

**Epic** together.

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**RWJBarnabas**  
**HEALTH**

# Go-Live Pocket Guide

**Wave 3**

**[EpicTogetherNJ.org](https://EpicTogetherNJ.org)**

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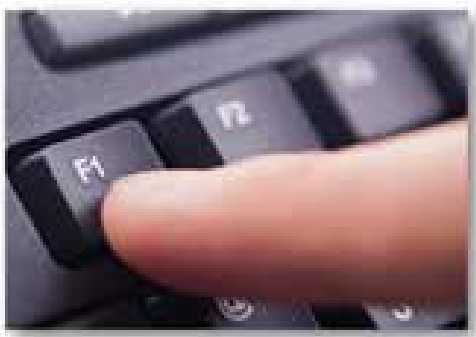
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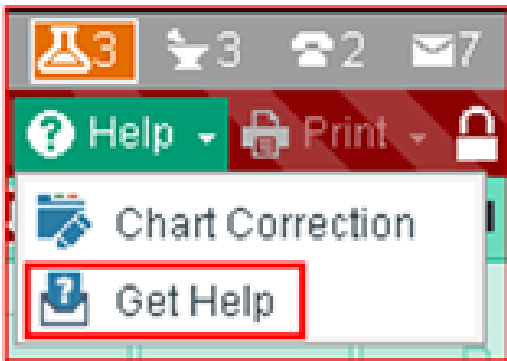
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## Go-Live Help at a Glance

### Issues



In **Epic** press **F1** for the **Learning Home Dashboard**



To submit an **Epic issue ticket**: use the “**Get Help**” button.

[\*\*Epic Get Help Tip Sheet »\*\*](#)

### Report EHR Issue

Report an Epic workflow issue/problem

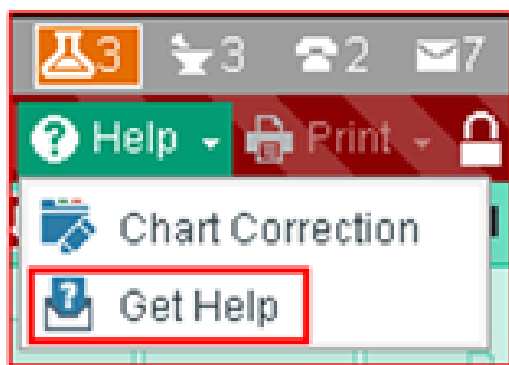
If your issue requires immediate escalation please call 844-513-4357

[Report Issue](#)



## Go-Live Help at a Glance

### Enhancements



To submit an **enhancement request**: use the “**Get Help**” button. Save your ticket #s.

#### Report EHR Issue

Report an Epic workflow issue/problem

If your issue requires immediate escalation please call 844-513-4357

Report Issue

#### Submit Enhancement Request

Submit ideas for Epic enhancements

Submit Idea

#### My Tickets

Check the status of submitted tickets and enhancements

View my Tickets



## Go-Live Help at a Glance

### 24/7 Inpatient Assistance

Informatics extensions from inside the hospital (on a hospital phone):

Hamilton	3284
New Brunswick	33284
Rahway	73284
Somerset	63284

## At The Elbow (ATE) Support

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



## Provider

For “How To...” questions, call the

**Epic Training Hotline**

**732-387-3371**

**June 4 - June 17:** 8am - 5pm EVERYDAY (including weekends)

**June 18 and 19:** Hotline is closed.

**June 20 onward:** 8am – 4pm Monday – Friday

For immediate help with Epic issues/build-fix requests call:

**Enterprise Service Desk**

**1-844-414-2273**

or dial extension **4777** (from an inside line)



## Clinical Care Teams, and Ambulatory and Inpatient Staff

For immediate help with Epic issues/build-fix requests call:

**Enterprise Service Desk**

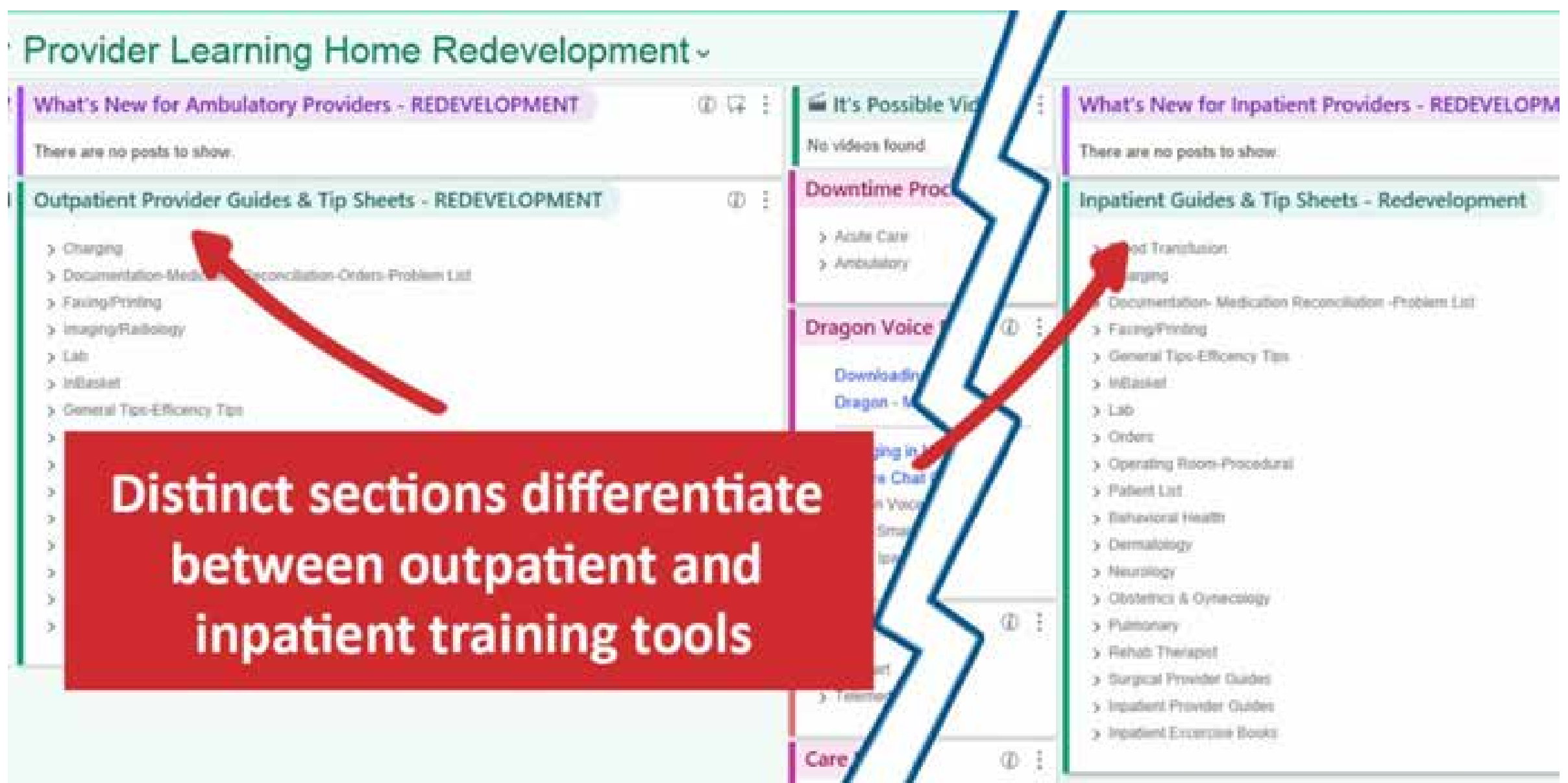
**1-844-513-4357**



## Using the Provider Learning Home Dashboard

### Training tools are now grouped for easier identification

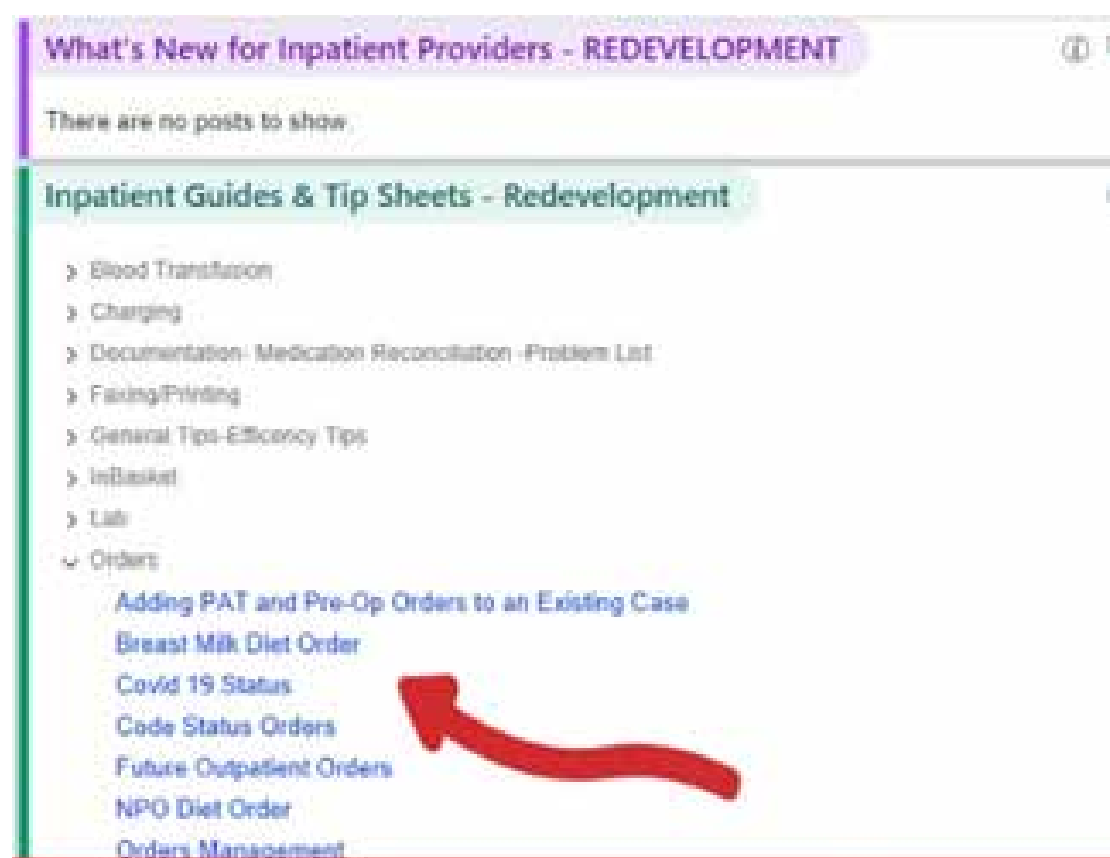
- Distinct sections differentiate between outpatient and inpatient training tools.
- User-friendly headings group tip sheets under master topics.



## Provider Learning Home Dashboard Cont...

**Tip sheets** are consolidated into collapsible lists, grouped by the subject header to avoid excessive scrolling.

- **Click the subject header to expand** the section and view a complete list of related tip sheets in alphabetical order.



What's New for Inpatient Providers - REDEVELOPMENT

There are no posts to show.

**Inpatient Guides & Tip Sheets - Redevelopment**

- > Blood Transfusion
- > Charging
- > Documentation- Medication Reconciliation - Problem List
- > Faxing/Printing
- > General Tips-Efficiency Tips
- > InBasket
- > Lab
- ∨ Orders
  - Adding PAT and Pre-Op Orders to an Existing Case
  - Breast Milk Diet Order
  - Covid 19 Status
  - Code Status Orders
  - Future Outpatient Orders
  - NPO Diet Order
  - Orders Management

**Tip sheets are consolidated into collapsible lists, grouped by subject header**



## Provider Learning Home Dashboard Cont...

### Search functionality is enabled only in subject headers that are expanded

To leverage search functionality, expand the subject header(s) of the category(ies) you wish to search. Use **Ctrl + F** to filter tip sheets based upon search criteria to efficiently locate a tip sheet.

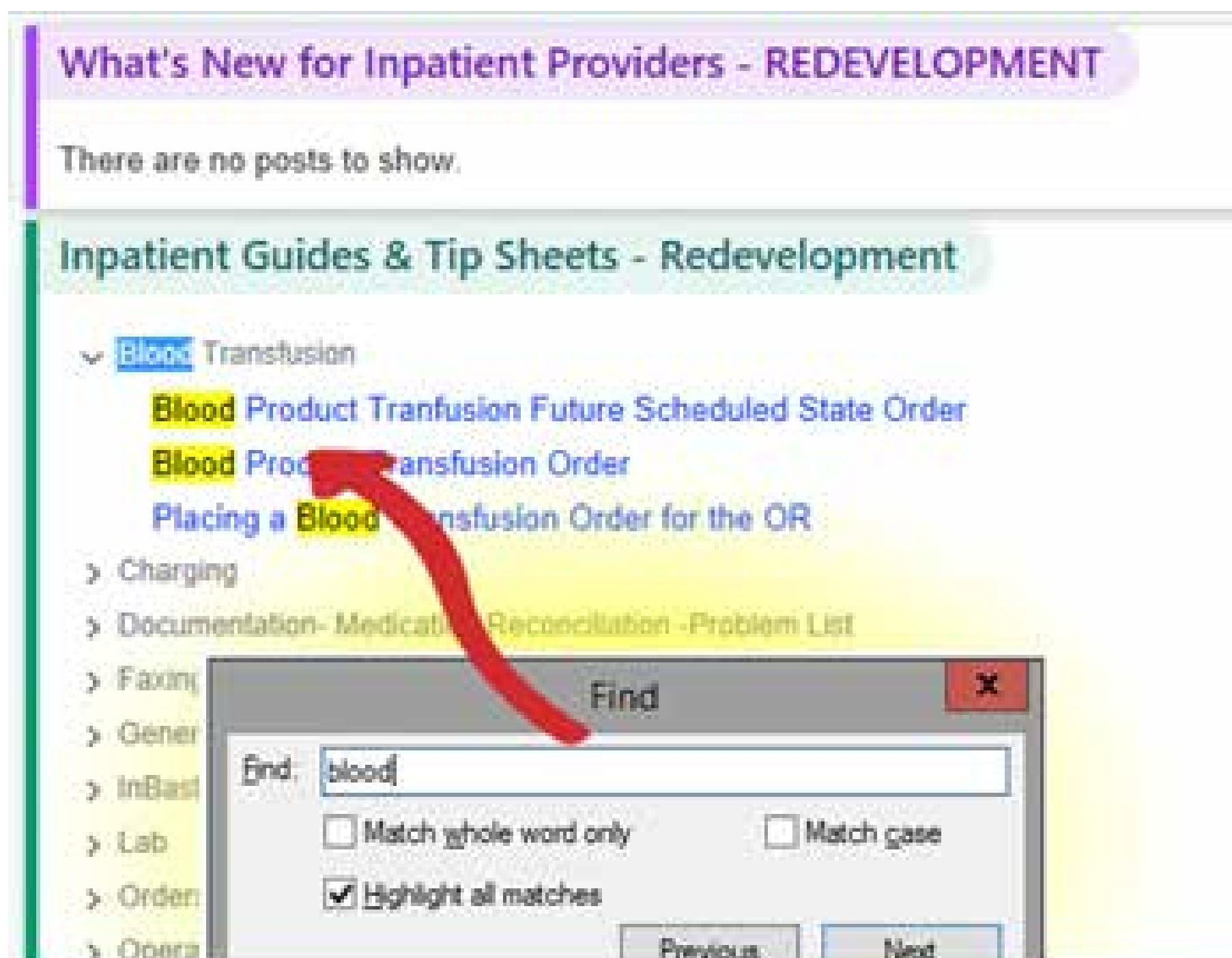
#### It's helpful:

- If you know the word you're looking for and you have those categories open.
- To zoom quickly to a link if you expand a category and there are dozens of links listed and you type in your search word.



## Provider Learning Home Dashboard Cont...

Search Example:



**“CTRL + F” to search  
keywords in  
expanded sections**



## Tips

### Press OK when “tapping in.”

When you “tap in” to one of the Hyperdrive workstations on the RWJBH network with your ID card, you are presented with a login screen for Hyperspace that makes it look like you have to enter your credentials manually. However, if you have “tapped in,” all you have to do is click “OK,” and you will be signed in.

### Searching for patients

Click on the tab for recently seen patients (displayed in order from most recent). When searching for a name there is a box you can check “my patients,” it will only bring up patients you have previously seen..

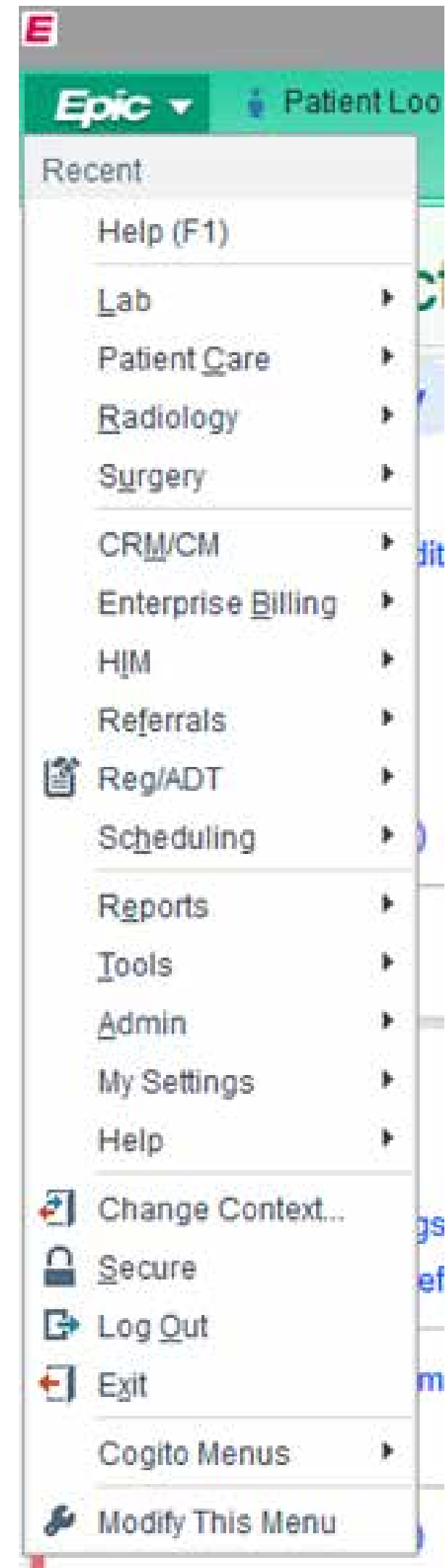


## Tips

### Access the Epic Menu



If you are a 'keyboard driver', and you would like to access your Epic drop-down menu, simply press the **Alt key** on your keyboard.



## Tips

### SmartLink for End of Encounter Medications: .encmedtaking

- Providers can use the new .encmedtaking SmartLink to pull in only outpatient medications that were marked as “Taking” during the rooming process of the current appointment or visit.
- If a medication is added during the visit, refresh the SmartLink to see updates.

### MyChart Encounters

When a patient sends you a message via MyChart, you can take actions such as renewing a prescription or placing orders and reply to the patient in a single encounter by using the MyChart Encounter option.

[Learn more about MyChart Encounters »](#)

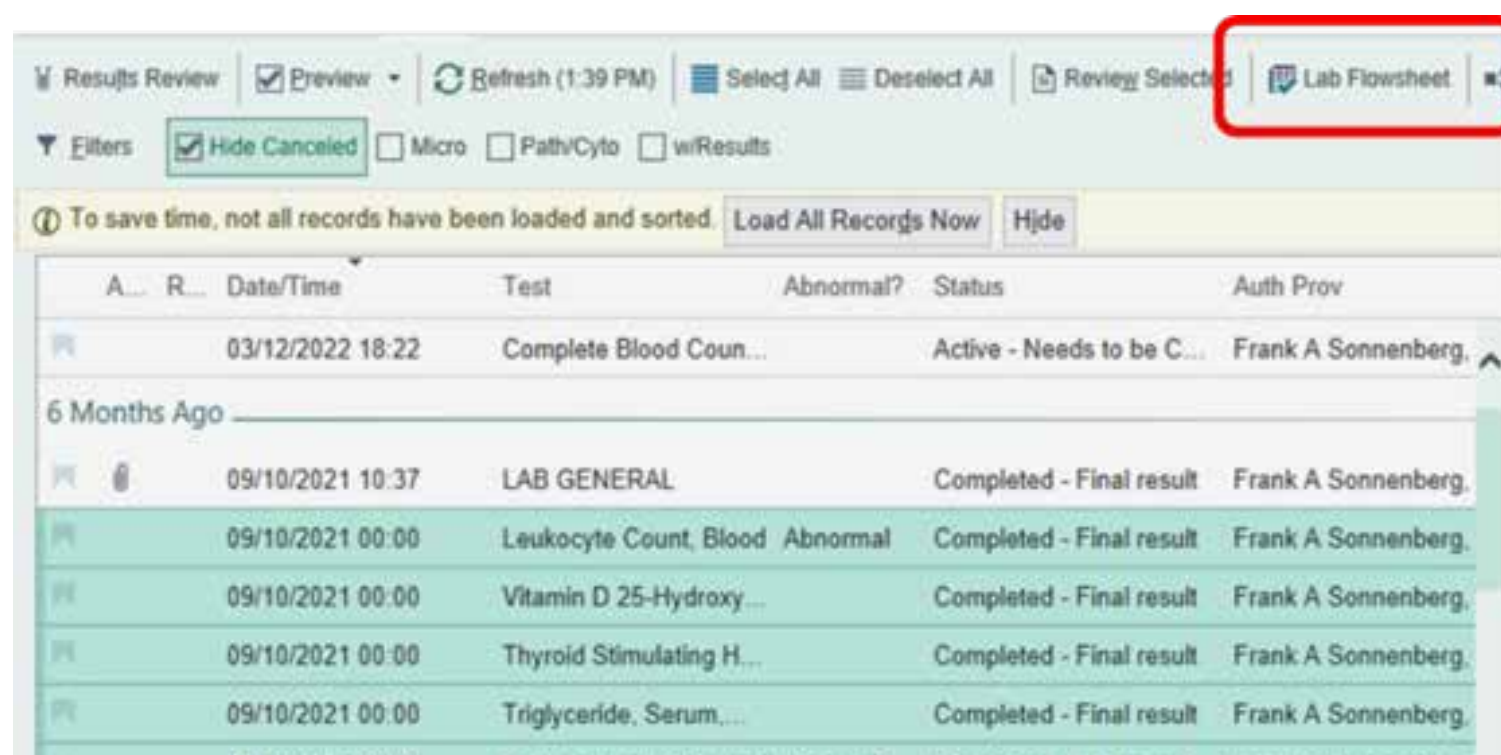


## Accessing Heritage Data

### Displaying Heritage labs in a flowsheet view

[Click here for a detailed PDF »](#)

- From the “Lab Results” view under Chart Review Labs, select any number of results.
- To select a contiguous group of results, click on the first one, scroll to the last one, and Shift-click on the last one.
- To select non-contiguous results, use Ctrl-Click on each result.
- Click on the “Lab Flowsheet” button.



## Accessing Heritage Data Cont...

### Displaying Heritage labs in a flowsheet view cont..

- The results will not necessarily be grouped as they would be in “Results Review”.
- This view will remain open in a separate tab labeled “Lab Inquiry”

Component	Latest Ref Rng & Units	9/10/2021	WV
Basophils	0 - 2 %	1.6	
BLOOD GLUCOSE, FASTING	65 - 99 mg/dl	97	
Bilirubin, Total	0.2 - 1.2 mg/dL	0.8	
Albumin/Globulin	1.0 - 2.5	1.7 (CALC)	
(DC) ABSOLUTE BASOPHIL COUNT (GE CENTRICITY)	0 - 200 cells/mcL	59	
(DC) ABSOLUTE EOSINOPHIL COUNT (GE CENTRICITY)	15 - 500 cells/mcL	41	
(DC) ABSOLUTE LYMPHOCYTES (GE CENTRICITY)	850 - 3900 K/uL	966 CELLS/UL	
(DC) ABSOLUTE MONOCYTE COUNT (GE CENTRICITY)	200 - 950 cells/mcL	392	
(DC) ABSOLUTE NEUTROPHIL COUNT (GE CENTRICITY)	1,500 - 7,800 cells/mcL	2,242	
Albumin	3.6 - 5.1 g/dL	4.4	
(DC) ALKALINE PHOSPHATASE, SERUM (IN BLOOD) (GE CENTRICITY)	37 - 153 units/L	69	
UREA NITROGEN (BUN)	7 - 25 mg/dL	10	
UREA NITROGEN (BUN)/CREATININE	6 - 22	NOTE (CALC)	
CALCIUM	8.6 - 10.4 mg/dL	9.4	
GFR AMONG BLACKS	>=60 mL/min/1.73m2	96	
Egfr If Not African American	>=60 mL/min/1.73m2	83	
EOSINOPHILS % OF BLD LEUKOCYTES (GE CENTRICITY)	0 - 8 %	1.1	
Chloride	98 - 110 mmol/L	97 (L)	
CHOLESTEROL TOTAL/CHOLESTEROL IN HDL	<5.0	2.1 CALC	
CHOLESTEROL, SERUM	<200 mg/dl	247 (H)	
CARBON DIOXIDE (CO2)	20 - 32 mmol/L	29	
Total CK	29 - 143 units/L	68	
Creatinine	0.60 - 0.88 mg/dL	0.60	
Globulins, Serum, Total	1.9 - 3.7 g/dL	2.6 G/DL (CALC)	



## Accessing Heritage Data Cont...

### Where to Locate Heritage Data

- With the Epic implementation spanning the next several years, the location of patient information will be in-flux until Epic is fully live at all sites.
- **Data from our heritage systems will continue to be incrementally loaded into Epic over the next several months.**
- You will still need to access heritage systems to view some data which has not yet been imported into Epic.

Clinical Data Guide for Users - Reference for Finding Clinical Data

System	System Category	System Description	System Location
EMR	Electronic Medical Records	Stores patient medical history, diagnoses, medications, and test results.	Available at all sites.
EMR	Electronic Medical Records	Stores patient medical history, diagnoses, medications, and test results.	Available at all sites.
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### [Reference for Finding Clinical Data »](#)

Downloadable one-page reference



## Inpatient Provider Change Readiness Topics

### Revised Code Status (DNR/Partial Code)

- Standardized to DNR, Partial Code and Full Code to simplify order entry and to facilitate immediate decision making.

### Ordering Outside of the Post-Op Navigator; Changing Phases of Care

- Awareness of the default phases of care to ensure orders are released in the correct location.

### Order Set Familiarity

- Standardized with best evidence and system-wide approval to promote best practice and reduce care variation. Over 300 enabled in Epic.



## Inpatient Provider Change Readiness Topics

### E-Consents

- Electronic consent required when performed within the hospital. Consents can be obtained only by a Competent Performing Provider.

### Sign and Held Orders In the ED

- Orders placed in the Admission Navigator default to be held until the patient gets to the receiving unit. If the orders need to be activated sooner, the provider should release them manually. As a safety net, if patients are still located in the ED four hours after the admission order was placed, the ED tracking board will display, and the Nurse will receive an alert to release and activate all sign and held orders.



## Inpatient Provider Change Readiness Topics

### Patient Status Orders (from ED to Inpatient)

- Awareness of Admitting Physician versus Attending Physician assignments in the Admission order.

### Chart Hygiene: Admission Med Rec and Discharge Med Rec

- Admission Med Rec ensures that all outpatient medications are either continued or held, as appropriate, during the hospitalization. Discharge Medication Reconciliation, ensures that all necessary medications are continued, stopped, or prescribed, as appropriate, at discharge. Together, this ensures accurate patient communication in the After Visit Summary.



## Inpatient Provider Change Readiness Topics

### Chart Hygiene: Problem List Update

- A single problem list for each patient is shared throughout the enterprise. Providers are responsible for maintaining an accurate problem list because this drives clinical decision support, proper communication and documentation, quality and risk adjustment for reimbursement and reporting.

### Enterprise Guidelines on Chart Completion

- Review the policy on documentation standards including deficiency, the automatic suspension process and which orders and notes require co-signatures in order to complete documentation.



## Inpatient Provider Change Readiness Topics

### Sepsis Alerts

- A new feature in Epic is real-time identification of sepsis and alerting in Epic, along with evidence-based management and reporting.

### Consults

- Ordering a consultation in Epic aids in documenting, tracking, and automated list population for consults. However, it does not replace required provider-to-provider communication of the consult.



## Glossary Terms

### **Best Practice Advisory (BPA):**

An advisory configured by administrators can be triggered based on patient-based factors, among other things, and can be restricted as needed to prevent alert fatigue on the end users' part. BPAs can appear in the Visit Navigator, Order Entry, and In Basket messages.

### **SmartSet:**

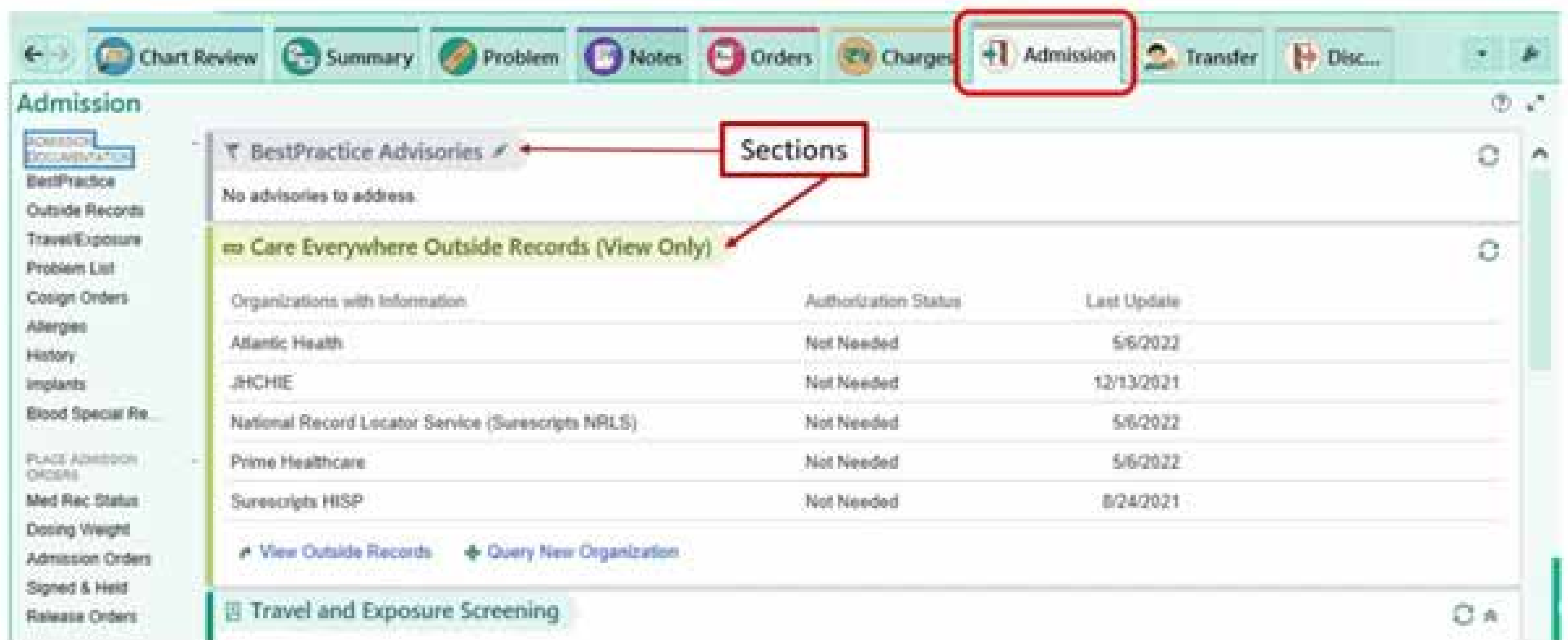
A documentation template. A group of orders and other elements, such as notes, chief complaints, SmartGroup Panels, and levels of service, that are commonly used together to document a specific type of visit. Using SmartSets reduces data entry time so you can focus on patient care.



## Glossary Terms Cont...

### Navigator:

A series of sections meant to follow a particular workflow, such as an office visit or medication reconciliation. Common examples include the Visit Navigator and the Admission Navigator pictured here:



## Glossary Terms Cont...

### Encounter:

A clinical contact with a patient. For example, an office visit, an admission, or a triage call. If more than one evaluation or procedure takes place at the visit, it is usually considered one encounter. In billing applications, charges or other transactions can be associated with encounters.

### Preference List:

A set of frequently used orders. Orders can be added to facility preference lists by your project team members. You can also maintain your preference list to include orders you have pre-related information before a patient arrives at the hospital.

[Click here for more Epic Glossary Terms »](#)

