

Epic ADVISOR

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

Wednesday, July 19, 2023



Photo Credit: [Richard Lewis Photography](#) - Sunrise in the New Jersey Pinelands.

Advisor Top Stories

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

Daily Huddles:

Ambulatory and Inpatient Huddle Topics:

- MyChart Results Release Issue Resolved.
- **Ambulatory Clinicians, PSRs, and Front Desk Staff: REMINDER:** Epic Video Visit Tip Sheets:



- To view the patient experience when [Joining Epic Video Visits - Click Here.](#)
- To view the new [Invite an Interpreter to an Epic Video Visit Tip Sheet - Click Here.](#)
- Reminder: [CAMs](#) are required for all new hires, rehires, and transfers.

Inpatient Huddle Topics:

- Reminder: [Proper use of Secure Chat](#)
- [Timely release of signed and held orders](#) is a priority.

Exciting Epic Enhancements

Exciting Epic Enhancements!

- Next Tuesday, July 25, twenty two 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

MyChart Results Release Issue Resolution:

RESOLVED

- It was brought to the attention of the MyChart Team that some orders were being erroneously set to "Manual Release Only".
- While the affected labs and Ultrasound studies can be sensitive in nature, that setting should only be automatically chosen for teens, not for all patients.
- This was an issue that Epic identified and there was a temporary fix we put into place on June 23, 2023.

- Since that time, we have received the permanent fix and that has now been updated and added to our system.
 - We will be updating all preference lists, both system and personal, and releasing the studies that were inadvertently marked for “Manual Release Only” that should have been “Immediate Release.”
 - **For awareness**, patients may question why they received results for studies done in the past.
 - Any study that was purposely marked for manual release will remain unreleased at this time.
-



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

Proper Use of Secure Chat

Nurses - Please 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.
- 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.
- 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 Secure Chat vs. Phone Call flyer](#)

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.

Secure Chat

With Staff

Available ▾ Until 11:20 ▾

Available

Busy

Do Not Disturb

Offline

Attending



O'Mahony, Stephen P, MD

555-5555

973-322-6256

Attending (1 more)

CMC Hospitalist

Primary Team

Chat with Team



Sagebien, Carlos, MD

973-555-3666

732-537-0909

Resident (1 more)

The timely release of signed and held orders is critical for patient safety and care.

- Physicians will sign and hold an order to indicate that it should be carried out after the patient reaches a different unit or stage of care.
 - The signed and held order is authorized but won't be acted on until a clinician releases it.
- Nurses must release signed and held order(s) when the patient reaches the location or stage of care where the order should be acted on.

[Click here to review the Sign and Held Tip Sheet.](#)

Ambulatory Nursing and Allied Health Focus

reminder

Scanning Best Practice Reminders
In Epic, it is important to keep the patient chart as clean as possible to avoid creating duplicate documents through scanning.

Following are a few scanning reminder tips.

- When scanning, please do not scan a document that originated in Epic back into Epic. This results in having a scanned document and the original electronic version of the same document available. This causes confusion and inefficiency for providers.
- Example:** If a physician progress note is created in Epic and then printed, the printed version should not be scanned back into the

chart since the note originated in Epic and is already available in the chart.

- Forms that need to be filled out should not be scanned into Epic until they are completed. Do not scan the incomplete form.
- Remember to use the *Physician Acknowledgement* checkbox on the Batch Scanning Cover Sheet as shown below. If there is a document such as a paper result that the physician has already reviewed and signed, or a non-clinical document that does not require physician review, please check the box on the cover sheet to prevent the document from cluttering the physician's Epic In Basket.



Scanning Batch Cover Sheet

Number of pages in this batch (including separator sheets): _____

Acknowledging Provider First & Last name: _____

☐

Check here if Physician Acknowledgement is not required for this batch.

Avoid Chart Bloat and Duplicate Work!

- *Please do not scan faxed results, paper or electronic, that are also sent through an interface and electronically filed in Epic.*



Access and Revenue Cycle Readiness (ARCR) Corner

Solarity Scanning Guidance! - Not applicable for Hospital Outpatient Department Staff!

OnBase scanning has been replaced with Solarity for Physician Practices and Clinics Only (*not HOD's*). Solarity is accessed

through Citrix by clicking an icon that looks like this:



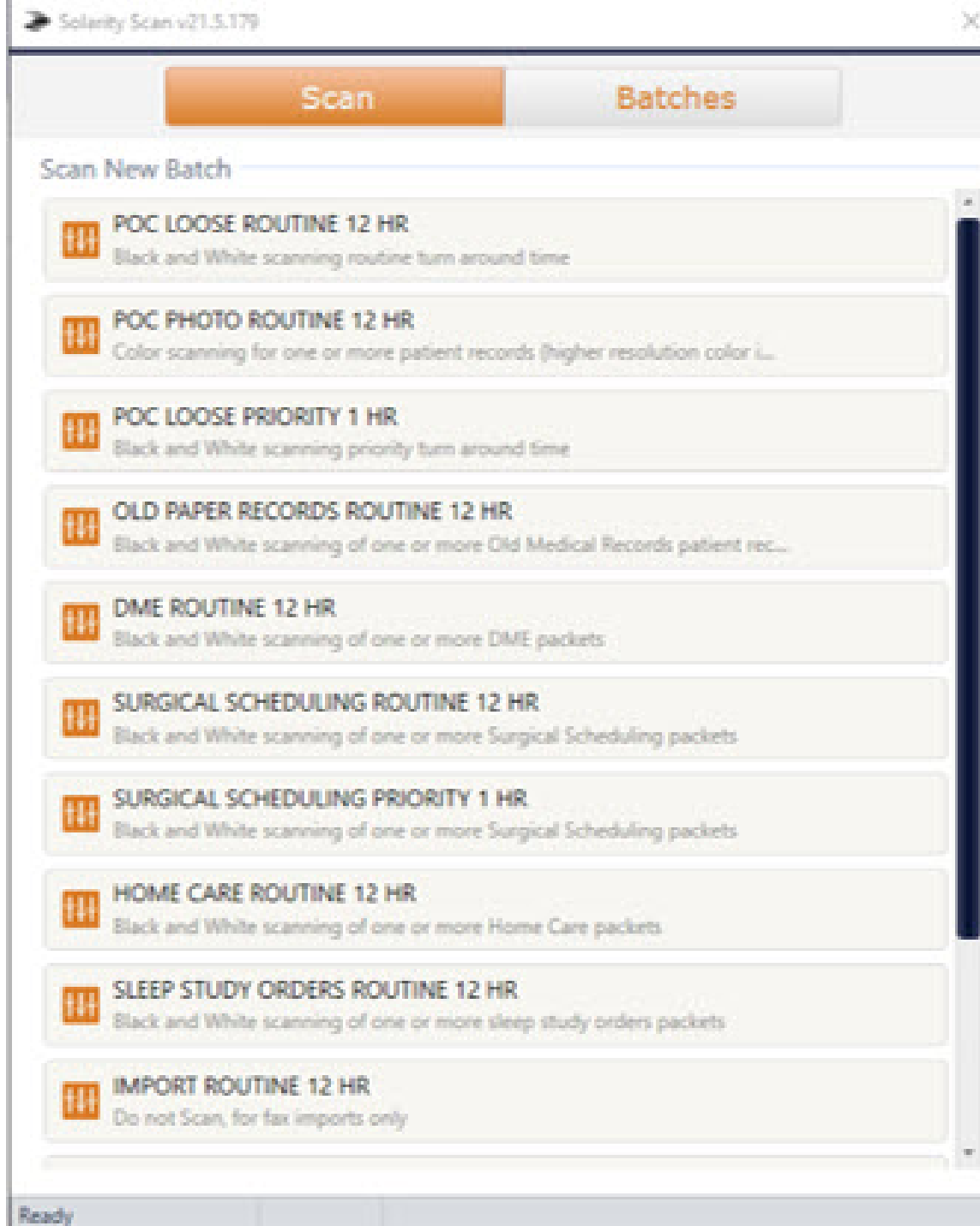
Solarity Scan
715



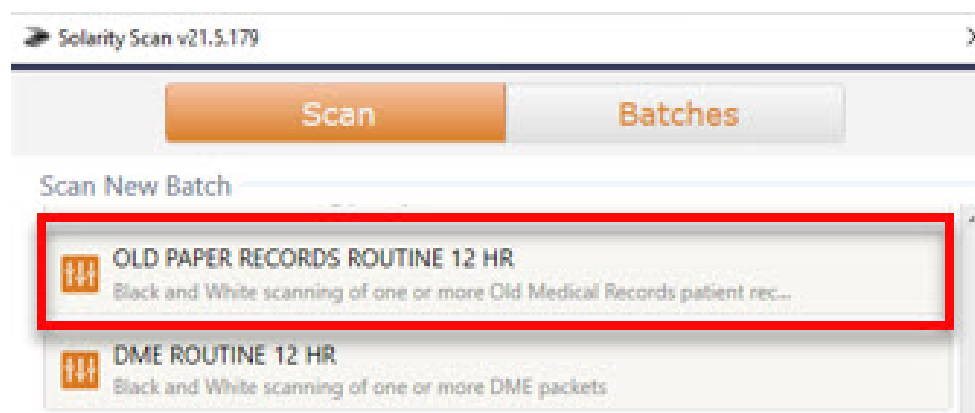
Important Solarity Scanning Reminders:

Below, please find some important Solarity Scanning Reminders:

- Please add Patient Name, Date of Birth (DOB) and/or Medical Record Number (MRN) on all documents as clearly as possible.
- Please make sure all documents have a Date of Service (DOS). If a DOS is not needed, then the documents must be dated. A date **must be entered** in the Solarity system.
- If you want the document to be a specific document type or descriptor, write it on the document.
- Please check that the patient is in Epic before scanning documents.
- Please check that the document isn't in the chart before scanning - This prevents duplicate.
- Do **NOT** scan registration or front desk documents to Solarity, they are to be scanned in Media Manager.
- Please keep documents in order when scanned.
- When scanning double sided documents, please delete any blank pages in the scan application prior to uploading.
- When not scanning double sided documents, make sure that your scanner settings are correct.
- Make sure to clean your scanners regularly.
- Review all documents after scanning and prior to submission to assure they are readable and properly oriented (not sideways or upside down).
- **Only items of a truly urgent need should be scanned as "Priority."**
- Please make sure to use the appropriate Capture Class for the documents you are scanning.
 - Many Capture Classes have a specific purpose and should be used **only** for that purpose.



- The Capture Class of "**Old Paper Records**" is the correct selection **ONLY** if you are scanning your practice's own old paper charts.



E-Fax Processing and Physician Acknowledgement Guidance:

- Items need to be processed from your e-fax at least daily, as was the process prior to Solarity.
- You no longer need to input information in any field except the Acknowledging provider(when necessary).
- Any paper documents received that require Physician Acknowledgement need to be faxed to your e-fax in OnBase and processed from there.
- All documents within a fax need to be separated as individual documents.
 - If they need physician acknowledgement, the provider's name is to be attached to each individual document.

Errors or Questions on Scanned Documents: Help Is Here!

- All scanned documents with questions can be found in the Exception Workbaskets through Solarity Web at this URL:
- <https://rwjbh.solaritycloud.com/SolarityWeb/>
- Once logged in, this is what you should see to locate your workbaskets:



- Exception workbaskets are to be reviewed ***at least daily***.
- There are 3 Exception Locations – Return to Customer, Error Resolution and Duplicates.
 - Each of these Exception Locations also has a separate workbasket for 1hr or 12hr scanned documents.
- If there is an error in your workbasket that isn't for you, just skip it.
- **Errors marked as HIM Only are to be skipped.** These errors are for the

HIM team to resolve.

- If you are seeing items for a department you don't work in (or cover), please submit CAM to have those locations removed.

Below are links to Solarity Tip Sheets for Medical Group Staff who scan:

- [Physician Acknowledgement with Solarity Scanning](#)
- [Solarity - Scanning](#)
- [Solarity - Batch Prep Process](#)
- [Solarity - Return to Customer Workbasket](#)
- [Solarity - Exception Workbasket Tip Sheet](#)

All Work and No Play Makes for a Dull Day

Summer Fun & an Epic Word Search

Below please find a fun Epic Word Search to enjoy during your next break! We are also sharing some fun recipes and a song to enjoy during your next break. It's summertime! Relax and enjoy!

Games:

- [Click here for a printable, PDF of the Epic Word Search below.](#)

Recipes:

- [Click here for a Healthy Peanut Butter Chocolate Chip Cookie recipe \(YUM!!\)](#)
- [Click here for a refreshing and delicious Watermelon Salad recipe!](#)
- [Click here for a delicious, healthy Mango, Lentil Summer Salad recipe!](#)

Videos:

- [Click here to listen to Michael Buble sign the classic "Feeling Good" during your next break!](#)
- [Click here to see an adorable installment from "Mo's Mountain Mutts", the Alaskan doggy daycare bus taking the internet by storm!](#)

Epic ADVISOR

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

Go-Live FUN! Find the words below in the Epic Word Search!

H Y P E R S P A C E P I E T E R C I
U C G P Y X I S I P E T E T R A I N
C N M C A B B U P I U C M O O A P L
A E P Y X I S R E C A R E G I V I R
R E L C L Q A H A M B U R I P E S N
E N A V I G A T O R Y N G V G P R S
G U Y M C I P R L E S U E E O H U C
I R G N W U N A G D E R N R L A N H
V S R A D I O L O I G I C S A R U E
E E O R R L Z W M V O D Y E M M R D
R P U P S U R G E O N U R G B A S U
A C N D Q U A M B R I N C N U C E L
D R D X C E D B N P D U N I L Y D E
I O Y P A T I E N T A R E L A C A R
H T E Y T R O R D E R S M L T N R E
O C A P E U L C I P E E P I O E S V
G O R A D I O L O G I S T B R I N I
S D O C T O G O L I V E R N Y G O L

Ambulatory

Go Live

Playground

ATE

Hyperspace

Provider

Billing

Navigator

Pyxis

Caregiver

Nurse

Radiologist

Doctor

Orders

Scheduler

Epic

Patient

Surgeon

Emergency

Pharmacy

Train

Rebus Puzzle Answers

Special thanks to **Dr. Frank Sonnenberg** for creating the fun, Rebus Puzzle below... "This is

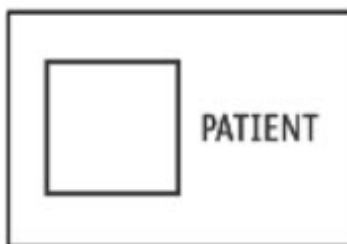


the way!"



1. Under the weather
2. Outpatient
3. Call in sick
4. Throw up
5. Is there a doctor in the house?
6. Paramedic
7. Dr. Sonnenberg's creative Rebus:
Mandalorian

Rebus Puzzles



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: **3284**
- New Brunswick: **33284**
- Rahway: **73284**
- Somerset: **63284**

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 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**

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