EPIC PROVIDER ENHANCEMENT REQUEST WEEKLY UPDATE

August 8, 2023 Meeting

Ambulatory -
Approved for Production: Move on 08/15/2023

Item Name	Description	ER #
Update SmartText QR Code	Update SmartText to include requested telephone number for Central Access Scheduling Team.	INC1134202
Add a Link to the FRAX Calculator Tool	Add a link to an external website for easy access to the FRAX Calculator Tool used to Assess Risk for Fractures related to Osteoporosis.	EPREQ0011536
Add Referral Source to Title X Data Flowsheet	Add Referral Source Row to the Title X Data Flowsheet.	EPREQ0011728

Acute -
Approved for Production: Move on 08/15/2023

Item Name	Description	ER #
C diff RN Alert	Revised BPA to alert RNs to potential community-onset C. difficile.	INC1211199

Epic together.

Other (Ancillary, Access/Revenue, Digital, Data & Analytics) - Approved for Production: **Move on 08/15/2023**

Item Name	Description	ER #
None		

AMBULATORY

Update SmartText QR Code

CMT: T100-65697

Workfront Reference Number:

N/A

Enhancement Number:

INC1134202

Requestor:

Megan Torres

Background: Megan Torres has requested a change to the phone number listed in a QR code available via SmartText for use in Patient Instructions/the AVS. This SmartText is providing a contact card to assist the patient in scheduling imaging procedure visits, and the updated phone number connects the patient to the RWJBH Central Access scheduling team.

This request was created as an INC and considered a break-fix. It is being brought to Vetting for visibility and as a part of the process to present at Provider Change Management so that the change can be included in the newsletter.

Solution: Update the verbiage for clarity and neatness and add the new QR code containing the requested new telephone number for RWHBH Central Access to SmartText "RWJBH AMB SCHEDULE APPT QR CODE".

Epic together.

Update SmartText QR Code, Continued

❑ Before (Current State)

Let Us Schedule Your Appointments

In collaboration with your physician, we offer convenient appointment scheduling assistance for your prescribed outpatient service(s) and/or specialty physician referral.

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

Please call 732-813-9911 for assistance with scheduling your appointment(s).

Thank you – we look forward to serving you.

RWJBarnabas HEALTH

❑ After (Future State)

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

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Add Link to FRAX Calculator Tool Website

Enhancement Number:

EPREQ0011536

Requestor:

Dr. Kathy Kerr

Date Reviewed:

Existing process?

Not in Epic

Build Required?:

Yes

Background: The FRAX Calculator is a helpful tool to determine the potential risk for a hip fracture or other major fractures when someone has osteoporosis. Not all DEXA results come with this calculation. The request is to have a link available in Epic to navigate to a website for this tool.

Impact: This will only impact user roles that include the menu item.

Solution: Create a new External Website button that includes a link to the FRAX Calculator. Additional websites can be added in the future if necessary.

Epic together.

Add Link to FRAX Calculator Tool Website, Continued

Future state:

Add Referral Source to Title X Data Flowsheet

Application: Ambulatory
Owner: Faye Erickson/Amy Byers

Enhancement Number:

EPREQ0011728

Requestor:

Ana Pinto

Date Reviewed:

Existing process?

No

Build Required?:

Yes

Background: The New Jersey Family Planning League that provides grant-funded resources to the MMC Family Planning Clinic requests that certain data elements to be collected including "Referral Source". Providing this data is part of the qualification process to receive funding. This request is to add a flowsheet row to the Title X Data flowsheet that will include the following options for referral source: Family or friend, Hospital, Hot line, Locally specific, Media, Other, Other family planning, Other patient, Outreach, Phone book, Private MD, Unknown/not reported, Welfare.

Impact: Anyone using the Title X Data flowsheet and specifically the MMC Family Planning Clinic.

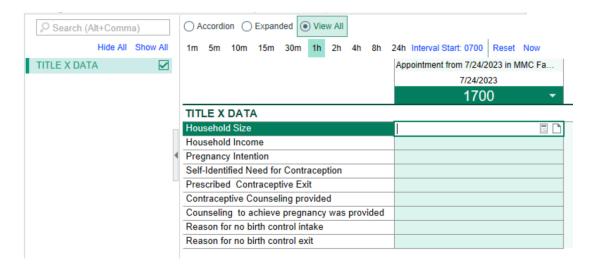**Solution:** Create a new flowsheet row and add it to group G AMB TITLE X [34006].

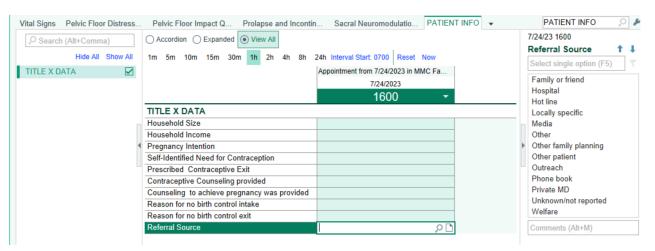# Add Referral Source to Title X Data Flowsheet, Continued

Current state:

Future state:

ACUTE

C diff RN Alert Best Practice Advisory (BPA)

BPA 6247 - Fire alert on open chart for RN on patients admitted within the last 48 hours with C diff symptoms and no C diff order on day 1 and day 2.

RN must document name of provider contacted for the order.

If order does not get entered, alert will fire again on day 2.

BestPractice Advisory - Test, David

Important (1)

⚠ Your patient has symptoms potentially compatible with community-onset C. Difficile infection. Please contact provider for C diff order.

| Document | Do Not Document | ⊞ Document Provider Notification Collapse |

OTHER

Provider Name

Acknowledge Reason

Patient does not meet criteria

✓ Accept

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Epic together.

C diff RN Alert Best Practice Advisory (BPA), Continued

If provider decision is that patient does not meet criteria, provider reason must be documented in the required comment.

Documenting "does not meet criteria" will silence the alert permanently for this encounter.

BestPractice Advisory - Wiggum, Clancy

Important (1)

Your patient has symptoms potentially compatible with community-onset C. difficile infection. Please contact provider for C diff order.

Document | Do Not Document | Name of Provider Contacted Collapse

OTHER

Provider Name

Dr. O'Mahony

Acknowledge Reason

Does not meet criteria. Provider Reason ...

Pt took laxatives at home

✔ Accept

Return to Agenda

Epic together.