



In observation of the Thanksgiving, Christmas, and New Year's holidays, the Great Lakes Health Connect (GLHC) office will be closed on the following days:

- Thursday, November 27, 2015
- Friday, November 28, 2015
- Friday, December 25, 2015
- Friday, January 1, 2016

GLHC will recognize the weeks noted below as "Production Blackouts". Any production deployments and/or production maintenance will not occur during these times. The GLHC Blackout weeks overlap with the Medicity blackout period. Certification/testing and certification maintenance is allowed during these times.

BLACK-OUT weeks for PROD in 2015 are:

- Week 48 (11/23 - 11/27/25) - Thanksgiving week
- Week 52 (12/21 - 12/25/15) - Christmas Week
- Week 53 (12/28/15 - 1/1/16) - New Year's Week

If a production emergency occurs, please call (844) 454 – 2443. Select "Support" from the phone menu and your call will be forwarded to the after-hours GLHC support team member on duty.