Epic Version February 2018: EpicCare: User Guide

Learning Legend:
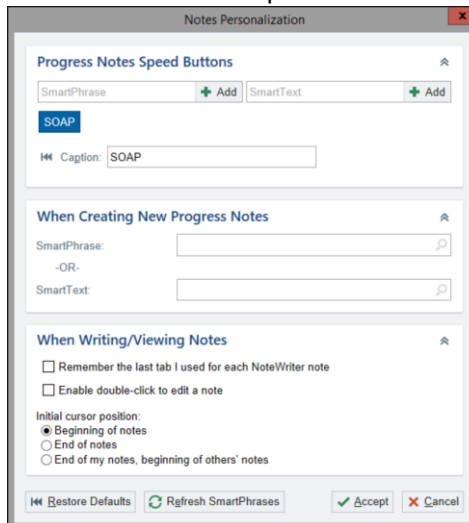
New Look

New Feature

New Workflow

Workflow Change
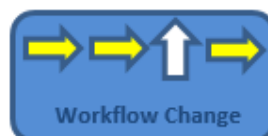
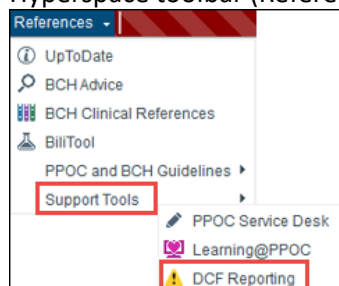| Topic:	Learning Category:	What's Different as of August 14, 2019?
Personalization & Navigation	New Feature	- Rearrange sections within your **Navigator**. Previously you could only personalize the sections within the current topic. Now, you can rearrange all sections within a certain activity (Plan activity > Wrench > Personalize your Navigator > Drag and Drop the sections where you want).

		- A new look for **Notes** personalization settings (Notes > Wrench). - Link to the Mass.gov site to report **Child Abuse or Neglect** has been added to the References option from the Hyperspace toolbar (References > Support Tools > DCF Reporting).
Multi Provider Schedule (MPS)	New Look	- Patient photo will always appear on the schedule, regardless of how many patients are booked. They will still not appear if **Open Slots** has been enabled.

Chart Review		- **Contact** information entered in Telephone Encounters is now visible in the preview report within Chart Review. - Cancelled appointments will show the **Cancellation Comment** in the report (Chart Review > Encounter tab > Single-click appointment > Cancel Comments). - Future appointments will show the **Appointment Notes** in the report (Chart Review > Encounter tab > Single-click appointment > Encounter Information).

- **Comments** added during the uploading of a document to Media Manager will now appear in the **Media** tab in **Chart Review** (Chart Review > Media > Single-click on document).

- Review the patient's **Lifetime** of care at a glance from the **Encounters** tab within **Chart Review.**

- Drag and drop sections of the **SnapShot Reports** within **Chart Review** (Chart Review > Select the report > Wrench > Personalize the report).
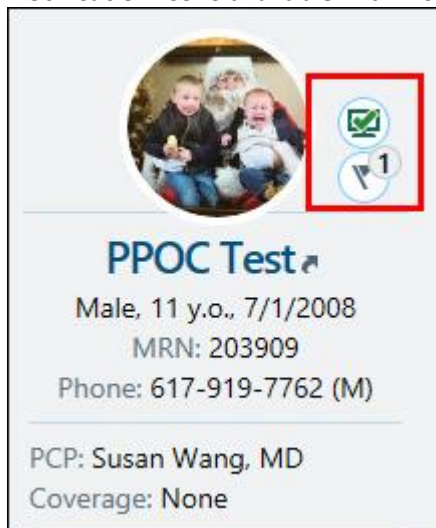
In Basket Telephone & Medication Encounters	New Look	- **Columns** for Medication messages have been updated with more information and consistency. - **Notification Icons** available within sidebar reports. - Ability to send patient a **MyChart** message directly from within a Telephone Encounter if the patient is active on MyChart.
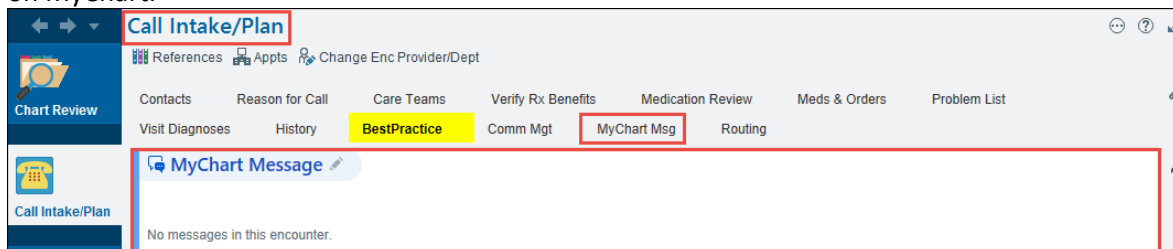
- The **Communication Management** section (where letters are created) has been relocated to within the **Call Intake/Plan** of Telephone Encounters for all users.
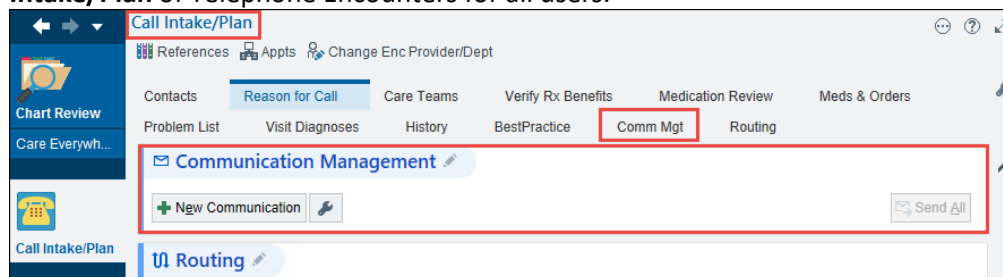
- New options for **Reason for Call** when creating Telephone Encounters to include:
  - Discharge Follow-Up – ED
  - Discharge Follow-Up – Inpatient Admission
  - Discharge Follow-Up – Other
  - Certified Letter
- **Cosign – Clinic Orders** report updated to include the associated Progress Note.
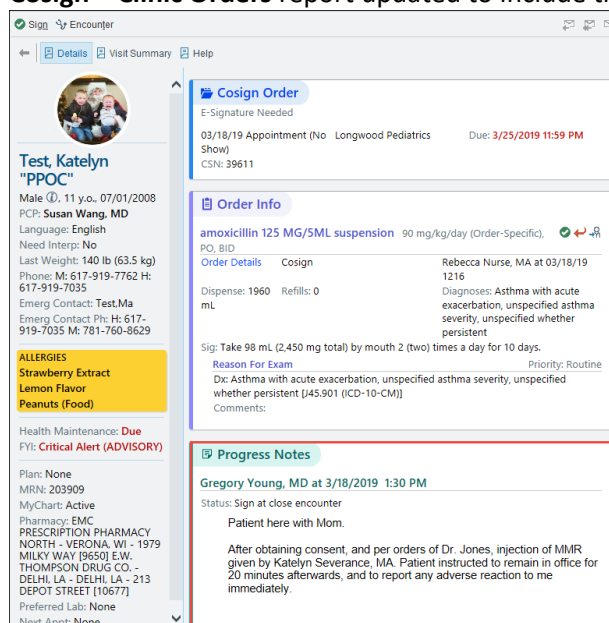
		- Option to **Postpone** messages in the **Overdue Results** folder.
Letters	Workflow Change	- **Provider Signatures**: will now appear on all letters with the exception of the Health Form as long as we have received the signature from the provider. - The signature will only appear for the provider who the encounter is created with. If a clinical staff member creates an encounter under themselves and needs to create a letter with the providers signature on file, they will need to change the encounter provider by clicking **Change Enc Provider/Dept** prior to creating the letter.

Screenings		- Wording change to address **the patient** in the TB Questionnaire and updated question about **Travel** from 2 weeks to 1 month. ![TB Questionnaire screenshot] - **SWYC** has been added to **Synopsis:** ![Synopsis SWYC/MCHAT screenshot]

TB Questionnaire:

- Was the patient born outside the United States? — Yes / No
  - Was the patient born in Africa, Asia and Pacific Islands (except Japan), Central America, South America, Mexico, Eastern Europe, the Caribbean or the Middle East? — Yes / No
- In the past year...
  - Has the patient lived in or traveled to Africa, Asia and Pacific Islands (except Japan), Central America, South America, Mexico, Eastern Europe, the Caribbean or the Middle East? — Yes / No
    - Was the duration of travel more than 1 month? — Yes / No
- Has the patient been exposed to anyone with a positve TB skin test? — Yes / No
  - Was the contact sick from tuberculosis (cough, weight loss, night sweats)? — Yes / No
  - Did the contact have addtional testing for TB disease or treatment with medication to prevent getting sick from TB prior to exposure to the patient? — Yes / No

Synopsis

Peds General Summary   ADHD   Asthma   Concussion   Anemia/Lead   S2BI/CRAFFT   Anxiety/Depression   Thyroid   PSC17   SWYC/MCHAT

Days	4/26/2018	7/20/2018	10/16/2018	1/15/2019
All				
≫ Patient Spotlight				
No data to display.				
≫ SWYC (Survey of Well-being of Young Children)				
Development for 9,10,11 months. (Normal > 11,13,14) SCORE	16			
Development for 12,13,14 months. (Normal > 12,13,14) SCORE		20		
Development for 15,16,17 months. (Normal > 10,12,13) SCORE			18	
Developmental for 18,19,20,21,or 22 months. (Normal > 7,9,10,12,or 13) SCORE				18
PPSC (normal < 9) SCORE				0
Inflexibility score (normal < 3)	0	0	0	
Irritability Score (normal < 3)	0	0	0	
Routine difficulty Score (normal < 3)	0	0	0	
SWYC POSI (Normal < 3) SCORE				0
≫ SWYC (Family Screens)				
≫ MCHAT Score				
No data to display.				
≫ MCHAT Questions				
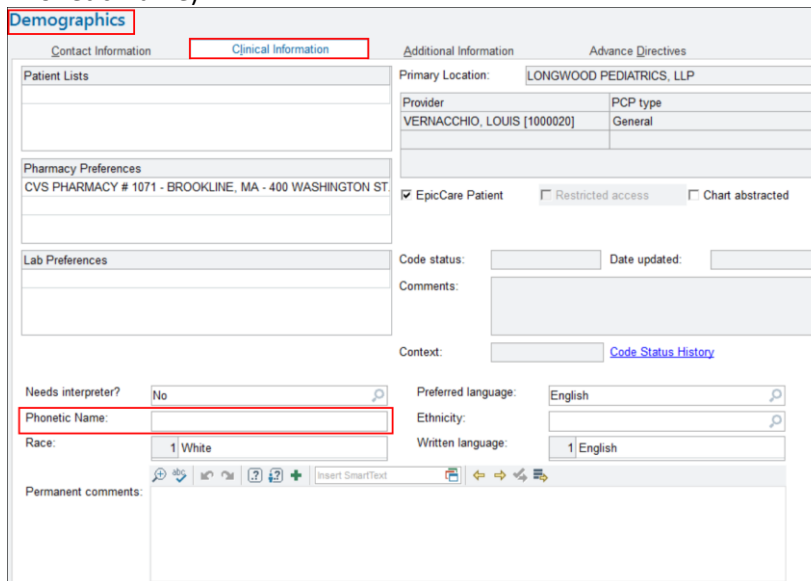
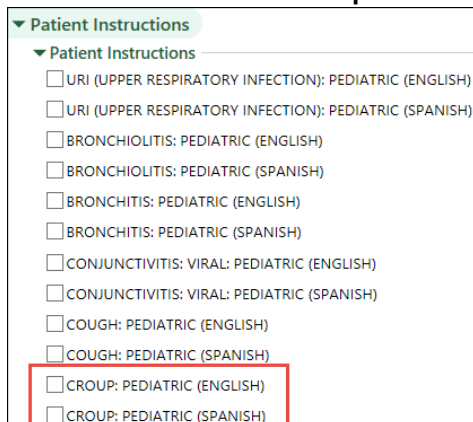|		
Documentation	Workflow Change	- **Phonetic Name** now available within **Clinical Demographics** screens (Demographics > Clinical Information tab > Phonetic Name). - **Patient Instructions** can now be added during **Pre-Charting** and will no longer convert the encounter if the patient were to No Show. - **Patient Instructions** for **Croup** have been added to the **Viral Respiratory Infection SmartSet:**

- **Custom User Dictionaries**: ability to right-click on a misspelled word and use auto-correct or set ignored words, etc.
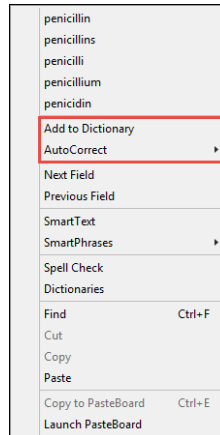
- **SOAP** note formatting changes in version 2:
  - **Tables** removed
  - **Titles** updated to full name and blue font
  - All changes can be seen in the **SOAP Note Version 2** video on Learning@PPOC (https://ppoc.csod.com)
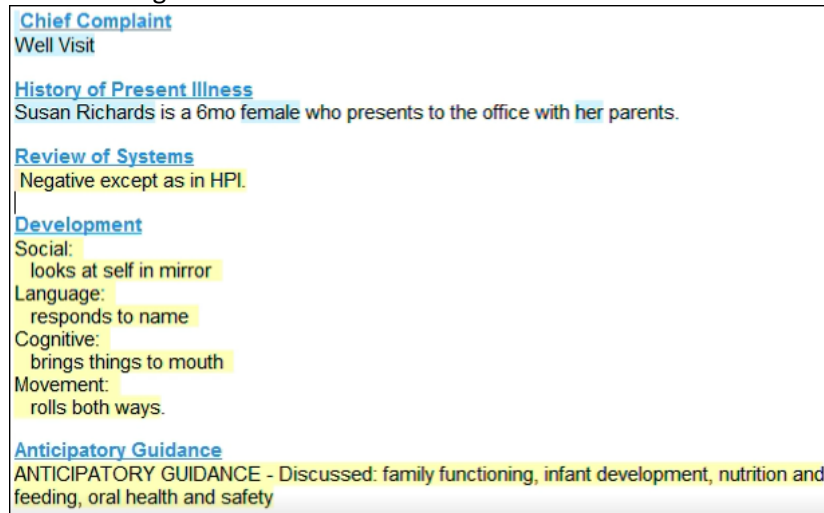
- **History** activity updated headers: **General, Health Supervision, and Specialty.**
- **Substance Use History** renamed and reformatted to **Substances & Gender Identity** and includes the Screening to Brief Intervention (S2BI) and Sexual Orientation and Gender Identity (SOGI) forms.
  - All changes can be seen in the **Adolescent Substance Use and SOGI Form** video on Learning@PPOC (https://ppoc.csod.com).

- **Gender Identity** information will replace patient sex on the patient header, is denoted with the icon below and will flow into demographics.

		- Change in printing default for the **After Visit Summary (AVS)**:
		  - Patients under 13 years of age = AVS with Medications
		  - Patients over 13 years of age = AVS without Medications
		  - Ability to choose what you want to print is still available. The report selected to print, will also appear in MyChart. If nothing is printed, the AVS without Medications will be available on MyChart. As a reminder, proxies of patients over 13 years of age do not have access to the AVS on MyChart.

Health Maintenance	New Look	- In the **Frequency** column, for immunizations with clinical decision support information, the link to the detail report is now labeled **Imm Details** instead of **Sequential**. - Topics that are Completed, Addressed, Aged Out, or Discontinued are now grouped into a section titled **Completed or No Longer Recommended** instead of Inactive, to reflect that they might have been addressed in the past. - HPV: a 3-dose regiment for HPV will be recommended in Health Maintenance for males over 21 years of age who have not been vaccinated for HPV and are identified as having same sex partners.
Best Practice Advisory (BPA)	Workflow Change	- **Chlamydia BPA** refined to only fire for women who have been marked as sexually active who have not had a screening within 350 days. Also new button available if patient had been screened elsewhere within the year. - **Screening BPAs**: The alerts that fire when an abnormal screen is documented have been changed to suggestions and do not require an acknowledgement. The alert will only fire within the encounter in which the screen was documented. - **Tufts ACO** patients with a positive screen for depression will continue to receive the BPA asking if follow up actions had been taken, however, it has been reformatted and grammatically corrected.

Orders & Results	New Look	- Immunizations will automatically associate to a diagnosis in the Router upon signing the visit. They will also now appear under the heading **Other orders** in the SOAP note. - Default dosing of short acting stimulants to once a day in the **ADHD SmartSet** have been updated based on review of prescribing practices at the PPOC. - Quickly select an entire order group when releasing orders in Order Review by clicking the header.

- Added **Frequency** of **Every Afternoon** to list of options when prescribing medications.

- Updated layout for **Medication Dispensing** information within the Order Composer to group Duration and Dispense together.

- **Historical Results** entered through the **Results Console** will no longer be routed to the Authorizing Provider, but file directly to the patients chart
- The **Results Console** has been added to the **More** activity in Office Visit encounters. You can now quickly add historical results from within a scheduled visit by launching the **Results Console**.
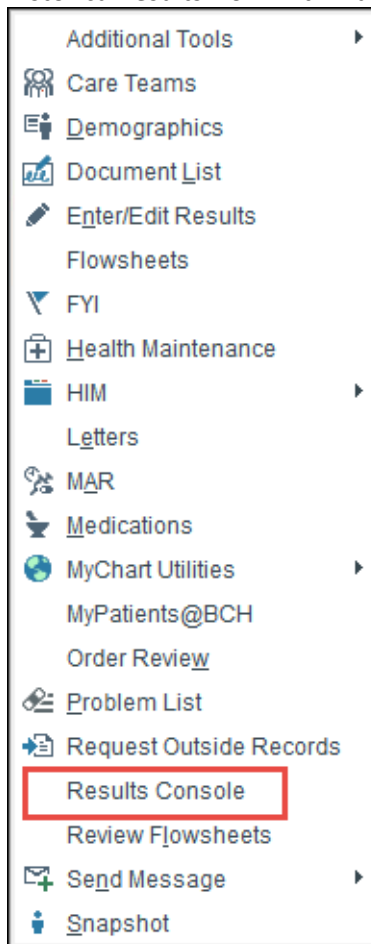
MyChart	**New Feature**	- Patients can opt into **Two Factor Authentication** for MyChart login (Profile > Security Settings). - **Clinical Updates** added by a patient or proxy on MyChart will now be routed to the **Pt Clinical Update** folder of the **PCP** listed in the patient's chart. These can be filed to the chart directly or from the In Basket message by clicking the **Reconcile Clinical Update Requests** button in the toolbar.