IT MATTERS

Trending in IT

For Inpatient Clinicians
Share COVID-19 Results Release Process with Patients

Handouts are now available to help our patients learn how to access their COVID-19 test results quickly and easily through MyChart. Be sure to provide your patients with this handout.

COVID-19 test results will auto-release to MyChart without a 24-hour hold, giving patients their results as soon as possible and helping to reduce questions to our clinics. Patients tested in clinics, testing centers, PATS or EDs will receive automated COVID-19 test information and results, based on preference, through CareSense. This includes texts, calls and/or email alerts when their results are ready. FAQs will be provided for positive or negative results.

Note: CareSense will not send messages to admitted patients.

For Everyone
Protect Your Personal Home Computer

You can protect your personal home computer from a cyberattack by turning on a firewall for free.

For Microsoft users, you should turn on the **Microsoft Defender Firewall**. Do this even if you already have another firewall on, because it helps protect you from unauthorized access.

To turn on **Microsoft Defender Firewall**:

- Click here to open Windows security settings. Disregard the security window pop-up by clicking **Yes**.
  - Select a network profile.
  - Under **Microsoft Defender Firewall**, switch the setting to **On**.
- For more details, click here.

For Mac users, a firewall can also protect your computer when you're connected to the internet or a network. For steps to turn on firewall protection on your Mac, click here.

For Everyone
Update Your Address in MARS

With hurricane season upon us, update your home address and phone number in MARS to ensure you can be reached and are able to receive important communications. Follow these steps to update your personal information:
1. Log into MARS.
2. Select the **Personal Details** tile.
3. Click on your home address and contact details to make edits, as needed. Within each section, scroll to the right to click **Save**.

Launch Alerts

For Everyone

Real Time Rx Benefit Launches – Giving Patients Affordable Medication Options

On Tuesday, July 21, the new **Real Time Prescription Benefit** program launched – allowing providers to quickly view their patient's prescription benefit information and discuss medication costs and alternatives before they leave the hospital or an office visit. This helps ensure our patients can afford the medications they need – especially important during these critical times.

Since Tuesday's launch, over 5,800 medication cost estimates have been generated.

Providers: To learn more about using **Real Time Prescription Benefit**, review the tip sheets below:
- [Ambulatory providers](#)
- [Inpatient providers – patient discharge](#)
- [ED providers – patient discharge](#)

For All Surgeons and Clinical Staff, OR Schedulers

Improved Electronic Case Requests and Preop Order Entry
Effective Wednesday, July 29

Starting Wednesday, July 29, electronic surgical case requests and preop order entry within Epic will be enhanced – improving your workflows and saving you time. Electronic entry is not mandatory but helps prevent surgery delays, rescheduling and reduces time-consuming manual processes, like phone calls and faxes. Note: An electronic case request does not replace a phone call to the OR to arrange add-ons, urgent or day-of-surgery requests.

New enhancements will include:
- Preop order sets for commonly performed procedures.
- Easy-to-understand procedural descriptions in patients' **MyChart** accounts.
- New **Requested Time** field.
- Consent orders filled in automatically with the preop diagnosis.
- Ability to quickly modify/discontinue signed/held orders.
- Easily view orders requiring a second signature.

For more information, review the following tip sheets:
- All Providers:
  - [Prep for Surgery](#)
  - [Modify Signed and Held Preop Orders](#)
- Clinical Support Staff:
  - [Electronic Surgical Case Request/Preop Order Entry](#)

For HMSL Nurses, EMTs and ED Techs

Specimen Scanning at HMSL – Tuesday, July 28
Complete Required Training by Friday, July 24

Specimen Scanning, a new specimen collection technology, is launching at HMSL on **Tuesday, July 28** for nurses, EMTs and ED techs. This will roll out systemwide into 2021.

This new tool reduces the risk of specimen labeling errors, improving patient safety. Increased accuracy helps reduce lab processing turnaround times, so providers can make patient care decisions sooner than previously possible.

If you work at HMSL, required online training has been assigned to you in LMS, or you can search for the **Epic Lab Specimen Collection & Barcode Scanning for Inpatient Nursing Staff,** course #1582031. Complete this training by Friday, July 24

For more information including how Specimen Scanning improves patient safety, visit it.houstonmethodist.org/specimenscanning. For questions, contact your unit's super users or the IT Help Desk at it.houstonmethodist.org/help or 832.556.6700.

For HMB and HMWB Nurses and PCAs
Rover at HMB and HMWB
- *HMB: July 27*
- *HMWB: July 27 and July 29*

Rover, a simplified version of Epic on a smartphone, launches 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

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 All Surgeons, Residents, Fellows, APPs, Nurses, MAs and OR Schedulers
Electronic Informed Consent via Epic
Piloting Tuesday, July 28 at HMH Main OR

On Tuesday, July 28, HMH Main OR is piloting electronic informed consent via Epic – allowing quick and easy retrieval of the appropriate consent form for commonly performed procedures. The new e-consent process:
- Ensures forms are current and state compliant.
  - Forms are updated as state laws change so you're using the most up-to-date forms.
- Clarifies risks, benefits and alternative therapies.
- Prevents delays and improves OR efficiency.
- Provides quick, easy access to correct state-mandated consents.

Note: If you are not part of the initial pilot:

- The **e-Informed Consent** button has been added/activated in Epic systemwide.
- Only HMH Main OR pilot participants should use the **e-Informed Consent** button.
- This application will be rolled out one area at a time.
- Do not use the **e-Informed Consent** button until it is launched in your area and you are trained on the process.

Epic Updates & Changes

For All Providers and Pharmacists
New Smart Ribbon Enhancements Allow Customization
Effective Monday, July 27

Starting **Monday, July 27**, you can customize your **IllumiCare Smart Ribbon** using the newly added **Preferences** option. This new option allows you to:

- Choose your minimum/maximum **Ribbon** size.
- Select the number of apps displayed.
- Customize the order of your apps.
- Control displayed illuminations.
- Select the location of illumination notifications.
- Add/remove specific apps.
- Choose to automatically shrink the **lightbulb** icon after 15 seconds of inactivity.

To customize your ribbon:
- Click the **lightbulb** located on your **Smart Ribbon**.
- Select **Preferences**.

For detailed instructions:
- Watch the video.
- Review the tip sheet.
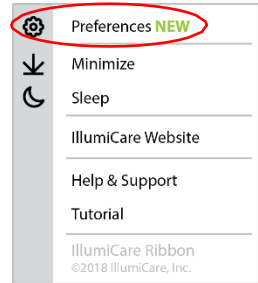
For All Providers
Use Speech-to-Text in Haiku/Canto

For ease and quickness, you can now use Nuance to speak-to-text when entering notes in Haiku/Canto. To use this tool, click on the microphone option within your note in Haiku/Canto.
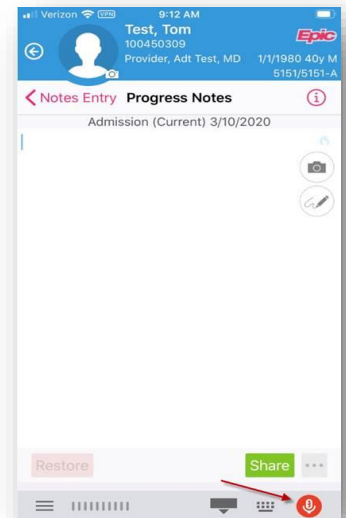
For All Providers
Improved Tools for Radiology Image Viewing in Haiku and Canto

The **ZFP Universal Viewer** for **Epic Haiku** and **Canto** now includes these features when viewing radiology images:
- New **Main** and **Operations** toolbars.
- New **Navigator** to scroll through images.
- Improved compatibility with the latest version of Apple iOS.

The new toolbars now display automatically when an image is opened, and when the **Series** button is pressed, the **Navigator** will appear in place of the **Operations** toolbar on the bottom of the screen. The **Operations** toolbar allows you to activate the window/level tool, display a list of available WL or WW presets, turn image overlays on and reset image manipulations.
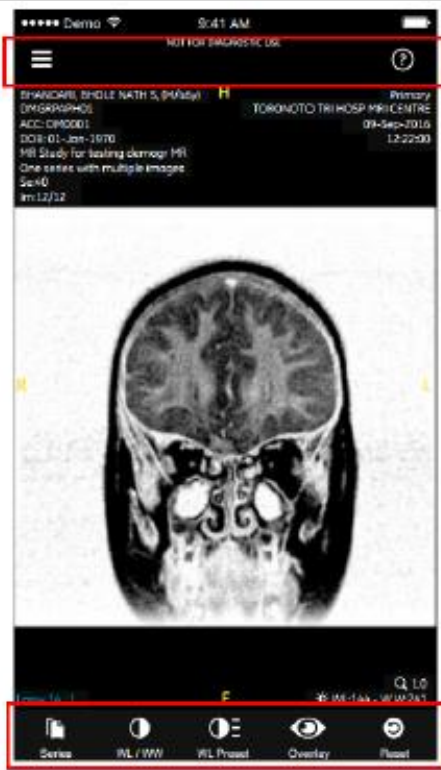
For Physicians and Nurse Practitioners
Stroke Diagnosis Documentation for Quality Compliance
Effective Now

A stroke diagnosis must be documented in the **Hospital Problem List** with a current or history of A-fib/flutter as a **Hospital Problem** or **Problem List Diagnosis**. This is required to meet STROKE 3 quality measure compliance. If these are not documented correctly, the BPA will not trigger, and you might miss that the patient doesn't have an anti-coagulation order for discharge.

Similarly, for STROKE 2 quality measure compliance, you need to document the **STROKE** diagnosis in the **Hospital Problem Diagnosis**, or this BPA will not remind you that an antithrombotic therapy discharge order is missing.


If either of these steps do not apply to your patient, be sure to document an appropriate **Acknowledgement Reason.**

For Inpatient Nurses
EVLO Workflow Separated from Ischemic Stroke Plan

Effective immediately, the **Emerged Large Vessel Occlusion (EVLO)** workflow has been separated from the **TIA Ischemic Stroke Plan** in Epic to provide greater visibility.

Please remember to assess the catheter site and pulse points at ordered intervals following a post cerebral thrombectomy procedure, including a **Post Mechanical Thrombectomy or Post Cerebral Angiogram Maintain or Improve Vascular Perfusion**.
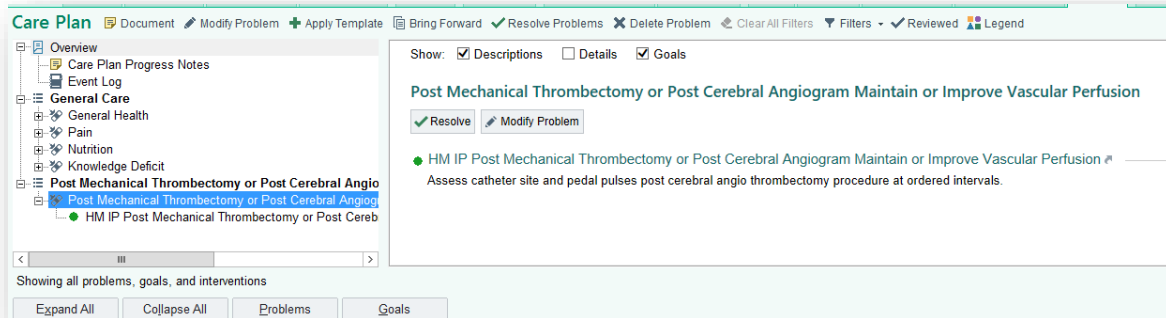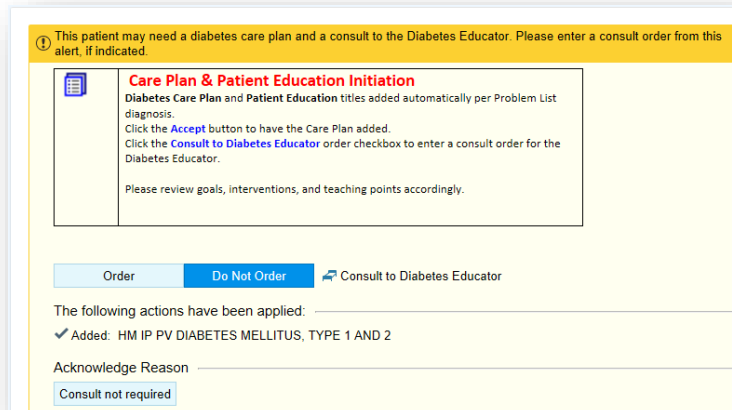

For Inpatient Nurses at HMH, HMB, HMSL and HMWB
Removed: Diabetes Order Consult
Effective Now

The ability to order a diabetes consult was removed from the Diabetes Patient Education BPA (Best Practice Advisory) at the request of the diabetes educators. If you need this consult, please ask the provider to place the order.

For OB Providers and Nurses
OB ERAS Orders Now Available
Effective Friday, July 24

Starting Friday, July 24, **Enhanced Recovery After Surgery** (**ERAS**) orders will be available in Epic for **Cesarean Section** and **Vaginal Delivery** order sets. Orders are:
- Displayed in the **ERAS** section at the top of the order sets.
- Available in the **Cesarean Section PreOp**, **PostOp** and **Vaginal Delivery** order sets. Click here for sample screen shots.
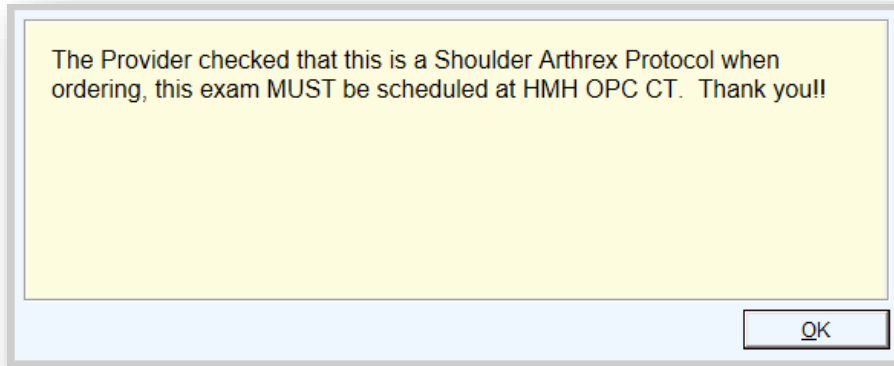
For Ordering Providers, Imaging Users and Schedulers
CT Arthrex Shoulder Protocol Change
Effective Tuesday, July 28

When an ordering provider chooses the shoulder as the area of interest, it will trigger a question asking if this is an Arthrex protocol. Since these are only treated at an HMH OPC CT facility, this will alert the scheduler of this important reminder. For more information, click here.

The Provider checked that this is a Shoulder Arthrex Protocol when ordering, this exam MUST be scheduled at HMH OPC CT. Thank you!!

OK

Planned Downtimes

Research Institute	**Thursday, July 23, 11 p.m. – Friday, July 24, 3 a.m.** Wireless/Wi-Fi access at the Research Institute may experience two downtimes, lasting five minutes each. If the network drives or icons are missing, reboot your machine. Report any issues you may experience to the IT Help Desk, 832.667.5600 after this maintenance is complete.
OfficeExtend	**Thursday, July 23, 11:59 p.m. – Friday, July 24, 4 a.m.** If you use an OfficeExtend machine to connect to the HM network remotely, you may need to use Apps Portal during this downtime.
LMS	**Saturday, July 25, 11 p.m. – Sunday, July 26, 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, 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

For Everyone
Use Microsoft Teams or WebEx Instead of Zoom

For Everyone
Can You Catch a Phish?

For HMTW
Patient Meal Ordering Coming to the MyChart App
HMTW Pilot Kicked Off

For Inpatient Providers, Nurses and Pharmacy
Short-Acting Insulin Product Changed to Admelog

For Managers
Requesting Temporary Epic Access for COVID-19 Float Staff

For All Nurses
Epic Training – New Hire Nurses, Agency/Travel/Flex Nurses

For All Epic Uses
Secure Chat Use Reminders