

Epic ADVISOR

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

January 17, 2024



Epic Advisor Top Stories

Attn: Managers and Leaders!

These key items must be

addressed in your **Daily Huddles:**



Ambulatory and Inpatient Huddle Topics:

- For Help Desk support, leverage "[Get Help](#)" in Epic to save time!
- [SPAR](#) / [CAM](#) requests are required.
- Front Desk Staff: [How to discharge/readmit a surgery/procedure that was canceled.](#)

Inpatient Huddle Topics:

- [Avoid cancellation of labs.](#)
- **Reminder:** [How to Undo a Discharge/Transfer Completed in Error!](#)

Ambulatory Huddle Topics

- Close Erroneous Encounters Quickly with Visit Information!

Epic News

Make it easy on yourself *and* the Help Desk! Use "Get Help" in Epic!

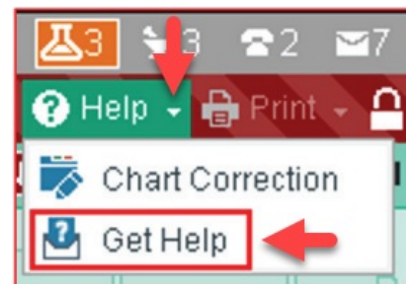


When you open a Get Help Ticket directly in Epic, your name, contact information, Epic workflow context, and patient/MRN information are all automatically recorded for optimal problem resolution.

- Opening Help Desk incidents using **Get Help** directly in Epic offers three distinct benefits:
 1. The automatic recording of your information will *save you time!*
 2. Fewer calls to the Help Desk will free them up to work on other incidents (And prevents you from waiting on hold to open a ticket via the same phone call!).
 3. Key information about your issue will *ensure prompt resolution of your incident!*

Here's how it works:

- Click **Help** > **Get Help** in Epic!
- Once the **Report EHR Issue** page launches, you have three options:
 1. Click **Report Issue** to open a Help Desk Incident, addressing an **issue** within Epic.
 2. Click **Submit Idea** to suggest an Epic Enhancement, an **opportunity to improve** Epic functionality.
 3. Click **View My Tickets** to check status of your currently open Help Desk items.



[Click here to learn more about using Get Help in Epic!](#)

Report EHR Issue

Report an Epic workflow issue/problem.

[Report Issue](#)

Submit Enhancement Request

Submit ideas for Epic enhancements.

[Submit Idea](#)

My Tickets

Check the status of your submitted tickets and enhancements.

[View my Tickets](#)

Coming Soon: Exciting Epic Enhancements



Preview Next Week's Epic Enhancements!

- The following **Epic Enhancements** will be in Production on Tuesday, January 23!
- [Click here to review details about these Epic Enhancements, including screenshots.](#)
- [Click here to learn more about the Epic Enhancement Process and how to submit an Epic Enhancement request!](#)

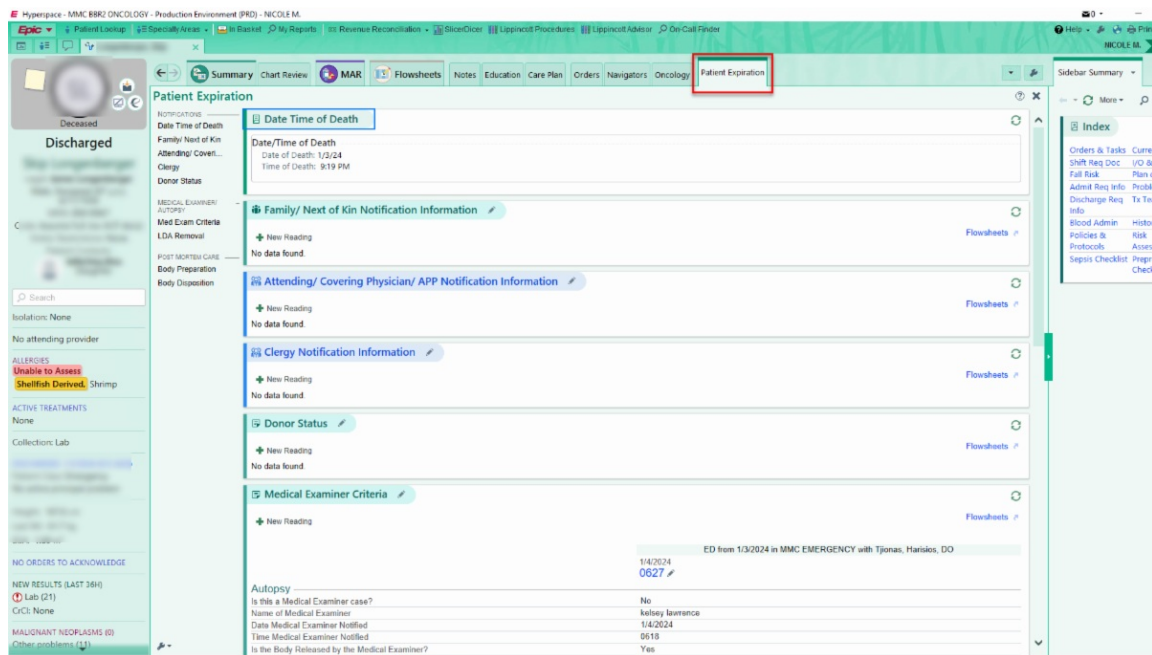


- Thank you to the Epic Together Project Team for these amazing enhancements!

Document Patient Expiration Information in Epic

Epic has a Patient Expiration Navigator to document specifics of a patient's death.

- When a patient expires during admission, access the Patient Expiration Navigator to document the details.



Infection and Isolation Status in Epic

In Epic, there are Infection Status and Isolation Status: Infection Status - the "Reason for isolation" or "why:"

- Is not an order and may display automatically by abnormal lab results.
- Infection Status can be manually added by the Infection Preventionist (IPs) and Providers
- Infection Status can be removed manually by Infection Preventionists (IPs), Nurse Managers, Nursing Supervisors, and Bed Control RNs.

- Click Infection Status from the Storyboard and click **Remove**.

Infection: MRSA
Isolation: None

- Enter a comment and click **Remove**.

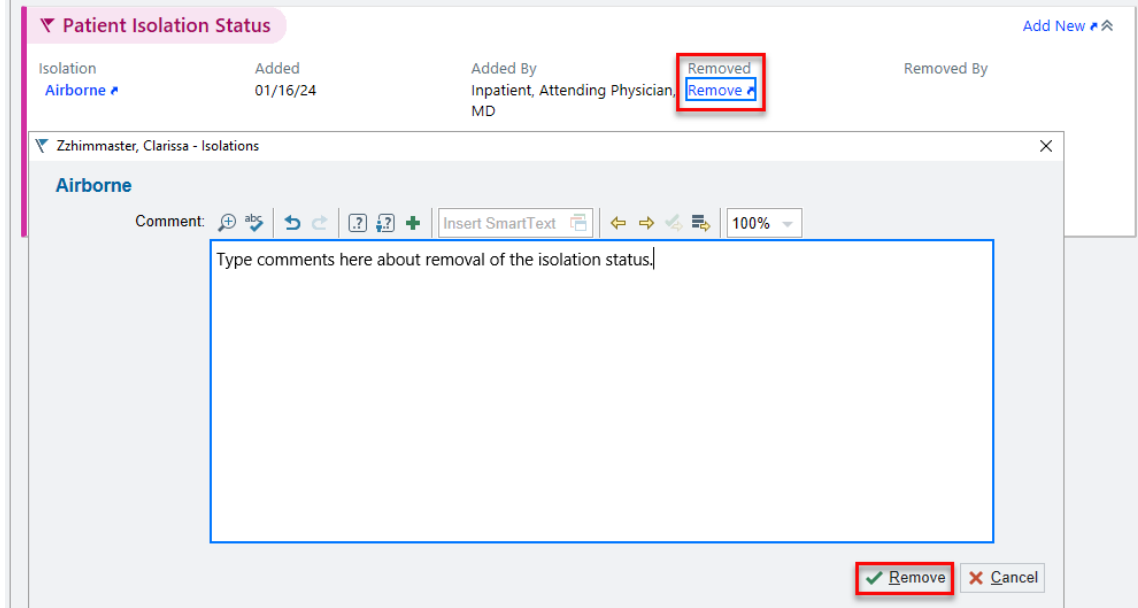
Isolation Status comes from the Order and is the "What:"

- Licensed Providers place the isolation status order, which drives the type of isolation room the patient requires and is based on the type of infection identified.
- Placing the correct isolation order in the Orders Activity ensures that the patient has the correct Isolation Status, which displays on Storyboard.
- Discontinuing the Isolation order will also update status in the Storyboard.
- Nurse Manager, Nursing Supervisor, Bed Control RNs, IPs, and Providers can add and remove Isolation Status.
 - Click Isolation Status from the Storyboard and click **Remove**.
 - Enter a comment and click **Remove**.

[Please click here to review the Infection Status and Isolation Status tip sheet.](#)

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)

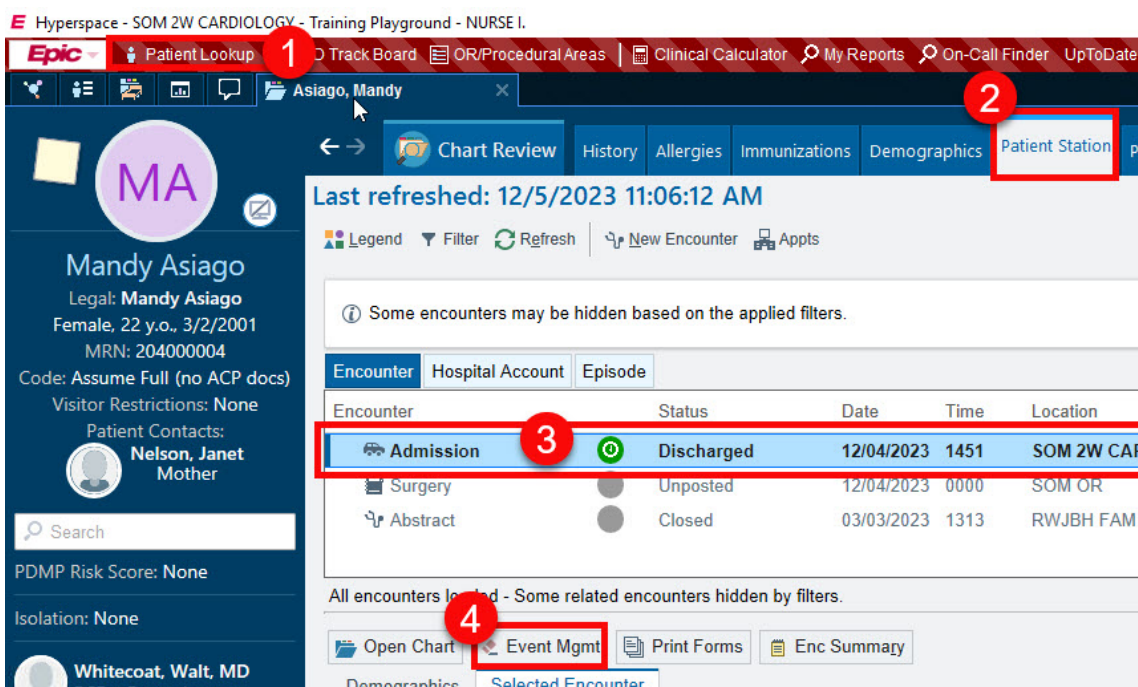
Create a great offer by adding words like "free" "personalized" "complimentary" or "customized." A sense of urgency often helps readers take an action, so think about inserting phrases like "for a limited time only" or "only 7 remaining"!



Undo a Discharge or Transfer Completed in Error

Let's face it - Mistakes happen! If you ever discharge or transfer a patient accidentally, you can easily undo that action in Epic.

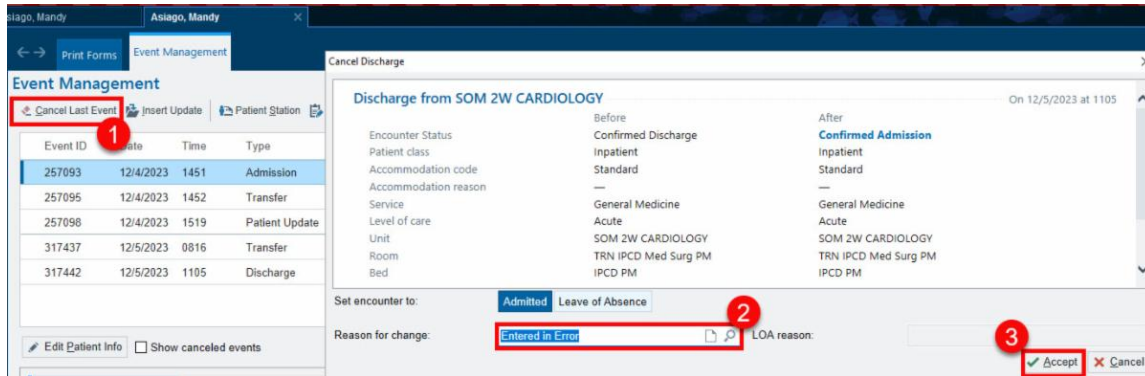
- Click **Patient Lookup** and access the Patient's Chart.
- Navigate to the **Patient Station** tab.
- Select the Encounter you need to update.
- Click **Event Management**.



- Click **Cancel Last Event**.

- Click the magnifying glass and select a Reason for change.
 - **Helpful Hint:** You can also press **F5** on your keyboard to access the pre-populated menu instead of clicking the magnifying glass with your mouse!
- Click **Accept**.
- The Discharge or Transfer is undone. The patient will be admitted back in the previous unit and bed.

[Click here to review the corresponding Undo a Discharge Tip Sheet!](#)



You are not alone: Clinical Informatics is available for support 24 hours a day, 7 days a week!

For 24/7 inpatient assistance, please call informatics extensions from within the hospital on a hospital phone - Ask for "Clinical Informatics" to be transferred to 24/7 help.

[Click here to access the Nursing Pocket Guide for additional help.](#)

Vocera Geni Site Locations	Internal Ext. from a desk phone at the site	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

Ambulatory Nursing and Allied Health Focus

Close Erroneous Encounters Quickly with Visit Information!

When an encounter is documented or opened in error, there is a quick and convenient way to change it to an Erroneous Encounter.

- Go to the Visit Information in the Rooming Tab and enter error.
- Chose Error (VOID this visit).
 - **Helpful Hint:** Add a Speed Button to add Error (VOID this visit).

Rooming

Visit Info Vital Signs Allergies Verify Rx Benefits Pharmacy Medication Review Answer Qnrs R

Interpreter

Visit Information

Reason for Visit

error + Add + Add error as free text

%	ID	Name
77		Error (VOID this visit)

Cholelithiasis	Colon Cancer	Colon Polyps
Hernia	Mass	Pain
Procedure	Rectal Bleeding	Suture / Staple P


- Entering Error (VOID this visit) will not require the following information for office visits:
 - Note
 - Diagnosis
 - Level of Service
- Click **Sign Visit** to complete the encounter.



[Click here to review the new tip sheet documenting the workflow above.](#)

Access and Revenue Cycle Readiness (ARCR) Corner

How To Discharge/Readmit a Patient If a Surgery/Procedure Is Canceled

- When patients are scheduled at an Ambulatory Surgery Center (ASC), it is important to ensure there are no previous open, active encounters for the patient before rescheduling and admitting a surgery case.
- To see if a patient has an open encounter, access **Patient Station** and look for this green icon. 
- If you see this green icon, and the patient has a current, active encounter, open a [High Priority Help Desk ticket in Epic!](#)
 - The patient must be discharged before you reschedule and admit a new surgery case.
- [Click here to view the Tip Sheet on the correct ASC workflows.](#)

All Work and No Play Makes for a Dull Day!

Installment Two - Start 2024 off in a Healthy Way!

The New Year is the perfect time to make some small, healthy changes in your life. Below, please find question TWO to ask at the onset of 2024:



- **What relationships do I want to strengthen in the new year?**
Nurturing and maintaining healthy relationships with friends, family, and colleagues is important. Identifying which relationships you want to focus on can help you prioritize your time and effort. For example, consider reaching out to old friends, spending more quality time with loved ones, or building new professional connections.

Life is much richer when we surround ourselves with friends, family, and community! Life's journey is better when we do not go it alone.

Below please find some tips to be a good and supportive friend:

- **Be a good listener** - Do not interrupt!
- **Make plans and put in the effort** - Reciprocity is important in relationships.
- **Be reliable** - If you have a plan to connect, follow through. If you make

a promise, keep it!

- **Be loyal** - Do not share information that is confidential. If someone speaks negatively about your friend, defend them and do not engage in gossip.
- **Express gratitude** - A simple text of "Seriously grateful for your friendship" turns a day around! Let your friends and family know that you love and appreciate them.

Sources:

- <https://www.forbes.com/sites/rhettpower/2022/12/31/6-essential-questions-to-ask-yourself-in-the-new-year/?sh=4da1e3d85914>
- <https://www.webmd.com/balance/features/how-be-good-friend>

10 ways to be a good friend

① Always try to cheer them up when they're feeling down



② Love all their quirks, "wierdness" & uniqueness



③ Have fun together, make memories



④ Go that extra mile when they ask for help



⑤ Don't give up on them during their most darkest hours



⑥ Make them feel WANTED



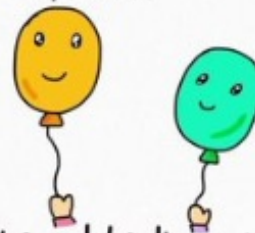
⑦ Listen to, understand & walk in their shoes



⑧ Celebrate wins & support through losses



⑨ Always lift them up, you'll find yourself lifted too



⑩ Through all of the rain & the pain, together, you've got to keep your

SENSE OF HUMOUR



How to "Get Help" With Epic

For 24/7 inpatient assistance, please call informatics extensions from within the hospital on a hospital phone - Ask for "Clinical Informatics."

Vocera Geni Site Locations	Internal Ext. from a desk phone at the site	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

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



Print-Edition of Today's Epic Advisor!

- [Click here for a printable version of the December 20 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

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

[Constant Contact Data Notice](#)

Sent by epiccommunications@rwjbh.org
