and the loFHIR Activity History page are the only record that the education was ever provided to the patient.

Print/Share Multiple Items

Multiple education items can be printed or shared together in a single batch. To use this option, **each item must first be selected by clicking the content type icon to the left of the title.**



IMG14. Content item selection checkbox

As items are selected, the **multi-select action bar** will appear at the bottom of the screen, which will remain in focus even if you move between various sections of FHIR.

The action bar will remain active, and the items will remain selected until you print/share them or until all the items are manually removed from the queue.

To print or share all the items selected, use the **Print or Share control buttons in the multi-select action bar**, not the Print or Share control buttons associated with the title on the item row or tile.

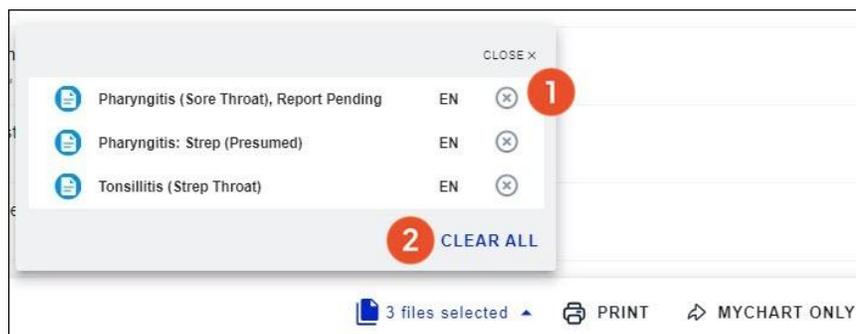
Once an item has been selected, the individual print and share commands on the item row or tile become disabled and the item(s) can only be printed/shared from the toolbar.



IMG 15. Multi-Select action bar (bottom of screen)

- 1 Item counter** Indicates the number of items in the queue
- 2 Dropdown** Opens and closes the list of selected items
- 3 Print button** Sends the items to your local printer, shares them to the EHR, attaches them to the AVS if the AVS Toggle is enabled and On and sends them to MyChart (Patient Portal Integration required)
- 4 Sharing button** Shares the items to the EHR, attaches them to the AVS if the AVS Toggle is enabled and On and sends them to MyChart (Patient Portal Integration required)
- 5 Print Only button** Sends the item to your local printer **only**. Does **not** share it to the EHR, does **not** attach to the AVS (even if the AVS Toggle is enabled and On) and does **not** send to MyChart (Patient Portal Integration required). The printed copy and the IoFHIR Activity History page are the only record that the education was ever provided to the patient.

The list of items in the queue can be accessed from the **action bar's dropdown**. Here, you have the option to remove items one by one or all at once.



IMG 16. Persistent action bar (bottom of screen)

1 Remove item Removes the item from the queue

2 Remove all items Removes all items from the queue

On-screen confirmation

Once items have been printed/shared, a confirmation will pop up for a moment on the screen. This confirmation will not disrupt the workflow and will disappear on its own.



IMG 17. Sharing confirmation

Shared/Printed indicator

After an item has been printed or shared, a date/time stamp indicator will be displayed for 12 months from the last provided date to notify you of items already printed or shared with the patient.

	Pharyngitis (Sore Throat), Report Pending <small>Excl-Writer</small>	PRINTED ONLY 05/29/24, 14:29
	Pharyngitis: Strep (Presumed) <small>Excl-Writer</small>	PRINTED & SHARED 05/29/24, 14:27
	Tonsillitis (Strep Throat) <small>Excl-Writer</small>	SHARED 05/29/24, 14:30

IMG 18. Printed indicator

Patient notifications

When Patient Portal Integration is enabled by the organization, FHIR can send an email to the patient when education is printed or shared. If an email address exists in the patient record, it will be pulled into FHIR with the rest of the patient information. If no email address exists in the patient record, one can be manually added in FHIR by clicking the **Bell** icon next to the patient’s age.

Patient Notifications

 Patient's email 

The field cannot be empty. Add patient's email for notifications.

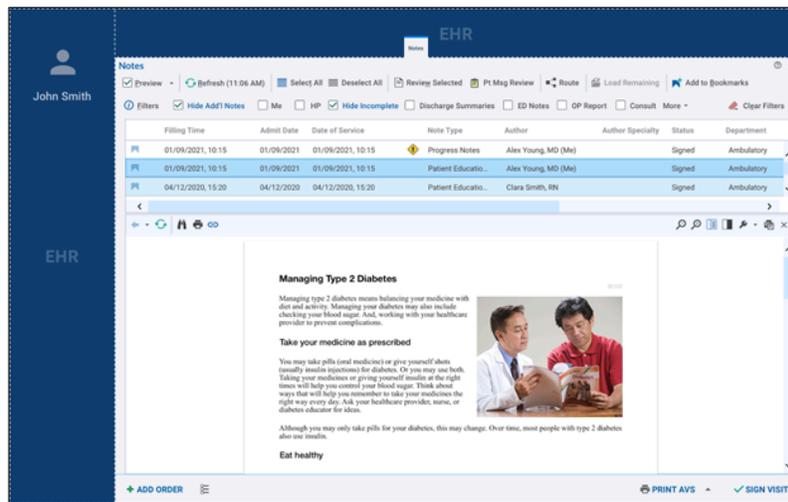
CANCEL SAVE

IMG 19. Patient Notifications window

Since patient education can only be sent to an active patient portal account, there is no need to add an email address if the patient does not have an active portal account. If an email address is entered into FHIR, that email address will **not** be communicated back to Epic and the patient record will not be updated. The email address will also only be retained for the current FHIR session. The default frequency for emails is no more than once every 24 hours, but your organization can configure a different frequency if desired.

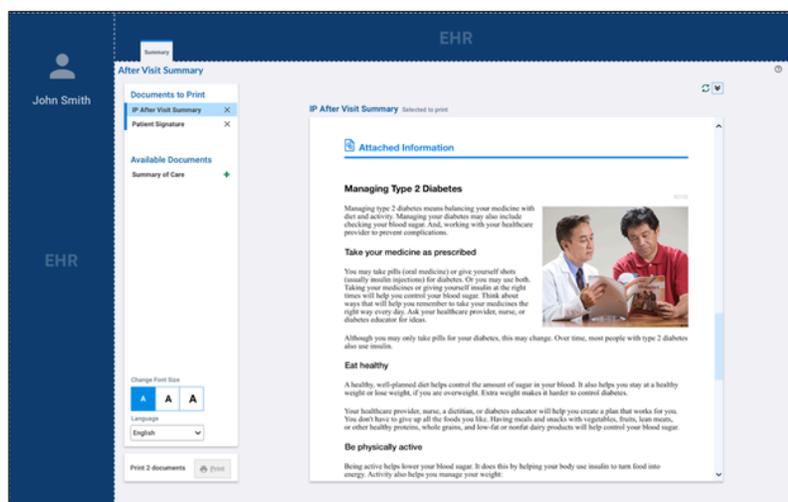
Write back to EHR

The education items that are printed/shared for a patient are documented in the patient's history through a **Custom Note** type. This can be accessed in the **Chart Review Notes** tab and, if configured by your organization, the **Activity Notes** tab.



IMG 20. Notes in EHR

At the same time, the printed/shared education items are **added to the AVS**; unless the organization enables the AVS On/Off in FHIR and you change the toggle to Off.



IMG 21. After Visit Summary (AVS) in EHR

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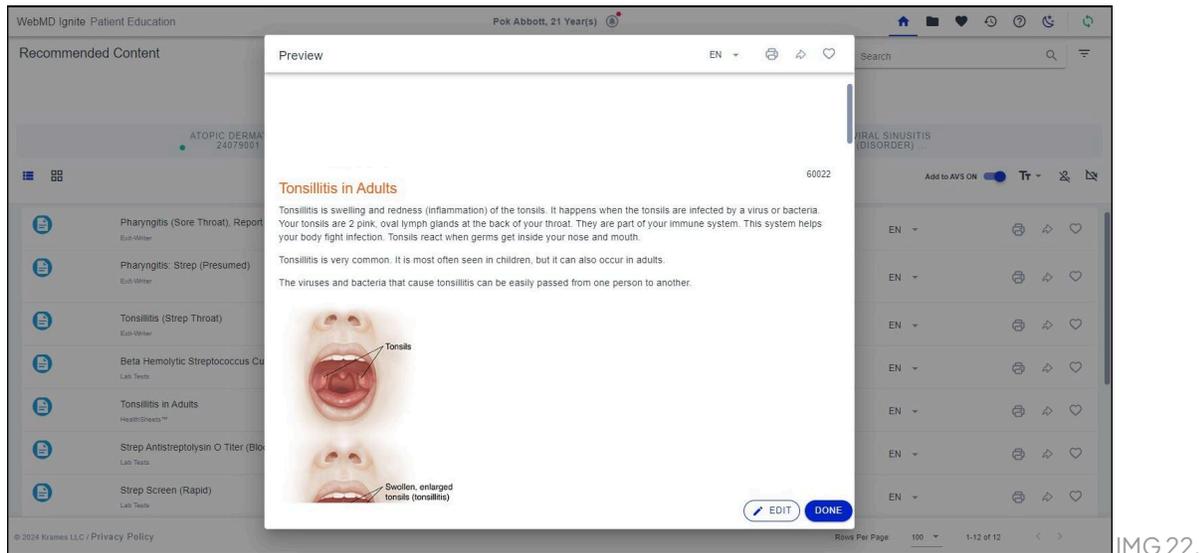


Preview and Edit

An education item can be previewed by clicking its title (in list or tile display mode).

Document preview

When previewing a document, the entire document is shown in the preview. This is also the format that is attached to Chart Review, the AVS, and in MyChart.

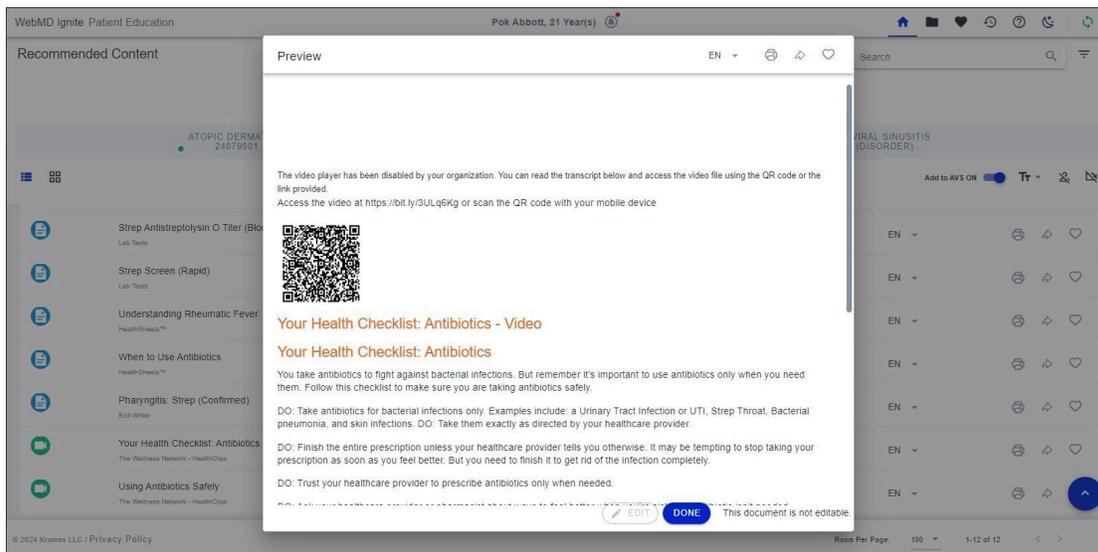


Document preview

Video resource preview

When previewing a video resource, you'll see a bit.ly link, QR Code and a transcript of the video. The transcript allows you to quickly scan the content of the video before providing it to the patient. Should you want to preview the video itself, just scan the QR code.

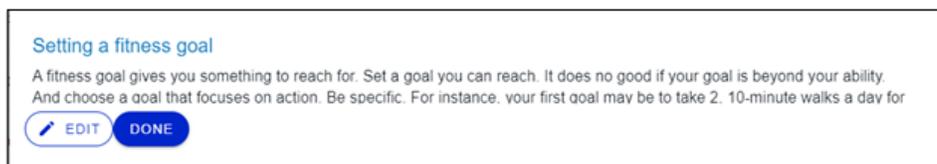
When a video resource is provided to a patient, a video sheet containing the same bit.ly link and QR Code is printed/shared. FHIR does not include the video transcript unless you add it before printing/sharing by using the Share Controls. With Patient Portal Integration, the patient will view the video inside their MyChart account and for accessibility purposes, the transcript will always be displayed with the video player.



IMG 23. Video preview with player disabled

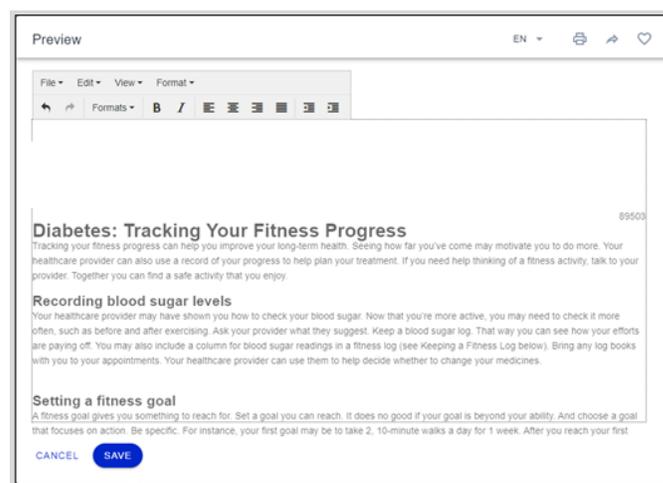
Editing a document

You can make patient-specific edits to most written documents within the document preview window. Drug Sheets cannot be edited. The text editor can be launched through the **EDIT** command button.



IMG 24. Edit command in document preview

The editor allows simple changes—changing text format, changing text alignment and/or adding/replacing/deleting text— to be made to the document. Save changes by clicking the **Save** command button.



IMG 25. Inline text editor document preview

The edited document can be printed or shared just like any other original document, and it is the edited document that will be shared to the EHR, the AVS and MyChart. Edited documents are identified in FHIR by a **pencil** icon.

An edited document can be reverted to its original state through the **Restore** command button.



IMG 26. Restore command in document preview



FHIR allows foreign language documents to be edited; however, because FHIR does not do any translating, the text added to a foreign language document will appear in English unless the text is added to the document in the foreign language.

FHIR saves the edited patient-version until the document is printed, shared, or restored to its original state. FHIR cannot document who made the edits to a document, so it is a best practice to only print/share an edited document if you are the one who made the edits.

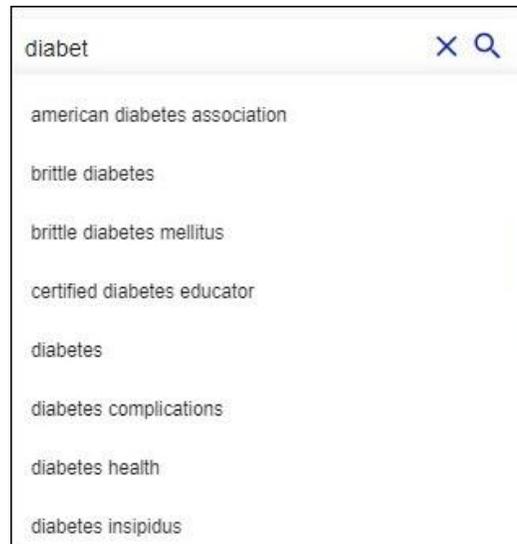
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Search and Sort/Filter

You can **search** from the Recommended Content/Home page and/or from the Search Results page.

Search

FHIR has a **Free Text Search** functionality allowing you to find resources using **keywords**.



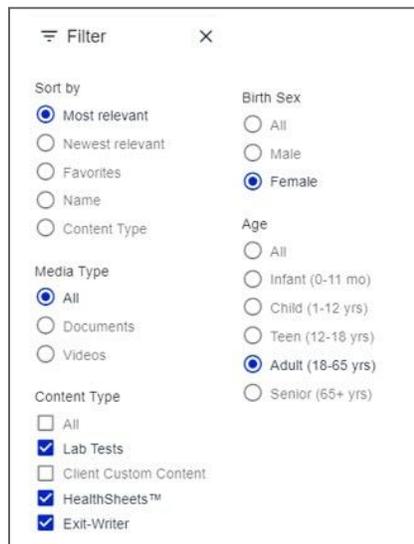
IMG 27. Search

To speed up searches, the search box features **typeahead**, a predictive functionality that suggests search terms as you start typing inside the search box. Selecting a term in the typeahead list shortens the time it takes to type entire keywords. If a typeahead suggestion fails to return content, it may be a result of your filter choices, or your organization may not use the applicable content library. The typeahead feature is not all encompassing, so if no typeahead suggestion is provided, you can type keywords of their choosing into the search.

Sort and Filter

The **Sort and Filter** menu appears on the Recommended Content/Home page and on the Search Results Page. This menu is used to sort the content results in a specific order, as well as expand or refine the content displayed on the page. The menu is opened by clicking the **cone** icon next to the search box. To close, click the X in the upper-right corner of the menu box. FHIR will retain/remember the following from session to session.

1. Sort and Filter box = open or closed.
2. Sort by order choice.
3. Changes to the Content Type Filters. Because the changes are retained, it is important to remember to change the Content Type filter back to All before ending the FHIR session.



IMG 28. Filter

Recommended and Manual Search Content can be **sorted by**:

- **Most Relevant** (default): Titles most relevant to the condition, medication, procedure, and/or impression tab are displayed from the top to the bottom of each page of results.
- **Newest Relevant**: Documents with a more current published date take precedence over documents that might be more relevant.
- **Favorites**: Items tagged as favorites are sorted to the top of each page of results for easy identification.
- **Name**: Titles are sorted in alphabetical order (A - Z) from the top to the bottom of each page of results.
- **Content Type**: Titles are sorted by the licensed content libraries (Lab Tests, Client Custom Content, HealthSheets, etc.) from the top to the bottom of each page of results.



Optional: Favorited content can automatically display at the top of each **Recommended and Manual Search results** page, when sorted by **Most Relevant**. This eliminates the need to filter by Favorites, so you can get right to your most important resources.

To enable the feature, reach out to your Account Manager or Value Lead.

Recommended and Manual Search Content can be **filtered by**:

- **Media Type**. The default setting is **All**. This filter allows you to filter content by documents, videos, or both.
- **Content Type**. The default setting is **All**. This filter lists all the licensed content libraries available. You can filter by selecting 1 or more specific content libraries. Remember that FHIR will retain any changes you make, so be sure to reset the filter to **All** before ending the FHIR session.
- **Birth Sex**. The default setting matches the patient's birth sex shown in the patient's record, but you can change this setting in the filter.



When suggested by FHIR, education will be returned for content coded for the patient's birth sex **and** content coded "All" that is relevant to both birth sexes.

- **Age.** The default setting matches the patient's age shown in the patient record, but you can change this setting in the filter.

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Troubleshooting

If FHIR has suddenly stopped launching and/or writing back in your TST and/or Production environment, the first thing you should do is **check with your internal teams** to see if there were any recent changes to the affected Epic environment that may have caused FHIR to stop working.

- Has there been an SU or upgrade performed in either environment?
- Have you recently completed a “copy down” from Prod to TST?
- Have any Data Courier (DC) or Content Management (CM) tickets that contain Ignite on FHIR records been sent from TST to Production.
- Have there been any other changes in the affected environment?

If you have determined the cause of FHIR not launching and/or writing back may not be on your side and/or you need help to resolve your issue(s), please submit a [support ticket](#) to the WebMD Ignite Help Desk. When reporting an issue, please include screenshots when/where appropriate and the **Ignite on FHIR session id**, which can be located via the **Diagnostics Page** link at the top of the **Help Page**. If the screenshots are from your production environment, please make sure to redact any patient information so as not to violate HIPAA.

Other questions or concerns?

Please submit a [support ticket](#) to the WebMD Ignite Help Desk and include screenshots when/where appropriate and the Ignite on FHIR session id. If the screenshots are from your production environment, please make sure to redact any patient information so as not to violate HIPAA.

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