

Epic ADVISOR

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

Wednesday, July 26, 2023



Photo Credit: [Dave Blinder Nature Photography](#) - Sunrise in Ocean City, New Jersey.

Advisor Top Stories

Attn: Managers and Leaders! *These key items must be addressed in your*



Daily Huddles:

Ambulatory and Inpatient Huddle Topics:

- Help Patients view and print requisitions via MyChart!
- Reminder: [CAMs](#) are required for all new hires, rehires, and transfers.

Inpatient Huddle Topics:

- [Two C-Diff Best Practice Advisories \(BPAs\) reactivated](#)
- Discharge Cath Lab Patients in real time to prevent delays with patient care.

- [NEW Proper use of Secure Chat SBAR.](#)
- [Hospital reference labs transitioning to LabCorp.](#)

Exciting Epic Enhancements

Exciting Epic Enhancements!

- Next Tuesday, August 2, sixteen 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!](#)

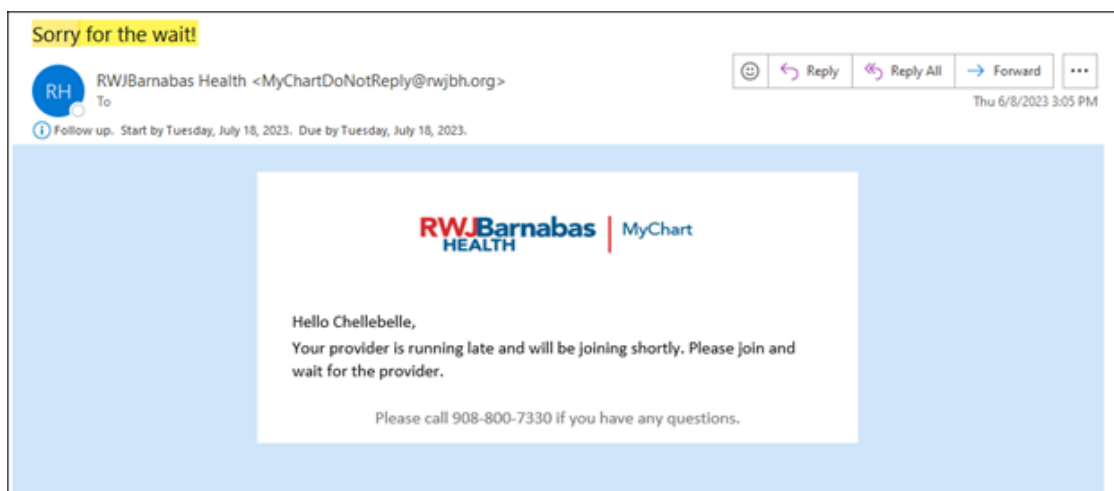


- Thank you to the Epic Together Project Team for these amazing enhancements!
- We value you, Epic Together Team!

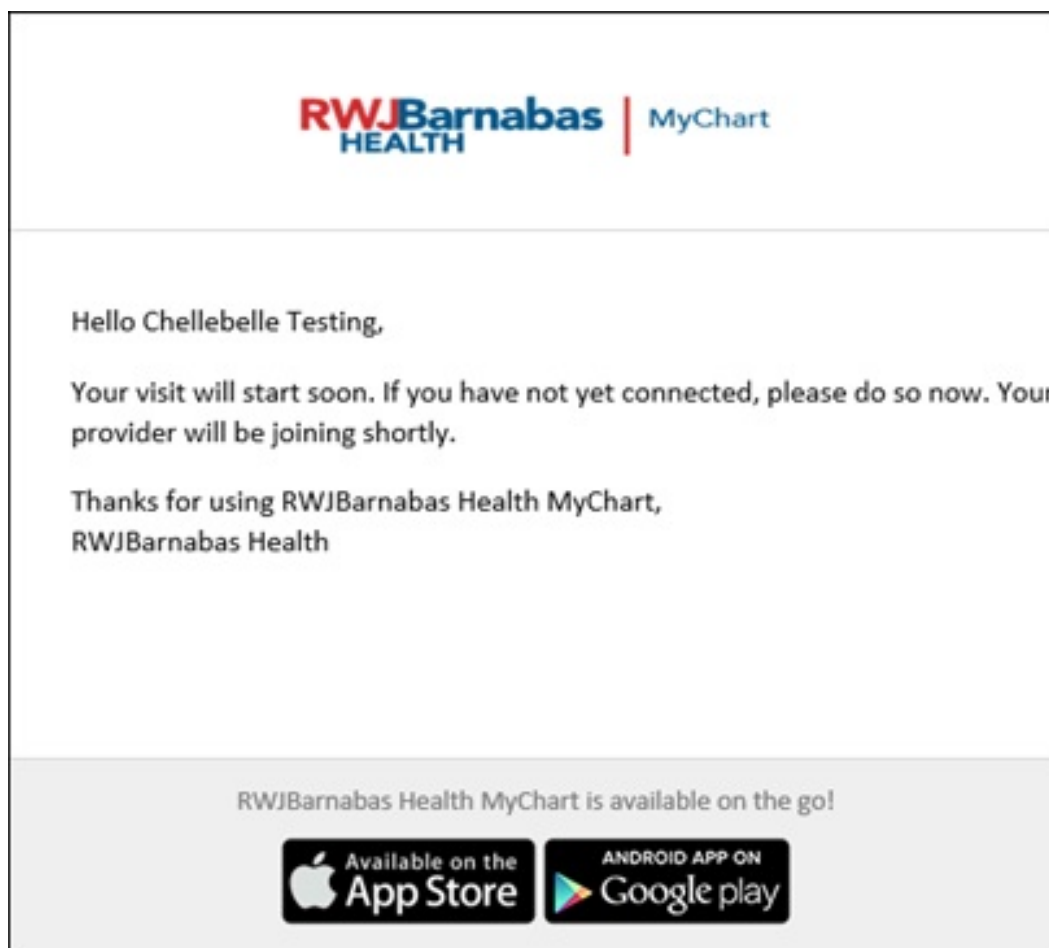
Important Epic Updates

Update to Telemedicine Video Visit Notifications - "Sorry for the wait!"

- Effective 7/21, the message that used to say "Your provider is running late" has changed.
 - This is the message an Epic Video Visit patient receives 5-minutes after their scheduled appointment time.
- Below, please see an image of the previous message patients received 5 minutes after the start of their Epic Video Visit:



- The patient message now says, “Your visit will start soon. If you have not yet connected, please do so now.”



Reminder: Epic Question Escalation Process

- Epic is such a robust Electronic Health Record (EHR) system, questions are natural and expected!
- When you have a question, the correct escalation process to find a validated answer is outlined below:
 1. Press **F1** and access your Learning Home Dashboard.
 2. Ask a colleague for help. Your teammates may have a ready answer!
 3. Open a [Help Desk Training ticket](#) for direction.
- Opening a Help Desk ticket (INC) or an Epic Enhancement Request is **not** the best way to find an answer.

Reminder: Please submit



CAM requests for all new hires, re-hires, and transfers

A CAM is required for all new hires,

re-hires, and transfers.

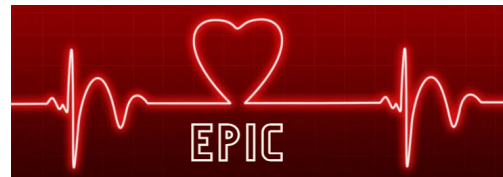
- [Click here to review the CAM job aid.](#)
- If you have any questions about CAMs, please email [Karen Lehr](#) for assistance.

You will also need to request Epic Training for new hires, re-hires, and transfers.

- Request Epic training by submitting the [New Hire Epic Training Form in ServiceNow!](#)

Inpatient Nursing and Allied Health Focus

Patient Movement Reminder: Promptly Discharge Cath Lab/EP Patients at the Time they Depart



- All patients being sent to another facility emergently must be discharged from the sending facility **in real time** so that the patient is available to have orders entered at the receiving facility
 - Charting can be completed after the patient is discharged, but delays in discharge can lead to delays in prompt patient care.
- Press **F1** to access the **Patient Flow Guide**, which contains the steps to efficiently complete patient movement in Hyperspace.

Help (F1)

Inpatient Clinical Learning Home Dashboard

What's New for Inpatient Users

There are no posts to show.

Blood Administration Tipsheets

Blood Product - Ready for Pick-Up Notification

Blood Product Administration

Blood Product Future Transfusion Order

Completing Blood Transfusion

Suspected Blood Product Transfusion Reaction Documentation

Inpatient Guides

> Medication Administration/IV Infusion Tipsheets

> Rover Tipsheets

> General Clinical

> Behavioral Health Specific Tip Sheets

> Dietitian and Diet Aid Specific Tip Sheets

Clinical Calculator for Metric conversions

Diet Aide - Maintaining Patient List

TPN Ordering Tip Sheet

> Beacon Oncology Specific Tip Sheets

Nurse Manager Guides

Respiratory/EEG Guides

Downtime Procedures - Business Continuity Access (BCA)

> Acute Care

> Ambulatory

Health Information Management-Medical Records

Inpatient Reporting Guides

Patient Flow Guide

Patient Flow Guide

> Patient Movement Tipsheets

LHD & PM Matrix Navigation

Patient Movement - ADT Orders

Patient Movement - Unit Manager

Cath/EP Lab to Other Hospital (Within Organization)

Cath Lab to Other Hospital (Within Organization)	
Who	Does What
Referring Provider	Contacts Transfer Center to request transfer of patient
If moving to another hospital's inpatient unit	
Acute Transfer Center Staff	Process request, receives acceptance of patient, and creates New Reservation and Bed Request for patient
Bed Planning	Assigns Unit/Room from Unassigned tab of Bed Planning
Cardiologist	Place order for discharge with status of Another Health Care Institution.
Cath Lab Staff	Discharges patient at the time the patient physically departs via Status Board with a Discharge Disposition of Another Health Care Institution
Receiving Nurse or Unit Clerk	In Unit Manager, right clicks on patient in incoming care area to complete move to bed
If admitted directly to another cath lab or Operating Room (OR)	
Acute Transfer Center Staff	Process request, receives acceptance of patient, and creates New Reservation with a unit of OR
Sending Cardiologist	Place order for discharge with status of Another Health Care Institution.
Sending Cath Lab Staff	Discharges patient at the time the patient physically departs via Status Board with a Discharge Disposition of Another Health Care Institution
OR or Cath Lab Scheduler	Schedules case request from the Case Depot
Admitting / Registration	Admits the patient to the surgical/procedural department
Receiving Cath Lab / OR	Finds patient on Status Board and begins charting on case

- Issues related to a patient not being available at the receiving facility should be called in to Informatics immediately so that immediate intervention can be coordinated
 - Community Medical Center: **12780**
 - Jersey City Medical Center: **72240**
 - Monmouth Medical Center: **36001**
 - Monmouth Medical Center Southern Campus: **24800**
 - RWJHB Behavioral Health Center: **24800**
 - Hamilton: **8290**
 - New Brunswick: **38158**
 - Rahway: **77618**
 - Somerset: **62374**
- State that there is a critical patient safety issue, you have a patient

who was recently transferred from another facility and you cannot access the patient's chart

- Informatics can provide guidance to clinicians at the sending facility on how to discharge the patient correctly. If necessary, Informatics can assist with opening a high priority Service Now ticket to be assigned to an Epic analyst for additional assistance.

Your copy should address 3 key questions: Who am I writing for? (Audience) Why should they care? (Benefit) What do I want them to do here? (Call-to-Action)

Create a great offer by adding words like "free" "personalized" "complimentary" or "customized." A sense of urgency often helps readers take an action, so think about inserting phrases like "for a limited time only" or "only 7 remaining"!

Two C-Diff Best Practice Advisories (BPAs) Will Be Reactivated

Effective Tuesday, August 2, two C-Diff BPAs will be reactivated in Production:

- Fire BPA alert when C-Diff order is placed on a patient with laxatives, tube feeds, or oral contrast in the last 48-hours.

BestPractice Advisory - Nouwick, Fleur

Important (1)

ⓘ C Diff testing is contraindicated on this patient due to the following:

✓ Laxatives administered in the last 48 Hours

For clinically stable patients (e.g. patients without fever, abdominal pain/distention, or leukocytosis), please wait 48 hours after last administration prior to assessing for ongoing diarrhea. If patient is taking a daily laxative please consider whether patient's stool frequency or consistency is worse than their baseline.

Click '**Accept**' to remove the order from 'Order Entry'.

Remove the following orders? _____

Remove	Keep
☒	☐
Clostridium difficile PCR Once, today at 1619, For 1 occurrence Stool, Per Rectum	

Acknowledge Reason _____

Concern for severe disease; diagnosis ca...	Concern for ileus due to C. difficile
Pt has been on laxatives & diarrhea was ...	Pt has been on tube feeds & diarrhea was...
Other (Comment)	

✓ **Accept**

- Fire BPA alert when C-Diff order is placed on a patient with an existing order, a previous positive in the last 14-days, or a previous negative in the last 7-days.

Important (1)

⚠ C Diff testing is contraindicated on this patient due to the following:

✔ Positive C diff result in last 14 days

Click '**Accept**' to remove the order from 'Order Entry'.

Remove the following orders? _____

 **Clostridium difficile PCR**
Once, today at 1012, For 1 occurrence Stool, Per Rectum

Acknowledge Reason _____

Reminder: Proper Use of Secure Chat

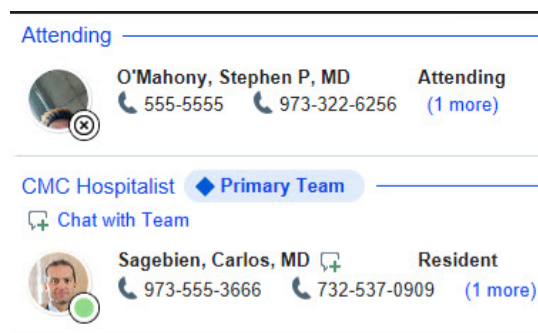
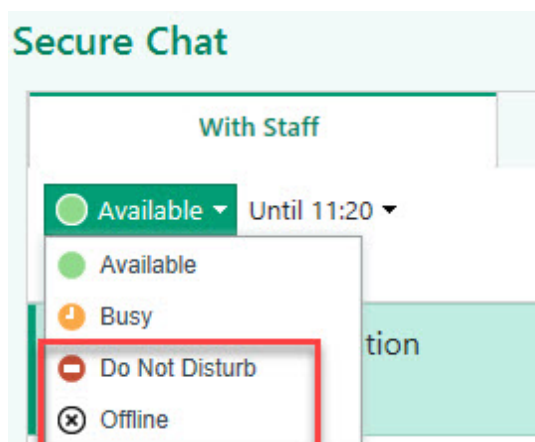
Nurses - Do not use Secure Chat for personal healthcare inquiries, and call providers, including residents, for critical values and changes of status:

- Secure chat is a business tool intended for clinical communication amongst the patient care team.
 - Secure Chat should not be leveraged for personal healthcare communications by RWJBH employees to communicate with their healthcare providers about their health status nor that of family members.
- 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.
 - 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.
- 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 during night hours for non-sensitive communications.***
 - ***Access QGenda to validate the on-call provider in real-time.***

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

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.



INPATIENT ONLY: Reminder - Reference Labs Transition to LabCorp

We are switching all inpatient reference lab specimens (labs sent from the hospital to a non-RWJBH laboratory) from your current reference lab to LabCorp at all RWJBH Hospital Locations live on Epic on the following approved schedule:

- **Tuesday, July 25: New Brunswick and Somerset (i.e., Mayo to LabCorp)**
- **Tuesday, August 8: Hamilton, Rahway, and Jersey City Medical Center (i.e., Quest to LabCorp)**
- **Tuesday, August 22: Monmouth Medical Center, Monmouth Medical Center South, and Community Medical Center (i.e., Quest to LabCorp)**



Please be aware that all inpatient reference lab specimens will be sent to LabCorp from your hospital lab.

- [Click here to review the LabCorp Orders Crosswalk.](#)

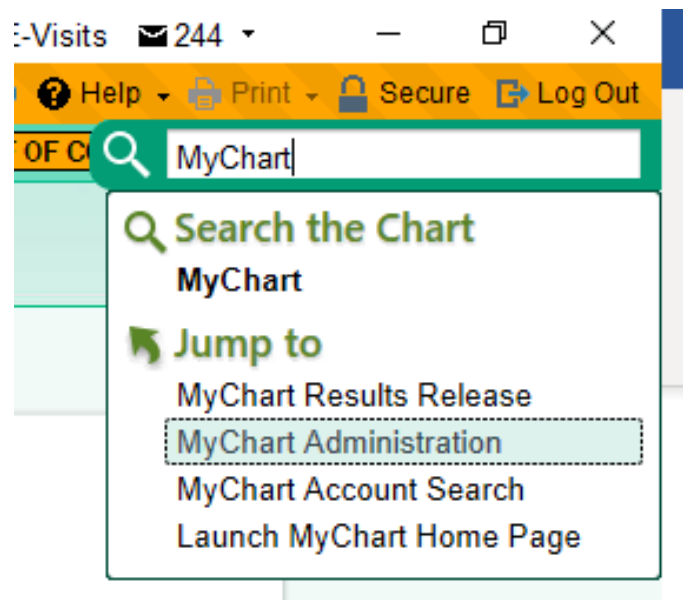
Ambulatory Nursing and Allied Health Focus

Patients Can View or Download Paper Copies of Order Requisitions in MyChart



Patients will sometimes call the clinic asking for a paper copy of their requisitions for labs or tests. Using Epic MyChart, the patient does not need to call the clinic anymore, if they need another paper copy. This will save the patient from having to drive back to the clinic and save clinic staff time as well.

- If the patient has not activated MyChart you can assist them with activation using **MyChart Administration**.
 - Search **MyChart** in Chart Search.



- Click **Send Email** to share the MyChart activation information with the patient.

Account Details For Benjamin Jones

Activate RWJBarnabas Health MyChart Account

Activation code failed to send via email to bj@email.com on 09/23/20.

RWJBarnabas Health MyChart Status
Code Expired

[Launch Signup](#) [Send Text](#) [Send Email](#) [Print](#)

[Decline Signup](#)

Status Change Details
Status Change Comments: Status changed because an activation code was generated or reused. Email sent to bj@email.com.

RWJBarnabas Health MyChart Details

Activation Code: RQ3XX-X6M9V-JRDKK **Code Expired** [Generate New Code](#)

Additional Details

Related Activities
[Communication Preferences](#) [Results Release](#) [Patient Message Review](#)

- Once MyChart is active, the patient can find upcoming labs either on the home screen or under **Upcoming tests and Procedures** in the Menu.

Welcome!

Your contact information and communication preferences need review. Please update your email and phone number. [Update](#)

You have an upcoming CBC WITH DIFFERENTIAL from your visit with Donna Smith. View details to learn how to prepare for this visit, including what documents you might need to bring. [View details](#)

Preventive Exam is overdue. [View details](#)

[View all \(3\)](#)

Care Team and Recent Providers

Bonnie Smith
Primary Care Provider
Nurse Practitioner

Donna Smith
Anesthesia Resident
Obstetrics and Gynecology

Nurse Nurse R

- Have the patient download and print the requisition.

Upcoming Tests and Procedures

From Donna Smith
Orders Only on Jul 21, 2023

☐ Hide reminder from home page until Oct 19, 2023

[Download and print this document, then bring it to your lab or clinic](#)

[Download document](#)

CBC WITH DIFFERENTIAL 1 of 1
Expires on Jul 21, 2024

[Back to the home page](#)



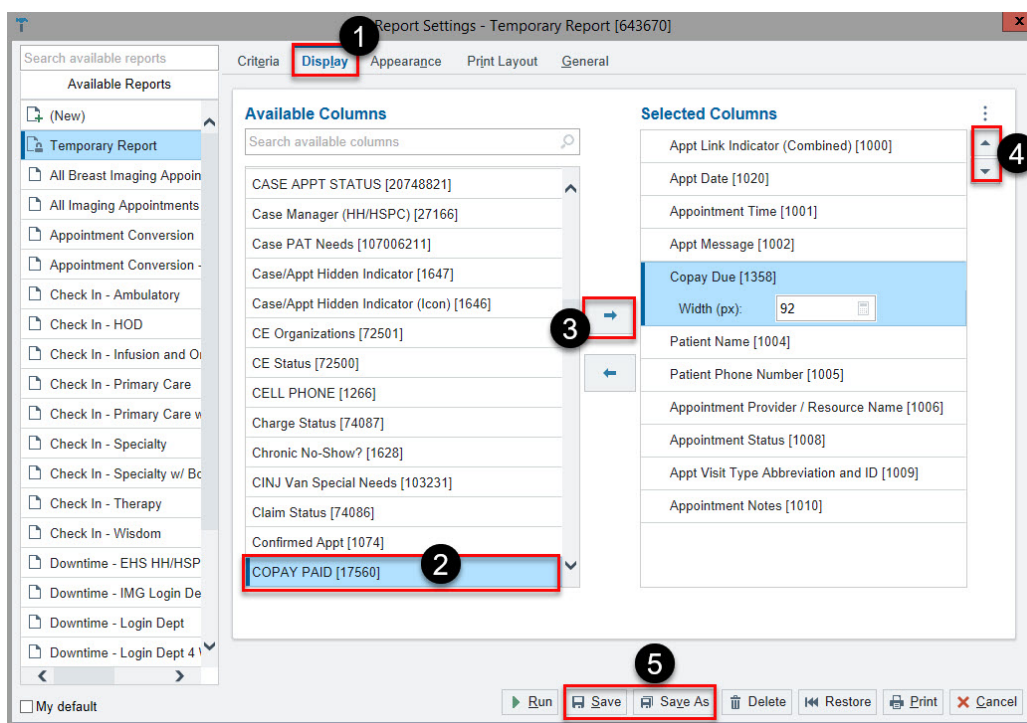
Copay Collection Is a Focus!

Patient Service Representatives and Front Desk Staff, remember to proactively request copays from patients during Check-In!

- From the Department Appointments Report (DAR) or the Today's Patients Report (TPR), you can add the **Copay Due** and **Copay Paid** columns to easily view copay information!
- To add these columns, from the DAR or TPR, click **Settings**.



1. Navigate to the Display tab.
2. Use the search field to locate Copay columns in the Available Columns row.
3. Highlight the column and use the right arrows to add to the Selected Columns row.
4. Use the up and down arrows in the upper right-hand corner to move the column locations on your DAR.
5. Click **Save** or **Save As** to confirm your new DAR Settings.



- After making these revisions, your Department Appointments Report

(DAR) or Today's Patients Report (TPR) will look like this!

- This Front Desk customer is doing an incredible job of collecting copays!
- You now have clear columns to disclose Copay Due and Copay Paid!

Department Appointments Report: Temporary Report

Refresh Settings Appt Desc Walk In Sign In Check In Check Out Room Appt Info Registration Message Expand Cancel/Resch EQD AYS Patient Refund Page Patient Events

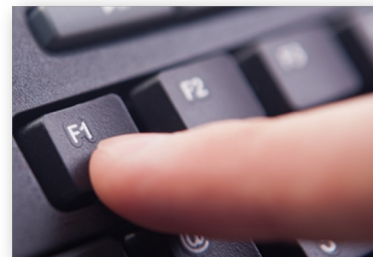
1 Full Appointment List 2 Appointment Totals

Date: 11/2/2022 SOM PHYSICAL THERAPY [1010110001047]

Visit Date	Time	Ms	Copay Due	Copay Paid	Patient	Phone	Provider/Resource	Appt Status	Type	Appt Notes
11/02/...	10:00		10.00	10.00	Aberdeen, Holden	Hm: 732-555-	ABERDEEN, CHRIS-CAD	Arrived PT - IE	broken leg	
11/02/...	10:00		10.00	10.00	Aberdeen, Liam	Hm: 732-555-	ABERDEEN, CHRIS-CAD	Arrived PT - IE	broken leg	
11/02/2022	10:00 AM		10.00	10.00	Antwerp, Holden	Hm: 732-555-1284	ANTWERP, CHRIS-CAD [CAD21361]	Sch	PT - IE [19201]	broken leg
11/02/...	10:00		10.00	10.00	Antwerp, Liam	Hm: 732-555-	ANTWERP, CHRIS-CAD	Arrived PT - IE	broken leg	
11/02/2022	10:00 AM		10.00	10.00	Astrakhan, Holden	Hm: 732-555-1284	ASTRAKHAN, CHRIS-CAD [CAD21362]	Sch	PT - IE [19201]	broken leg
11/02/...	10:00		10.00	10.00	Astrakhan, Liam	Hm: 732-555-	ASTRAKHAN, CHRIS-CAD	Arrived PT - IE	broken leg	
11/02/...	10:00		10.00	10.00	Athens, Holden	Hm: 732-555-	ATHENS, CHRIS-CAD	Arrived PT - IE	broken leg	
11/02/...	10:00		10.00	10.00	Athens, Liam	Hm: 732-555-	ATHENS, CHRIS-CAD	Arrived PT - IE	broken leg	

- [Click here to review the Collecting Copays Tip Sheet.](#)
- [Click here to review the Balance Your Cash Drawer Tip Sheet.](#)
- When talking about copays, smile, be kind and professional, and **assume** the patient will cover the copay today!
- Below please find some sample scripting to assume payment:
 - "You have a \$30 copay due today. Would you prefer to pay with cash or use a card?"
 - "Your Aetna coverage requires a \$50 copay. How would you like to cover that today?"

- As a reminder, these tips sheets are readily available on your Learning Home Dashboard!
- Press **F1** for training tools at your fingertips within Hyperspace!



All Work No Play Makes for a Dull Day

Self Care Reminder

You cannot pour from an empty cup! Remember to carve out time to rest, relax, and restore your soul!

- Self care is not selfish! Taking care of yourself ensures you are focused,

healthy, and ready to be there for those who need you!

- Below please find some ideas to help you thrive during this busy summer season!
 - Call a friend you haven't connected with in a while.
 - Sit in the sunshine and read a good book or write in your journal.
 - Get outside and go for a long walk!
 - Plan a road trip for your next day off. Research the region you want to visit, its history, and a good restaurant for lunch.
 - Start an autumn book club with friends and pick titles now.
 - Take up a hobby like bird watching, gardening, or collecting rocks.
 - Write a letter to a friend from your childhood or a family member.
- [Click here to listen to The Meters "Hand Clapping Song" during your next break!](#)



SELF CARE CHECKLIST

- | | |
|------------------------------|--|
| ● DRINK MORE WATER | ● WRITE 3-5 THINGS YOU'RE GRATEFUL FOR |
| ● LIGHT A SCENTED CANDLE | ● TAKE A NAP |
| ● JOURNAL HOW YOU'RE FEELING | ● PRACTICE MEDITATION / YOGA |
| ● GO FOR A WALK | ● CREATE A PLAYLIST |
| ● LISTEN TO A PODCAST | ● TAKE A RELAXING BATH |
| ● USE A FACEMASK | ● TAKE A NAP |
| ● READ A BOOK | ● GO OUT WITH FRIENDS |
| ● DO NOTHING BUT REST | ● TRY SOMETHING NEW |
| ● DECLUTTER A SPACE | ● TAKE A BREAK FROM ALL SOCIAL MEDIA |
| ● GET 7+ HOURS OF SLEEP | |

How to "Get Help" With Epic

For 24/7 inpatient assistance, please call informatics extensions from within the hospital on a hospital phone:

- Community Medical Center: **12780**
- Jersey City Medical Center: **72240**
- Monmouth Medical Center: **36001**
- Monmouth Medical Center Southern Campus: **24800**
- RWJHB Behavioral Health Center: **24800**
- Hamilton: **8290**
- New Brunswick: **38158**
- Rahway: **77618**
- Somerset: **62374**

For immediate help with Epic issues/build-fix requests, call the Enterprise

Service Desk at **855-453-1950**.

We have developed this 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!



If you have a joke to include in a future Epic Advisor newsletter, please email [Epic Communications](#).

Print-Edition of Today's Epic Advisor!

- [Click here for a PDF, printable version of 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**

Epic Together | 2 Crescent Place, Oceanport, NJ 07757 EpicCommunications@rwjbh.org

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

[Constant Contact Data Notice](#)

Sent by epiccommunications@rwjbh.org