



Trending in IT

For Parents

Back to School Tech Tips

With many schools going back to the “online” classroom, you may be struggling to keep your kids connected and engaged. Click [here](#) to learn more about these 10 tech tips:



1. Check your Wi-Fi connection if you have trouble connecting. Learn about other connection options.
2. Make sure your work environment is safe and private.
3. Take advantage of parental controls.
4. Keep student IDs, passwords and email information in one place.
5. Purchase the right headset for your child.
6. Learn more about Canvas, Google Meet, Teams or Zoom.
7. Adjust your platform view.
8. Use voice-activated tools like Alexa, Siri or Google Assistant as a timer and spell checker.
9. Contact your school’s district call centers and websites for support.
10. Remain calm. Teachers expect that there will be technical glitches.

HM will subsidize 50% of the cost of children of employees (including PRN employees) attending YMCA Learning Centers when school begins. Starting dates vary by location. Click [here](#) to register and for more information.

For All Epic Users

Epic Update Companions Available on Friday, Aug. 21

Prepare for the Sept. 13 Epic Update Starting Tomorrow

On Friday, Aug. 21, find out how the **Sept.13 Epic Update** impacts your role by reviewing and acknowledging your **Update Companion** in the Epic Learning Home. Click for instructions on accessing your [Learning Home](#).



Follow these steps to help you prepare for the Update:

1. Review your **Update Companion**.
2. Acknowledge your review in the Epic Learning Home.
3. Use the exercises to practice in the Epic Playground.

The Epic Update includes these new features and enhancements:

- Press F1 for easy access to the **Epic Learning Home** for tip sheets, exercise booklets and news.
- All new “**Hey Epic!**” voice commands for providers on Epic mobile apps.

- **The Brain** on Rover for inpatient nurses, replaces the **Patient List** activity.
- A more streamlined workflow for **MyChart** account activation.
- And more!

For more information, visit the Epic Update [page](#).

For Everyone

Houston Methodist Earns Prestigious Epic Recognition

Gold Stars Level 9

Earlier this week, Epic recognized HM for achieving Gold Stars Level 9, placing us among the top 9% of Epic customers worldwide. Previously, we were at Gold Stars Level 8, out of 10.

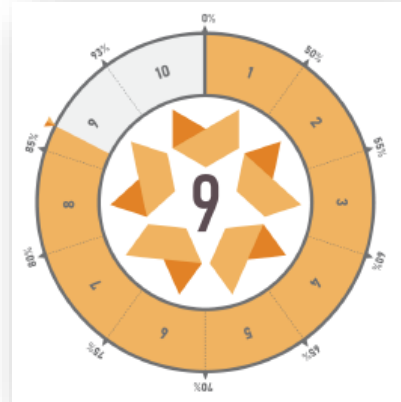
“Kudos to the team on this great achievement. It’s fantastic to see your hard work has resulted in the prestigious Epic Gold Stars Level 9 recognition. Let’s go onward to Level 10,” said Dr. Marc Boom, Houston Methodist CEO and president.

The achievement is based on our implementation and adoption of more than 700 Epic tools and functionality, including physician and nursing productivity, patient access, mobility and patient experience.

This accomplishment is the result of hard work and a collaborative partnership with clinical, operational and IT peers systemwide. But ultimately, it’s the thousands of Epic users who shape the technology and our success.

Among the recent Epic milestones:

- Nearly **675,000** patients and their loved ones have a Houston Methodist MyChart account.
- Patient wait time at check-in has decreased by **11.6%**.
- More than **32 million** patient records have been exchanged with other organizations.



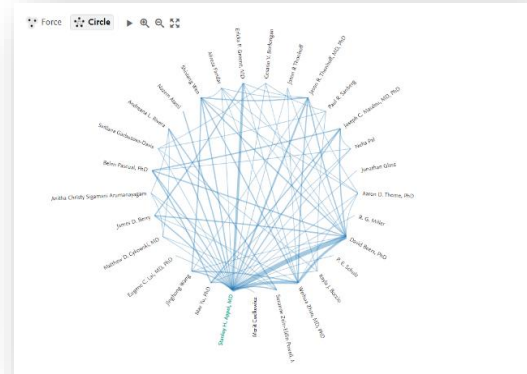
For Everyone

Scholars Researchers Profile and Collaboration Tool

Effective Wednesday, Aug. 26

[Scholars](#), a global network of faculty profiles, allows healthcare professionals to search online for HM physicians, researchers, clinical trials and academic publications. From our faculty profiles you can click the **View Research Network** button to access a faculty member’s background, see their academic publications, view funded research projects and their collaborator network. This is particularly beneficial to researchers wanting to learn who is working on specific diseases/areas of expertise, around the world.

By making it easy for others to find us, we expand our global reach and reputation, and build strong collaborative networks making us able to provide better patient care by discovering novel treatment protocols. Another great example of how HM is leading medicine.



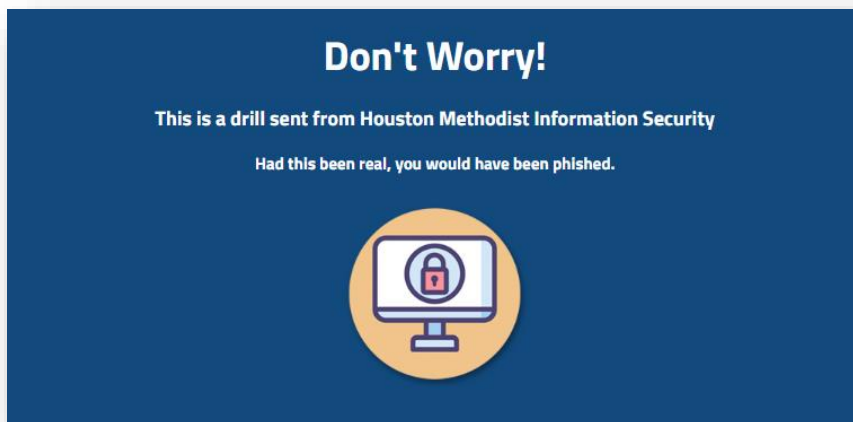
For Everyone

Phishing Drills – Don't Get Caught!

Starting in September

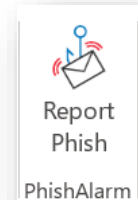
To help keep our patients' and HM data safe, the IT security team will begin sending phishing email drills in September. A phishing email is disguised to look like an email from a familiar sender or someone you trust, but with the intent of disrupting computer systems and/or stealing sensitive data. Phishing drills will be held at random times, so be alert, be vigilant and help protect HM.

These emails are designed to trick you. If you click on a link/attachment in the phishing drill, you will see a **Teachable Moments** page with tips on how to identify a future phish.



What to do if you get a phishing email (real or drill):

- Report it by clicking **Report Phish - Phish Alarm** button on your Outlook toolbar. You can also report it from your mobile device by clicking the three dots by the sender's name and selecting the **Report Phish** button (click [here](#) for a visual aid).
- These buttons offer an easy way for you to forward suspicious emails to spamspotting@houstonmethodist.org. It automatically deletes the email and sends it directly to our IT security team. You'll also receive an alert confirming receipt of your suspicious email.
- If you're using Apps Center, send the suspicious email to spamspotting@houstonmethodist.org.



For Everyone

Microsoft Teams Issues

Microsoft Teams is reporting nationwide issues due to increased usage. The main problem occurs when participants join a meeting or add participants to a meeting. Microsoft is aware of the issues and is working to resolve them. If you are having issues, consider using WebEx.

Launch Alerts

For Everyone

vICU – Now Live at HMW and HMTW

HMW and HMTW join HMH as the most recent hospitals to get virtual ICUs (vICU). The vICU supplements patient bedside care with state-of-the-art audio and visual technology that helps monitor patient status. Remote monitoring takes place from the HM Operations Center, staffed with highly experienced ICU nurses and board-certified intensivists. This helps us create an additional safety net for our patients. The vICU also tracks real-time patient data and can analyze the data to predict patient outcomes. The vICU will be rolling out at HMSL next.

For All SPG/PCG Providers and Staff

New Telehealth Platform Launches, Improving Outpatient Virtual Visits

On Monday, Aug. 17, the new Caregility telehealth platform launched – improving the Epic outpatient virtual visit experience for patients and providers. Since the launch, over 800 providers and staff transitioned to Caregility and over 2,600 video visits have taken place.

The telemedicine support team is actively monitoring calls and emails to resolve issues quickly, giving providers and staff the fastest response possible.

For immediate assistance during a visit:

- Email telemedsupport@houstonmethodist.org.

For questions and enhancement requests, contact:

- IT Help Desk, 832.667.5600 or helpdesk@houstonmethodist.org.
- Physician Help Desk, 832.667.5555.
- Ask the Help Desk to send the request to Epic Telemedicine.

IT support – patients

- Patient support line, 713.441.7265.

For additional information, review:

- [Caregility MyChart Video Visit tip sheet](#)
- [Troubleshooting Guide](#)
- [Caregility Provider Training Video](#)
- [Haiku Video Visit Demo](#)
- Visit the [Telemedicine Resources and Training website](#)

For All Providers, Nurses, Other Roles Using Shared Workstations

OneSign System for Shared Workstations Launch Continues

- *HMCCCH: Launched Tuesday, Aug. 18*
- *HMB and HMW: Tuesday, Sept. 1*
- *HMCL, HMH, HMSL, HMTW, HMWB: Tuesday, Sept. 15*

On Tuesday, Sept. 1, OneSign, the new system for hospital-based, shared workstations, will launch at HMB and HMW. Note: Workstations will be updated depending on their availability and not all at the same time. OneSign is slated to launch at HMCL, HMH, HMSL, HMTW and HMWB on **Tuesday, Sept. 15**.

If the workstation has been upgraded:

- You will have a new log-in screen.
- If you see a new log-in screen, you must re-enroll your badge before using it for the first time.
 - Click [here](#) for instructions.
 - You must only re-enroll once.

If the workstation has not yet upgraded, continue to use your current shared workstation log-in process.

For assistance, contact the IT Help Desk. Be sure to provide your workstation name, located in the lower, right-hand corner.



For Rover Users

Rover Zebra Smartphone: Quarterly Upgrade, Sept. 1

Downtime Tuesday, Sept. 1, 10 a.m. – 1 p.m.

The Rover Zebra smartphone quarterly upgrade is **Tuesday, Sept. 1** and is a critical preparation for the Sept. 13 Epic Update. **Before the Sept. 1 downtime that begins at 10 a.m.**, ensure your Zebra smartphone is **turned on with the battery charged**. If you don't, your phone won't receive the Epic Update and won't function properly afterward.

The downtime is taking place **from 10 a.m. – 1 p.m.**, but your individual downtime will last just five to 10 minutes during this timeframe. During the downtime, you can still use it for phone calls, but use Epic on workstations for documentation.

Click [here](#) for important details on what to do during your device's downtime.

For questions, contact the IT Help Desk.

For HMSL Nurses, EMTs and ED Techs

HMSL Specimen Scanning Launching on Tuesday, Aug. 25

Complete Required Training by Friday, Aug. 21

Specimen Scanning is launching at HMSL on **Tuesday, Aug. 25** and will roll out systemwide into 2021. This initiative reduces the risk of specimen labeling errors, improving patient safety and helps reduce lab processing turnaround times.

If you are an HMSL nurse, EMT or ED Tech, required online training has been assigned to you in LMS, or you can search for **Epic Lab Specimen Collection & Barcode Scanning for Inpatient Nursing Staff**, course #1582031.

For more information, visit it.houstonmethodist.org/specimenscanning.

Epic Updates & Changes

For Leaders

Prepare Your Staff for the Epic Update

Leaders, we need your support to ensure everyone is prepared for the Epic Update. Your active and engaged sponsorship is essential for a smooth transition. To help you sponsor this change, some materials are available to share at your next staff meeting. Also, please be sure to review and acknowledge your **Update Companion** as early as possible, so you can be a resource for your staff.



- [Huddle Notes](#)
- [Meeting-in-a-Box](#)

For Ordering Providers

Common Indications for US Renal Imaging Exam

Effective Thursday, Aug. 20

Providers now have a list of common indications to choose from when ordering a US renal imaging exam. If this order is marked as a **Favorite**, you may get an alert to update it.

A screenshot of a software interface for ordering a US Renal exam. The interface includes fields for Status (Normal, Standing, Future), Expected Date (Today, Tomorrow, 1 Week, 2 Weeks, 1 Month, 3 Months, 6 Months, Approx.), Expires (8/14/2021, 1 Month, 2 Months, 3 Months, 4 Months, 6 Months, 1 Year, 18 Months), Priority (Routine, STAT), and Class (Ancillary Performed, Clinic Performed, External). A red box highlights the "Reason for Exam" section, which contains a list of "Common Indications for Exam" with checkboxes: Flank pain, stone disease suspected; Hematuria, unknown cause; Hydronephrosis; Pyelonephritis, uncomplicated; Renal cyst; Renal failure, acute (kidney injury); Renal failure, chronic (kidney disease); Renal mass, normal renal function; and Renal mass, renal insufficiency. Below this are sections for "Oncology Indications for Exam" and "Trauma Indications for Exam", and a "Reason for Exam (Free Text)" field.

For Rover Users

Rover Reminders

Take advantage of these two Rover tips:

Prevent accidental pocket dials.

- Lock your screen before putting your phone in your pocket.
- To lock your screen, press the power button once.

Disinfect your device carefully.

- When using the PDI Sani-Cloth (red top) wipes, be mindful not to saturate the phone with liquid.



For more information on Rover, click [here](#).

Planned Downtimes

LMS	<p>Saturday, Aug. 22, 11 p.m. – Sunday, Aug. 23, 6 a.m.</p> <p>LMS will not be available due to maintenance.</p>
QSight	<p>Tuesday, Aug. 25, 10 p.m. – midnight</p> <p>You may experience intermittent or no access. Follow your department's standard downtime procedures.</p>
LaborWorkx	<p>Thursday, Aug. 20, 11:55 p.m. – Friday, Aug. 21, 5 a.m.</p> <p>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.</p>

Reminders

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

For Everyone

If You Need to Reset Your HM Network Password – No Calling Required

For Inpatient and OB Nurses

Text Messaging to Patients' Loved Ones Updated to Include Unit and Phone Number

For SPG/PCG Providers and Staff

New Telehealth Platform Improves Outpatient Virtual Visits

For All Clinicians

New Outpatient COVID-19 CDC Requirement

For All Ordering Providers

Nuclear Medicine Exams with Ventilation Inactive During Pandemic

For All Nurses

Insulin Corrective Scale Modified MAR Elements

For Inpatient Nursing and Case Managers

Home Oxygen Evaluation Flowsheet Rows Added

For All Ordering Providers and Nurses

DKA 2 Bag Order Set Now Available at All Hospital Locations

For All Providers

New Order Panels When Searching Y90 Exams