Epic PROVIDER
A Newsletter for Live Site Providers

For RWJBH and Rutgers Providers Live on Epic

January 17, 2024

Provider Top Stories

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

Ambulatory and Inpatient Providers:

- For Help Desk support, leverage **"Get Help" in Epic** to save time!

Inpatient Providers:

- **Discharge as Deceased Refresher**.
- **Resolved!** Obtaining Blood Consent via iPad now works!

Ambulatory Providers:

- **Close Erroneous Encounters Quickly with Visit Information**!

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!**

Important Epic Updates

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.
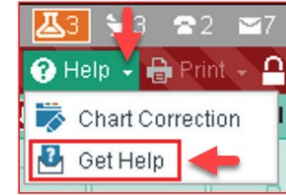
Click here to learn more about using Get Help in Epic!

⊗ 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`

Inpatient Providers:

Discharge as Deceased Refresher

- When a patient expires during admission, it is appropriate to "Discharge as Deceased" in the Discharge Navigator.

- From the Discharge Navigator, select **Discharge as Deceased**.
- Enter the Date of Death and Time of Death to accurately reflect the patient's passing.
- In the Discharge Summary, select **Create Note.**

- This will generate the correct note template with preliminary cause of death included.

Sidebar Summary   Handoff   Hosp Course   Edit Note ▾

My Note
Discharge Summary

🏷 Tag   ⚠   💬 Share w/ Patient   Details ⌃   ←

Service: Internal Medicin 🔍   Date of Service: 5/5/2023   📅   03:50 PM ⓘ

☐ Cosign Required

⭐ B 🔍 ✎ ↶ 🗐 ✚ Insert SmartText 🗐 ⇐ ⇒ 🗐 🔁 ⤶ 🖼

DEATH SUMMARY:

PCP: No primary care provider on file.

Unit/Bed#: TRN IPORD Med Surg

ADMISSION DATE:
5/4/2023 7:27 AM

ADMITTING PROVIDER
Physician Gastroenterology, MD

LENGTH OF STAY:
1

PRELIMINARY CAUSE OF DEATH:
***

Principal Problem:
  Acute gastric ulcer with hemorrhage but without obstruction
Active Problems:
  Diabetes type 2, controlled (CMS/HCC)

NOTIFICATION OF DEATH

Attached Files (0)

🔁 Refresh   📝 Pend ✔ Sign ✖ Cancel

Lisa MacGregor

- If the discharge summary was already signed but was not properly created with the death summary template, you can select the incorrect note > addend > then add the specific verbiage required by HIM compliance.
- **Click here to review the Discharge Navigator Tip Sheet.**

Obtaining Blood Consent via iPad - Issues now resolved!

Situation:

- Utilizing the radio buttons for blood e-Consent in Hyperspace and then sending that information to the iPad for patient signature previously resulted in an incomplete consent being sent to Epic.

Background:

- In Epic, Providers obtain consent for blood product administration electronically and have the patient sign the consent in Epic Hyperspace via mouse (or Topaz device if available) or via an iPad designated for consenting.

Assessment:

- For purposes of best practice, consent selections should not be made in Hyperspace prior to sending to the iPad as the decision from the patient should be selected at the time of actual consent (when the patient signs their signature). This allows the patient the opportunity to ask any questions and/or change their mind prior to completing the consent.

Recommendation:

- Providers can complete the first part of the blood eConsent (document signed by, date, interpretive services, etc.) in Hyperspace and then send that to the iPad. When at the bedside with the patient, after confirming the patient's final decision, they can then select the appropriate choice prior to the patient signing. Please see image below for guidance:

Click here for a printable PDF of this SBAR.

Do not make a selection until on iPad

○ NOT APPLICABLE, or addressed elsewhere

○ I CONSENT to any blood or blood product transfusion necessary for my medical care throughout the duration of my hospital stay

○ I DO NOT consent to receive any blood or blood product transfusion through the duration of my hospital stay.

○ LIMITED CONSENT, I consent to receive the below indicated products throughout the duration of my hospital stay.

Only Select Blood Products for Limited Consent

☐ Whole blood
☐ Red blood cells
☐ White blood cells
☐ Plasma
☐ Platelets
☐ Cryoprecipitate
☐ Closed-circuit autologous cell salvage

Ambulatory Providers:

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).

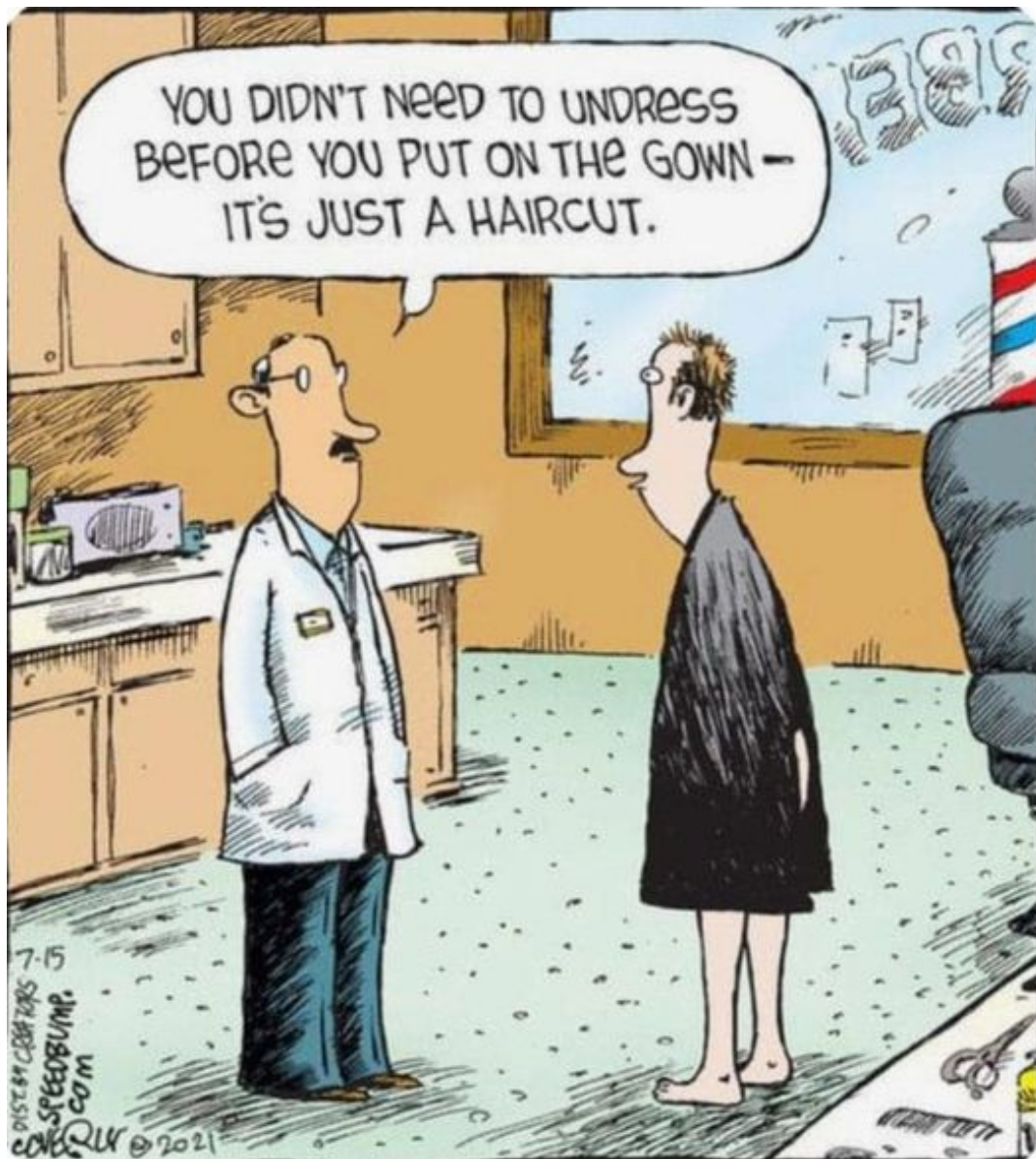- Entering Error (VOID this visit) will not require the following information for office visits:

- Note
  - Diagnosis
  - Level of Service
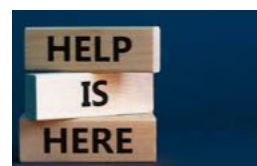- Click **Sign Visit** to complete the encounter.

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

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!**

- **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.

RWJBH-Rutgers Medical Leadership Team

Dr. Joshua Bershad, MD
EVP, Physician Services;
Clinical Assistant Professor of Medicine
Rutgers Robert Wood Johnson Medical
School
Joshua.Bershad@rwjbh.org
Cell: 973-202-0900

Dr. Frank Sonnenberg, MD, FACP, FACMI
Chief Medical Informatics Officer,
RWJBarnabas-Rutgers Medical Group;
Professor of Medicine, Rutgers Robert
Wood Johnson Medical School
Frank.Sonnenberg@RWJBH.org
Cell: 908-313-6563

Dr. Carol Ash, DO, MHCDS, MBA, FACHE, CPHQ, CHCQM-PHYADV
Chief Medical Officer
Robert Wood Johnson University Hospital
Rahway
Carol.Ash@rwjbh.org

Dr. Sal Moffa, MD
Chief Medical Officer, RWJUH Somerset
Salvatore.Moffa@rwjbh.org
Phone: 908-685-2816
Cell: 609-238-5248

Dr. Stephen O'Mahony, MD, FACP
SVP & Chief Health Information
Officer, RWJBarnabas Health;
Clinical Associate Professor of
Medicine, Rutgers New Jersey Medical
School
Stephen.OMahony@rwjbh.org
Phone: 973-322-4231
Cell: 203-820-6519

Dr. Deborah L. Toppmeyer
Professor of Medicine, Robert Wood
Johnson Medical School; Chief Medical
Officer, Chief, Division of Medical
Oncology, Director,
The Stacy Goldstein Breast Center
Rutgers Cancer Institute of New Jersey,

Phone: 732-499-6134
Cell: 732-857-6535

Dr. Seth D. Rosenbaum, MD, MMM
SVP, Chief Medical Officer Robert Wood
Johnson University Hospital Hamilton;
Clinical Assistant Professor, Department
of Medicine, Rutgers-Robert Wood
Johnson Medical School
Seth.Rosenbaum@rwjbh.org
Phone: 609-584-2865
Cell: 609-508-7951

Dr. Charles Markowitz, MD, JD
Chief Medical Officer Monmouth Medical
Center Southern Campus
CharlesRaymond.Markowitz@rwjbh.org
Phone: 732-942-9400

Dr. Meika Neblett, MD
Chief Medical Officer
Community Medical Center
Meika.Neblett@rwjbh.org
Phone: 732-691-1915
Cell: 732-557-8264

Dr. Charles Cathcart, MD
Chief Medical Officer
Newark Beth Israel Medical Center
Charles.Cathcart@rwjbh.org
Phone: 973-926-7320

Rutgers
The State University of New Jersey
deb.toppmeyer@rutgers.edu
Phone: 732-235-9692

Dr. Kenneth Granet, MD, FACP
Chief Medical Officer
Monmouth Medical Center
kenneth.granet@rwjbh.org
Phone: 732-923-7518

Dr. Ije Akunyili, MD
MBA, MPA, FACEP
Chief Medical Officer
Jersey City Medical Center
Ijeoma.Akunyili@rwjbh.org

Dr. Frank Dos Santos, MD
Chief Medical Officer
Clara Maass Medical Center
Frank.DosSantos@rwjbh.org
Phone: 973-450-2007

Dr. Michael Loftus, MD
Chief Medical Officer
Cooperman Barnabas Medical Center
Michael.Loftus@rwjbh.org
Phone: 973-322-5733

RWJBarnabas
HEALTH

Epic together.