

# Epic PROVIDER

A Newsletter for Live Site Providers

**\*\*\*For RWJBH and Rutgers Providers Live on Epic\*\*\***

July 26, 2023

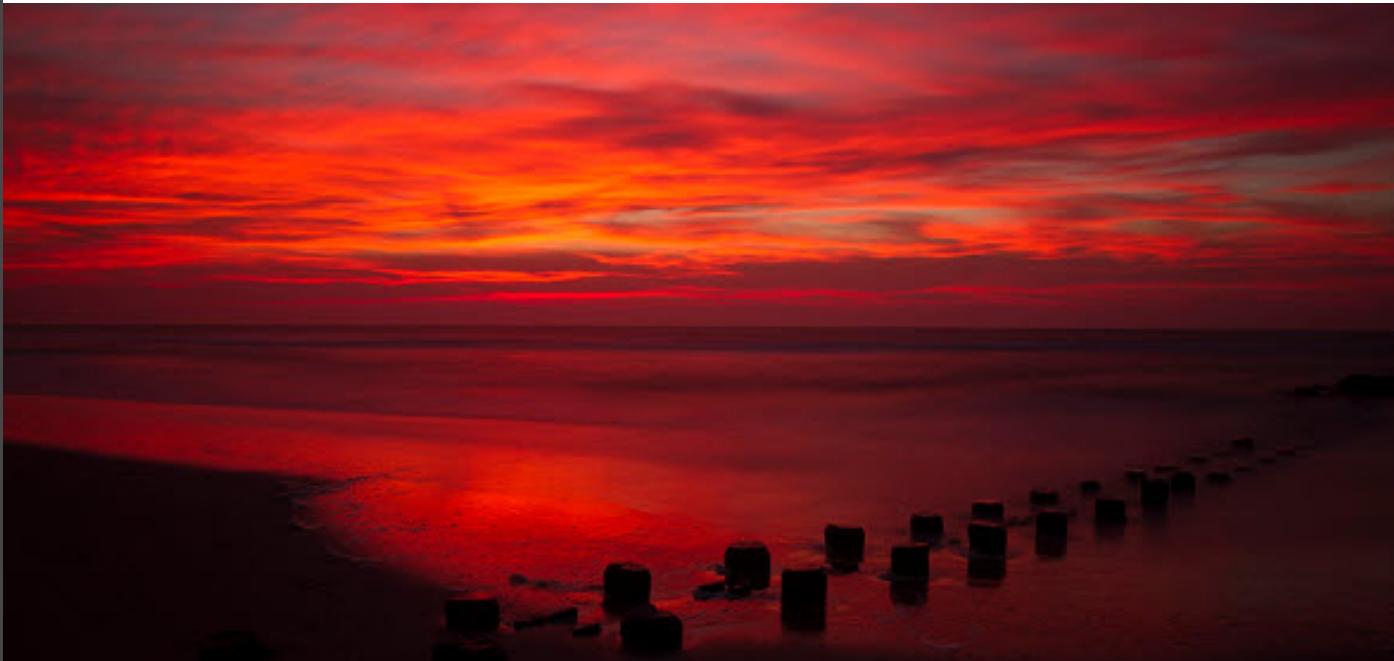


Photo Credit: [Dave Blinder Nature Photography](#) - Sunrise in Ocean City, New Jersey.

## Provider Top Stories

Attn: Physician Leaders and Practice Managers!

Share these key items in your meetings:



### Ambulatory and Inpatient Providers:

- Epic Video Visit "Sorry for the wait" message update effective 7/21.
- MyChart Results Release Issue Solved.

### Inpatient Providers:

- Two C-Diff Best Practice Advisories reactivated in PRD.
- Discharge Cath Lab Patients in real time to prevent delays with patient care.
- [Hospital reference labs transitioning to LabCorp](#).

# Exciting Epic Enhancements

## Exciting Epic Enhancements!

- Next Tuesday, August 2, 11 Epic Enhancements will be moved into Production.
  - [Click here to learn more about these enhancements, including screenshots.](#)
- [Click here to learn more about the Epic Enhancement Process and how to submit an Epic Enhancement request!](#)

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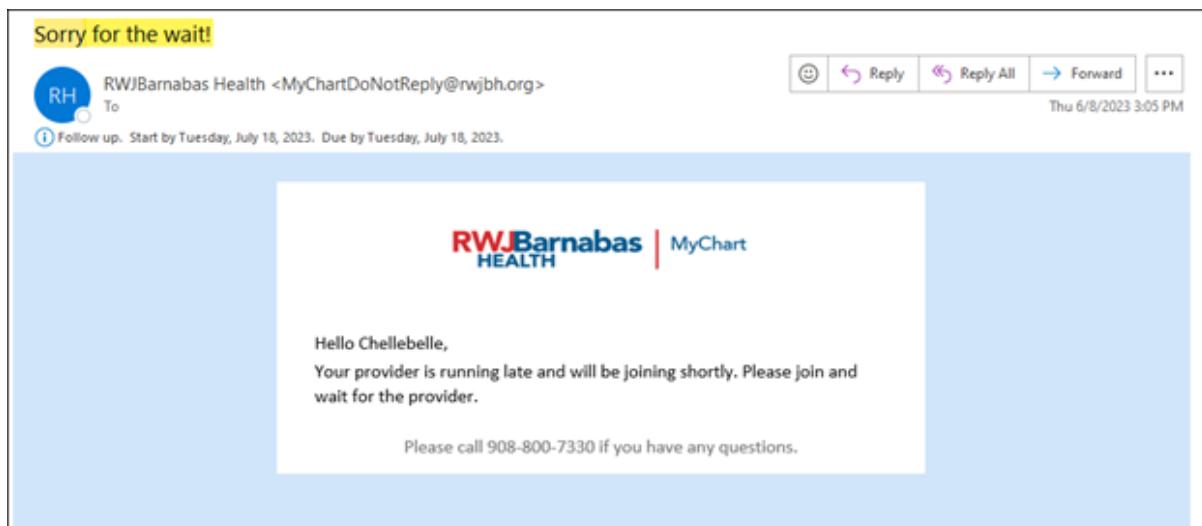


- Thank you to the Epic Together Project Team for these amazing enhancements!
- We value you, Epic Together Team!

## Important Epic Updates

### Update to Telemedicine Video Visit Notifications - "Sorry for the wait!"

- Effective 7/21, the message that used to say "Your provider is running late" has changed.
  - This is the message an Epic Video Visit patient receives 5-minutes after their scheduled appointment time.
- Below, please see an image of the previous message patients received 5 minutes after the start of their Epic Video Visit:

A screenshot of an email message. The subject line is "Sorry for the wait!". The message body starts with "Hello Chellebelle," followed by "Your provider is running late and will be joining shortly. Please join and wait for the provider." At the bottom, it says "Please call 908-800-7330 if you have any questions." The email header shows the recipient as "RWJBarnabas Health <MyChartDoNotReply@rwjbh.org>" and the timestamp as "Thu 6/8/2023 3:05 PM". The message includes standard email controls for reply, reply all, forward, and more.

- The patient message now says, "Your visit will start soon. If you have not yet

connected, please do so now."



Hello Chellebelle Testing,

Your visit will start soon. If you have not yet connected, please do so now. Your provider will be joining shortly.

Thanks for using RWJBarnabas Health MyChart,  
RWJBarnabas Health

RWJBarnabas Health MyChart is available on the go!



## **Patient Movement Reminder: Promptly Discharge Cath Lab/EP**



### **Patients at the Time they Depart**

- All patients being sent to another facility emergently must be discharged from the sending facility **in real time** so that the patient is available to have orders entered at the receiving facility.
  - Charting can be completed after the patient is discharged, but delays in discharge can lead to delays in prompt patient care.
- Press **F1** to access the Learning Home Dashboard.
- The **Patient Flow Guide**, which contains the steps to efficiently complete patient movement in Hyperspace, is available on your Learning Home Dashboard.

## What's New for Ambulatory Providers

Welcome to Epic Training!

Sun 5/30/2021 08:58 PM

## Outpatient Provider Guides &amp; Tip Sheets

- > Imaging/Radiology
- > Charging
- > Documentation-Medication Reconciliation-Orders-Problem List
- > Lab
- > Faxing/Printing
- > General Tips-Efficiency Tips
- > Beacon Oncology
- > Behavioral Health
- > Dermatology
- > Obstetrics & Gynecology
- > Ophthalmology
- > Orthopedics
- > Rehab Therapist
- > Urgent Care
- > Specialty Exercise Books - Training

## Web Links

- > Resources
- > News

## Get Help

Get Help

Tip Sheet How To Get Help With Self Service Tickets

## Downtime Procedures - Business Continuity Access (BCA)

- > Acute Care
- > Ambulatory

## Dragon Voice Recognition and Mobile Applications

- Downloading Haiku on your Mobile Device
- Dragon - Manually Pairing Device with PowerMic Mobile
- Dragon PowerMic Mobile
- Traditional Dictation Tip sheet
- Traditional Dictation Tip Sheet (JCMC)

- Charging in Haiku and Canto Guide
- Secure Chat Guide
- Secure Chat Status
- > Dragon Voice Recognition
- > Haiku Smart Phone Application
- > Canto Ipad Application

## MyChart Personal Health Record and Telemedicine

- > MyChart
- > Telemedicine

## Care Everywhere-Outside Data Reconciliation

- > Clinical Support
- > Physician

## Health Information Management-Medical Records

## What's New for Inpatient Providers

There are no posts to show.

## Inpatient Guides &amp; Tip Sheets

- > Orders
- > Patient List
- > Operating Room-Procedural
- > Blood Transfusion
- > Documentation- Medication Reconciliation -Problem List
- > Charging
- > Faxing/Printing
- > General Tips-Efficiency Tips
- > Neurology
- > Misc
- > Ophthalmology
- > Pulmonary
- > Lab
- > Inpatient Provider Guides
- > Surgical Provider Guides
- > Behavioral Health
- > Dermatology
- > Rehab Therapist
- > Inpatient Exercise Books

## Patient Flow Guide

Patient Flow Guide

- ▼ Patient Movement TipSheets
- LHD & PM Matrix Navigation
- Patient Movement - ADT Orders
- Patient Movement - Unit Manager

## Cath/EP Lab to Other Hospital (Within Organization)

## Cath Lab to Other Hospital (Within Organization)

Who	Does What
Referring Provider	Contacts Transfer Center to request transfer of patient
<b>If moving to another hospital's inpatient unit</b>	
Acute Transfer Center Staff	Process request, receives acceptance of patient, and creates New Reservation and Bed Request for patient
Bed Planning	Assigns Unit/Room from Unassigned tab of Bed Planning
Cardiologist	Place order for discharge with status of Another Health Care Institution.
Cath Lab Staff	Discharges patient <b>at the time the patient physically departs</b> via Status Board with a Discharge Disposition of Another Health Care Institution
Receiving Nurse or Unit Clerk	In Unit Manager, right clicks on patient in incoming care area to complete move to bed
<b>If admitted directly to another cath lab or Operating Room (OR)</b>	
Acute Transfer Center Staff	Process request, receives acceptance of patient, and creates New Reservation with a unit of OR
Sending Cardiologist	Place order for discharge with status of Another Health Care Institution.
Sending Cath Lab Staff	Discharges patient at the time the patient physically departs via Status Board with a Discharge Disposition of Another Health Care Institution
OR or Cath Lab Scheduler	Schedules case request from the Case Depot
Admitting / Registration	Admits the patient to the surgical/procedural department
Receiving Cath Lab / OR	Finds patient on Status Board and begins charting on case

- Issues related to a patient not being available at the receiving facility should be called in to Informatics immediately so that immediate intervention can be coordinated
  - Community Medical Center: **12780**
  - Jersey City Medical Center: **72240**
  - Monmouth Medical Center: **36001**
  - Monmouth Medical Center Southern Campus: **24800**
  - RWJHB Behavioral Health Center: **24800**
  - Hamilton: **8290**

- **New Brunswick: 38158**
- **Rahway: 77618**
- **Somerset: 62374**

- State that there is a critical patient safety issue, you have a patient who was recently transferred from another facility and you cannot access the patient's chart
- Informatics can provide guidance to clinicians at the sending facility on how to discharge the patient correctly. If necessary, Informatics can assist with opening a high priority Service Now ticket to be assigned to an Epic analyst for additional assistance.
- Alternatively, you can call the Help Desk at **855-453-1948** and open an **urgent “patient safety” Help Desk ticket**.
- [Click here to view the Epic: How to Get Help flyer!](#)



## Two C-Diff Best Practice Advisories (BPAs) Will Be Reactivated

Effective Tuesday, August 2, two C-Diff BPAs will be reactivated in Production:

- Fire BPA alert when C-Diff order is placed on a patient with laxatives, tube feeds, or oral contrast in the last 48-hours.

BestPractice Advisory - Nouwick, Fleur

**Important (1)**

ⓘ C Diff testing is contraindicated on this patient due to the following:

Laxatives administered in the last 48 Hours

**For clinically stable patients (e.g. patients without fever, abdominal pain/distention, or leukocytosis), please wait 48 hours after last administration prior to assessing for ongoing diarrhea.** If patient is taking a daily laxative please consider whether patient's stool frequency or consistency is worse than their baseline.

Click 'Accept' to remove the order from 'Order Entry'.

**Remove the following orders?**

Remove	Keep	<b>Clostridium difficile PCR</b> Once, today at 1619, For 1 occurrence Stool, Per Rectum
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Acknowledge Reason

Concern for severe disease; diagnosis ca...      Concern for ileus due to C. difficile

Pt has been on laxatives & diarrhea was...      Pt has been on tube feeds & diarrhea was...      Other (Comment)

**Accept**

- Fire BPA alert when C-Diff order is placed on a patient with an existing order, a previous positive in the last 14-days, or a previous negative in the last 7-days.

BestPractice Advisory - Wiggum, Clancy

**Important (1)**

**!** C Diff testing is contraindicated on this patient due to the following:

Positive C diff result in last 14 days

Click 'Accept' to remove the order from 'Order Entry'.

**Remove the following orders?**

 **Clostridium difficile PCR**  
Once, today at 1012, For 1 occurrence Stool, Per Rectum

Acknowledge Reason

Reason for Ordering

## INPATIENT ONLY: Reminder - Reference

### Labs Transition to LabCorp

We are switching all **inpatient reference lab specimens (labs sent from the hospital to a non-RWJBH laboratory)** from your current reference lab to LabCorp at all RWJBH Hospital Locations live on Epic on the following approved schedule:

- **Tuesday, July 25: New Brunswick and Somerset (i.e., Mayo to LabCorp)**
- **Tuesday, August 8: Hamilton, Rahway, and Jersey City Medical Center (i.e., Quest to LabCorp)**
- **Tuesday, August 22: Monmouth Medical Center, Monmouth Medical Center South, and Community Medical Center (i.e., Quest to LabCorp)**

**Please be aware that all inpatient reference lab specimens will be sent to LabCorp from your hospital lab.**

- [Click here to review the LabCorp Orders Crosswalk.](#)

## MyChart Results Release Issue Resolution:

**RESOLVED**

- It was brought to the attention of the MyChart Team that some orders were being erroneously set to "Manual Release"

Only".

- While the affected labs and Ultrasound studies can be sensitive in nature, that setting should only be automatically chosen for teens, not for all patients.
- This was an issue that Epic identified and there was a temporary fix we put into place on June 23, 2023.
- Since that time, we have received the permanent fix and that has now been updated and added to our system.
- We will be updating all preference lists, both system and personal, and releasing the studies that were inadvertently marked for "Manual Release Only" that should have been "Immediate Release."
  - **For awareness**, patients may question why they received results for studies done in the past.
- Any study that was purposely marked for manual release will remain unreleased at this time.

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## Refresh on Recent Epic Provider News Stories!



*We have highlighted some important communications in recent weeks. If you missed something, click the links below to catch up on some important Epic Updates you don't want to miss!*

### • Improving Discharged, Not Final Billed (DNFBs)

#### Across the System:

- [Click here to review "Assigning APPs and/or Residents Simultaneously with Attending for Post Discharge Queries."](#)
- [Click here to review "Coding Queries Moving to 7-Day Suspension."](#)



## Good Humor

Heartfelt thanks to **Dr. Frank Sonnenberg** for this week's Good Humor submission!



## Epic: How to Get Help



### Review the Epic How to Get Help Flyer!

- The "Epic How to Get Help" Flyer includes instructions to:
  - Open a Help Desk Ticket
  - Check The Status of an Open Ticket
  - Reopen a closed ticket
  - Enter an Epic Enhancement Request
- [Click here to view the Epic: How to Get Help flyer!](#)

**Live Site Epic Provider Print Edition!**

- [Click here for a printable PDF of last week's Live Site Epic Provider Newsletter.](#)
- [Click here for a printable PDF of this week's Live Site Epic Provider Newsletter.](#)



## Phone a friend:

Our cell numbers are available below.  
Please call with any questions or concerns.

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**Epic together.**

**RWJBarnabas**  
HEALTH

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