

Epic PROVIDER

A Newsletter for Live Site Providers

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

August 9, 2023



Provider Top Stories

Attn: Physician Leaders and Practice Managers!

Share these key items in your meetings:



Ambulatory and Inpatient Providers:

- **Reminder:** Telemedicine visits require eCheck-In to collect consents!
- **Exciting:** New After Visit Summary Patient Instruction SmartText streamlines scheduling imaging orders -- WOW!
- **Planned Interface Downtime/Epic Pause:** Sunday August 13 at 2:00 AM
- **Reminder:** [Click here for "Epic Provider Training Journey flyer!"](#)
- **Looking Ahead:** Epic Upgrade is coming **September 13!**

Exciting Epic Enhancements

Exciting Epic Enhancements!

- Next Tuesday, August 15, **four** 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!](#)
-



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

Important Epic Updates



Planned Interface Downtime/Epic "Pause," Sunday, August 13, 2:00 AM

- The Rhapsody and Openlink Interface Engines and the EMPI SmartIX will encounter a planned downtime on Sunday, August 13 starting at 2:00 AM.
 - **Rhapsody planned downtime** is estimated from 2:00 - 4:00 AM.
 - **Openlink and EMPI SmartIX planned downtime** is estimated from 2:00 AM - 3:00 AM.
- **Epic, 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.**
 - **Please Note:** Brand new registration information on patients who arrive during the downtime will not have a Medical Record #, therefore downstream systems will not receive these patients during the downtime period.
 - MR#s will automatically process and reconcile when downtime concludes, therefore no actions are required by system users.
 - 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 (including STAT order downtime procedures) during the planned downtime.

IMPORTANT NOTE: Epic Systems will encounter a corresponding 2-3 minute "Pause" during this same time (Sunday, August 13, 2:00 AM)!

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

Epic's Downtime Resources are available below; however, since this pause is only 2-3 minutes in duration, you won't need these resources!

- [EpicTogether Downtime BCA resources \(if required\):](#)
- epictotheternj.org/epic-downtime-bca/



Reminder! Telemedicine Visits Require eCheck-in for Consent Collection!



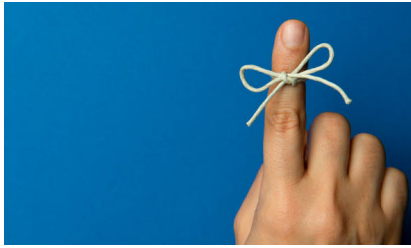
Although it has always been a requirement to obtain a Consent for Telemedicine, the expiration of federal and state regulatory waivers associated with Covid-19 has reinforced the need to follow proper protocols for how patients join their visit.

Patients will receive reminders containing links to prepare for the visit:

- 3 days in advance
- 24-hours in advance
- 15 minutes in advance*

*** If the patient has completed their eCheck-in and signed their consent, they

will not receive additional reminder emails. Fifteen minutes prior to their visit, the patient will be sent a video visit notification with a link to join the visit directly.



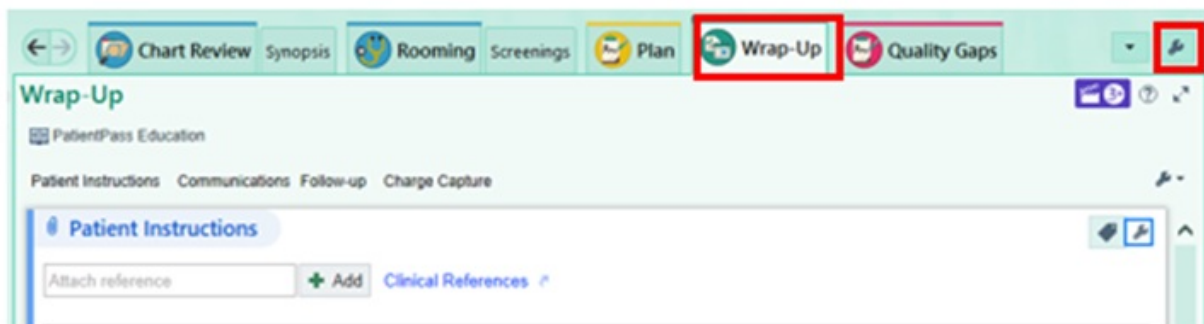
Automatic reminders already contain all necessary information, therefore it is not necessary to send a direct video link to patients. Direct video links send a copy of the previous reminders that are sent, but will not bring patients directly into the video unless they have already completed eCheck-in.

New Patient Instruction SmartText Available in the AVS Streamlines Imaging Scheduling!

A new AVS patient instruction SmartText is now available in Epic, offering our patients a more convenient way to schedule outpatient imaging service(s). This new SmartText includes a QR code and contact information for RWJBH's Central Access scheduling team, as well as instructions that can be printed with the patient's After Visit Summary (AVS).

Follow the steps below to create a speed button for patient instructions:

- Within a Visit Encounter:
 - Navigate to the **Wrap-Up** activity.
 - Click the **Wrench** located to the right of the **Patient Instructions** section.



- In the **SmartText** field type **"RWJBH AMB SCHEDULE APPT QR CODE."**

My Notes Settings

Patient Instructions Speed Buttons

SmartPhrase + Add SmartText + Add

When Creating New Patient Instructions

SmartPhrase:

-OR-

SmartText:

- Select the RWJBH AMB SCHEDULE APPT QR Code SmartText.
- Click **Accept**.

SmartText Lookup

RWJBH AMB APPT SC

Matches

★ RWJBH AMB SCHEDULE APPT QR CODE

Preview

Let Us Schedule Your Appointments


In collaboration with your provider, we offer convenient appointment scheduling assistance for your outpatient imaging service(s).

Your provider has ordered your outpatient imaging services electronically, and you will be contacted by a representative within 24-48 hours to schedule your appointment(s).

For immediate assistance with scheduling your appointment(s), please call (844) 795-4968 or scan the QR code below for contact information to reach a representative that will assist you.

Thank you - we look forward to serving you.

RWJBarnabas HEALTH



SCAN ME

☒ Favorites Only

- **Edit the Caption**
- Click **Accept**

My Notes Settings

Patient Instructions Speed Buttons

SmartPhrase + Add SmartText + Add

RWJBH AMB SCHEDULE APPT QR CODE

Caption: **RWJBH AMB SCHEDULE APPT QR ...**

When Creating New Patient Instructions

SmartPhrase:

-OR-

SmartText:

Restore Defaults Refresh SmartPhrases **Accept** Cancel

To include and print the After Visit Summary instruction:

- Navigate to the **Wrap-Up** Activity.
- Click on the Instruction **Speed Button**.

Chart Review Synopsis Rooming Screenings Plan **Wrap-Up** Quality Gaps

Wrap-Up

PatientPass Education

Patient Instructions Communications Follow-up Charge Capture

Patient Instructions

Attach reference + Add Clinical References

RWJBH AMB SCHEDULE APPT QR CODE 1

Insert SmartText

Your provider has ordered your outpatient imaging services electronically, and you will be contacted by a representative within 24-48 hours to schedule your appointment(s).

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Thank you - we look forward to serving you.

RWJBarnabas



- Print the patient's After Visit Summary (AVS).

AFTER VISIT SUMMARY

Steph Amb MRN: 00300580

7/21/2023 11:00 AM SFP Family Medicine 908-685-2900

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HEALTH

Instructions from P Family Medicine, MD

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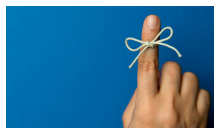
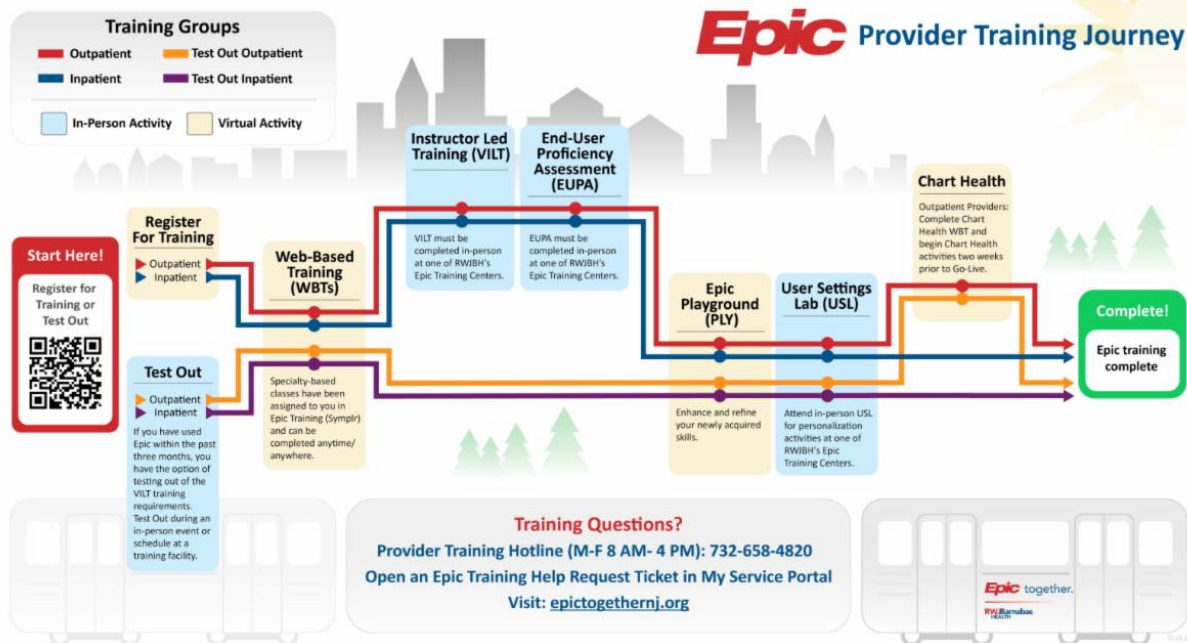
Thank you - we look forward to serving you.

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HEALTH



Reminder! Epic Provider Training Journey flyer

- [Click here to review the NEW "Epic Provider Training Journey flyer!"](#)



Refresh on Recent Epic Provider News Stories!

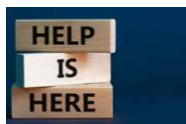
We have highlighted some important communications in recent weeks. If you missed something, click the links below to catch up on some important Epic Updates you don't want to miss!

- [Click here for a refresh on the new Interpreter Services documentation tools, including the SmartPhrase!](#)
- [Click here to review Patient Movement Reminder: Discharge Cath Lab/EP Patients as soon as they depart.](#)
- [Click here to review Inpatient Reference Labs transition to LabCorp.](#)
- [Click here to review "Sorry for the Wait" Epic Video Visit Update.](#)
- [Click here to review MyChart Results Release Issue Resolved.](#)
- [Click here to review C-Diff BPAs Reactivated.](#)
- [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.](#)





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.

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. 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. Charles Markowitz, MD, JD

Chief Medical Officer Monmouth Medical
Center Southern Campus

CharlesRaymond.Markowitz@rwjbh.org

Phone: 732-942-9400

Dr. Meika Neblett, MD

Chief Medical Officer
Community Medical Center

Meika.Neblett@rwjbh.org

Phone: 732-691-1915

Cell: 732-557-8264

Dr. Ije Akunyili, MD,

MBA, MPA, FACEP

Chief Medical Officer

Jersey City Medical Center

Ijeoma.Akunyili@rwjbh.org



Epic together.

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

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

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