

Epic PROVIDER

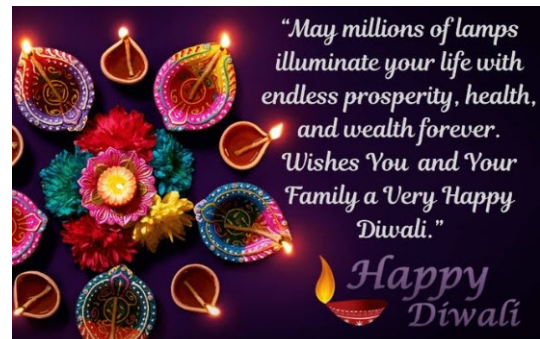
A Newsletter for Live Site Providers

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

November 14, 2023

To all who celebrate, Happy Diwali!

- Wishing you, your family, and your friends knowledge, happiness, peace, wisdom, truth, and prosperity.
- Enjoy the Festival of Lights!



Provider Top Stories

Attn: Physician Leaders and Practice

Managers! Share these key items in your meetings:



Ambulatory and Inpatient Providers:

- Information Blocking / Open Notes Reminder

Inpatient Providers:

- L&D Providers: "Prepare" for L&D OR Procedures to order blood
- Refresh: Provider Care Teams & Finding Patients in Epic

Ambulatory Providers

- Use Epic's Express Lane
- Reminder: Close Encounters & Three-Day Encounter Closure Timelines explained

Information Blocking / Open Notes Reminder:

Patients may view results and clinical notes in real-time via RWJBH MyChart Patient Portal

- The Office of the National Coordinator for Health Information Technology (ONC) enforcement of information blocking provisions, including OpenNotes (sharing clinical notes with patients), **expanded on October 6, 2022.**
- [Click here to read the Full SBAR: Information Blocking/OpenNotes Scope Expansion.](#)

Open Notes Impact on Lab Results:

This means that patients may view lab results before their provider has had opportunity to review them.

- Labs that meet the requirements for delaying to the portal will have the option to manually release the result at the time of order entry.
- The provider will then be responsible for sending the result to the portal at their discretion.

Pregnancy, urine

Frequency: Once STAT Daily

At Today Tomorrow

1305

Release to patient

Reason for Blocking

Provide the most appropriate reason why this note should be blocked from the patient.

☒ Reasonable likelihood that disclosure will either endanger the life or physical safety of the patient or another person, or cause substantial harm to a person referenced in this record

☐ Patient/ Guardian has requested to not share this note

Comments

Select a reason to accept.

Open Notes Impact on Clinical Notes:

- Documents that are permitted to be withheld from the portal (e.g., behavioral health notes) will have the option to unselect “share w/ patient” at the time of Document Signature.
 - A Reason for Blocking will be required to withhold the note.

S Sidebar Summary Handoff Hosp Course Orders Edit Note

My Note

Tag Details

Type: Service: Internal Medicine Date of Service: 3/4/2022 01:06 PM

☐ Cosign Required

Insert SmartText

Reason for Blocking

Provide the most appropriate reason why this note should be blocked from the patient.

☒ Reasonable likelihood that disclosure will either endanger the life or physical safety of the patient or another person, or cause substantial harm to a person referenced in this record

☐ Patient/ Guardian has requested to not share this note

Comments

Select a reason to accept.

L&D Providers: Ordering OR Blood

Prepare for L&D OR Procedures - Ordering Blood

- When ordering blood for L&D OR patients, a “Prepare” order must be entered in advance or placed intra-procedure by the anesthesiologist or surgeon.
- Reason: The Blood Bank receives notification of potential blood needs based

on that "Prepare" order.

- The order can be signed or signed/held (whichever is appropriate for your patient).
 - [Please click here for the "Placing a Blood Order in the OR" tip sheet.](#)
 - **Key Takeaway:** Blood on hold for the OR has been replaced with ordering the Prepare order for the products in Epic
-

Provider Care Teams Refresh - Finding Your Patients in Epic

- In Epic, there are multiple ways to locate your patients.

If you are part of a Provider Care Team, it's easy to sign yourself into a Team during Sign-in:

- When you log into Epic with your unique Username and password, you will be prompted with a Sign In pop-up to assign yourself to the Provider Team.
 - Verify the following information when you complete Sign-In:
 - Your start and end time
 - Your role
 - Your Service
 - Your Contact info
 - Select your **Provider Team(s)**
 - This allows you to select Your Patients.
 - You can also click **Select All**.

1 Start: 0658 11/08/2023 End: 1858 11/08/2023 8H 12H 1D

Contact #: 732-555-1212 Phone Pager 4

Comment:

2 Role: Consulting Physician 3 Service: Intensive Care

Provider Teams (2)

Add teams +

☐ Resident Blue Team 0 Patients Selected Select all X

☒ NBI Hospitalist Admitter 5 No patients to select Select all X

☒ SOM Family Medicine Red Admit Team 0 Patients Selected Select all X

Patient	Department / Room-Bed	MRN	Consulting Physician	Previously Assigned	Override 1st Contact
☐ Achilles, Elsie-IPGY... Female, 30 y.o., 05/03/1993	SOM 1PAV ONCOLOGY TRN IP Oncology-TRN IP Onc...	30120966			
☐ Achilles, Eshan-END Male, 56 y.o., 11/07/1967	SOM 4E MED/SURG TRN IPORD Med Surg-TRN IP...	30118199			
☐ Achilles, Gerald-CVNI Male, 75 y.o., 02/09/1948	SOM 2E CARDIOLOGY TRN CV Med Surg-NONE	30114761			
☐ Achilles, Gerald-PAL Male, 75 y.o., 02/09/1948	SOM 4E MED/SURG TRN IPORD Med Surg-TRN IP...	30118356			
☐ Aegea, Elsie-IPGYN... Female, 30 y.o., 05/03/1993	SOM 1PAV ONCOLOGY TRN IP Oncology-TRN IP Onc...	30120971			

2 teams selected. Take over overlapping provider team assignments Sign In (0 Assignments) Cancel

Adding a Patient to the Provider Care Team:

- Go to Patient Lists.
- Search for and highlight the patient on the Patient List.
- Right-click on the patient and select **Treatment Team** from the menu.

Bed	Patient Location	Patient Name
472-A	472-A	Alban, Irene-LAB
Summary Problem List Orders Charges Create Progress Note		
472-B	472-B	Barolo, Doris-LAB
473-A	473-A	Albillo, Glen-LAB
474-A	474-A	Albillo, Irene-LAB

Print List
Assign Me
Assign Me as 1st Contact
End My Assignments
Assign Others
End Others' Assignments
Treatment Team
Assign Teams

- Search for and select the Provider Care Team or select Add Team and select the Provider Care Team from the list.
- Click **Accept**.

Care Teams (Alban, Irene-LAB)

+ Care Coordination Note

Current Encounter Team

Add Attending: + Add Me

Add Team Member: + Add Me

Add Provider Team: **blue** +

% Team	ID
Resident Blue Team	1
SOM Family Medicine Blue	60

Search by team member details

Team Member

Attending

View Secure Chat availability and start a conversation. Got It

11/08/2023 11:53 AM

Whitecoat, Walt, MD 777-777-7777 Attending 1st Contact

SOM General Cardiology Remove Edit Set Primary

Specialty: Cardiology

No team member on this team

Updating Attending Provider for Multiple Patients:

- Go to Patient Lists.
- Hold the **Shift** or **Ctrl** key on your keyboard and highlight multiple patients on the Patient List.
- Right-click and select **Assign Others** from the menu.

☆ NBI C4 CTICU 42 Patients

Patient Photo	Bed	Patient Name	MRN	CSN
	TRN PHX MED SURG	Accdc, John-Lung	30122874	453370
	C402-A	Accdc, John-PHXRN	30122543	447571
	TRN PHX MED SURG	Aerosmith, John-Lung	30122888	453702
		Aerosmith, John-PHXRN	3012	081
		Alicecooper, John-Lung	3012	973
	C404-A	Alicecooper, John-PHXRN	3012	32
	TRN PHX MED SURG	Alienantfarm, John-Lung	3012	231
	C405-A	Alienantfarm, John-PHXRN	3012	759

Hold the **Shift** or **Ctrl** key and select multiple patients on Patient Lists.

Print List

Assign Me

Assign Me as 1st Contact

End My Assignments

Assign Others

End Others' Assignments

Assign Teams

Remove Teams

Copy Patient

Send To

- Select the Provider, Relationship, Start Date and Start Time.
 - You may also update the End Date, End Time, and Override 1st Contact, if necessary!
- Click **Accept**.

Assign Others

Choose providers to add to treatment teams

Filter providers by: ☐ Schedulable Departments ☐ On-Shift Staff ☒ None

Provider	Relationship	Attending	Start Date	Start Time	End Date	End Time	Override 1st Contact
STETHOSCOPE, SAM	Attending Provider	☐	11/13/2023	7:02 AM			
		☐					

You cannot set the end time for attending assignments when gaps are not allowed in attending coverage.

Accept Cancel

- [Click here to review the associated Provider Care Teams Tip Sheet.](#)
- We are providing the definitions below to further explain Epic Terms related to finding patients.

Treatment Team: All inpatient clinicians currently assigned to the patient.
Example: attending provider, consulting provider, RN, case manager

Practice Group: A group of providers that work for the same clinic or group. Provider group lists contain all patients that have one of these providers on their Treatment Team.

Provider Care Team: A group of providers that are sharing a panel of admitted patients. The Provider "Care" Team list contains all patients that are assigned to the Provider "Care" Team.

Patient Care Team: Cross encounter ambulatory providers. Example: PCP, cardiologist

Ambulatory Provider:

Use Epic's Express Lane Functionality!

Epic's Express Lane is an efficiency tool that allows a provider to document a repetitive/straightforward visit on a single screen with just a few clicks.

There are currently approximately 120 Express Lanes available for use for various types of visits.

Some Express Lane examples include Asthma, Medicare Wellness Visit, Well Child visits, Chronic Cough, Cerumen Impaction, and Urinary Tract Infection.

Documentation elements available for use in Express Lanes vary by topic but can include:

- Note templates

- Reasons for Visit
- Diagnoses
- Orders
- Levels of Service
- Patient Instructions
- Follow-up instructions
- A Communication Management section
- Charge Capture section

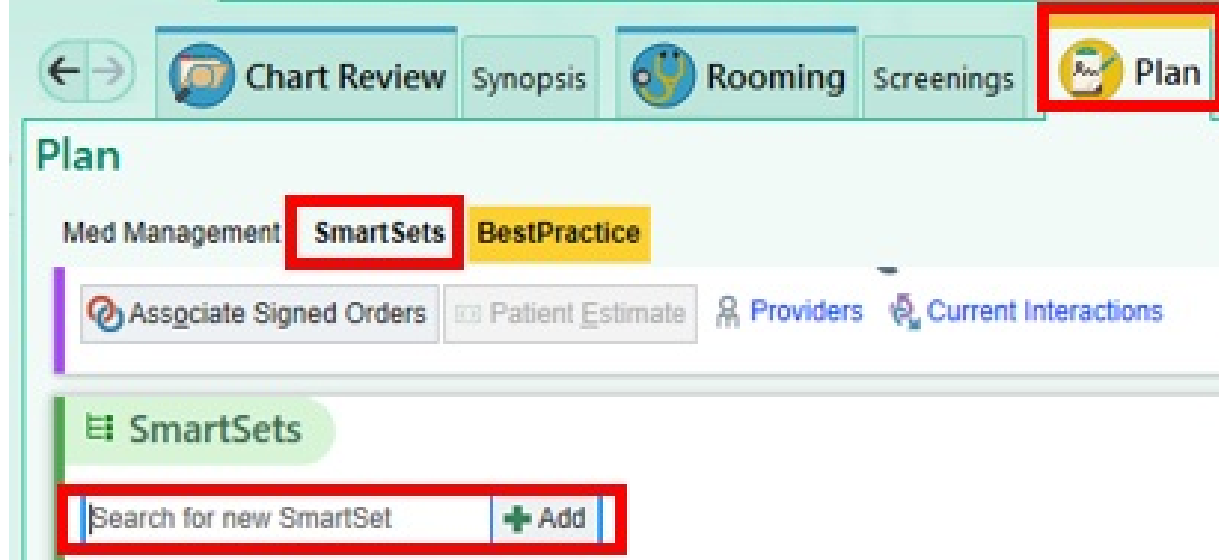
The screenshot displays the Epic Express Lane interface. The left pane is titled 'Plan' and contains several expandable sections: 'Documentation' (with 'Asthma Follow-up (Brief)' selected), 'Diagnoses' (with 'Moderate persistent asthma with acute exacerbation' selected), 'Imaging', 'Procedures and Other Orders', 'Referrals', and 'Medications' (with 'Levalbuterol (Xopenex) 45 mcg/actuation inhaler' selected). The right pane is titled 'My Note' and shows a 'Family Medicine' note for a patient named Alex Test. The note includes sections for 'Subjective' (history of asthma), 'Current Disease Severity' (frequent daytime and nighttime symptoms), 'Review of Systems' (pertinent items noted in HPI), 'Objective' (visit vitals), and 'Visit Vitals' (BP 120/80, Pulse 60, Temp 37.5 °C, etc.).

Epic's Express Lane Q&A:

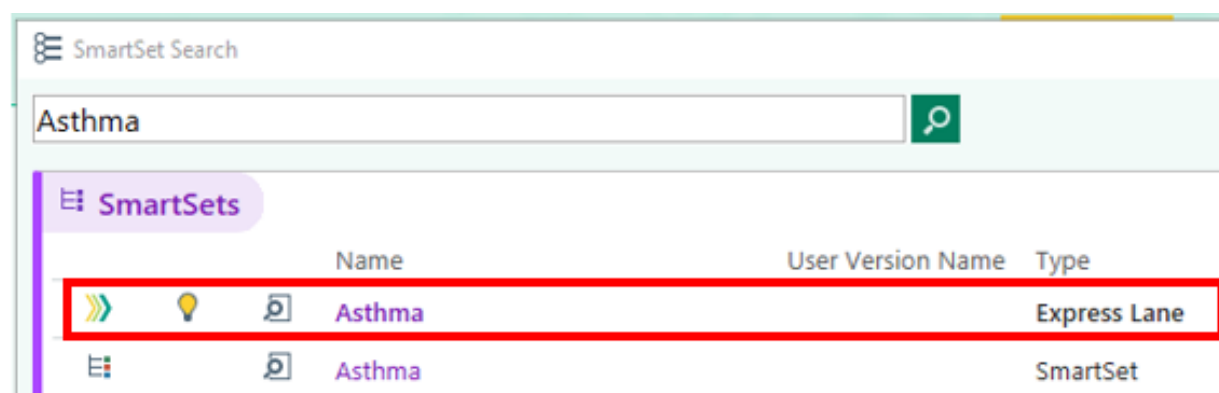
Express Lane Frequently Asked Questions (FAQs)

Q: Where can an Express Lane be found in Epic?

A: Navigate to the **Plan tab**, **SmartSets** section. An Express Lane can be found by searching for the topic to be documented.



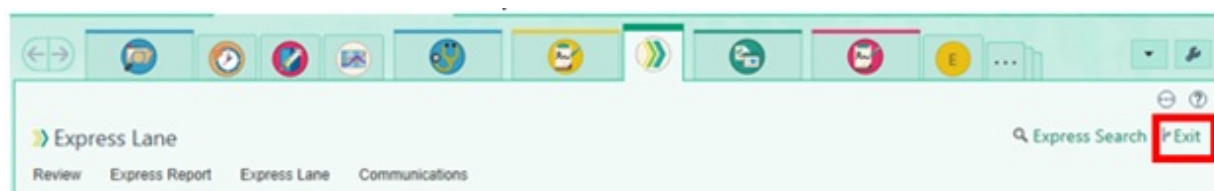
Express Lanes are denoted by the right-facing, multi-colored chevron.



Q: Sometimes an Express Lane will automatically launch. Why does this happen? Is it required for use?

A: If a visit meets specific criteria, an Express Lane can be setup to either be suggested or to launch automatically. A few criteria examples that can be set for a visit to match to include visit type, department, and reason for visit.

If the Express Lane automatically launches, click **Exit** to remove the Express Lane, if it does not meet the needs of the visit.



Q: Can I save and customize an Express Lane?

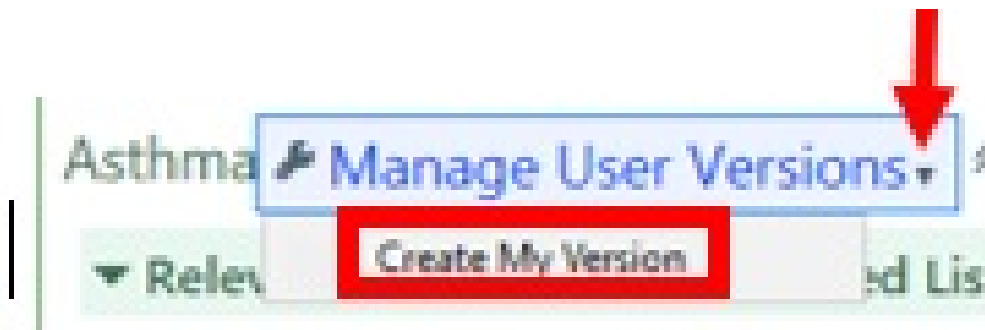
A: Some, but not all, Express Lanes allow a copy to be saved. The Express Lane

can then be customized to personalize the note template with a created SmartPhrase or SmartText. In addition, Diagnoses, Orders, Level of Service, and Follow-up instructions can be saved as preselected defaults along with saving preferred order details.

If the Express Lane can be customized, a **Manage User Versions** hyperlink will be present next to the name of the Express Lane.

Asthma Manage User Versions ▼

- When the drop-down arrow is clicked, a **Create My Version** option is available, allowing for personalization.

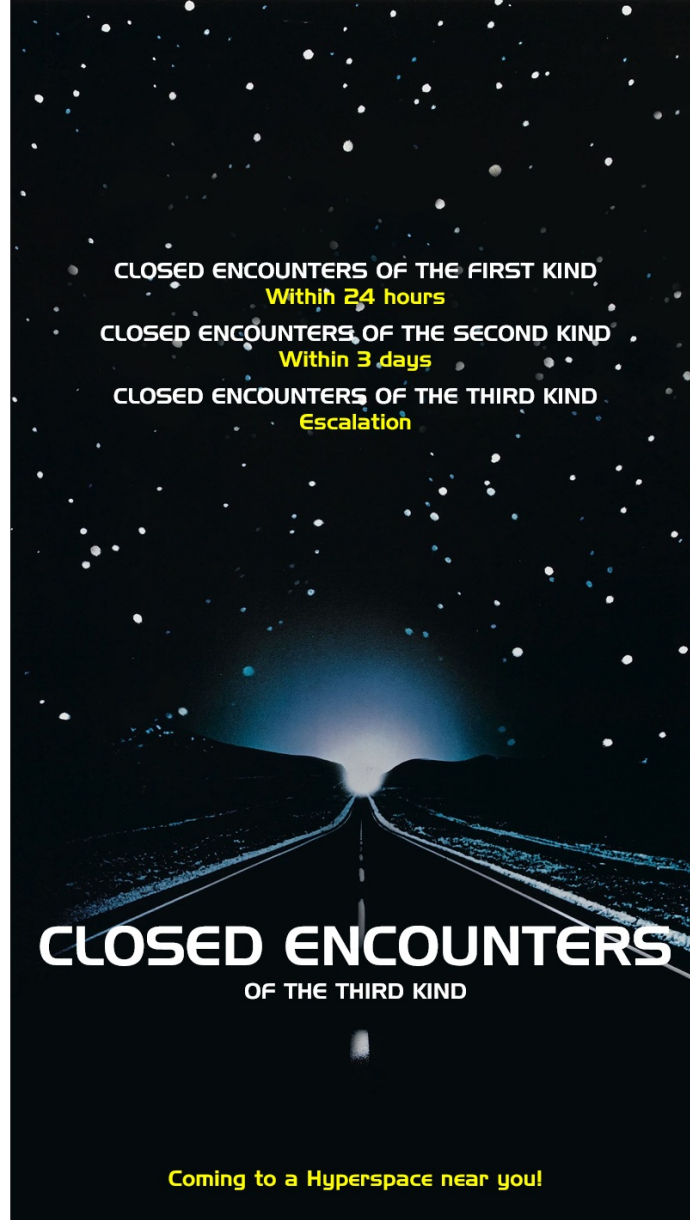


Reminder: Complete Your Encounters in a Timely Fashion

- **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 3-Days is mandatory.**

To avoid escalation, please close encounters within 3-days!

[Click here to review RWJBH's Chart Completion Standards Policy.](#)



Three-Day Encounter Closure Timeline Explained

- Whether your patient Encounter is at 9:30 AM or 4:30 PM today, the 3-Day Encounter Closure time frame will end at midnight two days later.
- Please see the grid below for additional information about ensuring you are following RWJBH's 3-Day Encounter Closure Policy!

Encounter Date	3 Day Encounter Evaluation End Date	3 Day Dashboard Metrics Available Date
11/6/2023 (Monday)	11/8/2023 @11:59pm (Wednesday)	11/11/2023 (Saturday)
11/7/2023 (Tuesday)	11/9/2023 @11:59pm (Thursday)	11/12/2023 (Sunday)
11/8/2023 (Wednesday)	11/10/2023 @11:59pm (Friday)	11/13/2023 (Monday)
11/9/2023 (Thursday)	11/11/2023@11:59pm (Saturday)	11/14/2023 (Tuesday)
11/10/2023 (Friday)	11/12/2023 @11:59pm (Sunday)	11/15/2023 (Wednesday)

Recent Newsletter Content Reminders

Refresh on Recent Newsletter

reminder

Stories:

If you missed an important communication in last week's newsletters, click the links below for an efficient review:

- [E-Consents](#)
- [Use Haiku and Secure Chat to Connect with Clinicians](#)
- [Discharge Medication Reconciliation Reminder: Updates Require Re-Reconciliation](#)
- [Level of Care Reminder](#)
- [Helpful Tips for Blood Transfusions/Ordering Blood](#)
- [Pre-Op Orders Required to Reserve OR Time \(including Tip Sheets!\)](#)
- [Reminder: Use QGenda/On Call Finder](#)
- [Ambulatory Providers - Select Bill Area](#)
- [Personalization remains a priority](#)

Dedicated Provider Support

Wave 5 Providers, please Save these Important Numbers:



- 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!

Location	Internal Ext.	External DID
Clara Maass	44411	973-844-4410
Cooperman Barnabas	2100 or *18	973-322-8100
Newark Beth Israel	67890 or *135	973-926-7890

Wave 5 Providers, here are your Go-Live Support Resources:

To be viewed on your mobile device:

- [Wave 5 Provider Go-Live Pocket Guide](#)

To be printed and posted:

- [Wave 5 Go-Live Help at a Glance Flyer](#)
- [Epic: How to Get Help flyer](#)
- [Wave 5: Where to Locate Heritage Data Flyer](#)
- [Wave 5 QR Code Flyer](#)
- [Components of Hyperspace.](#)

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

- [Clara Maass Medical Center Unit Crosswalk](#)
- [Cooperman Barnabas Medical Center Unit Crosswalk](#)
- [Newark Beth Israel Medical Center Unit Crosswalk](#)
- [Wave 5 Unit Crosswalk Master](#)



Provider Go-Live Pocket Guide
Wave 5



Nursing Go-Live Pocket Guide
Wave 5



Go-Live Help at a Glance
Wave 5



Clara Maass
Medical Center



Cooperman Barnabas
Medical Center



How to find Heritage Data
Wave 5



Epic "How to Get Help"
Flyer



EpicTogetherNJ.org



Newark Beth Israel
Medical Center



Wave 5 Unit Crosswalk Master
(Excel)

Good Humor

Heartfelt thanks to **Ronica Velardi, Epic Communications Team Lead**, for this week's Good Humor submission.

What am I thankful for
on Thanksgiving?

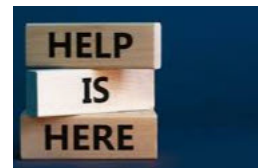


VEGANS

© 2014 Best Vegan Member

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 this week's Live Site Epic
Provider Newsletter.](#)



Phone a friend:

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

RWJBH-Rutgers Medical Leadership Team

Dr. Joshua Bershad

EVP, Physician Services;
Clinical Assistant Professor of Medicine
Rutgers Robert Wood Johnson Medical
School

Joshua.Bershad@rwjbh.org

Cell: 973-202-0900

Dr. Frank Sonnenberg

Chief Medical Informatics Officer,
RWJBarnabas-Rutgers Medical Group;
Professor of Medicine, Rutgers Robert
Wood Johnson Medical School

Frank.Sonnenberg@RWJBH.org

Cell: 908-313-6563

Dr. Carol Ash, DO, MHCDS, MBA, FACHE, CPHQ, CHCQM-PHYADV

Chief Medical Officer
Robert Wood Johnson University Hospital
Rahway

Carol.Ash@rwjbh.org

Phone: 732-499-6134

Cell: 732-857-6535

Dr. Seth D. Rosenbaum, MD, MMM

SVP, Chief Medical Officer Robert Wood
Johnson University Hospital Hamilton;
Clinical Assistant Professor, Department
of Medicine, Rutgers-Robert Wood
Johnson Medical School

Seth.Rosenbaum@rwjbh.org

Phone: 609-584-2865

Cell: 609-508-7951

Dr. Charles Markowitz, MD, JD

Chief Medical Officer Monmouth Medical
Center Southern Campus

CharlesRaymond.Markowitz@rwjbh.org

Phone: 732-942-9400

Dr. Sal Moffa

Chief Medical Officer, RWJUH Somerset

Salvatore.Moffa@rwjbh.org

Phone: 908-685-2816

Cell: 609-238-5248

Dr. Stephen O'Mahony

SVP & Chief Health Information
Officer, RWJBarnabas Health;
Clinical Associate Professor of
Medicine, Rutgers New Jersey Medical
School

Stephen.OMahony@rwjbh.org

Phone: 973-322-4231

Cell: 203-820-6519

Dr. Deborah L. Toppmeyer

Professor of Medicine, Robert Wood
Johnson Medical School; Chief Medical
Officer, Chief, Division of Medical
Oncology, Director,
The Stacy Goldstein Breast Center
Rutgers Cancer Institute of New Jersey,
Rutgers

The State University of New Jersey

deb.toppmeyer@rutgers.edu

Phone: 732-235-9692

Dr. Kenneth Granet, MD, FACP

Chief Medical Officer
Monmouth Medical Center

kenneth.granet@rwjbh.org

Phone: 732-923-7518

Dr. Ije Akunyili, MD, MBA, MPA, FACEP

Chief Medical Officer
Jersey City Medical Center

Ijeoma.Akunyili@rwjbh.org

Dr. Frank Dos Santos, MD,

Dr. Meika Neblett, MD

Chief Medical Officer

Community Medical Center

Meika.Neblett@rwjbh.org

Phone: 732-691-1915

Cell: 732-557-8264

Dr. Charles Cathcart, MD

Chief Medical Officer

Newark Beth Israel Medical Center

Charles.Cathcart@rwjbh.org

Phone: 973-926-7320

Chief Medical Officer

Clara Maass Medical Center

Frank.DosSantos@rwjbh.org

Phone: 973-450-2007

Dr. Michael Loftus, MD

Chief Medical Officer

Cooperman Barnabas Medical Center

Michael.Loftus@rwjbh.org

Phone: 973-322-5733



Epic Together | 2 Crescent Place, www.epictogethernj.org,
Oceanport, NJ 07757

[Unsubscribe jan.connolly@rwjbh.org](mailto:jan.connolly@rwjbh.org)

[Constant Contact Data Notice](#)

Sent by epiccommunications@rwjbh.org