

Epic Advisor

A Live-Site Newsletter for Clinical Care Teams / Ambulatory & Inpatient Staff

February 7, 2024

The February
sunshine steeps
your boughs and
tints the buds
and swells the
leaves within.

~William C. Bryant

Epic Advisor Top Stories

Attn: Managers and Leaders!

These key items must be

addressed in your **Daily Huddles:**



Ambulatory and Inpatient Huddle Topics:

- Planned Interface Downtime/Epic "Pause" coming Sunday, 2/11 at 2:00 AM
- Coming Soon: [Epic Hyperdrive](#)

Inpatient Huddle Topics:

- Reminder: [Secure Chat SBAR](#)

Ambulatory Huddle Topics

- Document patient supplied medications

Planned Interface Downtime/Epic "Pause," Sunday, February 11, 2:00 AM



- The Rhapsody Interface Engines will encounter a planned downtime on Sunday, February 11 starting at 2:00 AM.
 - Rhapsody planned downtime is estimated from 2:00 - 4:00 AM.
- Epic, Children's Specialized (Meditech), Trinitas (SCM), CVIT, Lab, Rad, and other clinical systems will be up and running.
- However, no registration messages/orders/results or charge information will pass to/from all ancillary systems during this downtime.
 - Order/Result messages will be placed in a hold status.
 - Once the interface engines are back up, the held messages will be released and then pass to bring all systems current.
- Please follow all documented downtime procedures **for non-Epic systems** (including STAT order downtime procedures) during the planned downtime.

Epic's Downtime Resources are available below:

- [Epic Together Downtime BCA resources \(if required\).](#)

IMPORTANT NOTE: Epic Systems will encounter a corresponding 2-3 minute "Pause" during this same time (Sunday, February 11 at 2:00 AM)!

- Epic users should anticipate this very short system pause - **No change in user workflow is anticipated due to the short duration.**



Since this pause is only 2-3 minutes in duration, you likely will not need the downtime resources!



Epic Hyperdrive Is Coming Soon

*Hyperdrive is Epic's new way
to access/open the Epic
application.*

After the transition to Hyperdrive, you may notice changes to the aesthetics (look) and performance (feel) of your Epic experience, including a **30-40% quicker response time, increased security, enhanced performance, and added efficiency for future innovation!**

Epic Hyperdrive Roll-Out Strategy:

Epic Hyperdrive will be rolled out in phases to allow the Epic Together team time to gather feedback and refine the user experience.

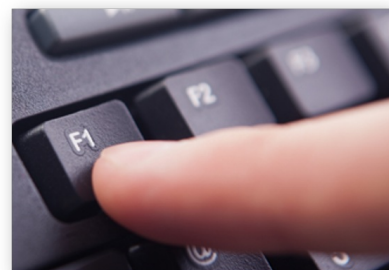
- **Phase O (March 10 - 16):** A small group of early adopters consisting of physicians, nurses, and patient access/revenue cycle staff have been selected to transition to Epic Hyperdrive beginning 3/10/24.
- **Phase 1 (March 17 - April 26):** The next group, Newark Beth Israel, RWJUH Somerset, and the Central Medical Group Practices, have been identified as our Phase 1 Pilot Sites and will transition to Epic Hyperdrive on 3/17/24.
- **Phase 2 (April 27):** All remaining RWJBH sites live on Epic will transition to Epic Hyperdrive on April 27, 2024.

[Click here to review additional information about RWJBH's transition to Epic Hyperdrive.](#)

PLEASE NOTE: No additional training is needed for the transition to Epic Hyperdrive.

- Tip sheets will be published to the "What's New" section of your Learning Home Dashboards (LHDs) beginning February 24.

- Press **F1** for easy access to more information about Hyperdrive!



Coming Soon: Exciting Epic Enhancements

Preview Next Week's Epic Enhancements!

- The following Epic Enhancements will be in Production on Tuesday, February 13!



- [Click here to review details about these Epic Enhancements, including screenshots.](#)
- [Click here to learn more about the Epic Enhancement Process and how to submit an Epic Enhancement request!](#)



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

Inpatient Nursing and Allied Health Focus

Reminder: Proper Use of Secure Chat

Nurses - Do not use Secure Chat for personal healthcare inquiries. Call providers, including residents, for critical values and changes of status:

- Secure chat is a business tool intended for clinical communication amongst the patient care team.
 - Please do ***NOT*** use Secure Chat for personal purposes to communicate with your healthcare providers about your health status or that of family-members -- This violates RWJBH's privacy policy.
- Urgent patient safety items must be communicated via telephone call to ensure timely receipt of the message.
 - Please do ***NOT*** send urgent patient safety messages using Secure Chat.
- Contact the provider directly for clarification of orders within your scope.
- Please reinforce with all users to use Secure Chat appropriately!
 - ***Avoid the use of Secure Chat with providers during night hours for non-sensitive communications.***

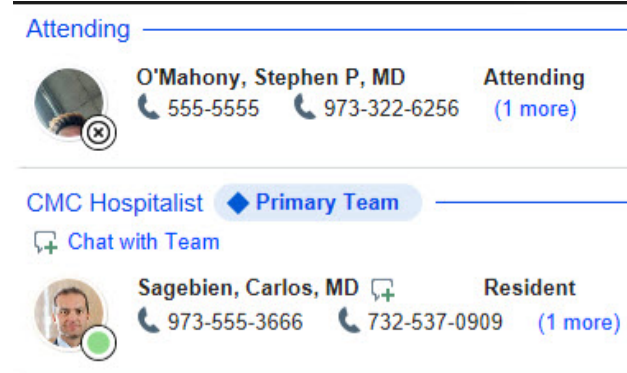
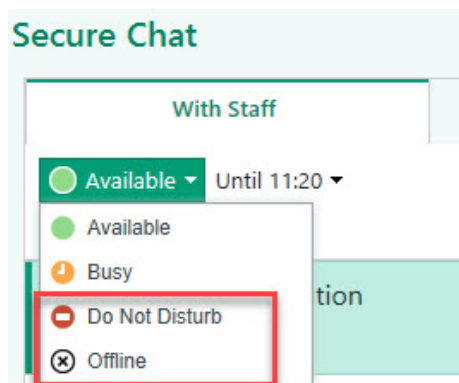
- *Access QGenda to validate the on-call provider in real-time.*

[Click here to review the Secure Chat SBAR!](#)

[Click here to review the Secure Chat vs. Phone Call flyer.](#)

Check Provider's Status on Secure Chat before Messaging (Especially After Hours)

- Clinicians can mark themselves as Busy, Do Not Disturb, or Offline in Secure Chat.
- A black circle with an X icon indicates the recipient is Offline and they will not receive any Secure Chat message (Please see below for images).
- If a clinician is set as Busy or Do Not Disturb, the message will be sent; however, no corresponding push notification will be received on a mobile device.



You are not alone: Clinical Informatics is available for support 24 hours a day, 7 days a week!

For 24/7 inpatient assistance, please call informatics extensions from within the hospital on a hospital phone - Ask for "Clinical Informatics" to be transferred to 24/7 help.

[Click here to access the Nursing Pocket Guide for additional help.](#)

Vocera Geni Site Locations	Internal Ext. from a desk phone at the site	External DID
RWJUH Somerset	62374	908-595-2374
RWJUH New Brunswick	38158	732-418-8158
RWJUH Rahway	76179	732-499-7618
Clara Maass Medical Center	44411	973-844-4410
Community Medical Center	12780	732-557-2780
Monmouth Medical Center	36001	732-923-6001
Monmouth Medical Center South	24800	732-886-4800
Barnabas Behavioral Health	24800	732-886-4800
Cooperman Medical Center	28100 or *18	973-322-8100
Newark Beth Israel Medical Center	67890 or *135	973-926-7890
Jersey City Medical Center	72240	201-915-2240
RWJUH Hamilton	8290	609-249-8290

Ambulatory Nursing and Allied Health Focus

Document Patient Supplied Medications

Check the box to avoid duplicate charges when a patient pays separately for a medication to be administered in the clinic!



- Sometimes your clinic/office administers a previously paid for medication that the patient or an outside pharmacy provides.
- To avoid duplicate charges or claim denials, it is imperative that the “Patient Supplied” checkbox be selected.
- This checkbox is available both when ordering and also during the medication administration workflow.

To place a medication order as patient supplied, follow the steps below:

- Search and select the medication from the Clinic-Administered Medications (CAM) preference list.

Clinic-Administered Medications											(Alt+Shift+3)
Name	Dose	Freq...	Disp...	Disp...	Ref	End...	Formulary	Copay	Coverage	Drug Type	Formulary
vitamin B1-B2-B3-B5-B6 (VITAMIN B COMPLEX 100) injection		Once								Generic Rx...	
cyanocobalamin (Vitamin B-12) Oral solution 1,000 mcg/mL		Once								Generic Rx	
pyridoxine (VITAMIN B-6) injection	100 mg	Once								Generic Rx	
thiamine (Vitamin B-1) 100 mg tablet	100 mg	Once								Generic OTC	
thiamine (VITAMIN B-1) 100 mg/mL injection	100 mg	Once								Generic Rx...	
cyanocobalamin (VITAMIN B-12) injection 1000 mcg/mL	1,000 mcg	Once								Generic Rx	
cyanocobalamin (VITAMIN B-12) injection 1000 mcg/mL - every 30 days	1,000 mcg	Every...								Generic Rx	

- If the order details don't open automatically, open them by clicking on the medication.
- Enter the order details and select the "Patient Supplied" checkbox.

Dose:

Weight Type:

Weight:

Recorded weight: 72.2 kg (recorded 59 days 19 hours ago)

Administer Dose:

Administer Amount:

Route:

Frequency:

Starting: At:

First Dose: **Today 0945** Number of doses: **1**

[Scheduled Times ⬆](#)

02/02/24 0945

Admin. Inst.: [+ Add Administration Instructions](#)

Prod. Admin. (none)

Inst.:

Note to Pharmacy: [+ Add Note to Pharmacy \(F6\)](#)

Priority:

☐ Self Administered

☒ Patient Supplied: doses

[Show Additional Order Details ⌵](#)

- Associate the diagnosis to the order and sign it.

To record medication administration, follow the steps below:

- Navigate to the Medication Administration Record (MAR) activity.
- Select the medication and click on the medication due date line to access administration details.

meperidine (PF) (Demerol) injection 12.5 mg [Ⓘ] Dose: 12.5 mg : intramuscular : Once

Ordered Admin Dose: 12.5 mg = 0.5 mL
Concentration: 25 mg/mL

[Click to see more details ⌵](#)

Due 02/02/24 at 1000

[New Administration](#)

- Verify that the medication is marked as "Patient Supplied."

Administration Details

Action: Given Date: 02/02/2024 Time: 0959 Comment:

Route: intramuscular Site:

Dose: 12.5 mg

Order Concentration: 25 mg/mL

Outpatient Billing

☒ Patient Supplied?

MEPERIDINE (PF) 25 MG/ML IM/SUBQ WRAPPER

NDC: Lot Number: Expiration Date: Billing Code: [J2175] MEPERIDINE HY...

+ Add Medication Component

- If the "Patient Supplied" check box was missed when the order was placed, mark it from the MAR Outpatient Billing section by selecting the "Patient Supplied?" box.
- Record the administration details by selecting the site, NDC, lot number, exp date, and verifying the billing code which auto-populates.

Administration Details

Action: Given Date: 02/02/2024 Time: 0959 Comment:

Route: intramuscular Site:

Dose: 12.5 mg

Order Concentration: 25 mg/mL

Outpatient Billing

☐ Patient Supplied?

MEPERIDINE (PF) 25 MG/ML IM/SUBQ WRAPPER

NDC: Lot Number: Expiration Date: Billing Code: [J2175] MEPERIDINE HY...

- Click Accept.

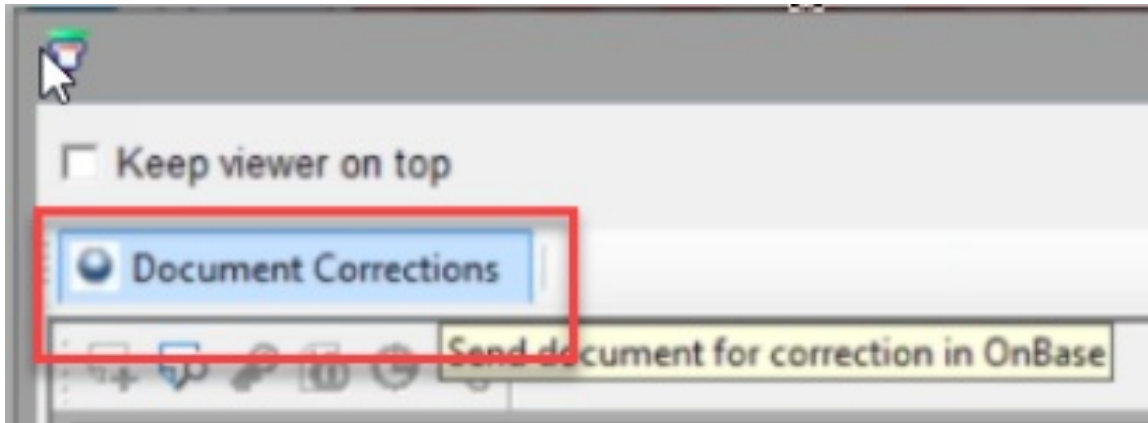
Access and Revenue Cycle Readiness (ARCR) Corner

Send Scanned Documents for Correction

If you find a scanned document that needs correction of any

type it can be sent for Document Corrections.

- Access the document requiring correction.
- Click **Document Corrections**.



- Clicking **Document Corrections** will launch an e-form to be completed, detailing the reasons the document requires correction.
 - **Requestor name and Requestor Phone # are required fields.**
 - You can mark the request as Urgent if priority corrections are needed.
 - **Requested Corrections (Select the appropriate box):**
 - **MRN**
 - **CSN**
 - **Order #**
 - Select the appropriate boxes to identify fixes for the document image or document type.
 - Use the free-text box to provide any additional information that will help with document correction.
 - Click **Save** to send your request to HIM for correction.

[Click here to review the Sending Scanned Documents to Document Corrections tip sheet, also available on your Learning Home Dashboard.](#)

Submission Information

You are required to enter your Full Name and direct Phone #.

Requestor

Phone #

Urgent ☐

Requested Corrections

Please indicate the correction required. You must select SAVE for the request to be submitted. If you did not intend to submit for correction, please press CANCEL.

Current MRN ☐ Fix MRN New MRN
 Current CSN ☐ Fix CSN New CSN
 Current Order # ☐ Fix Order # New Order #

☐ Fix Doc Type ☐ Fix Page Order
☐ Fix Orientation ☐ Split
☐ Delete Pages ☐ Other

Test

All Work and No Play Makes for a Dull Day!

Welcome February!

February is the shortest and coldest month of the year! It is also Black History Month. Valentine's Day and Leap Year make it extra special this year!



We have compiled a carefully curated list of February fun for you, your friends, and your family. ENJOY!

- [Click here for ten fun family-friendly February ideas in New Jersey.](#)
- [Click here to review 40 free February kid-friendly events.](#)
- [Click here for fun Valentine's Day events throughout New Jersey.](#)
- [Click here for a printable Valentine's Day Word Search.](#)
- [Click here to listen to Ella Fitzgerald sing "My Funny Valentine."](#)

Celebrate Black History Month!

February is a month to celebrate the achievements and triumphs of African Americans and recognize their invaluable role in U.S. history. Since Gerald Ford in 1976, every U.S. president has officially designated the month of February as Black History Month. The Black History Month theme for 2024 is African American art.

Click the links below for some special Black History Month events throughout New Jersey:

- [Click here to review Black History Month calendar of events throughout New Jersey.](#)
- [Click here for a listing of Black History Month events in Central New Jersey.](#)
- [Click here to learn about This Saturday's \(2/10\) Black History Month event in South Jersey.](#)
- [Check out the City of Rahway's art exhibit "Notes from the Underground."](#)
- [On February 25, enjoy the New Jersey Youth Symphony Black History Month Celebration Concert.](#)
- [Click here for a printable Black History Month Word Search.](#)
- [Click here to learn the Hidden History of Anna Murray Douglass, wife of Frederick Douglass.](#)
- [Click here to learn the History of African American Music in just 10 minutes \(a YouTube tutorial including an inspired playlist\).](#)

If there is no struggle, there is no progress.

Frederick Douglass



How to "Get Help" With Epic

For 24/7 inpatient assistance, please call informatics extensions from within

the hospital on a hospital phone - Ask for "**Clinical Informatics.**"

Hospital Clinical Informatics Locations	Internal Ext. from a desk phone at the site	External DID
RWJUH Hamilton	8290	609-249-8290
RWJUH New Brunswick	38158	732-418-8158
RWJUH Rahway	76179	732-499-7618
RWJUH Somerset	62374	908-595-2374
Clara Maass Medical Center	44411	973-844-4410
Community Medical Center	12780	732-557-2780
Monmouth Medical Center	36001	732-923-6001
Monmouth Medical Center South	24800	732-886-4800
Barnabas Behavioral Health	24800	732-886-4800
Cooperman Medical Center	28100 or *18	973-322-8100
Newark Beth Israel Medical Center	67890 or *135	973-926-7890
Jersey City Medical Center	72240	201-915-2240

For immediate help with Epic issues/build-fix requests, call the Enterprise Service Desk at **855-453-1950**.

We have developed a handy "[Epic: How to Get Help](#)" flyer that will provide instructions on opening Help Desk Tickets and enhancement requests in Epic.

Good Humor

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



Print-Edition of Today's Epic Advisor!

- [Click here for a printable version of the last week's Epic Advisor Newsletter.](#)
- [Click here for a PDF, printable version of today's Epic Advisor Newsletter.](#)



For more information please
visit our website at
www.EpicTogetherNJ.org

