

# **Epic PROVIDER**

**A Weekly Newsletter for Live Site Providers**

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

April 12, 2023

## **This Week's Top Stories**

Attn: Physician Leaders and Practice Managers! Share these key items in your meetings:



### **Ambulatory Only:**

- Imaging Order Requisition Updates live as of April 7, 2023
- **Reminder:** New dedicated **Provider Help Desk** number is **855-453-1948** - Please update your cell phone contact for ease of access!

### **Inpatient Only:**

- [QGenda and Patient Care Teams SBAR](#)
- **Reminder:** Assigning APP simultaneously with Attending for post discharge queries SBAR.
- **Reminder:** New dedicated **Provider Help Desk** number is **855-453-1948** - Please update your cell phone contact for ease of access!



## Epic Enhancements

### **Wave 4 Epic Go-Live Build Freeze began April 7**

- In preparation for the April 29 Wave 4 Epic Go-Live, the Epic Together Project Team's build freeze began on April 7.
- Enhancements, other than **patient-safety or break-fix** solutions, will pause until after the Wave 4 Epic Implementation.
- [Click here to Learn More about the Weekly Enhancement Process](#)

## Epic News!

### **QGenda / Patient Care Teams SBAR**

#### **Situation:**

- In the Epic On-Call Finder activity, “Primary Team Contact” may not accurately represent the primary on-call provider.
- The QGenda landing page website and Epic first contact treatment team functionality is unaffected.

**Background:** The Epic On-Call Finder activity is interfaced with the QGenda on-call system to facilitate easy and convenient access to provider on-call scheduling information without leaving the Epic Hyperspace environment.

#### **Assessment:**

- A recent update to enable enhanced functionality is causing the label “Primary Team Contact” to display on the first contact card, regardless of the intended on-call order.

- This example shows “Primary Team Contact” for the ‘physician back-up’:

- All other information (including the on-call provider names and times) in the Epic On-Call finder activity is interfaced properly with the QGenda system.
- The “Primary Team Contact” tag will eventually make it easier for staff to identify the appropriate on-call provider and support the provider sign-in workflow, which is currently in the implementation phase.

### Recommendation:

- Please pause for a “STAR” moment when using the Epic On-Call finder to identify the correct first-call provider, as the “Primary Team Contact” label is currently unreliable.
- The RWJBH Epic Together team is working to implement a fix to correct the display of the “Primary Team Contact” label as soon as possible.
- The long-term optimization strategy is to modify RWJBH provider care team configuration and QGenda schedule interface to better support provider workflows and accessibility.

[Click here to review a printable PDF of the SBAR above.](#)

## Imaging Requisition Updates Live April 7

- Imaging Requisition Updates were [communicated in the March 15 Epic Provider Newsletter](#).
- However, workgroup review delayed those updates and some additional formatting edits were made.
- Those imaging Requisition updates went live on Friday, April 7!

***How does this impact me?***

1. The ordering provider is moved to the top of the requisition, clearly communicating where to send the exam result.
2. The indications for exam, including any free-text additional indications, are now added.
3. The overall formatting of the requisition has been updated to help easily identify all key information for the imaging order.

Below are 2 images of the updated Imaging Requisition for your review:

Pctwaefourpno, Sszzerofourpone (MRN 00399501) Encounter Date: 02/07/2023

**JCMC MOB Imaging Department**  
377 Jersey Avenue  
Suite 110  
JERSEY CITY NJ 07302-4393  
Phone: 201-716-5863  
Fax: 201-915-2414

**Patient Details:**

Legal Name: Sszzerofourpone Pctwaefourpno	MRN: 00399501
Address: 2327 JOHN F KENNEDY BLVD APT 1B JERSEY CITY NJ 07304	DOB: 2/7/1963
Phone: 734-958-3647	SSN: xxx-xx-9999
	Sex: F

**Referral Details:**

Ordering Provider: Manchery, Jessymol (NPI: 1447923381) Fax: None
Authorizing Provider: Sonnenberg, Frank A (NPI: 1093880759) Fax: 732-235-8935
PCP: Patkaros, Patricia Susan (NPI: 1184934382) Fax: 609-245-7432

Insurance	Payor	Plan	Group #	Subscriber ID
Primary:	MEDICARE	40000101		5Y94CH9HM07
Secondary:	HORIZON MEDICAID	35030501		71421881

No Known Allergies

**Procedure: Mammogram Screening Tomosynthesis Bilateral**

Order Date: Feb 7, 2023	Order ID: 1985688
CPT Code: 77063	Priority: Routine

Diagnosis: Encounter for screening mammogram for malignant neoplasm of breast (Z12.31)

**Indication(s) for Exam: unspecified lump in breast**

Order Questions:  
 Is the patient pregnant? No  
 Preferred facility: Jersey City Medical Center (JCMC)  
 Is the patient in a nursing home, group home, or facility? No

Expected Date: 2/7/2023	Expiration Date: Apr 7, 2024
Interval:	Count:

Order Entered by: Manchery, Jessymol  
 Authorized and electronically signed by: Sonnenberg, Frank A (NPI: 1093880759)

Printed by Fritz, Sharon (SFRITZ) 4/6/2023 3:16 PM Page 1 of 1

Chargeteztingop, Bbbh (MRN 00389407) Encounter Date: 04/07/2023

**SFP Family Medicine**  
128 Rehill Ave  
SOMERVILLE NJ 08876-2519  
Phone: 908-685-2900  
Fax: 732-463-5512

**Patient Details:**

Legal Name: Bbnh Chargeteztingop	MRN: 00389407
Address: 333 MAIN ST PATERSON NJ 07533	DOB: 4/8/1987
Phone: 888-444-8485	SSN: xxx-xx-9999
	Sex: M

**Referral Details:**

Ordering Provider: Lundholm, Joanne (NPI: 1366516544) Fax: 908-203-5964
Authorizing Provider: Lundholm, Joanne (NPI: 1366516544) Fax: 908-203-5964
PCP: Lundholm, Joanne (NPI: 1366516544) Fax: 908-203-5964

Insurance	Payor	Plan	Group #	Subscriber ID
Primary:	NEW JERSEY MEDICAID	30000101		123567896789

No Known Allergies

**Procedure: CT Abdomen Pelvis With and Without Contrast**

Order Date: Apr 7, 2023	Order ID: 2085314
CPT Code: 74178	Priority: Routine

Diagnosis: Crohn's disease of both small and large intestine with intestinal obstruction (K56.9)

**Indication(s) for Exam: Abdominal swelling, ascites suspected  
 Diverticulitis suspected  
 Bowel obstruction suspected  
 Additional Indication(s) for Exam: Abdominal pain and bloating**

Order Questions:  
 Oral Contrast Administration: Per Protocol  
 Previous history of Bariatric Surgery: No  
 Select CT Area of Interest: Routine  
 Does the patient require anesthesia with an anesthesiologist? No  
 Preferred facility: Monmouth Southern Campus (MSC)  
 Is the patient in a nursing home, group home, or facility? No

Order Comments: These are my order comments.

Expected Date: 4/7/2023	Expiration Date: 4/7/2024
Interval:	Count:

Order Entered by: Lundholm, Joanne  
 Authorized and electronically signed by: Lundholm, Joanne (NPI: 1366516544)

**Reminder: Assigning APP simultaneously with Attending for Post Discharge Queries in Epic**  
**Approved March 14, 2023**



**Situation:** Post Discharge Query delays are the top cause of Discharge Not Final Billed Accounts (DNFB) across the system, accounting for up to \$13M per month per site.

**Background:** APP's are involved in concurrent queries, however not assigned Post Discharge Query since they lack delinquency accountability through suspension.

### **Assessment:**

- APPs directly care for patients and can address post discharge queries in a timely manner.
- Simultaneous assignation to both Attending and APP allows for assistance while keeping the Attending as the accountable role including delinquency and is possible in Epic.
- **APP post discharge query notes do not require co-signature and are compliant with CMS/Payers.**
  - **Attendings can still instruct the APP to send query notes to them for co-signature if desired.**
- **If there is any conflict or ambiguity in documentation, this will be settled by a direct query to the Attending only.**

**Recommendation:** Beginning next week, HIM will simultaneously assign Post Discharge Queries to both APP and Attending in Epic when APPs are involved in the patient's care.

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## **Reminder: Updated Help Desk Number**

- Effective Friday, March 31, the Help Desk Number is now **855-453-1950**.
- The dedicated **Provider Help Desk number** is now **855-453-1948**.
- **Please update your records and cell phone contacts to reflect these new Help Desk numbers!**
- The old Help Desk number will route to the new number for 60 days.



**Good Humor**



**“In dog years, you would only be 7 years old.  
Chase some squirrels and see if it  
makes you feel younger.”**

## **Epic: How to Get Help**

### **Review the Epic "Get Help at a Glance" Flyer!**

The "Epic Get Help at a Glance" Flyer includes instructions to:

- Open a Help Desk Ticket
- Check The Status of an Open Ticket
- Enter an Epic Enhancement Request

Click [here](#) to view the updated "Get help at a Glance" 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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**Epic** together.

**RWJBarnabas**  
HEALTH

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