Epic PROVIDER
A Newsletter for Live Site Providers

For RWJBH and Rutgers Providers Live on Epic

May 11, 2023

Provider Top Stories

Attn: Physician Leaders and Practice Managers! Share these key items in your meetings:

Ambulatory and Inpatient Providers:

- **Exciting Update!** Once a performing provider signs their portion of an e-consent, they can push the consent to the patient's MyChart for the patient/designee signature.
  - This is especially helpful when a provider needs to obtain patient consent via telehealth or over the telephone.
- Please promote MyChart to your patients.
- Reminder: All providers must complete minimum personalization in Epic.

Ambulatory Providers:

- Encounter Closure is required within 72 Hours.

Inpatient Providers:

- Patient Lists, Provider Care Teams, Consults, and QGenda are a focus.
  - Tip Sheets and QGenda recorded demo available in this edition to help you get acquainted with this new functionality!
- Ordering narcotics at discharge are ambulatory prescriptions, thus either require EPCS or a **second signature from a privileged provider for the RX to be active.**
  - However, if only continuing an existing prescription, please **refer to the AVS Only - RX Routing Tip Sheet.**

- Pre-Op orders are required for surgery cases to reserve OR time.

Today's Wave 4 Top Ten

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- Currently no open issues to report.

Wave 4 Epic Tip Sheets

Below please find the latest and greatest tip sheets created by the Epic Training Team.

Title	Audience	Description
Admission Med Reconciliation	Provider	Abbreviated One-Page flyer detailing steps to complete Admission Med Reconciliation
AVS Only - Rx Routing	Providers	Learn how to display medications on the AVS only without creating a new prescription
Assigning a Second Signer for E-RX Narcotics at Discharge	Residents	Learn how to add a second signer for ERX Narcotics at Discharge

Remember, all tip sheets are readily available by pressing **F1** and accessing your Learning Home Dashboard in Epic.

Thank you, **Epic Together Training Team,** for developing curriculum, building a true-to-life training environment, providing dynamic instruction, and for **all these amazing tip sheets!**

MyChart Inpatient E-Consent News

Exciting Inpatient MyChart E-Consent Update!

- Once a performing provider signs their portion of an e-consent, they can push the consent to the patient's MyChart for the patient/designee signature.
  - This is especially helpful when a provider needs to obtain patient consent via telehealth or over the telephone.

Click here to review the new Sending E-Consents to Patient's MyChart.

- Look for the green checkmark on Storyboard to see if a patient has an active MyChart Account and is able to complete e-signatures of their consents via MyChart.

- Patients with an inactive MyChart Account will have this icon on their Storyboard.
- **Please promote MyChart to your patients.**

When the performing provider attempts to push the e-Consent document to a patient's inactive MyChart, the e-Consent appears like this:

QGenda, Patient Lists, and Provider Care Teams

Please review the handy training tools below on Consults QGenda, Patient Lists, and Provider Care Teams

- **Consults Talking Points Document**
- **Completing Inpatient Consults Tip Sheet**
- **QGenda Landing Page Tip Sheet**
- **Access QGenda on Your Mobile Device Information**
- **Patient Lists**
- **Provider Care Teams**
- **Teams Definitions in Epic**
- **Manually Assign First Contact Badge**

Watch the QGenda Demo!

David Gold, Director, Epic Acute Clinical Care Teams on the Epic Together Project

Team, **provided a wonderful demo on QGenda on Friday during the 7:30 AM Provider Huddle**. If you missed out, we are providing a link to the recorded demo below! Please watch at your leisure to learn all about QGenda!

- **Click here to access the recorded Zoom of the QGenda Demo**
  - Passcode: **6F$P8TX?**
- **Click here to review David's QGenda Presentation Slides**

RX Routing and Narcotics at Discharge

Providers without EPCS Privileges (Most Commonly Residents) Need a Second Signature for e-Prescriptions of Narcotics at Discharge

- Residents can order narcotics when a patient is admitted under the permit of the hospital.
- In order for a resident to prescribe narcotics at discharge (as discharge orders are outpatient prescriptions), they must have a DEA Number and be a registered EPCS user.
- To request EPCS access, please open an **Imprivata EPCS ServiceNow Ticket**.

- **Reminder:** Prescriptions requiring second signature (such as narcotics) are not active and not received by the pharmacy until they are second signed by an authorizing provider, such as the attending.
- **Whoever is ordering the narcotic medication should immediately contact the second signing provider to prevent delays** with activating narcotics prescriptions at discharge.
  - If the second signature has not been completed, the retail pharmacy will not receive the narcotic prescriptions.

- **Click here to review the Assigning a Second Signer for ERX Narcotics Tip Sheet**

- **Click here to review the AVS Only - No ERX Tip Sheet**
- Thank you, **Albert Abatemarco and Michelle Bauerlein, Epic Provider Principal Trainers**, for these helpful tip sheets!

Pre-Op Orders Required for Surgery Cases

 IMPORTANT: Pre-Op orders must be entered for Case Requests to reserve Operating Room (OR) time

IMPORTANT: Failure to include the Pre-Op order may result in case delays and case cancellations.

- There are currently **341 scheduled cases missing Pre-Op orders**.
- For surgeons that are entering Pre-Op orders for the cases that are *already scheduled:*
  - To verify if a case is already scheduled, review the orders in the Order Checklist
  - You can also access Chart Review: The case will appear as Scheduled in the encounter.

← Choose another case   ✕ Close

Recommended Procedures and Labs

LAPAROSCOPY SURG RPR INITIAL INGUINAL HERNIA with Achilles, Gerrick-Sur, MD on 5/3/2023
These procedure and lab orders are recommended for the Procedure Pass based on the selected case.

Orders Needed ────────────────────

☐ COVID-19 PCR -72 Hours   ≪

＋ SARS-CoV-2 RT PCR

📋 Add order

✔ Pregnancy Test - 24 Hours   ≫

- Please select the procedure via the Case *Review Context* pop up to attach the Pre-Op Orders.
    - Please do NOT fill out a new Case Request if the case is already scheduled.

Review Context   ✕

⊗ Select when these new orders should be used:

○ LAPAROSCOPY SURG RPR INITIAL INGUINAL HERNIA
   With: Achilles, Gerrick-Sur, MD
   Date: 5/3/2023 (Scheduled)

○ COLONOSCOPY
   With: Achilles, Gerrick-Sur, MD
   Date: Missing Information

○ (Case canceled or rescheduled) ARTHRS KNE SURG W/MENISCECTOMY MED/LAT W/SHVG with Hunter Timely, MD: Orders still available for release
   Created by: Achilles, Gerrick-Sur, MD
   Date: Originally on 4/29/2023

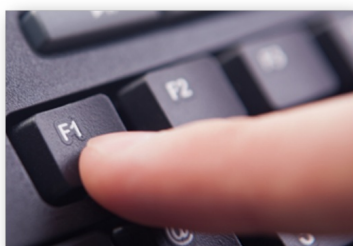➕ Create new context

                              ✓ Accept   ✕ Cancel

- Selecting the correct Phase of Care of **Preprocedure** is important.
- Selecting the wrong Phase of Care may contribute to the issue of missing Pre-Op orders.
  - For questions about Phase of Care, please reach out to your CSI ATE Support for help.

Review Phase of Care   ✕

Phase of Care	Scheduling/ADT	Pre-Admission Testing	On Unit	Preprocedure	Intraprocedure	Recovery (only)	Recovery & On Unit	Phase II/On Unit	Sign	Sign & Hold
Initiate observation status	☐	☐	☐	☐	☐	☐	☐	☐	✔	☐
Case Request Operating Room: ARTHROSCOPY	✔	☐	☐	☐	☐	☐	☐	☐	✔	☐
Full code	☐	☐	☐	✔	☐	☐	☐	☐	☐	✔
Vital Signs	☐	✔	☐	☐	☐	☐	☐	☐	✔	☐
Check pulse oximetry	☐	✔	☐	☐	☐	☐	☐	☐	✔	☐
Activity (specify) No AM-PAC/JHHLM Protocol;...	☐	☐	☐	✔	☐	☐	☐	☐	☐	✔
Notify physician (specify parameters)	☐	✔	☐	☐	☐	☐	☐	☐	✔	☐
Notify physician for laboratory results	☐	✔	☐	☐	☐	☐	☐	☐	✔	☐
Notify physician	☐	☐	☐	✔	☐	☐	☐	☐	☐	✔

Helpful Tip Sheets for Procedure/Pre-Op Workflows

Remember that all Epic Tip Sheets are available by pressing F1 to access your Learning Home Dashboard

in Epic!
- **Click the links below to review these helpful training tools on these important workflows!**

  - [Click here to review Prep for Procedure Tip Sheet](#)
  - [Click here to review Phases of Care Tip Sheet](#)
  - [Click here to review Place a Case Request for an Admitted Patient Tip Sheet](#)
  - [Click here to review Add PAT and Pre-Op Orders to an existing Case Tip Sheet](#)
  - [Click here to review Surgical Post Op Workflow Tip Sheet](#)

Sepsis SBAR

Sepsis SBAR

Clinicians will need to call the operator for all Medical Alert - Sepsis Response Team Activations.

Situation

The Epic Sepsis Alert does not send a message to the operator for overhead announcement of Sepsis Response Team.

Background

Epic has a Sepsis Alert that will fire to the clinician when they are logged into Hyperspace (desktop). This alert is based on the St. John's Model.

Assessment

Epic uses the same criteria, but the platform works differently. The nurse and provider will receive a Best Practice Advisory (BPA) alert while in the chart. They will need to select an intervention (either order the Order Set or initiate the Sepsis Huddle).

Below please see a screenshot of the Provider Sepsis BPA alert.

Critical (1)

☹ Sepsis Alert!!!

Sepsis Alert: TIME SENSITIVE
The following information suggests the patient may have Severe Sepsis or Septic Shock.

Do not assume that these criteria are the result of a condition that is already identified. Complete further clinical review and / or a sepsis huddle.

Please initiate the Sepsis Order Set to order appropriate antibiotics and fluids.

Order a lactic acid level if needed AND/OR Initiate the Sepsis protocol with the attached order set
OR
Click "Treating Associated Infection" if the patient is being treated for an infection that is a known cause of these abnormalities
OR
Click "Trigger criteria unrelated to Sepsis" if you feel that this alert is not related to Sepsis at all

The recent clinical data is shown below:

Temp: (!) 40 °C (104 °F)
Heart Rate: (!) 100
Resp: (!) 95

Lab Results

Component	Value	Date
WBC	100	04/14/2023
BANDSPCT	100 (A)	04/14/2023

BP: (!) 150/110
MAP (mmHg): 123

Lab Results

Component	Value	Date
LACTATE	100.0	04/14/2023
BILIRUBIN	100	04/14/2023
INR	100	04/14/2023
CREATININE	100	04/14/2023

| Open Order Set | Do Not Open | MED SEPSIS - Sepsis Diagnosis Treatment Bundle Preview |

⤢ Open Sepsis Navigator

❶ Acknowledge Reason

| Treating associated infection | Trigger criteria unrelated to Sepsis |

✓ Accept

Below please see a screenshot of the Nurse Sepsis BPA alert.

Critical (1)

⊕ Sepsis Alert!!!

Sepsis Alert: TIME SENSITIVE
The following information suggests the patient may have Severe Sepsis or Septic Shock.

Please call a Code Sepsis (via Vocera or the hospital operator) and assess and monitor the patient immediately.
Please use the Sepsis Narrator for continued sepsis documentation.

The recent clinical data is shown below:

Temp: (!) **40 °C (104 °F)**
Heart Rate: (!) **99**
Resp: (!) **95**

Lab Results

Component	Value	Date
WBC	100	04/14/2023
BANDSPCT	100 (A)	04/14/2023

BP: (!) **80/40**
MAP (mmHg): 53

Lab Results

Component	Value	Date
LACTATE	100.0	04/14/2023
BILIRUBIN	100	04/14/2023
INR	100	04/14/2023
CREATININE	100	04/14/2023

IF CODE SEPSIS ACTIVATED, DOCUMENT IN SEPSIS NARRATOR!

⊕ Acknowledge Reason

| I'll activate Code Sepsis, call RRT/Atte... | Sepsis treatment in progress |

✓ Accept

Recommendation

Clinicians should contact the operator directly to report Medical Alert - Sepsis Response Team Activations if a patient within their care is demonstrating signs and symptoms of sepsis.

Promoting MyChart, Epic's Patient Portal

RWJBarnabas HEALTH | MyChart **Tell Your Patients About MyChart!**

- Approximately 40% of all RWJBH patients have activated MyChart.
- *Patients are more likely to use MyChart if encouraged to do so by their trusted RWJBH provider.*
- Benefits of MyChart:
  - Gives providers a way to stay connected to their patients between visits

- Improves efficiency of office workflow
- Helps patients stay more engaged in their care, while enabling them to manage more on their own:

- Schedule appointments and check in online
- Access test results in real-time
- Request prescription refills/renewals
- Have telehealth/video visits with their RWJBH provider

- Connect with their RWJBH provider by sending messages and asking non-urgent questions.
- Use their RWJBH MyChart account to view health information from other institutions by **linking MyChart accounts**

Personalization Remains a Priority!

Make Your Life Easier! Personalize your user settings to work efficiently in Epic

Personalization is one of the most powerful features of Epic and allows you to set up Epic to suit your individual needs.

Personalize Epic with the following:

- Create and use SmartPhrases
- Favorite orders
- Create and use SmartForm macros
- Create and Organize Preference List Sections
- Create Order Panels
- Create user versions of order sets
- Favorite frequently used Charge items

However, the more personalization you do,*the more efficient you will become and the less time it will take to complete your work.*

Other helpful Epic Personalizations are:

Personalization Support - We Can Help!

- **Click here to review the Ambulatory - Personalize Your User Settings Tip Sheet.**
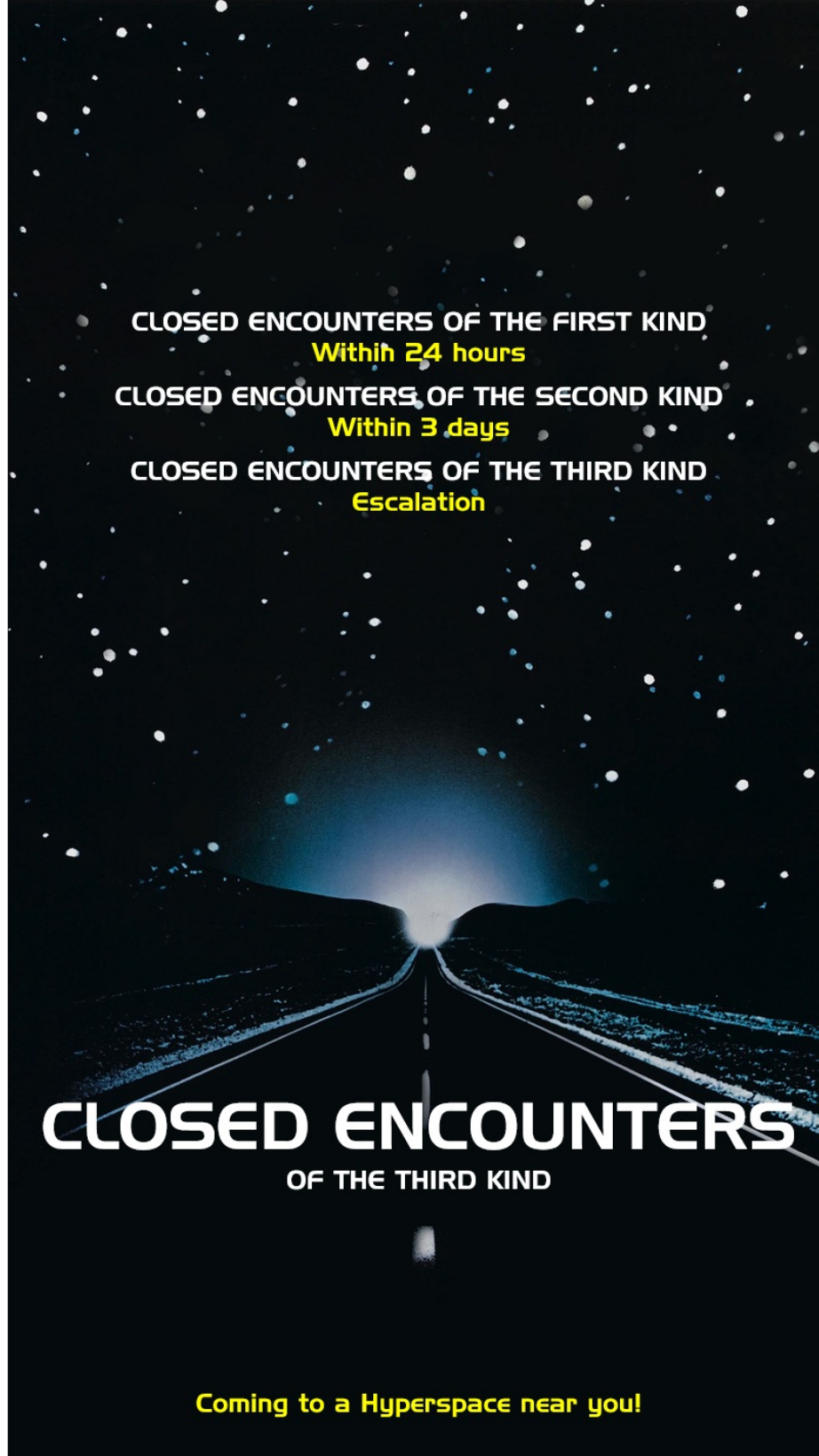
- Epic Trainers are available in the Physician Lounge, Monday through Friday from 7:00 am - 7:00 pm to provide 1:1 support with Personalization.
- Additionally, **you can call the Epic Training Provider Hotline** at **732-658-4820** to schedule an appointment for a virtual Personalization session. **You are not alone!**

Ambulatory Providers: Encounter Closure Reminder

Complete Your Charts Within 72 Hours

- **RWJBH's Chart Completion Standards Policy** reflects Joint Commission, CMS, and NJDOH patient safety best practices:
  - Ambulatory - A best practice is to close your encounters within **24 hours.**
  - **Encounter closure** within **72 hours is mandatory**.
  - To avoid escalation, please close encounters within 3 days!

Click here to review RWJBH's Chart Completion Standards Policy.

CLOSED ENCOUNTERS OF THE FIRST KIND
Within 24 hours
CLOSED ENCOUNTERS OF THE SECOND KIND
Within 3 days
CLOSED ENCOUNTERS OF THE THIRD KIND
Escalation

CLOSED ENCOUNTERS
OF THE THIRD KIND

Coming to a Hyperspace near you!

## Wave 4 Dedicated Provider Support

Wave 4 Providers, Please Save these Important Numbers in your Phone:

- Dedicated Provider Help Desk: **855-453-1948**
- Epic Training Provider Hotline: **732-658-4820**
- **Inpatient Providers and Clinicians**, 24/7 support is available! Dial the

numbers below from an inside Hospital line!
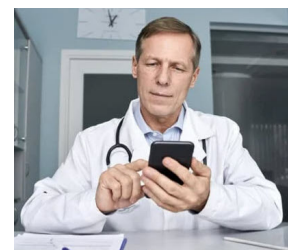
Informatics Hospital Support by Location

Vocera Geni Site Locations	Internal Extension	External Dial in Direct
Community Medical Center	12780	732-557-2780
Jersey City Medical Center	36001	732-923-6001
Monmouth Medical Center	24800	732-886-4800
Monmouth Southern Campus	24800	732-886-4800
RWJBH Behavioral Health Center	72240	201-915-2240

## Help with Haiku/Canto, Dragon, Power Mic Mobile, and EPCS!
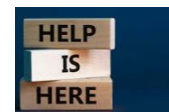
- Do you have questions about Epic's Mobile applications? Help is here!
- On site Mobile Application support is available **Monday - Friday from 8:00 AM - 4:00 PM** at all Wave 4 Hospital Locations in the Physician Lounge!
- **Drop by your Physician Lounge for assistance with Epic's Mobile Apps.**

For additional help, click to review the Haiku/Canto, Dragon, Power Mic Mobile Training Tools below:

- *Haiku/Canto Help:*
  - [Click to view a tip sheet on downloading the Haiku and Canto apps](#).
  - [Click to view a chart detailing distinctions between Android and iPhone Haiku functionality.](#)
  - [Click to access Epic Web-Based Training](#) - search "haiku" for short videos.
- *Dragon/Power Mic Mobile Help:*
  - [Click here for instructions on downloading Power Mic Mobile.](#)
  - [Click here for common voice commands used in DMO.](#)
  - [Click here to review a DMO Quick Reference Guide.](#)

- Remember that *all tip sheets* are readily available on your

Learning Home Dashboards!

- Press **F1** to access training tools at your fingertips!
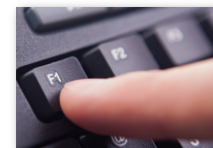
Wave 4 Go-Live Help Resources

To be viewed on your mobile device:

- **Provider Go-Live Pocket Guide**
- **Nursing Go-Live Pocket Guide**

Role	Vest		Supporting
Front desk ATEs	Blue		All non-clinical roles
Clinical ATEs	Red		All Providers &Clinical Support roles
Epic floaters	Green		Supporting multiple roles

To view the unit crosswalk documents, click the links below:

- **Community Medical Center Unit Crosswalk**
- **Jersey City Medical Center Unit Crosswalk**
- **Monmouth Medical Center Unit Crosswalk**
- **Monmouth Medical center Southern Campus Unit Crosswalk**
- **RWJBH Behavioral Health Center Unit Crosswalk**

To be printed and posted, click the links below:

- **Wave 4 Go-Live Help at a Glance Flyer**
- **Epic: How to Get Help Flyer**
- **Wave 4: Where to Locate Heritage Data Flyer**
- **Wave 4 QR Code Flyer**

Epic together.
RWJBarnabas HEALTH

Wave 4 Go-Live Help QR Codes

Epic together.
RWJBarnabas HEALTH

Wave 4 Go-Live Help Unit-To-Unit Crosswalk

Provider Go-Live Pocket Guide Wave 4

Nursing Go-Live Pocket Guide Wave 4

Go-Live Help at a Glance Wave 4

Community Medical Center

Jersey City Medical Center

Monmouth Medical Center

How to find Heritage Data Wave 4

Epic "How to Get Help" Flyer

EpicTogetherNJ.org

Monmouth Medical Center Southern Campus

RWJBH Behavioral Health Center

Wave 4 Unit Crosswalk Master (Excel)

Scan the QR codes above with your mobile device for ready Go-Live Help!

Scan the QR codes above with your mobile device for Unit Crosswalk documents!

A WISE DOCTOR ONCE WROTE

Epic: How to Get Help

Review the Epic "Get Help at a Glance" Flyer!

The "**Epic How to Get Help**" Flyer includes instructions to:

- Open a Help Desk Ticket
- Check The Status of an Open Ticket

- Enter an Epic Enhancement Request

Click **here**to view the updated "**Epic: How to Get Help**" flyer!

Phone a friend:
Our cell numbers are available below.
Please call with any questions or concerns.

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Epic together.

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HEALTH