# Epic PROVIDER
## A Newsletter for Live Site Providers

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

*August 16, 2023*

# Provider Top Stories

**Attn: Physician Leaders and Practice Managers!**

**Share these key items in your meetings:**

**Ambulatory and Inpatient Providers:**

- Chart Locking in Epic is intentional; it supports patient safety!
- Avoid mailing After Visit Summaries.
- **Epic Upgrade arrives September 10!** Get ready!!

## Exciting Epic Enhancements

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- Next Tuesday, August 22, seven Epic Enhancements will be moved into Production.
- [Click here to learn more about these enhancements, including details and](#)

**screenshots.**

- **Click here to learn more about the Epic Enhancement Process and how to submit an Epic Enhancement request!**

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

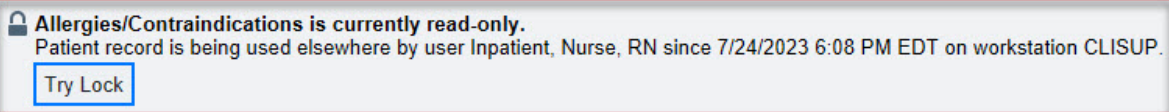## Important Epic Updates

### Chart Locking in Epic is Intentional!

If you've ever been locked out of performing a specific action while in a patient's medical record, it can cause frustration. However, when Hyperspace "Locks" something, it is intentional. The system is working as intended and those "Locks" are in place to ensure patient safety!

Certain parts of a patient's record should only allow one person to update that information at a given time. If you and another person are attempting to do the same thing, at the same time, in the same patient's chart, the second customer will receive a "Lock", meaning that part of the patient's record is temporarily read-only.



Allergies/Contraindications

🔒 Allergies/Contraindications is currently read-only.
Patient record is being used elsewhere by user Inpatient, Nurse, RN since 7/24/2023 6:08 PM EDT on workstation CLISUP.

Try Lock

☐ No Known Allergies    Never Updated    History

Epic's "Locking" functionality highlights the importance of completing your work timely and moving to another part of the chart immediately after you have completed documenting.

We have created tools to outline the activities, navigators, and order-specific locks to provide clarity on Epic's Locking functionality.

- **Click here to review the details of the Epic Order-Specific "Locks."**

- **[Click here to review the details of the Epic Clinical Workflow "Locks."](#)**

We thank you for understanding the importance of the intentional locking built into Epic to ensure patient safety.

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# Avoid Mailing the After Visit Summary (AVS)

- The After Visit Summary must be provided to patients after every visit.
- Printed copies of the AVS may be given to the patient while present for their appointment.
- Since many patients have an active MyChart account, electronic sharing of the AVS is automatic.
    - If a patient does not have an active MyChart account, this should be encouraged during the visit.
- **Mailing an AVS should be avoided at all cost.**
    - **Sending a printed copy via USPS opens up risk of mailing personal patient data to an incorrect address, in violation of HIPAA.**
    - **If mailing any documentation to the patient,** *it is imperative that the mailing address is verified directly with the patient/caregiver*.

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# Get Ready! Epic Upgrade arrives Sunday, September 10 at 2:00 AM!

- Upgrade items are already available in the Playground (PLY) now.
    - Log into PLY now for a sneak peek at what's coming in September!
- Read here in the coming weeks to learn more about exciting Upgrade changes.

## Epic Newsletter Refreshes

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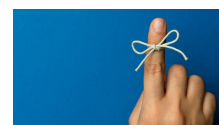
*We have highlighted some important communications in recent weeks. If you missed something, click the links below to catch up on some important Epic Updates you don't want to miss!*

- [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.](#)

## Good Humor

Heartfelt thanks to **Amy Byers, Epic Ambulatory Enhancements Team Lead,** for this week's Good Humor!

GOOD NEWS! THE RESULTS ARE BACK AND THE MOLE LOOKS TO BE HARMLESS!
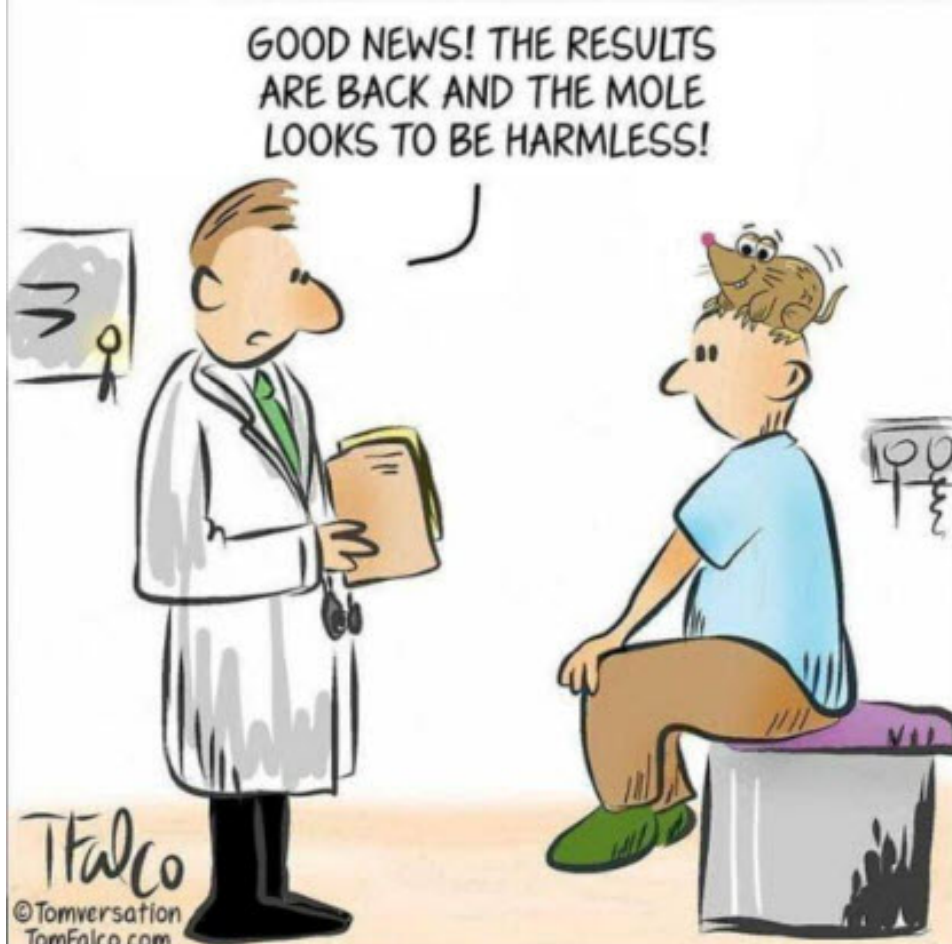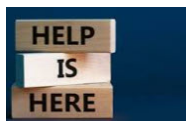
## Epic: How to Get Help



### 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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**RWJBarnabas HEALTH**

**Epic together.**