Tuesday, November 7, 2023

Epic Advisor Top Stories

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

Ambulatory and Inpatient Huddle Topics:

- **Important:** Review the Patient Flow Document on your Learning Home Dashboard for step-by-step help with moving patients.
- **Important:** Chart Locking in Epic is intentional, promoting patient safety!
- **Front Desk Staff:** Check-in of Appointments is Mandatory / Managing No-Shows.
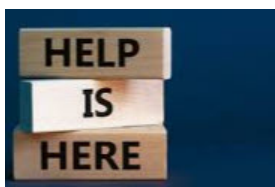
Inpatient Huddle Topics:

- **Wave 5 Inpatient Nursing - Please review these Important**

Reminders:

- **[Click here to review the Point of Care Testing (POCT) & Specimen Labeling Tip Sheet.](#)**
- **REMINDER:** **[E-Consents](#)** must be signed by the performing provider.
    - **[Click here to review the "Help Patients Sign Consents in MyChart" Tip Sheet.](#)**
    - **[Click here to review the Informed Consent Flyer](#)**.
    - E-Consents are not required (and thus paper is acceptable) when consents are completed before the hospital encounter (i.e., in an ambulatory setting). However, E-Consent is required for patients in the hospital.
        - Paper-signed Consents can be faxed to HIM using My Medical File (**MMF**) - HIM will then index the faxed consent to the patient's Epic chart.
        - **[Click here to view the MMF Fax numbers by hospital location.](#)**
- **[Medication Reconciliation](#)** remains a focus.

Ambulatory Huddle Topics

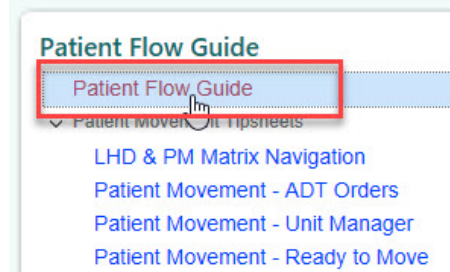- Best Practices for Clinic Administered Medications

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- ATE Support is on site for the next **two weeks**!
- Please see below for vest and lanyard information to identify your help.

Role	Vest		Supporting
Front desk ATEs	Blue		All non-clinical roles
Clinical ATEs	Red		All clinical roles

Daylight-Saving Time Arrives on Sunday!

Need Patient Movement

Help? Access the Patient Flow Guide on your Learning Home Dashboard - Press F1!

- *Patient Flow* is the step-by-step workflow to move patients from one location to another within the RWJBH health system.
- Examples of Patient Flow scenarios include:
    - ED to Cath Lab
    - ED to inpatient unit
    - ED to OR
    - Inpatient unit to surgery
    - And many more
- Press **F1** to access the **Patient Flow Guide** on your Learning Home Dashboard.

Sepsis Mobile Alert Volume Overrides Live 11/7

Sepsis Mobile Alerts Will Override Device Volume Settings/Do Not Disturb beginning TODAY at 8:00 AM!

Situation

- Sepsis mobile alerts from Epic will override device volume settings, beginning **TODAY at 8:00 AM**.

Background

- Timely identification and treatment of sepsis is a key factor for optimal outcomes.
- Sepsis mobile alerts went live on Nov 1 and introduced the ability to rapidly identify septic patients and notify clinicians using push notifications to their mobile devices using Rover and Haiku.
- These alerts respected the volume set by the user, which was reported as being too difficult to hear.

Assessment

- To make these alerts more audible, a volume override for sepsis alerts will go into effect **TODAY** at **8:00 AM**.
- This override will make these alerts audible at 90% volume.
- With the override in effect, clinicians receiving these sepsis alerts will be unable to mute or otherwise silence these alerts.
- This change will affect both Rover and Haiku users but ***could be potentially bothersome to providers using Haiku for these alerts because of personal device usage.***
- Rover functions on hospital-managed devices which should not leave the hospital campus, while Haiku typically runs on personal devices for providers.

Recommendation

- It is important to remember to opt out of the sepsis response group at the end of the day, which will prevent inappropriate sepsis alerts from overriding your phone's settings (particularly Haiku users who have this on a personal device).
- You can follow the steps in the attached **Opt-In Group tip sheet** for removing yourself from the group.

- **Click here to review the Opting into Unified Communication tip sheet.**

Wave 5 Top 10

Chart Locks Are Intentional in Epic

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.

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."**

Provider Go-Live Pocket Guide Wave 5

Nursing Go-Live Pocket Guide Wave 5

Go-Live Help at a Glance Wave 5

Clara Maass Medical Center

Cooperman Barnabas Medical Center

How to find Heritage Data Wave 5

Epic "How to Get Help" Flyer

EpicTogetherNJ.org

Newark Beth Israel Medical Center

Wave 5 Unit Crosswalk Master (Excel)

Inpatient Nursing and Allied Health Focus

Wave 5 Nurses, Review Your Go-Live Hot Topics:

Point of Care Testing (POCT) Help: Which label should I scan?

- **Click here to review the Point of Care Testing (POCT) & Specimen Label Tip Sheet**.

Wave 5 Inpatient Nursing: Admission Home Medication Review Remains a

Priority!

- While Admission Medication Reconciliation is a **provider responsibility**, nursing is required to support efficient completion of the **home medication review** in this important documentation.

- The **Home Medication Review** process **is important because it**:

  - Ensures that all **home medications** are available to the provider to **continue** in the hospital if appropriate.

  - Ensures that when the patient is discharged, **all necessary home medications will be available to be continued and/or prescribed as needed,** even if they were not administered in the hospital.

Ambulatory Nursing and Allied Health Focus

Best Practices for Clinic Administered Medications

Following are some best practices for using Epic's Clinic Administered Medication workflow:

- Clinic Administered Medications are indicated by the syringe icon when searching for orders or can be found on the preference list under the heading of Clinic Administered Medications.

- See the Notification Column/Meds Due on the Multiprovider schedule. If a medication has been ordered for administration in clinic, a mortar and pestle icon will appear. You can double click the icon to jump to the Medication Administration Record (MAR), the activity used to document administrations.

- Document the administration in Epic right after giving it. Doing so ensures accurate documentation of details

- If edits are needed to administration documentation, make them within 72 hours of administering the medication. After 72 hours,

special accommodation is needed to allow edits.

- In the Billing Administration section, make sure to enter the correct NDC as noted on the medication packaging.
  - If the correct NDC is not found, please open a **Get Help** ticket, providing the missing NDC number.

- It is imperative to use the patient supplied medication checkbox when the patient brings or has provided the medication. Using this checkbox prevents the patient from being billed for the medication.

Click here for the Clinic Administered Medication Administration Tip Sheet.

Access and Revenue Cycle Readiness (ARCR) Corner

Front Desk Staff - Check-in of Appointments is Mandatory!

- When a patient presents for services, _it is important that Check-in is completed before they are seen by clinicians_!
  - Encounters that are not checked-in/Arrived will present problems for clinical staff when charting.
- Your Department Appointments Report (**DAR**)/Today's Patients Report (**TPR**) will list checked-in appointments with a Status of _Arrived._

What to do when a patient No-Shows!
Sometimes patients do not present for their appointment, but do not call in advance to cancel or reschedule! The

correct steps to document this "No-Show" scenario are outlined below:

- When a patient does not show up for their appointment, click End of Day (**EOD**) from the Department Appointments Report (DAR).

- Update the Status field to "No-Show" and click **Accept**.
    - This accurately reflects that the patient did not present for their scheduled appointment.
    - You can also update the status to "Left without being seen" for patients who present, are checked-in, but then need to leave before being seen by clinical staff!
- Do **NOT** cancel the patient's appointment!
    - This does not accurately reflect what happened - The patient did not cancel; they did not show up for their appointment.

Happy National Allied Health Professionals Week!

Happy National Allied Health Professionals Week!

First Full Week in November (Nov. 5 - Nov. 12, 2023)

It is National Allied Health Professionals Week! This week is dedicated to **recognizing** and **celebrating** allied health professionals who have a significant role in our healthcare system and provide comprehensive, patient-centered care to millions of people. The goal of this week is to raise awareness of the care these professionals provide and to give them the acknowledgement they deserve.

THANK YOU ALLIED HEALTH HEROES!

Allied health professionals are critical in our healthcare system, as they provide diagnostic evaluation, treatment to diseases and disorders, rehabilitation services, dietary and nutrition services, and the management and operation of our health systems. There are about 7 million allied health professionals, representing nearly 60% of our healthcare workforce. The demand for allied health professionals is growing nearly twice as fast as the national economy!

More than 200 careers fall under the umbrella of Allied Health Professionals, including, to name just some: occupational and physical therapists,

respiratory therapists, dental hygienists, emergency medical personnel, audiologists and speech-language pathologists, nutritionists and dietitians, fitness trainers, health information technologists, health educators, and counselors.

To all our allied health professionals, thank you for the important, diverse roles you fill, the dedication and compassion you put into your work, and the positive impact you have on so many lives.

Thank you for making a difference!

Source: **https://cahs.uc.edu/current-students/allied-health-week.html**

Wave 5 Go-Live Support at the Ready

Celebrate Allied Health Professions

Enjoy a fun word search puzzle, a song, and some recipes during your next break!

- **Click here** for a printable PDF of the Word Search below!
- **Click here** to listen to "Lean on Me" by Bill Withers, Stevie Wonder, and John Legend during your next break.
- **Click here** for a delicious, healthy Butternut Squash soup recipe.
- **Click here** for a Crock Pot/Instant Pot Pot Roast recipe.

Allied Health Professions

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W T H P I P T N A T S I S S A L A C I D E M T X
B N D B C F S T E T A T A U C I D E M A R A P U
T A K T U T Z M Y E K Z L A D K G V E K G E F T
E T N U J T T S I M O T O B E L H P X S H M B S
L S J N Q V X C A S R W O C R J P L S F M S I I
M I R M B A J N M A M R A Y D L V Q H U R G O P
F S G U S D C G S G R F K E J H I Q P W B T M A
M S O N N J R O H C E T Y R O T A R O B A L E R
D A O O M D U M D A D F D X P N W E H V V I D E
D S W E Z N E S F N Q B G U X R I C D H A T I H
C N V I D A L R V E S H R U T Y E D X U Z V C T
M A D T W P G Q E I S C C N P T V P Q P Y E A L
E I E U U Q P F F T F L K E S B Z Y L P E Q L A
G C W X Z B T W F G S D W I T J Z P P O F F E N
H I I C C I U O H T M I S Q N Y T F P E N K N O
M S M R L H S K R V R Y G A V X C J T S C Y G I
C Y J A K X C S D E L W K E X C Z A S L Z U I T
H H Z F J X E X T A B F V F R O O I M S O W N A
K P W Q S U C A I Q N D Q G N X O F G R W K E P
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N G U O U G O D Y Y E W N T L C E B W B X H R C
U T S I P A R E H T Y R O T A R I P S E R L P C
Z E S R U N L A C I T C A R P D E S N E C I L O
D T S I G O L O N H C E T L A C I G R U S M P K
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Biomedical Engineer
Physicians Assistant
Surgical Technologist
Occupational Therapist
CNA
Licensed Practical Nurse

Laboratory Tech
Pharmacy Tech
Phlebotomist
Respiratory Therapist
Paramedic

Ultrasound Tech
Dialysis Tech
Medical Assistant
PCT
Registered Nurse

Wave 5 Go-Live Support at the Ready

Please Save these Important Numbers:

- Service Now Help Desk: **855-453-1950**
- **Inpatient Nursing, Other Clinicians, and Allied Health**, 24/7 support is available by dialing the numbers below:

Location	Internal Ext.	External DID
Clara Maass	44411	973-844-4410
Cooperman Barnabas	2100 or *18	973-322-8100
Newark Beth Israel	67890 or *135	973-926-7890

To be viewed on your mobile device:

- **Wave 5 Provider Go-Live Pocket Guide**
- **Wave 5 Nursing Go-Live Pocket Guide**

To be printed and posted:

- **Wave 5 Go-Live Help at a Glance Flyer**
- **Epic: How to Get Help flyer**
- **Wave 5: Where to Locate Heritage Data Flyer**
- **Wave 5 QR Code Flyer**
- **Components of Hyperspace**.

To view the unit crosswalk documents, click the links below:

- **Clara Maass Medical Center Unit Crosswalk**
- **Cooperman Barnabas Medical Center Unit Crosswalk**
- **Newark Beth Israel Medical Center Unit Crosswalk**
- **Wave 5 Unit Crosswalk Master**

Provider Go-Live Pocket Guide Wave 5	Nursing Go-Live Pocket Guide Wave 5	Go-Live Help at a Glance Wave 5	Clara Maass Medical Center	Cooperman Barnabas Medical Center
How to find Heritage Data Wave 5	Epic "How to Get Help" Flyer	EpicTogetherNJ.org	Newark Beth Israel Medical Center	Wave 5 Unit Crosswalk Master (Excel)

How to "Get Help" With Epic

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

Vocera Geni Site Locations	Internal Ext.	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
Children's Specialized Hospital		

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

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 printable version of Tuesday'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**