

Inpatient Provider Updates - January 2026

Inpatient Provider

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Live APeX Zoom Support Line

Audience: All Users

Reason for Change: Live APeX Zoom support is now available to all APeX users.

Description & Workflow: Did you know that real-time APeX-related assistance is just a click away? Whether you need guidance navigating APeX, troubleshooting issues, or optimizing workflows, APeX trainers are ready to help.

- **When:** Monday through Friday, 8:00 AM – 5:00 PM
- **Where:** Accessible directly in APeX
- **How:** In the upper left corner of the APeX window, below the Epic button, click **Apex Training Support 8am – 5pm** to be connected to an APeX Trainer via Zoom.



SME: APeX Training Team

Analyst: Chad Bingo

Temporary Closure of Live APeX Zoom Support

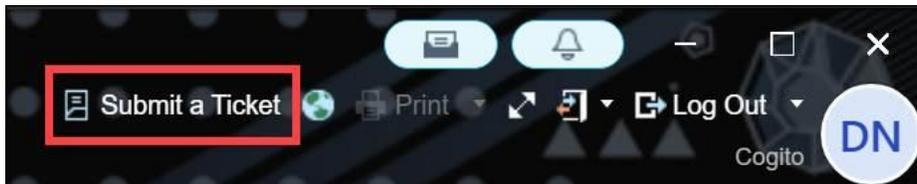
Audience: All Users

Reason for Change: Support of organizational initiative.

Description: In support of an organizational initiative, the live Zoom Support line within APeX will be unavailable on **Tuesday, January 20**, and **Wednesday, January 21**.

We appreciate your patience and understanding as we work to enhance our APeX training services. During this time, we encourage you to contact the Help Desk for any training-related inquiries.

- Submit a ticket directly within APeX by clicking **Submit a Ticket**
- Call the Help Desk at **415-514-4100**



Regular live Zoom support hours will resume on **Thursday, January 22**. Thank you for your continued support as we strive to improve your experience with APeX.

Informaticist/SME: Tania Walker, Health IT Training Director

Timed/STAT Lab Ordering Guidelines

Audience: All Users

Reason for Change: Clarification/Reminder of how to order **Timed** labs (for example, drug trough/peak levels) and removal of **STAT** priority option in some lab tests.

Description & Workflow:

STAT or Time Critical Lab Draws

For Inpatients, the *Priority=STAT* field communicates urgency to both the lab draw team and the lab processing team. **For labs that should be drawn and processed right away:**

1. Select Priority=STAT.

However, not all lab tests can be processed as STAT. For these tests, the priority option of “STAT” has been intentionally removed.

If *Priority=STAT* is not available, but the lab draw itself is time-critical (needs to be at a specific time, for example, drug trough levels)

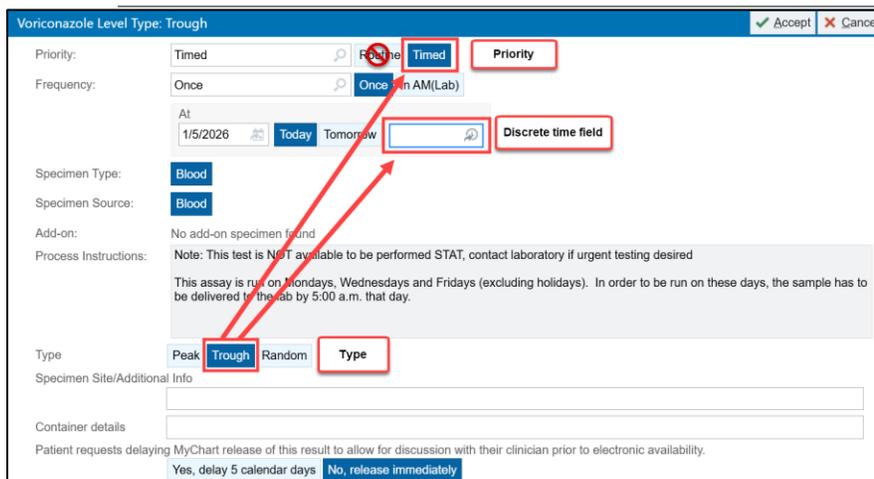
1. Select Priority=TIMED
2. Enter the desired draw time in the discrete time field.

Do not select:

1. *Priority=Routine* with the time entered. Beaker groups *Routine* labs and will auto-adjust the draw time, resulting in an incorrect draw time.



Note: If Timed does not appear as a button, click the selection tool  in the *Priority* field to view a menu of additional options.



Voriconazole Level Type: Trough

Priority: Timed  **Timed** **Priority**

Frequency: Once  **Once** In AM(Lab)

At: 1/5/2026  Today Tomorrow **Discrete time field**

Specimen Type: Blood

Specimen Source: Blood

Add-on: No add-on specimen found

Process Instructions: Note: This test is NOT available to be performed STAT, contact laboratory if urgent testing desired
This assay is run on Mondays, Wednesdays and Fridays (excluding holidays). In order to be run on these days, the sample has to be delivered to the lab by 5:00 a.m. that day.

Type: Peak **Trough** Random **Type**

Specimen Site/Additional Info:

Container details:

Patient requests delaying MyChart release of this result to allow for discussion with their clinician prior to electronic availability.
Yes, delay 5 calendar days **No, release immediately**

For more information, please see the [tip sheet](#).

SME/Informaticist: Raman Khanna, Shagun Arora

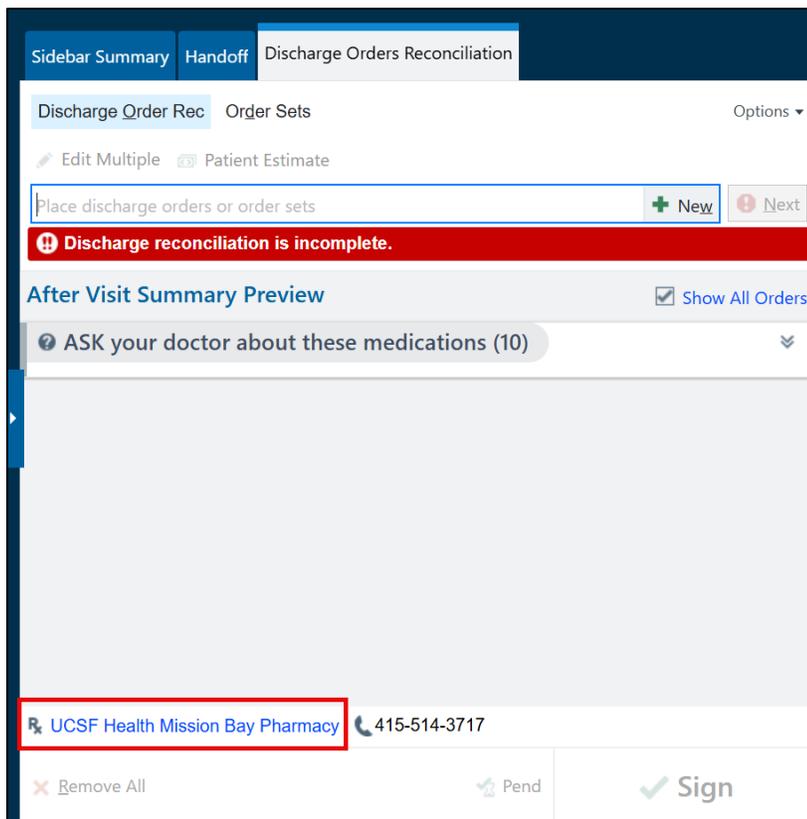
Default Pharmacy for Discharge Prescriptions at UCSF Mission Bay and Parnassus Hospitals

Audience: UCSF Mission Bay and Parnassus Hospitals only.

Reason for Change: Research shows that ensuring patients receive their prescriptions before discharge significantly reduces readmissions and improves medication adherence.

Description & Workflow: UCSF Outpatient Pharmacies are uniquely positioned to eliminate barriers due to their full integration with APeX/Epic, which streamlines communication and provides clear visibility of prescription status. With this update, the internal pharmacy will be set up as the default pharmacy unless patient has an existing preferred pharmacy.

Future State: Default pharmacy selected for discharge prescriptions is *UCSF Health Parnassus Pharmacy* or *UCSF Health Mission Bay Pharmacy*.



If a preferred pharmacy is available for the patient at Mission Bay or Parnassus, it will continue to be selected.

SME: Myra Pascua, PharmD; Informaticist: Kendall Gross, PharmD, Neha Gandhi, PharmD, John Kapisarov, PharmD; Analyst: Melissa Chen

New Order Set for Discharge Referrals at MHMC

Audience: MarinHealth

Reason for Change: To streamline the discharge referral process by grouping commonly used discharge referral orders into one Order Set.

Brief Description & Workflow: MHMC is piloting a new MHMC Discharge Referrals Order Set. To use it, go to Orders > Order Sets, then select MHMC Discharge Referrals. Choose the referral you need, complete the required questions, and click Accept. This Order Set includes only the referrals in the pilot. For referrals not included, continue using the current ordering workflow.



Informaticist/SME: Brett Jones, MHMC IT Liaison

Analyst: Liz Clifton, APeX Ambulatory

Referral Updates

Audience: All Users

Reason for change: To standardize and consolidate referrals for ease of user lookup and system maintenance.

Brief Description & Workflow: The referral standardization team is working with various groups to improve referrals. Referral standardization will be an ongoing effort, with multiple specialty referrals going live each month.

Referrals and Go-Live Dates:

Updated referrals:

- Referral to Primary Care & Subspecialties [REF24] (Previously, referral to Family Medicine) – effective 12/15/2025
- **Note:** This referral cannot be ordered as an Outgoing Referral for admitted patients.

Related referrals being deactivated:

- Referral to Internal Medicine & Subspecialties [REF40] – effective 12/15/2025

Referral Improvements include:

- Consolidation of referrals by specialty, subspecialty, discharge, and different referrals based on location (UCSF, BCH Oakland, MarinHealth, etc.)
- Standardization of referral workspace
- Includes enhanced feature: sidebar guidance with instructions of when and how to get the patient referred
- Improves the referral and decision tree workflow



Note: Locate referral orders by searching “Referral To” without additional qualifiers such as “Amb” or “Discharge”

Referral to Infectious Diseases & Subspecialties - Destination: UCSF Health, Subspecialty: General, Reason: Gastrointestinal Infection

Referral Guidance

Ensure relevant information is available:

- Last two related medical notes
- Microbiology, pathology, and laboratory information
 - TOXIGENIC CLOSTRIDIODES DIFFICILE PCR WITH REFLEX TO TOXIN IMMUNOASSAY [LAB5020]
 - H. PYLORI ANTIBODY, IGG [LAB158]
- Radiology reports

Scheduling Instructions

Clinic Phone Number: 415-353-2626

Please call the clinic if you do not receive a call within 1 week to schedule an appointment.

Class: **Internal Referral** | Internal Referral | Outgoing Referral

Referral: Priority: **Routine** | Routine | Urgent

Type: **Consultation**

Destination: **UCSF Health** | UCSF SFSSM Clinics | Marin/Health

Subspecialty: **General** | Transplant

Reason: **Gastrointestinal infection** | Endovascular infection | Fungal infection | Gastrointestinal infection | Latent tuberculosis | Lyme disease | Osteomyelitis | Pre-transplant infectious disease evaluation | Prosthetic joint infection / Spinal hardware infection | Skin and soft tissue infection | Urinary tract infections

Clinical question:

Reference Links: **UCSF Infectious Diseases**

Comments:

Scheduling Instructions:

Additional Order Details:

Next Required

Review the [Referrals to Specialty Standardization](#) Tip Sheet for more information about the referral standardization efforts.

Informaticist/SME: Laura Hill-Sakurai, MD, Nicole Ling, MD, Lisa DeAngelis, and Specialty SMEs

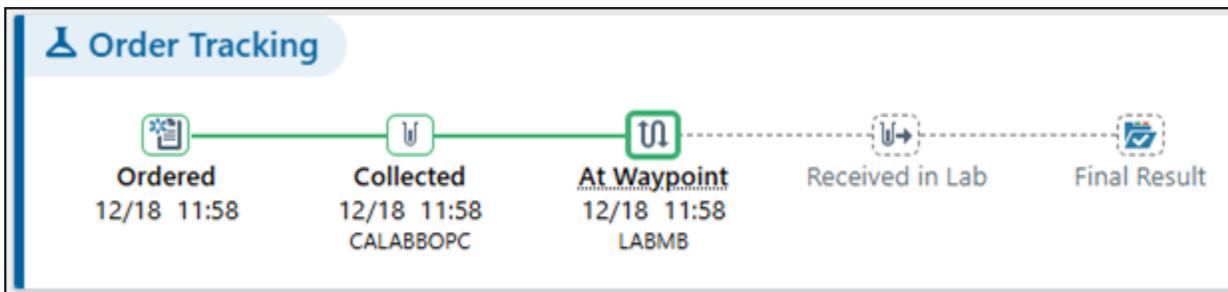
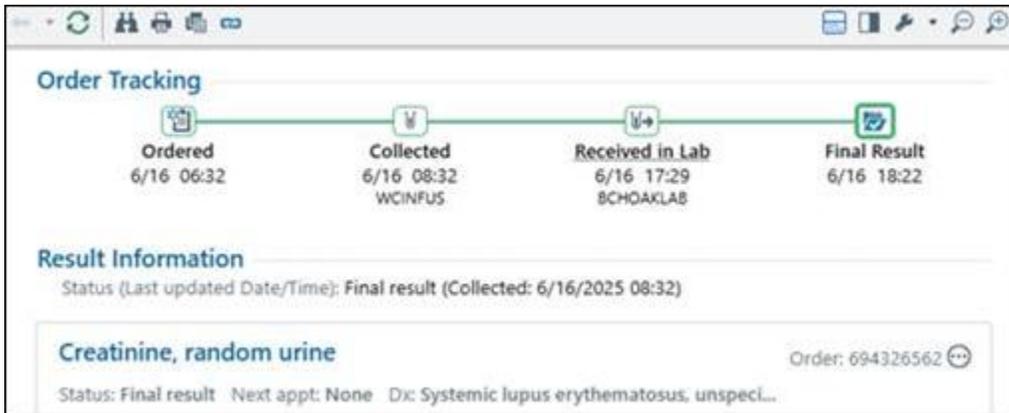
Analyst: Ambulatory and Patient Access Teams

Order Tracking Now Available for Lab Tests

Audience: All users viewing lab results in the Labs tab in Chart Review or Results Review

Reason for Change: To make the status of pending UCSF Lab facilities test results clearer. The “Order Tracker” section will display status as the lab is ordered, collected, received, and eventually resulted.

Brief Description & Workflow: The “Order Tracking” section will display the status of lab tests (Ordered, Collected, Received, and Final Result). Users can see the order tracker by selecting a test in the Labs tab and when viewing order reports.



Informaticist/SME: Dr. Katie Grouse; Build Analyst: Chad Bingo

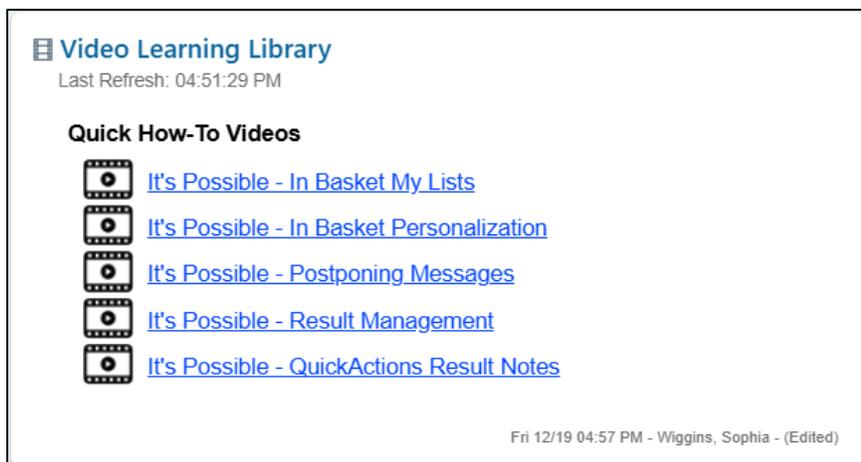
Video Learning Library on Learning Home Dashboards

Audience: UCSF Providers

Reason for change: To give providers Quick How-To Videos on the most common workflows on the Provider Learning Home Dashboards. Each month explore new possibilities with new content in the Video Learning Library.

Go-Live Date: January 13, 2026

Brief Description & Workflow: Click **F1 for Help!** In the **Video Learning Library** component, click on the video to launch an It's Possible Video providing you with a quick how-to tutorial while in APeX.



Audience Legend

All Users: All APeX Inpatient Providers at any location

MarinHealth: MarinHealth Hospital

UCSF: All UCSF locations in San Francisco; including Parnassus, Mt. Zion and Langley Porter

BCH: Benioff Children's Hospital-Oakland and Mission Bay (Pediatric Specific Changes)

APeX New Hire Training Schedule

Need to see when the next APeX Training class offering? [Click here](#) to see a list of all upcoming Apex classes.

For Newcomers, Join our LISTSERV!

If you were forwarded this announcement and you want to receive the Inpatient Provider Monthly Updates directly, join our [ListServ](#).

Disclaimer: You are receiving this monthly update because your APeX responsibilities contain inpatient provider security; including but not limited to: Order Entry, Note Writing, Admitting, Discharge, Transfer, etc. Content in this update is for educational and informational purposes. Please review for latest APeX inpatient provider updates.

Always Remember Your Responsibilities for Use for the Electronic Health Record

Apex is the legal electronic health record for patients at the UCSF Medical Center. All users have the following responsibilities:

- Assure that all information is entered correctly and accurately and within your scope of practice.
- Stay up to date on changes in Apex.
- Follow all UCSF Policies & Procedures on use of the electronic health record.
- Report any issues or problems to your manager and/or IT Service Desk at (415) 514-APeX (2739).