



Trending in IT

For Everyone

Self-Service Thermometers Launch Systemwide

This week, as an extra safety precaution due to COVID-19, HM began to roll-out automated temperature-taking devices known as Care.ai™. Pictured to the right, they look like a small iPad, and are intended for both visitors and employees.

To use the device, step up to it, look at the screen and a sensor measures your temperature without human contact. The device works with facemasks and displays a green light if you can proceed. It shows a red light if you have a temperature over 99.6F. In this case, you'll need to follow instructions from HM testing staff.



Note: The device stands are not adjustable, so those who can't physically reach the device will use handheld thermometers.

For All Providers and Clinical Staff

COVID-19 Results Released Immediately to MyChart

Your patients' COVID-19 test results will immediately auto-release to MyChart, eliminating the prior 24-hour hold. This will give patients their test results as soon as possible and help reduce calls and questions to you and/or your clinic.

For HMTW

Patient Meal Ordering Coming to the MyChart App

HMTW Pilot Starts Tuesday, July 14

On Tuesday, July 14, a pilot program at HMTW enables patients to order meals directly through the **MyChart** app on their mobile devices. Bridging these technologies simplifies the ordering process while ensuring patients receive nutritionally appropriate meals. This helps to increase patient satisfaction and decrease length of stay through better meal selections. After the launch at HMTW, **MyChart** meal ordering will roll out systemwide through 2020.

How it Works

- After logging into the **MyChart** app, patients will be able to view a personalized daily menu, based on the provider's prescribed diet and any noted allergies.
- Meal options are controlled by dietary nutrient limits and portion control.
- Patients can review descriptions of each item with images to assist with selection.

- Patients can request meal service as soon as possible or set a preferred time.

The program initially launches for HMTW patients on 4 North, 4 South (Mother/Baby) and 6 South. On Tuesday, July 21, the program expands to 2 North, 5 North and 6 North.

Patient Support

- Staff from the Department of Nutrition and Food Services will provide menus and educational materials to patients to help them understand the new meal ordering process.
- Patients may continue to order meals by phone or through direct contact with food services if they don't have a MyChart account, are unable to use it or don't want to use the app.
- Food services staff will also be available to provide direct assistance, as needed.

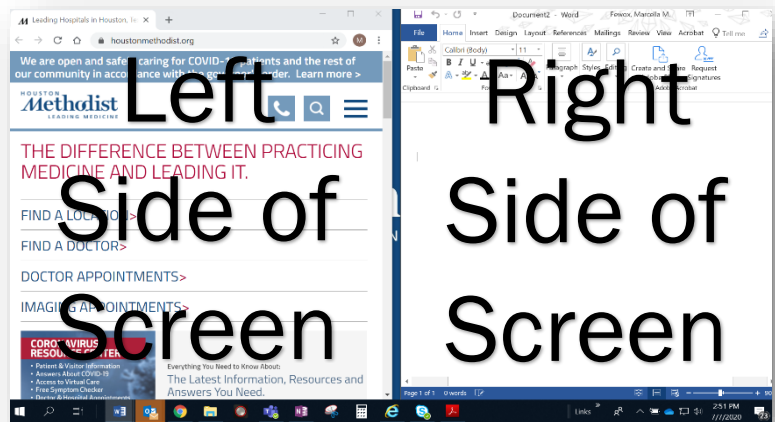
For technical support, patients should contact the HM Customer Service team at 832.667.5694. For questions about menu and meal options, contact HMTW Food Services at 936.270.3663.

For Everyone

Create the Effect of Dual Monitors from Your PC

You can create the effect of dual monitors from a single screen through a simple keyboard shortcut.

Open the document or page you want to see on the left-side of your screen and click both the **Microsoft Windows icon** and your **left arrow key**. The right-side of your screen will display all the windows you have open. Select the one you want to view and both screens will display side-by-side on your single screen. You can now toggle in both documents at the same time.



For HMB and HMWB Nurses and PCAs

Rover Launching at HMB and HMWB

- *HMB: July 27*
- *HMWB: July 27 and July 29*

Rover, a simplified version of Epic on a smartphone is now live throughout HMH. Launches are kicking off for HMB and HMWB nurses and PCAs later this month. If this impacts you, required online training

has been assigned to you in LMS or you can search for the courses shown below. Please complete this training by your unit's deadline.

- **Rover Virtual Training – Nursing Staff**, course #1581499
- **Rover Virtual Training – PCA Staff**, course #1583009

HMB

Launching Monday, July 27

- *LMS deadline, Friday, July 24*

HMWB

Launching Monday, July 27

- ICU
- Med/Surg 9 Units
- *LMS deadline, Friday, July 24*

Launching Wednesday, July 29

- Women's Services: Admit/Hold: ED: ECCs: Spring, Cypress
- *LMS deadline, Monday, July 27*

Managers/super users

Click [here](#) for more on WebEx training sessions.

For updated information and resource materials, visit it.houstonmethodist.org/rover. For questions, contact the IT Help Desk at it.houstonmethodist.org/help or 832.667.5600.

For Everyone

You Can Reset Your HM Network Password

If you forget your HM network password or it expired, it's easy to reset it online **without calling** the IT Help Desk. You can reset it on or off the HM network by following the steps below.

First, be sure to [register your smartphone](#) (work or personal). This enables you to receive a passcode to log in. We'll never spam you. If you don't register your phone, resetting your password will require your manager's approval.

Change your expiring password on network

- Visit it.houstonmethodist.org/help, click **Password Reset – Self-Service**, then click **On Network**.

Forgot your password

- On network, use a non-HM device to access Apps Center. Visit apps.houstonmethodist.org, then click **Forgot Password** (bottom of screen).
- Off network, visit apps.houstonmethodist.org, then click **Forgot Password** (bottom of screen).

Physicians, you have the option of resetting your password online or by calling the IT Physician Help Desk, 832.667.5555 for assistance. If you call, be prepared to provide your dictation ID and DEA number. The Help Desk will provide a temporary password. Please reset your password when you login.

For MOB, Design and Construction, Corporate Real Estate and Academic Institute

OnBase Contract Management System

Effective Thursday, July 16

On **Thursday, July 16**, OnBase Contract Management – a systemwide solution for managing and storing contractual agreements – will roll-out to these departments:

- MOB Operations.
- MOB Leasing.

- MOB Construction.
- Design and Construction.
- Corporate Real Estate.
- Academic Institute.

For more information about OnBase, visit it.houstonmethodist.org/contracts.

Epic Updates & Changes

For All Providers

Haiku/Canto Patient Summary Now Includes Infection/Isolation Status

The **Epic Mobile (Haiku/Canto) Patient Summary** now includes **Infection** and **Isolation Status** sections – allowing you to quickly see if your patient is COVID-19 positive and view isolation status information.

Note: You will not see these sections if the patient does not have infection or isolation status information on file.

Example: Haiku Patient Summary

Summary

PERMANENT ADDRESS

PERMANENT PHONE NUMBERS

Infection Status
R/o Coronavirus Covid-19 (suspected)

Isolation Status
Contact
Droplet

Active Problems

HOSPITAL
Sepsis (HCC)

NON-HOSPITAL
Current use of long term anticoagulation

Summary Encounters Results Notes

Example: Canto Patient Summary

Infection Status
Coronavirus Covid-19 (confirmed)

Isolation Status
Contact
Droplet

Patient Flags
General

Allergies
Amlodipine
Hydralazine
Iodine
Levofloxacin

Current Lines
Peripheral Intravenous Line
Peripheral IV 07/06/20 Posterior;Right 2 days
Hand

Code Status
Not on file
COMMENTS:
None

Summary Ortho Encounters Results Notes Notes Entry

Example: Canto Patient Summary (Infection Status only)

The screenshot shows the Epic Canto Patient Summary interface for a patient with a 2019 Novel Coronavirus Disease. The interface is divided into several sections:

- Top Bar:** Displays the time (2:00 PM), date (Wed Jul 8), patient name (System - 2019 Novel Coronavirus Disease), and medication list (Sulfa (Sulfonamide Antibiotics), gentamicin (GARAMYCIN), ribavirin, trifluridine).
- Left Sidebar:** Contains navigation links for Infection Status, Patient Flags, General Medicine - Current Summary, General Medicine - Current To Do, General Medicine - Current To Do - On Call, Allergies, Current Lines, and Code Status.
- Right Panel:**
 - Infection Status:** Shows R/o Covid-19 (a+c).
 - Patient Flags:** Lists PUI - Confirmed or Suspected Covid-19 Patient and PUI - Suspected or Confirmed Covid-19 Patient.
 - General Medicine - Current Summary:** Empty section.
 - General Medicine - Current To Do:** Empty section.
 - General Medicine - Current To Do - On Call:** Empty section.
 - Allergies:** Shows Sulfa (Sulfonamide Antibiotics) with a 'Never reviewed' status and a 'Mark as Reviewed' button.
 - Current Lines:** Shows 'None'.
 - Code Status:** Shows 'Not on file' and 'COMMENTS: None'.
 - Active Problems:** Lists HOSPITAL Respiratory infection, NON-HOSPITAL Elevated aspartate aminotransferase level, and Overweight (BMI 25.0-29.9). A 'Never reviewed' status and 'Mark as Reviewed' button are present.
 - Current Medications:** Lists SCHEDULED medications: gentamicin (GARAMYCIN) 80 mg in sodium chloride 0.9% 1,000 mL irrigation, 80 mg, irrigation, once; ribavirin (REBETOL) oral suspension 400 mg, 10 mL = 400 mg Conc: 200 mg/5 mL, oral, 3 times daily; and trifluridine (VIROPTIC) 1% ophthalmic solution 1 drop, 1 drop, Both Eyes, 4 times daily.
 - Results (Last 24 Hours):** Shows 'None'.
 - Trending Vitals:** Shows BP 180/90, Pulse, Temp, Temp src, Resp, Height, Weight 85.7 kg (189 lb), HC, SpO2, PF, and Pain Score.

For Surgeons, OR Schedulers, Patient Access and Billing Staff Pre-Assessment Testing Option at Other Facilities Now Available

Effective immediately, patients preparing for surgery can complete pre-assessment testing (PAT) at any HM hospital, regardless of where the surgery is taking place. This flexibility provides patients additional convenience to complete necessary testing closer to home or work.

Note: If **Type and Screen** is required, PAT must take place at the same facility as the surgery.

For OR scheduling:

A required question has been added to the **Case Request** order within the surgical order set to indicate if **Type and Screen** is needed. If answered **Yes**, a message alerts the provider that PAT must be performed at the same facility as the procedure. If **Type and Screen** is not required, the PAT order appears in **Case Entry** for OR schedulers.

For more information, review the [Case Entry PAT Type and Screen Question](#) tip sheet.

For PAT scheduling:

When scheduling a PAT visit, a new message box asks if the appointment is being scheduled for a location different than the surgery/procedure facility. If **Yes**, another question will ask if the patient needs a **Type and Screen**. If **Yes**, a denial message alerts you that PAT must take place at the same hospital as the surgery.

For more information on scheduling PAT appointments, review the [Scheduling Alternate PAT Location](#) tip sheet.

Please contact the IT Help Desk at helpdesk@houstonmethodist.org with any questions and request that the OpTime/Anesthesia team be paged for urgent issues.

For All Epic Users

Reminders for Proper Secure Chat Use

Close to 230,000 messages have been exchanged through Secure Chat, a communications tool within Epic for non-urgent, HIPAA-compliant messaging. This tool has only been in place for about two months.

Here's a breakdown of the numbers:

- Nearly 70,000 messages sent by RNs and more than 50,000 by providers.
- 20 percent of provider messages were sent through Epic mobile on Haiku or Canto.
- 12,840 messages were sent through Rover.
- HMH had the most messages sent (59,433), followed by HMSL (32,401) and HMB (13,243).

Remember: Secure Chat should only be used for non-urgent communication related to daily work activities. Using Secure Chat incorrectly can delay essential patient care and may lead to patient safety incidents. Click [here](#) for additional reminders.

For additional information, including FAQs and tip sheets, visit it.houstonmethodist.org/securechat/.

For All Epic Users and Patient-Facing Staff

Patient Types Consolidated or Renamed

Effective Monday, July 13, 2020

To better track individuals belonging to assigned group types, some **Patient Types** are being consolidated and/or renamed in Epic.

The following changes are taking place:

Previously	Effective July 13, 2020
Methodist Minister	Methodist Minister Spouse and Children
HM Board Member Other	HM Board Member
HM Board Member	HM Board Member/Spouse
TMC Affiliated Board Members Other	TMC Affiliated Board Members
TMC Affiliated Board Members	TMC Affiliated Board Members & Spouse
Platinum 2	Executive Review – Platinum 1
System Staff - Non PQ Spouse	System Staff - Non PQ
Executive Notify	Government Officials
Executive Review	Executive Review-SLM

For Inpatient Nurses

Charting Type Flowsheet Row Added

The **Charting Type** flowsheet row was added to the **LDA** and **CRRT** flowsheets, so nurses can easily document reassessments and charting by exception.

LDA:

CRRT:

For All Nurses/HR/Hiring Managers Do You Have Questions About Epic Training?

With more COVID-19 patients and the need for additional staff including agency/travel/flex and floaters, we are receiving more questions regarding Epic training and access. If you have questions, email epictraining@houstonmethodist.org or visit our website at it.houstonmethodist.org/epicupdate.

For All Nursing We Need Your Feedback: Texting to Patients' Families *Now Through Friday, July 10*

Epic will soon allow clinicians to send one-way text messages to patients' family members. The texts will come from a list of pre-approved messages. The Epic team would like your feedback on the texts that would be most helpful to you.

If you had a choice, what standard text messages would you like to send?

Take this short, [two-question survey](#) by **Friday, July 10** and share your thoughts. The survey takes less than five minutes.

For All Providers Real Time Prescription Benefit Program Offers Affordable Medication Options *Launching Late July*

Later this month, the new **Real Time Prescription Benefit** program launches, allowing you to quickly view your patient's prescription benefit information and discuss medication costs and alternatives before hospital discharge or an office visit. This helps ensure our patients can afford the medications they need – especially important during these critical times.

This new, patient-centric program:

- Displays the e-prescribed medication cost, along with a list of alternatives and costs.
 - If the medication isn't affordable, you can quickly view and discuss more options at the point of care.
- Provides POC medication transparency, resulting in:
 - Fewer phone calls requesting medication substitutions.
 - Medication adherence for better patient outcomes.
 - Fewer hospital readmits due to medication non-adherence.
- Is simple and intuitive.
 - A tip sheet with detailed instructions will be provided soon.

Patient Estimates

Preliminary Patient Estimate
for Kara Whiteside seen on 5/27/2020

Prescriptions using PLANA4 (CERT PBM-B)

<input type="radio"/> citalopram (CeleXA) 20 MG tablet Lane-Wooster Pharmacy ~..., 30 tablet, 30 days Prior Authorization required, Quantity Limit exceeded	\$135 \$4.50/day
Payer-Suggested Alternatives	
<input type="radio"/> FLUOXETINE 20 MG tablet Lane-Wooster Pharmac..., 90 tablet, 90 days Prior Authorization required, Step Therapy requi...	\$24 \$0.27/day
<input type="radio"/> FLUOXETINE 20 MG tablet Rapid-Rx Online Pharm..., 90 tablet, 90 days Prior Authorization required, Step Therapy requi...	\$24 \$0.27/day
<input checked="" type="radio"/> SERTRALINE 50 MG tablet Lane-Wooster Pharmac..., 90 tablet, 90 days	\$24 \$0.27/day
<input type="radio"/> SERTRALINE 50 MG tablet Rapid-Rx Online Pharm..., 90 tablet, 90 days	\$24 \$0.27/day
<input type="radio"/> PAROXETINE 20 MG tablet Lane-Wooster Pharmac..., 90 tablet, 90 days	\$25 \$0.27/day

Patient portion (per fill): **\$24**

☐ Don't suggest alternatives while signing

For Epic Tester Takers

Epic Test Proctoring

Through Wednesday, Aug. 26

If you need to take an Epic exam, online proctoring continues through **Wednesday, Aug. 26**. You'll need access to the UserWeb and webcam or built-in camera on your computer. For instructions, refer to the "Exam Instructions – Epic Community Member" document in Galaxy. Email any questions or exam changes to exams@epic.com.

For Epic Pharmacy Users

Contacting the IT Help Desk

When contacting the IT Help Desk for an Epic Willow/Pharmacy issue include these details, if applicable:

- RX number.
- Order ID number.
- NDC number.
- Full patient name and MRN.

To contact the IT Help Desk, visit it.houstonmethodist.org/help or call 832.667.5600.

Planned Downtimes

For Everyone

Planned Downtime Impacts Multiple Systems

Sunday, July 19 from 2 to approx. 3 a.m.

A planned downtime will limit functionality in some systems, including cardiology, lab and pharmacy. See a full list and impact by clicking [here](#). The downtime is **Sunday, July 19 from 2 to approximately 3 a.m.**

Note: You can still document in Epic during this downtime, but some data like patient vitals and lab orders, will not update in the system until the downtime is complete.

Follow [these department/unit's downtime procedures](#) or any specific service line instructions for this downtime:

- Cardiology
- Inpatient Nursing, OB, ED
- Lab
- OR
- Pharmacy
- Providers
- Revenue Cycle
- vICU
- For HMSL Only
- For HMTW Only

For technical questions, or if you experience issues after the downtime, contact the IT Help Desk.

- **Physicians: 832.667.5555**
- **Staff: 832.667.5600**

SharePoint	Friday, July 10, 7 p.m. – Saturday, July 11, 9 a.m. During this window, SharePoint sites may be down. Prepare by printing or saving, to your local drive, any necessary materials before this downtime.
LMS	Saturday, July 11, 11 p.m. – Sunday, July 12, 6 a.m. LMS will not be available due to maintenance.
LaborWorkx	Thursday, July 23, 11:55 p.m. – Friday, July 24, 5 a.m. Print any required work/schedule-related items ahead of time. For questions, contact LaborWorkx Support at 832.667.5959 or LaborWorkx@HoustonMethodist.org or the IT Help Desk at 832.667.5600. Note: Badge Readers will be available during this time but not Quick Badge.

Reminders

You can see previous issues of *IT Matters* and more at it.houstonmethodist.org.

For Everyone

Playing Videos on Teams

For Everyone

Use @Mentions in Outlook

For Everyone

Connectivity Tips

For Patient Access Staff and ED RN

Document Name of EMS Service

For All Providers and Nurses

New Corrective/Sliding Scale Process Improves Patient Safety

For Inpatient Nurses

New Care Plan BestPractice Advisories (BPAs)

For All Providers, Case Managers, Nurses

Cleared for Discharge Order Updated