

Trending in IT

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. Effective **Wednesday, July 1**, 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 <u>register your smartphone</u> (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 <u>it.houstonmethodist.org/help</u>, 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 <u>apps.houstonmethodist.org</u>, then click Forgot Password (bottom of screen).

Note to employees: Effective July 1, 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 Everyone

Troubleshooting Conference Call Echoes

If you are using WebEx or Microsoft Teams and hear your voice echo, confirm that you are only dialed in to one audio source. For example, if you are calling from your computer, you should not dial in from your phone, too. Using a headset or keeping your speaker volume down can also help with audio feedback.

For Xfinity Internet Subscribers with an xFi Gateway Free Xfinity xFi Advanced Security for Your Home

If you are an Xfinity customer, you can take advantage of free protection for your home network and all connected devices – from computers and mobile phones to home security cameras and smart thermostats. Xfi can even help you avoid visiting malicious sites and becoming a victim of phishing attacks by:

- Blocking remote access to smart devices from unknown sources.
- Providing real-time alerts and a dashboard to easily view threats right from the Xfinity xFi app or website.

To access this service, download the **Xfinity xFi** app or visit <u>xfinity.com/myxfi</u> and log in.

For MARS HR and Finance Users

MARS Streamlines Security Request Process

Effective Friday, June 26

Beginning **Friday, June 26**, MARS HR and Finance users can submit security access requests through a new MARS tile in Employee Self Service. When you complete the online form, it auto-submits to your manager and others for required approvals.

Note: For MARS Finance users, the tile will replace the security access request icon on the right-side navigation bar.

To submit a new request or approve a request:

- 1. Log in to MARS.
- 2. Go to Employee Self Service.
- 3. Click the MARS Security Access Requests tile.



Note: Vendors and contractors will continue using the paper form by downloading it via the **Access Request >HR Security Request** links on the MARS login page. This ensures the right version is submitted to MARS Security.

Epic Updates & Changes

For Inpatient Nursing

Quick Overview Report Replaced

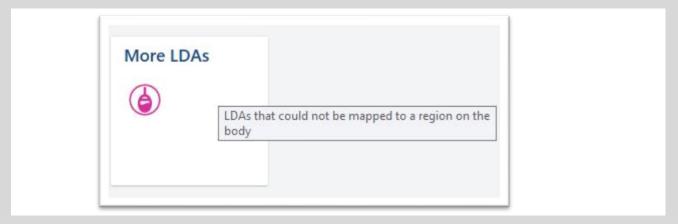
Effective Today, June 25

For ease of use, the **Quick Overview Report** within Epic will go away and the **Nursing Overview Report** will replace it. Also, some items on the report have been removed to help Epic perform more efficiently. These include labs, imaging and medicines, now viewable in **Storyboard**.

For Inpatient, OR and Wound Care Nurses

Wound Vac LDA – Multi-Select Now an Option for Multiple Wounds Effective Today, June 25

To ensure accurate documentation for the treatment of multiple wounds, you can now document multiple locations on the **Wound Vac LDA**. When multiple locations are selected, the **Wound Vac LDA** will show under the **More LDAs** section on the **LDA Avatar**. If only one wound location is selected, the **LDA Avatar** will show on the correct body part.

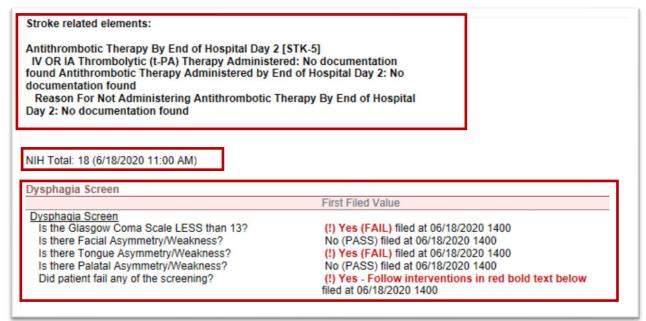


For Inpatient and Quality Nurses

Nursing Handoff Report Gets New Sections

Effective Today, June 25

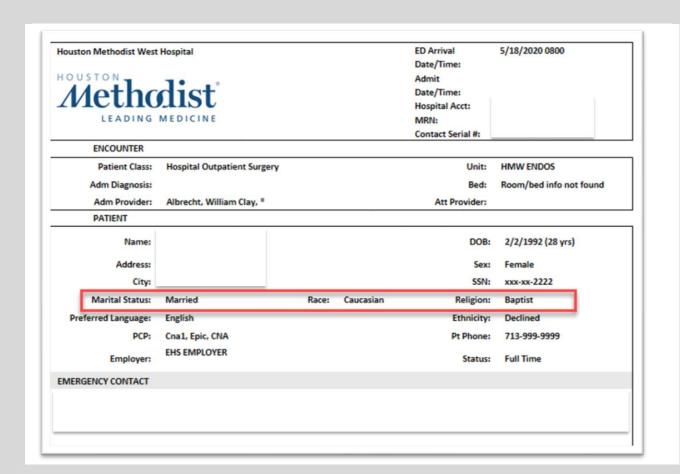
For Quality and Nursing to easily view relevant handoff information, the **Nursing Handoff Report** in Epic will now display **Antithrombotic therapy compliance**, the **NIH Total** score and **Dysphagia Screening** results.



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

Effective Now

To help staff know a patient's religious preference, a **Religion** field was added to the **Hospital Registration Face Sheet**. This will help alleviate calls from Hospice to Palliative Care seeking this information.



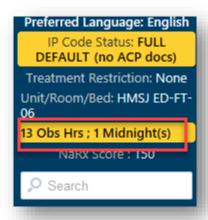
For Inpatient Providers and Clinicians

Storyboard Observation Info Changing

Effective Tuesday, June 30

Patient Observation information on Epic's Storyboard is changing. **Starting Tuesday, June 30**, the **Class** label will be removed, and you will see:

- The patient's number of Observation Hours in that patient class.
- The number of midnights occurring since the patient started in the Observation class.



For Inpatient Providers

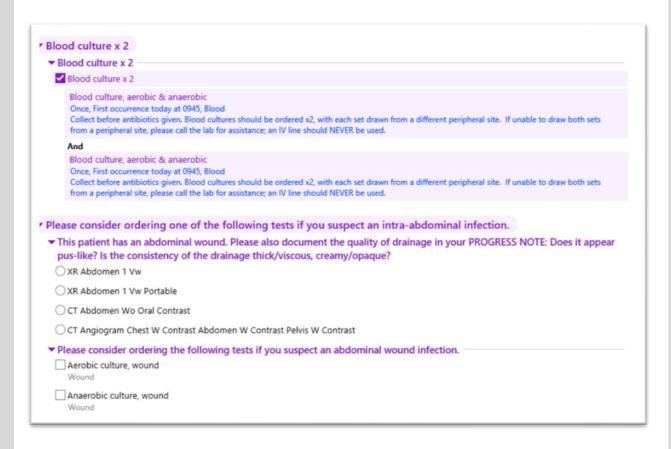
New Blood Culture Order Set

When you place blood culture orders for patients meeting certain criteria, you'll see a selection of additional orders. This will guide you to more accurately identify the primary source of central line associated bloodstream infections (CLABSIs).

Criteria:

- If you've had a patient with a central line in place for more than two calendar days and at least one of the following:
 - o Jackson-Pratt drain of abdomen source only (in place for any length of time).
 - No Jackson-Pratt drain in place, but an abdominal wound documented in LDA.
 - Wound documented in LDA (excluding abdominal and sacral ulcer wounds).

See example below:



For Nurses

Rover Smartphones for Clinical Documentation

Rover, a simplified version of Epic on a smartphone, is continuing to roll out for HMH units in waves (see below). If you work on these units, required online training has been assigned to you in LMS or you can search for the **Rover Virtual Training – Nursing Staff**. Please complete this training by your unit's deadline.

Launching Monday, June 29

- Walter Tower 14, 15 BMT, 17, 18, 19, 20, 21
- ECCs: Pearland, Kirby, Voss
- LMS training deadline: Friday, June 26

Launching Wednesday, July 1

Dunn West 6, 7, 8, 9, 10

- Dunn East 7, 8, 9, 10
- LMS training deadline: Monday, June 29

Launching Monday, July 6

- Main 3 SW, 6 SW, 6 NW, 7 North, 7 SW
- West Pavilion 8, 9, 10
- LMS training deadline: Monday, July 3

Onsite and Virtual Support: June 29 – July 2 and 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 281.904.4180.
 - o Monday through Thursday, June 29 July 2 from 7 a.m. 9 p.m.
 - Monday to Tuesday, July 6 7
- After hours and when virtual support ends, contact the IT Help Desk at <u>it.houstonmethodist.org/help</u> or 832.667.5600.

For updated information and resource materials, visit <u>it.houstonmethodist.org/rover</u>.

Planned Downtimes	
	Thursday, June 25, 11:55 p.m. – Friday, June 26, 5 a.m.
LaborWorkx	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.
SharePoint	Friday, June 26, 7 p.m. – Saturday, June 27, 9 a.m. During this window, SharePoint sites may be down. Prepare
	accordingly by printing or saving, to your local drive, any necessary materials before this downtime. Saturday, June 27, 11 p.m. – Sunday, June 28, 6 a.m.
LMS	LMS will not be available due to maintenance.

Reminders

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

For All Epic Users

When to Use Epic's Secure Chat

For Everyone

Microsoft Teams - How to Fix Audio/Visual Issues

For Everyone

Use Microsoft Teams or Cisco WebEx Instead of Zoom

For Everyone

New Systemwide TB Screening Process Has Begun

Now Through Sept. 25

For HMCL, HMH ED and ICUs, HMTW, HMCCH and HMW Rover – Device Cleanliness

For All Providers and Nurses

Special Requirements for Prepare Orders: Now Visible on Transfuse Orders

For Registration and PAS Staff

Do Not Use - Added to Employee Health Guarantors