

# **Epic PROVIDER**

**A Newsletter for Live Site Providers**

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

August 23, 2023



## **Provider Top Stories**

**Attn: Physician Leaders and Practice Managers!**

**Share these key items in your meetings:**



### **Ambulatory and Inpatient Providers:**

- Epic Upgrade arrives Sunday, September 10! Get ready!
- Effective today, patients cannot join Epic video visits unless eCheck-in is Complete.
- Interpreter Services for in-person and telehealth visit information.

**Epic Upgrade, Sunday, September 10**



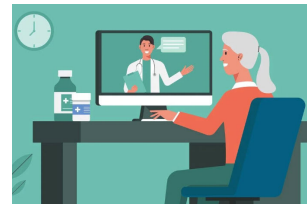
## Get Ready! Epic Upgrade arrives Sunday, September 10 at 2:00 AM!

*Upgrade items are already available in the Playground (PLY) now.*

- Log into PLY now for a sneak peek at what's coming in September!
- Read the **Epic Provider Newsletter** in the coming weeks to learn more about exciting Upgrade changes arriving on September 10.

## Important Epic Updates

### Effective Today: Patients cannot join Epic video visits unless eCheck-in is complete



- Effective today, patients will NOT be seen if their eCheck-in status is not completed.
- [Click here to review a tip sheet of the eCheck-in process patients must complete prior to joining an Epic video visit.](#)



## RWJBH Interpreter Services Are Available for In-Person and Telehealth Visits

Interpreter Services are deployed across our system. RWJBH currently utilizes two separate vendors for interpretation:

- **In Person** visits use **My Accessible Real-Time Trusted Interpreter (MARTTI)**.
- **Telemedicine (Epic video visits)** visits use **Language Line**.

The following [Tip Sheet](#) is available on the Provider Learning Home Dashboard in the **MyChart Personal Health Record and Telemedicine** section.

- [Invite an Interpreter to an Epic Video Visit Tip Sheet.](#)

You can find out more about the Standard Documentation for Interpreter Services utilized for In Person visits by clicking on the link below:

- [Click here to review the workflows for documenting interpreter services and pulling the documentation into a note.](#)

## Reminder of Recent Epic Provider News



### **Refresh on Recent Epic Provider News Stories!**

*We have highlighted some important communications in recent weeks. If you missed something, click the links below to catch up on some important Epic Updates you don't want to miss!*

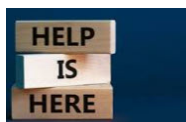
- [Click here to review Chart Locking is Intentional.](#)
- [Click here to review "Avoid mailing the After Visit Summary \(AVS\)."](#)
- [Click here for a refresh on the new Interpreter Services documentation tools, including the SmartPhrase!](#)
- [Click here to review Patient Movement Reminder: Discharge Cath Lab/EP Patients as soon as they depart.](#)
- [Click here to review Inpatient Reference Labs transition to LabCorp.](#)
- [Click here to review "Sorry for the Wait" Epic Video Visit Update.](#)
- [Click here to review MyChart Results Release Issue Resolved.](#)

## Good Humor

Heartfelt thanks to **Amy Byers, Epic Ambulatory Enhancements Team Lead**, for this week's Good Humor!



## Epic: How to Get Help



### Review the Epic How to Get Help Flyer!

- The "Epic How to Get Help" Flyer includes instructions to:
  - Open a Help Desk Ticket
  - Check The Status of an Open Ticket
  - Reopen a closed ticket
  - Enter an Epic Enhancement Request
- [Click here to view the Epic: How to Get Help 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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