

Epic PROVIDER

A Newsletter for Live Site Providers

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

July 19, 2023

Richard Lewis
PHOTOGRAPHY



Photo Credit: [Richard Lewis Photography](#) - Sunrise in the New Jersey Pinelands.

Provider Top Stories

Attn: Physician Leaders and Practice Managers!

Share these key items in your meetings:



Ambulatory and Inpatient Providers:

- MyChart Results Release Issue Solved.
- Refresh of Recent Epic Video Visit Tip Sheets:
 - [View what patients view when joining Epic Video Visits.](#)
 - [Invite an Interpreter to an Epic Video Visit.](#)

Ambulatory Providers:

- Please remember to send all laboratory orders to LabCorp for labs collected in your ambulatory office.

Inpatient Providers:

- Assigning APPs and /or Residents simultaneously with Attending for Post Discharge Queries.
- Coding Query 7-Day Suspension Proposal.

Exciting Epic Enhancements

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- Next Tuesday, July 25, six 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

MyChart Results Release Issue

Resolution:



- It was brought to the attention of the MyChart Team that some orders were being erroneously set to "Manual Release Only".
- While the affected labs and Ultrasound studies can be sensitive in nature, that setting should only be automatically chosen for teens, not for all patients.
- This was an issue that Epic identified and there was a temporary fix we put into place on June 23, 2023.
- Since that time, we have received the permanent fix and that has now been updated and added to our system.
- We will be updating all preference lists, both system and personal, and releasing the studies that were inadvertently marked for "Manual Release

Only" that should have been "Immediate Release."

- For awareness, patients may question why they received results for studies done in the past.
- Any study that was purposely marked for manual release will remain unreleased at this time.

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!

• Improving Discharged, Not Final Billed (DNFBs)



Across the System:

- [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."](#)

• **Two Epic Video Visit through RWJBH MyChart Tip Sheets:**



- [Click here to view the patient experience when Joining Epic Video Visits.](#)
- [Click here to view the new Invite an Interpreter to an Epic Video Visit Tip Sheet.](#)

• **Ambulatory Staff: Continuing 'One System, One Family' Laboratory Service Line Reminder**



- [Click here to review the reminder to send all lab orders to LabCorp for labs collected in your ambulatory office!](#)

When I finally sit down to chart



and people keep interrupting me

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.

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