IT MATTERS

Trending in IT

For Everyone
Hurricane Season Begins June 1 – Update MARS

As hurricane season approaches, we may need to communicate important information to you. Be sure your contact information is up-to-date in **MARS** so you can receive emergency texts.

To update your contact information:
1. Log in **MARS.**
2. Click **Personal Details**, then **Contact Details**.
3. Under **Phone** click the **+** icon to add a phone number.

For Inpatient and Hospital-based Nurses
More Inpatient Education Videos Added to MyChart

Nearly 450 new inpatient education videos from Staywell Krames have been added to MyChart and the *Your Hospital Stay* app for hospitalized patients.

The videos, covering a variety of inpatient issues, are available in English and Spanish and include a brief summary under the **Education** tab to help clinicians select appropriate materials. **Note:** click **Add Point**, instead of **Add Title**, to enter search terms and add specific videos. The new videos include "MyChart Bedside Video" at the end of the title.
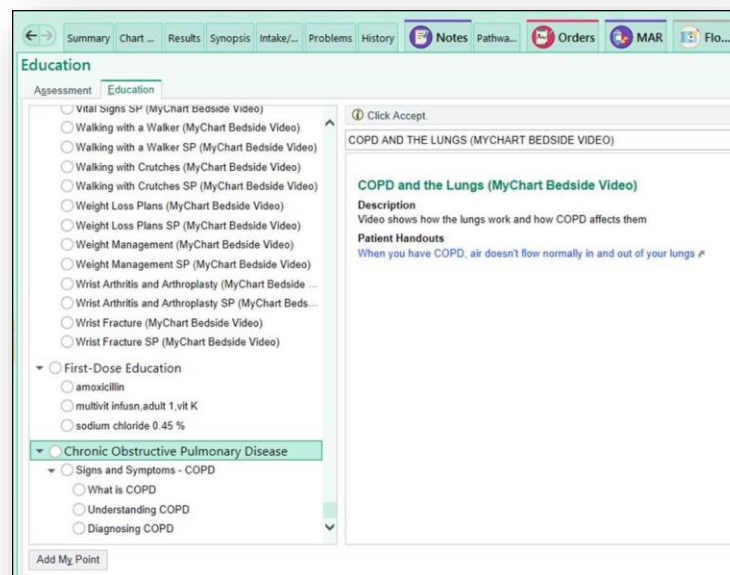
For Nurses at HMW and HMCCH
Rover Set to Launch at HMCCH and HMW

Rover, a simplified version of Epic on a smartphone, is launching for nurses at HMCCH **on Monday, June 1** and at HMW **on Wednesday, June 3**.

With Rover, nurses can do the following on the go: flowsheet documentation, LDA, bar-coded medication administration, blood product administration and wound care photos.

If you are nurse at HMW or HMCCH, required online training has been assigned to you in LMS or you can search for the **Rover Overview Learning Module**. If you haven't completed this training, please do so as soon as possible so you are prepared when Rover launches.

HMW/HMCCH Onsite and Virtual Support, June 1 - 4
- For questions, ask your manager or your team's super user.
- For virtual support at Go-Live, contact the Rover Hotline at 832.205.8150.
    - Monday through Thursday, June 1 – 4 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.

For more information, visit it.houstonmethodist.org/rover.
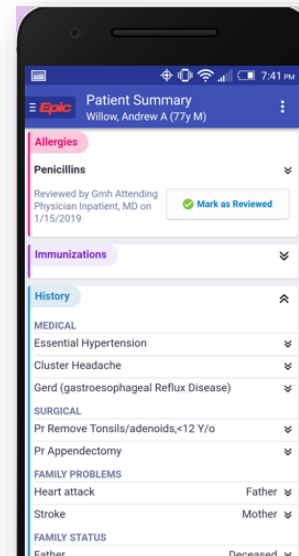
Epic Updates & Changes

For All Epic Users
Secure Chat – Tip of the Week
When to Use Secure Chat

Secure Chat is a new Epic feature that you can use to securely text each other through a desktop, WOW or Epic mobile apps like Haiku, Canto and Rover.

When do I use Secure Chat?
- Only use Secure Chat for **non-urgent communications** related to daily work.
- Continue using your current communications channels for immediate and urgent patient needs and to contact on-call providers.

For more information and resource materials, including tip sheets, FAQs, guidelines for use and etiquette and more, visit it.houstonmethodist.org/securechat.

For Registration and PAS
Travel Advisory Column Removed from TPR
Effective Now

The **Travel Advisory** column in **Today's Patients Report (TPR)** has been removed because of the amount of time it takes to create and load reports. If a BPA appears during travel screening, a patient chart advisory will also appear on the registration sidebar as shown here.
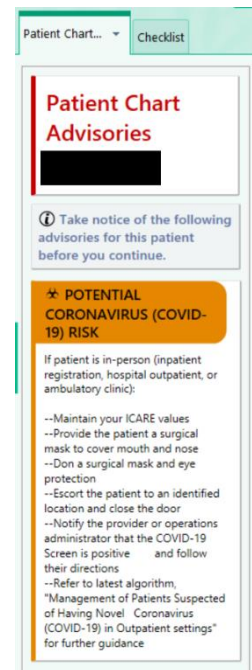
For Registration and PAS
Institutional and Wellness Guarantor Account Types – Restricted
Effective Now

To increase patient satisfaction and decrease billing issues, you can no longer create or edit institutional and wellness guarantors.

Follow this tip sheet for steps on how to register patients with these guarantor account types.

For Epic Users
Hover to Discover SSNs – No Longer an Option
Effective Now

To protect Social Security Numbers (SSN) in Epic, the hover to discover feature in **Patient Demographics** was removed.

For All Cardiologists and Radiologists, Vascular Surgeons, Service Line Providers
New Hydration Panels to Prevent Contrast-Induced Nephropathy
Starting Monday, June 2

New hydration panels – designed to improve provider efficiency and prevent contrast-induced nephropathy when placing hydration orders – will soon be available for all cardiologists, radiologists, vascular surgeons and other service line providers. These panels consider:
- Patient's cardiac function.
- Tonicity of the parenteral IV solution administered.
- Patient status (Inpatient vs. Outpatient).
- Patient delivery setting (Preop, Intraop and Postop).

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Beginning Monday, June 2
Interventional Cardiology and Radiology: Hydration panels will be available.

Interventional Radiology: A **Universal Hydration** panel will be available that you can manually add (as you've requested) to any appropriate order set.

Interventional Cardiology: Hydration orders will be available in following cardiology order sets:
- Preop/Intraoperative Hydration
  - Cardiac Catheterization Pre-Procedure
- Postoperative Hydration Panel
  - Cardiac Catheterization PCI/PTA INTERVENTION
  - Cardiac Catheterization POST PROCEDURE
  - Cardiac Catheterization PTA INTERVENTION

Beginning Friday, June 10
Vascular Surgery: Hydration orders will be available in these order sets:
- Preop/Intraoperative Hydration
  - Vascular Surgery Pre-Op – Inpatient
  - Vascular Surgery Pre-Op – Outpatient
  - Vascular Surgery Admission
- Postoperative Hydration Panel
  - Vascular Surgery Post-Op to ICU

All Service Line Providers: We are currently reviewing other service line order sets that may need universal hydration orders when contrast is used. If you have a recommendation or request, send it to dbaugh@houstonmethodist.org.

For Inpatient Nurses and Clinicians
Copy-Forward Functionality Discontinued
Effective Monday, June 8

Starting **Monday, June 8**, inpatient nurses and clinicians will no longer be able to copy-forward or duplicate previously documented patient assessments from one column to another in patient flowsheets. The CNO Council approved this improvement to ensure patient safety through timely and accurate documentation.

For Everyone
EVS Mobile Goes Live at HMSL
Effective, Monday, June 1

Following a successful launch at all HM locations, Environmental Services (EVS) at HMSL is the latest to roll out a new mobile program that tracks and assigns cleanings. The EVS interactive voice response system will no longer be used at any of our locations. The new system uses an iPod that integrates with Epic. These devices are for work purposes only. They will not access the internet and cannot make or receive phone calls.

Planned Downtimes

LaborWorkx	**Thursday, May 28, 11:55 p.m. – 5 a.m.** Be sure to print any required work/schedule-related items prior to this window of time. For questions, contact LaborWorkx Support at 832.667.5959, LaborWorkx@HoustonMethodist.org or the IT Help Desk 832.667.5600. Note: Badge Readers will be available during this time but Quick Badge will not be available.

HMB Wi-Fi HMH Wi-Fi	HMB Wi-Fi: Thursday, May 28, 11 – 11:59 p.m. HMH Wi-Fi: Saturday, May 30, 1 – 2 a.m. HMB and HMH Wi-Fi (including Guest) will experience a downtime for routine maintenance. This impacts laptops, Cisco wireless phones, WOWs, Rover, Vocera and any wireless medical equipment. After the downtime, wireless devices will automatically reconnect. To prepare, save your work prior to your respective downtimes. During the downtime use wired devices, like nursing station computers.
LMS	Saturday, May 30, 11 p.m. – Sunday, May 31, 6 a.m. LMS will not be available due to maintenance.

Reminders

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

For Everyone
WELL Health – When Technology Adapts to Patients' Needs

For Everyone
See Our HM Organizational Chart in MARS

For All Epic Users
Secure Chat – Tip of the Week
Attach a Patient Chart to a Text Message

For Inpatient and Ambulatory Staff
Printing Rx Savings Offers

For All Pharmacists and Pharmacy Techs
Pharmacy: Rover Mobile Medication Dispense Tracking

For PAS and Front Desk Staff
Do Not Use Community Benefit Referral