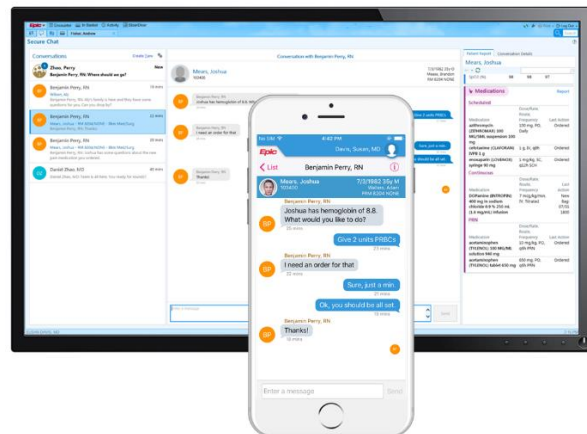


# PHYSICIAN CONNECT All Providers

May 14, 2020

## For All Providers Secure Chat Launch

Secure Chat successfully launched last week within Epic with 12,000 messages already exchanged. Secure Chat helps you communicate and collaborate more efficiently – you can quickly and securely text non-emergent communications to other providers, clinicians and most staff through **Epic Mobile apps (Haiku/Canto)** or your desktop. You can also access your patient's chart directly from the chat, but make sure you continue documenting patient care and treatment in Epic notes.



For more information about Secure Chat:

- Read the [FAQs](#).
- Visit the [Secure Chat website](#).
- Review the following tip sheets:
  - [Secure Chat on Haiku and Canto](#)
  - [Secure Chat on HM Desktop/Workstation](#)
  - [Guidelines for Use](#)

## For All Cardiologists Procedure Pass Tool Ensures Pre-Procedure Task Completion Effective Monday, May 18

On Monday, May 18, **Procedure Pass** launches in Epic for Interventional Cardiology. **Procedure Pass** is designed to prevent same-day procedure cancellations and delays due to incomplete pre-surgical tasks.

With **Procedure Pass**:

- Epic automatically generates pre-procedure task lists personalized for each patient, then marks tasks complete when documentation is finished prior to the procedure.
- You'll have an interactive checklist of tasks and required documentation for every procedure, including:
  - H&P notes
  - Consents
  - Orders for labs specific to the procedure or circumstances, (e.g., EKG)
- If more than one piece of documentation can satisfy a pre-procedure task requirement, Epic will prompt you with a list of suggested steps to complete the task.

Additional benefits of **Procedure Pass** include:

- A central place to track Pre-op and PAT tasks.



- Standardized PAT protocols for cardiology.
- Improved patient pre-op experience and care.
- Decreased time reviewing charts.

For more information:

- Click [here](#) to view a high-level overview video.
- Review the [Cardiology Procedure Pass Users Guide](#).

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*For All Providers*

## Scheduled Epic Downtime for Critical Updates

*Sunday, May 17, 2 – 3:30 a.m.*

On Sunday, May 17 from 2 – approximately 3:30 a.m., Epic will experience a downtime for critical updates.

- For details on what to do before, during and after the downtime:
  - Review the [Planned Downtime Instructions](#).
- To know when Epic access is restored:
  - Sign up for the [Methodist Alert Subscription Service \(MASS\)](#).
- For key resources and the full schedule of planned Epic downtimes:
  - Visit the [Epic downtime web page](#).



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*For All Providers*

## PACS Imaging Not Working with Latest iOS Version

The latest iOS version (13.4.1) is causing issues with viewing PACS Imaging on **Epic Mobile – Haiku** and **Canto**. We are currently working to resolve and will update you when it's corrected.

If you have:

- **The latest iOS version (13.4.1):** Use Epic Hyperspace on a desktop to view PACS Imaging.
- **An older version:** You can still view PACS Imaging via Haiku and Canto.
  - **Note:** If you frequently use Epic Mobile to view PACS images, you may want to wait to update your iOS software until the issue is resolved.



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## COVID-19 Updates

*For All Providers*

### COVID-19 Lab Order for Pre-Procedure or Non-PUI Assessments

COVID-19 lab orders are now available for pre-procedure or non-PUI testing without requiring isolation or triggering COVID-19 alerts, unless a patient tests positive.

- For inpatient testing:
  - A **COVID-19 Qualitative PCR – Pre-Procedure or Non-PUI Assessment** order set is available.
  - Order set names are now updated for clarity:

COVID			Browse	Preference List	Facility List	Database
Order Sets & Panels			Search order sets by user			
Name	User Version Name	Type				
COVID-19 Adult Inpatient Management and Treatment		Order Set				
COVID-19 Adult General Admission		Order Set				
COVID-19 ICU Admission		Order Set				
COVID-19 ICU Insulin Drip Order Set for Target Blood Glucose 100-200 mg/dL		Order Set				
COVID-19 Qualitative PCR - Pre-Procedure or Non-PUI Assessment		Order Set				
COVID-19 Qualitative PCR - Suspected		Order Set				
Research PRO00025079 Moderate COVID-19		Order Set				
Research PRO00025080 Severe COVID-19		Order Set				

- For Preop and PAT testing:
  - Order sets are updated with the **COVID-19 qualitative PCR [LAB3555]** order.
  - A new screening question, defaulted to **Yes**, validates that the test is part of a pre-procedure assessment.
- For non-pre-procedure assessment and ordering on suspected patients:
  - Selecting **No** will trigger COVID-19 alerts.

COVID-19 qualitative PCR

Accept

Cancel

Status:

Normal

Standing

Future

Expected Date:

Today

Tomorrow

1 Week

2 Weeks

1 Month

3 Months

6 Months

☐ Approx.

Expires:

5/12/2021

1 Month

2 Months

3 Months

4 Months

6 Months

1 Year

18 Months

Priority:

Routine

Routine

STAT

Class:

Lab Collect

Lab Collect

Clinic Collect

HM Draw Station

Resulting Agency:

HMH DEPARTMEI

Specimen Source

Nasopharyngeal Swab

Sputum

Bronchoalveolar Lavage

Is this for pre-procedure or non-PUI assessment?

Yes

No

Comments:

+ Add Comments (F6)

Show Additional Order Details

Next Required

Accept

Cancel

### For All SPG/PCG Providers

## COVID-19 Antibody Lab Orders Available in Epic for External Testing Agencies

New orders are now available in Epic to facilitate ordering a **COVID-19 Serology Antibody** test from the three external agencies providing this test – Quest, LabCorp and BioReference.

Quest and BioReference only offer a test for an **IgG** antibody. LabCorp also provides **IgM** and **IgA** tests. **Note:** **IgG** tests can be collected at the testing agency. **IgM** and **IgA** are clinic-collect only.

Testing Agency	Test Name	EAP ID	Agency Code
BioReference COLLECTED IN OFFICE OR DRAW SITE	COVID-19 ANTIBODY IGG (BIOREF)	LAB7683	TH99-5
LabCorp COLLECTED IN OFFICE OR DRAW SITE	SARS-COV-2 ANTIBODY, IGG (LABCORP)	LAB7676	164055
LabCorp ONLY CLINIC COLLECT	SARS-COV-2 ANTIBODY, IGM (LABCORP)	LAB7677	164034
LabCorp ONLY CLINIC COLLECT	SARS-COV-2 ANTIBODY, IGA (LABCORP)	LAB7678	164072
Quest COLLECTED IN OFFICE OR DRAW SITE	SARS-CoV-2 SEROLOGY (COVID-19) ANTIBODY (IgG), IMMUNOASSAY	LAB7675	39504

Click [here](#) for additional information, including screenshots.

### For All Providers

## Auto-Release of Non-Sensitive Lab Results Changed

Auto-release times for many non-sensitive tests have changed – allowing patients to receive test results sooner. You now have a shorter window to review these results, but you can continue using the **In Basket Results Folder** or the **MyChart Results Release Activity** to manually prevent results from auto-releasing.

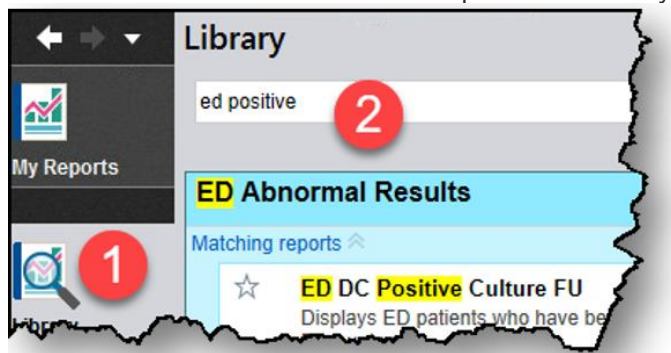
- Non-sensitive labs and COVID-19 tests (regardless of encounter type) will auto-release 24 hours after they're finalized.
- ED and inpatient test results will auto-release 24 hours after discharge.
  - Basic Metabolic Panel, CBC Hemogram and CBC with Platelet and Differential are instantly released for MyChart *Your Hospital Stay* users.
- Sensitive lab results, including tumor markers, genetic testing, pathology reports and non-screening mammograms will continue auto-releasing 10 days after finalization.
- Imaging studies will continue to auto-release four days after finalization.



### For All ED Providers

## New Name for ED Abnormal Culture Result Report

The **ED Abnormal Culture Result** report is now called **ED DC Positive Culture FU** and includes individuals with a positive COVID-19 result. To search for the report in the library, type **ED Positive** in the search bar.

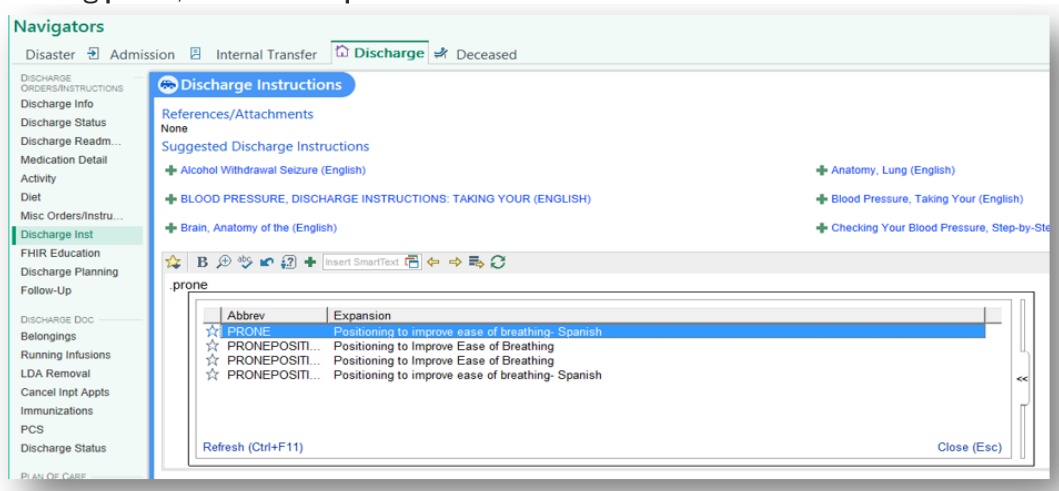


### For All Providers

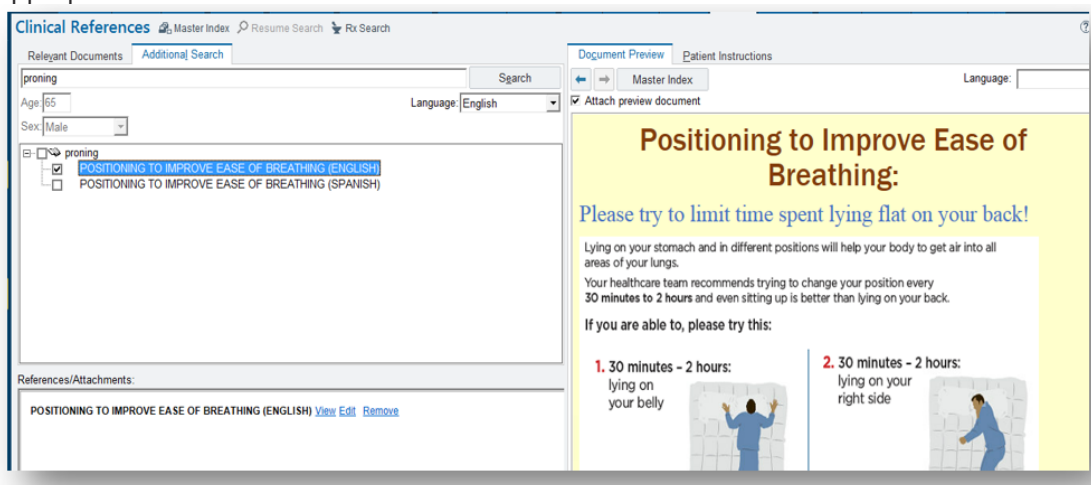
## Positioning to Improve Ease of Breathing Document for COVID-19 Patients

The **Positioning to Improve Ease of Breathing** document is now available in English and Spanish for COVID-19 patients and can be added to the **After Visit Summary (AVS)**.

- From the **Navigators > Discharge Instructions** tab, you can search for it as a **Dot Phrase** in **SmartText** by entering **prone**, **.ease** or **.resp**.



- From **Clinical References**, click the **Additional Search** tab, search for **positioning** or **proning** and select the appropriate document.



## For All Providers

### New COVID-19 SmartPhrase Dragon Commands

You now have new COVID-19 SmartPhrases built as step-by-step Dragon commands for critical care medicine, infectious disease and internal and family medicine – saving you time and reducing clicks.

- For more information, review these tip sheets:
  - [Critical Care Medicine](#)
  - [Infectious Disease](#)
  - [Internal and Family Medicine](#)
- If you need training or don't have access to these commands, contact the Physician Help Desk at 832.667.5555 and ask for the Dragon team.



For more Dragon resources, visit the [Dragon website](#).

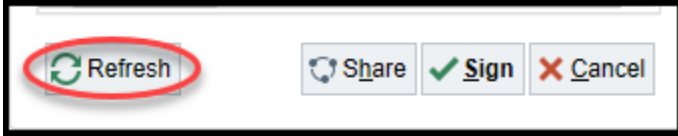


# Key Updates

*For All ED Providers*

## Refresh Button Now Easier to Find

The **Refresh** button is now visible at the bottom of the **Provider Note** making it easier to locate.



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## Reminders

*For All Providers*

## Physician Help Desk: IT Help Desk for Providers Only

If you need IT help, make sure you are calling the Physician Help Desk at 832.667.5555. This line is designated for providers only and will help you access the correct agent faster, so you can get back to caring for your patients. Be sure to:

- Press 1 for Epic/clinical workflows.
- Press 2 for all other issues, such as computer/printer and non-clinical issues.



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*For All Providers*

## MyChart Your Hospital Stay Now Available for Admitted Patients

Admitted patients at all HM hospitals can now access *Your Hospital Stay* through their **MyChart** app. This new feature provides admitted patients and their designees details related to their hospitalization.

*Your Hospital Stay* is only available through the **MyChart** app on a personal smartphone or tablet. Patients can designate shared access to their **MyChart** accounts with specific family members or caregivers who have a **MyChart** account.



For more information, review the [FAQs](#).

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*For All Providers*

## Push Notifications for COVID-19 Results

You will now automatically receive push notifications for COVID-19 results, saving you time and clicks.

- Notifications will appear as generic messages on your lock screen or as banners when you're using your mobile device.
- If you tap the notification while logged in, it will take you to the related **In Basket** message.
- You can toggle notifications on or off.
- Now, if the lab cancels an order and places a different one, you will still receive a push notification.

Remember, you can customize the messages you want to receive or turn off messages within **Haiku** and **Canto**. Click [here](#) for instructions.

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# Ways to Reach IT

## IT Physician Help Desk:

- 832.667.5555
  - Press 1 for Epic/clinical workflows.
  - Press 2 for all other issues, such as computer/printer and non-clinical issues.
- [helpdesk@houstonmethodist.org](mailto:helpdesk@houstonmethodist.org)

## Houston Methodist IT Website for Physicians:

- [it.houstonmethodist.org/physicians/](http://it.houstonmethodist.org/physicians/)



INFORMATION TECHNOLOGY