



Trending in IT

For All Providers and Clinical Staff

COVID-19 Results Released Immediately to MyChart

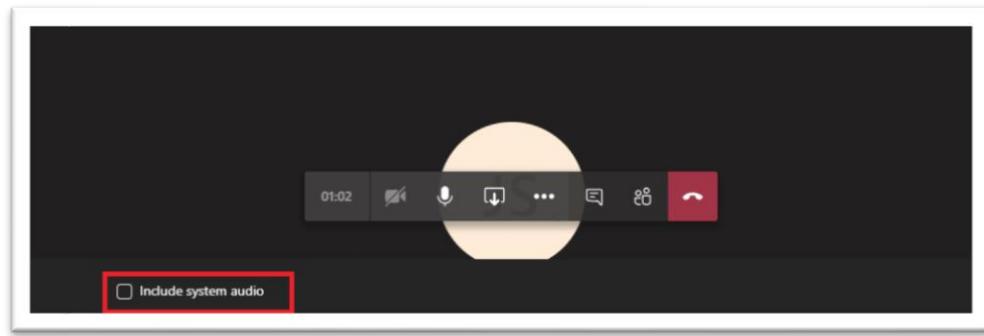
Effective Today, 3 p.m.

Starting today at 3 p.m., 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 Everyone

Sharing Videos on Teams

To launch and share videos during a Teams meeting, select the **Include system audio** setting. You'll see the option below when you share your screen. Click [here](#) for a brief how-to video. Note: If you don't select this setting, the presenter can still play and hear the video, but meeting participants can't.



For Everyone

Use @Mentions in Outlook

If you'd like to get someone's attention in an email message or meeting invite, you can type the @ symbol, followed by the person's name. Doing this will highlight their name in the email and automatically add them as a recipient of the email or invite in Outlook. Click [here](#) for a brief how-to video.

For Everyone Connectivity Tips

If you are experiencing Teams performance issues, including drops or lags, check your internet speed (while NOT on the VPN). This will help you troubleshoot connection issues and test how well your WiFi is performing throughout various parts of your home. This does not help with stability, latency, etc. If you notice an ongoing issue with your network performance, you may want to consider upgrade options from your internet provider.

To check your speed from your:

- Laptop – Go to [Fast.com](https://www.fast.com).
- iPhone – Download **Speedtest** by Ookla. For best results, test your WiFi speed from different areas of your home.

Some internet provider packages, in combination with a WiFi/router, may be weak and lack signal strength. One possible solution is to replace this with a modem and a separate router, found at local electronics stores or online. Although it will take some personal setup, it can improve speed, stability and WiFi signal strength.

Another option is to run a network wire from your router to your work laptop. Wired is always best for stability and speed and removes interference that walls can sometimes create.

For Everyone

Reset Your HM Network Password – Simple, Secure

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 your password on or off the HM network by following the steps below.

Note to physicians: You have the option of resetting your password online or 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 log in.

How to reset your password online

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.

- **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).

Note to employees: If you call the Help Desk, they'll assist you by walking through the steps above. If you haven't registered your smartphone, resetting your password will require your manager's approval via email.

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 continue to rollout across Houston Methodist Information Technology,

Supply Chain and supporting legal teams are already using the system. The following departments will begin using OnBase:

- MOB Operations
- MOB Leasing
- MOB Construction
- Design and Construction
- Corporate Real Estate
- Academic Institute

Key benefits of the system include:

- Signed agreements live in one location
- Quick access to data collection for audit purposes
- On-demand status updates of agreements
- Centralized process for evaluating vendor performance
- Save time with electronic signatures using DocuSign

Stay tuned for more information, as we roll out the system to other departments over the coming months.

Questions?

For more information, visit it.houstonmethodist.org/contracts. If you have additional questions, email contractquestions@houstonmethodist.org.

For HMH, HMB and HMWB Nurses

HMH Rover Launches Almost Complete; HMB and HMWB Up Next

- *One More HMH Wave on July 6*
- *HMB: July 27*
- *HMWB: July 27 and July 29*

Rover, a simplified version of Epic on a smartphone, completed successful launches this week for nurses on these HMH units: Walter Tower 14, 15 BMT, 17, 18, 19, 20, 21; ECCs: Pearland, Kirby, Voss; Dunn West 6, 7, 8, 9, 10; Dunn East 7, 8, 9, 10. The final HMH wave launches this Monday, July 6 for Main 3 SW, 6 SW, 6 NW, 7 North, 7 SW and West Pavilion 8, 9, 10.

HMH Onsite and Virtual Support, July 6 - 7

- For questions, ask your manager or your team's super user for hands-on support.
- For virtual support, contact the Rover Hotline at 281.940.4180.
 - Monday to Tuesday, July 6 - 7 from 7 a.m. to 9 p.m.
- After hours and when virtual support ends, contact the IT Help Desk at it.houstonmethodist.org/help or 832.667.5600.

Rover will launch at HMB and HMWB later this month. If you work on these units, required online training has been assigned to you in LMS or you can search for **Rover Virtual Training – Nursing Staff**. Please complete this training by your unit's deadline.

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

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.

Epic Updates & Changes

For All Nurses

Epic Training – New Hire Nurses, Agency/Travel/Flex Nurses, Floating Nurses

New Hire Nurses

All Epic training is being conducted remotely, either through live WebEx courses with an instructor or self-paced online courses. At this time, live WebEx courses continue to be held on the same dates and times as scheduled in LMS.

Starting Monday, July 6, we are offering a two-part training program to better serve our new hire nurses. The first session consists of an online, self-paced learning and the second part is an instructor-led WebEx training.

New Hire RNs			
Role	Department	Epic Course	Length
RNs	Inpatient	Epic New Hire CLN Inpatient Nurse (Part One Online Only)	2 hours
		COURSE 1581331	
	Med-Surg	Epic New Hire CLN Inpatient Nurse (Part Two Instructor Review WebEx Only)	4 hours
		COURSE 1581407	
	ED	Epic New Hire ED RN 201/202 (Part One Online Only)	2 hours
		COURSE 1581503	
	OB	Epic New Hire ED RN 201/202 (Part Two Instructor Review WebEx Only)	3 hours
		COURSE 246006	
	OB	Epic New Hire OB/Nursery/Labor/ Postpartum Nurse (Part One Online Only)	2 hours
		COURSE 1581385	
		Epic New Hire OB/Nursery/Labor/ Postpartum Nurse (Part Two Instructor Review WebEx Only)	4 hours
		COURSE 1581626	

Agency/Travel/Flex Nurses

During Clinical Orientation, agency, travel and flex nurses will be assigned one of the following online trainings by the on-site clinical educators and will receive an automatic email from LMS with their login information.

New Hire Agency/Travel/Flex Nurses					
Original Role	Floating To	Epic Course	Virtual (WebEx)	Online eLearning	Training Hours
RN	Inpatient, Med-Surg, ICU or Psych	Epic New Hire CLN Agency Inpatient Nurse- Med Surg/ICU/Psych (Online Only) COURSE 1581405		X	1.5 hours
	ED	Epic New Hire ED205 Emergency Department Nurse for Epic Trained Flex/Float Nurses (Online Only) COURSE 1573002		X	1 hour

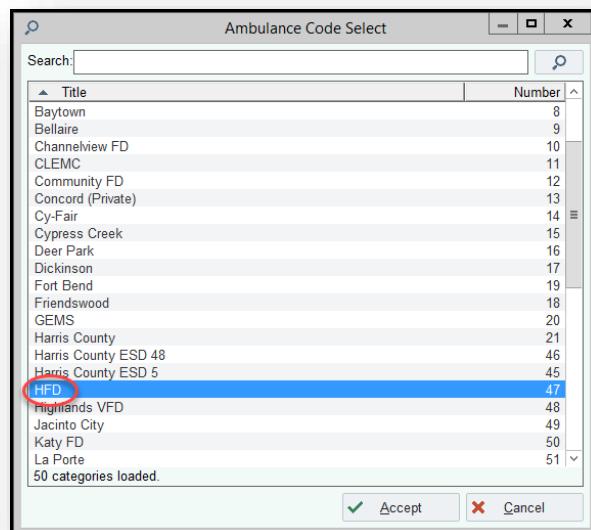
Floating Nurses With or Without Epic Experience

For HM floating nurses, specific courses are required based on the role you have, the role you are floating to and whether you have Epic experience. For more information, click [here](#).

For questions, please contact epictraining@houstonmethodist.org.

For Patient Access Staff and ED RN Document Name of EMS Service Effective Now

The EMS Service documentation box was moved directly below **Means of arrival** to make it easier for you to document. When a patient arrives by ambulance, you need to document the **EMS Service**, too. Click on the magnifying glass to select the EMS Service from a list. The name of the ambulance service needs to be consistently captured. It is part of a report used by leadership and requested by ambulance services to assist with COVID-19 contact tracing.



For All Providers and Nurses

New Corrective/Sliding Scale Process Improves Patient Safety Effective Tuesday, July 7

Starting Tuesday, July 7, there will be a new, easier way to change the **Corrective/Sliding Scale** in the **Diabetes Mellitus Hyperglycemia Order Set**. This will help to improve patient safety and prevent medication duplications.

Click [here](#) to learn how to change a previously entered corrective/sliding scale.

For Inpatient Nurses

New Care Plan BestPractice Advisories (BPAs)

Effective Monday, July 6

Effective Monday, July 6, care plans and education for the following diagnoses will be added:

- CAD
- CHF
- Obesity
- Hypertension
- Arterial Flutter
- Intracranial Hemorrhage
- Subarachnoid Hemorrhage

For All Providers

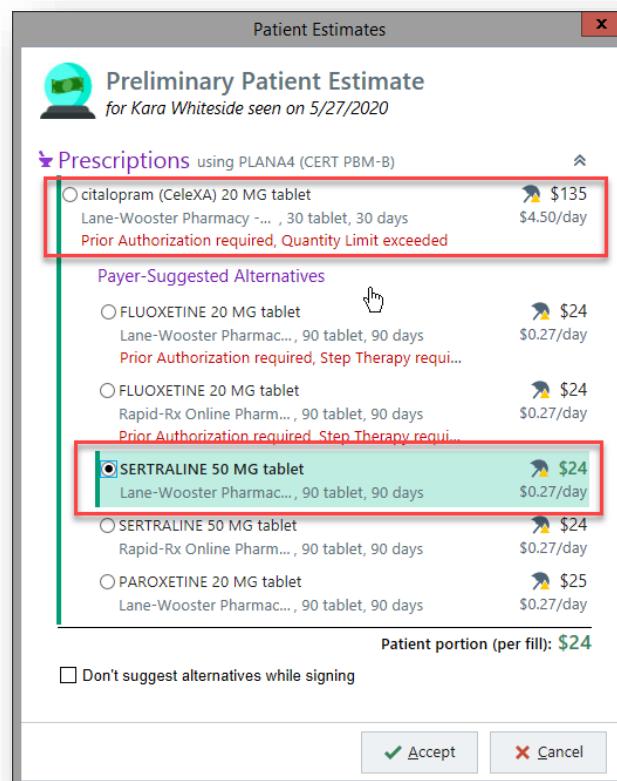
Real Time Prescription Benefit Program Offers Affordable Medication Options

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 cost of the e-prescribed medication, 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.

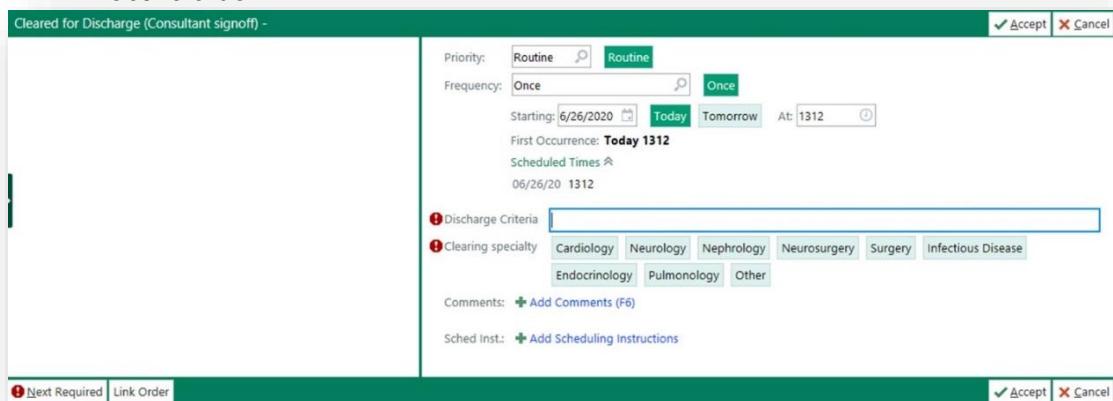


For All Providers, Case Managers, Nurses Cleared for Discharge Order Updated

The **Cleared for Discharge (Consultant signoff)** order was updated, making it easier to see when a consultant has cleared a patient for discharge.

The new order:

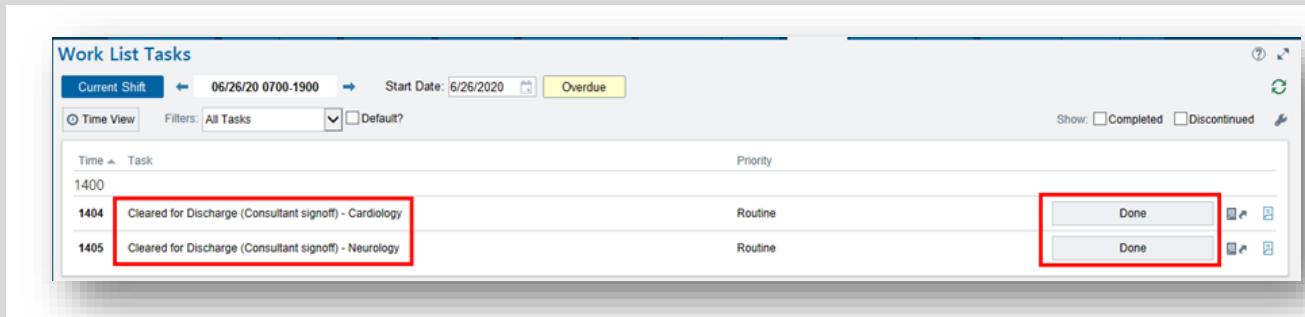
- Requires the specialty of the clearing consultant.
- Is grouped with other consult orders in active orders for easy identification.
- Remains active under the **Active Order** tab in the **Consults** section until discontinued.
- To locate, look for the **Cleared for Discharge (Consultant signoff)** order under **Consults** in the active order.



Nurses:

When the **Cleared for Discharge (Consultant signoff)** order is placed:

- A task will appear on your **Work List/Brain** activity.
- Click **Done** to acknowledge the order. Note: This will **not** complete the order.



Work List Tasks

Current Shift: 06/26/20 0700-1900 Start Date: 6/26/2020 Overdue

Time View Filters: All Tasks Default? Show: Completed Discontinued

Time	Task	Priority	
1400	1404 Cleared for Discharge (Consultant signoff) - Cardiology	Routine	Done
1405	1405 Cleared for Discharge (Consultant signoff) - Neurology	Routine	Done

For Epic Testers

Epic Test Proctoring Through Friday, July 10

If you need to take an Epic exam, Epic will continue to proctor exams online through Friday, July 10. Exam takers will need access to the UserWeb and have a web cam or built-in camera on their computer. For information or instructions, please refer to the “Exam Instructions – Epic Community Member” document in Galaxy. Email any questions or exam changes to exams@epic.com

Planned Downtimes

LMS

Saturday, July 4, 11 p.m. – Sunday, July 5, 6 a.m.

LMS will not be available due to maintenance.

Reminders

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

For Everyone

Troubleshooting Conference Call Echoes

For Xfinity Internet Subscribers with an xFi Gateway

Free Xfinity xFi Advanced Security for Your Home

For MARS HR and Finance Users

MARS Streamlines Security Request Process

For Inpatient Nursing

Quick Overview Report Replaced

For Inpatient, OR and Wound Care Nurses

Wound Vac LDA – Multi-Select Now an Option for Multiple Wounds

For Inpatient and Quality Nurses

Nursing Handoff Report Gets New Sections

For PAS Staff, Case Managers or Anyone Accessing Hospital Registration Face Sheets

Religion Added to Face Sheets

For Inpatient Providers and Clinicians
Storyboard Observation Info Changing

For Inpatient Providers
New Blood Culture Order Set