



IT MATTERS

Trending in IT

For All Epic Users

Review Your Update Companion Now

Be Prepared for the Sept. 13 Epic Update

Review and acknowledge your **Update Companion** in the Epic Learning Home so you're prepared for the **Sunday, Sept. 13 Epic Update**. Click [here](#) for directions on how to get to Learning Home.

As of this morning, **10% of Epic users systemwide** have reviewed their **Update Companions**. To view who has NOT acknowledged their **Companion**, see today's [Acknowledgement Report](#).

Your **Companion** includes summaries of new workflows and enhancements for your role, as well as guided activities for the Epic Playground. This is your sole training resource, so review it carefully.

For more information on the Epic Update, visit it.houstonmethodist.org/epicupdate/

Acknowledgement Results

Thursday, Aug. 27

HMB 10%	HMCCH 3%	HMCL 26%
HMH 5%	HMRI 4%	HMSL 6%
HMTW 16%	HMW 6%	HMWB 11%
PCG 19%	SPG 13%	
Corp. 16%	Flex 9%	

For Everyone

Specimen Scanning Successfully Launches at HMSL

Next Rollout: HMTW, Tuesday, Oct. 13

Specimen Scanning completed a successful launch earlier this week for HMSL nurses, physical therapists and occupational therapists. So far, close to 3,000 specimens have been collected at HMSL.

“Our nurses have been eagerly anticipating this new technology, and we expect that it will significantly impact patient safety and nursing efficiency,” said Janet Leatherwood, HMSL chief nursing officer. “Scanning the patient’s wristband and a printer helps to ensure the right labels print for the right patient at the point of care during specimen collection.”

Specimen Scanning uses bar code scanning to reduce 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.

The systemwide rollout continues at **HMTW on Tuesday, Oct. 13**.

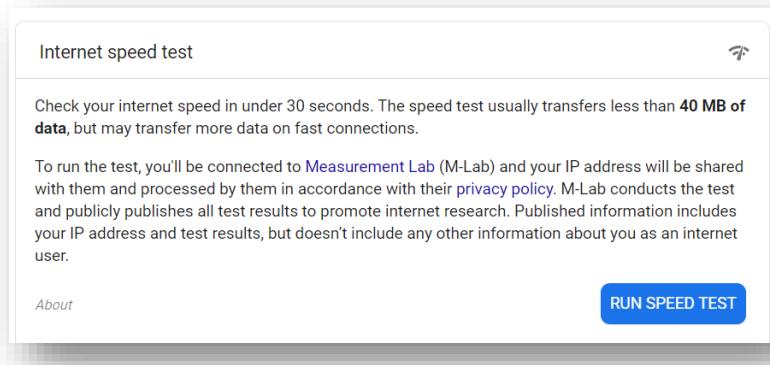
For more information visit it.houstonmethodist.org/specimenscanning.

For Everyone

Tech Tip – Internet Speed

With more people working remotely and many students returning to school online, internet speed is critical. Take advantage of these tips to maximize your internet's speed:

- To check your internet speed, Google “check internet speed” and click the blue **Run Speed Test** button. Within 30 seconds you’ll get a summary of your speed.



- Contact your internet provider to increase your speed or review your data plan. Note: sometimes your contract for “unlimited” data may have fine print that could move you to a more expensive or slower plan if you exceed a certain amount of data. This is known as data cap. Be sure to ask your internet provider if this applies to your account.
- Computers, mobile devices, iPads and gaming systems, all rely on the internet but so do other home technologies such as **Nest** thermostats, **Ring** doorbells and voice-activated products like **Alexa** or **Google Home Dot**. The more they’re used at the same time, the greater the pull on your internet speed. Consider disconnecting some of these, if necessary.
- If you’re working from home and you have children watching movies or TV shows on YouTube or Netflix, you may want to download these programs directly onto a device, so they can watch them without having to log on to the internet.

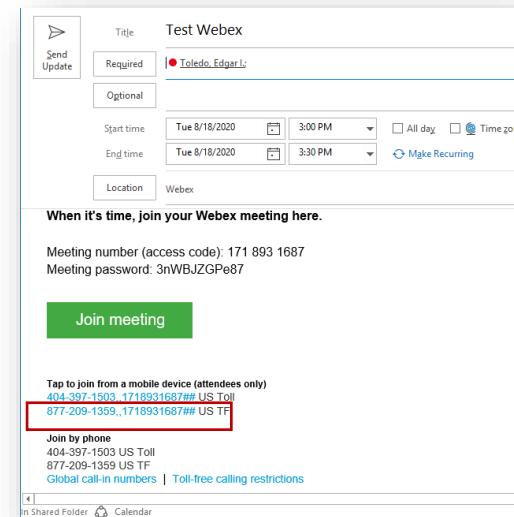
For Everyone

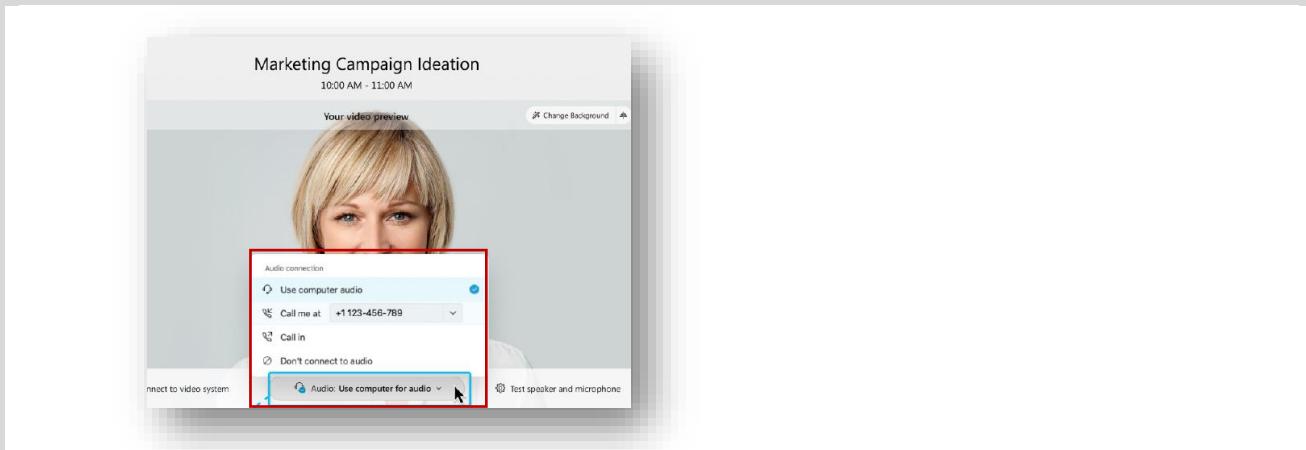
WebEx Gets New Look and Security Features

Effective Thursday, Sept. 3

A WebEx update brings a new look and some added security updates, including:

- An automatic and mandatory password generates when you create a meeting invite. Participants will not be prompted for the password, rather the meeting invite link will automatically allow you to enter the meeting.
- The host can now create breakout sessions for participants to go into separate virtual meetings and return to the original meeting at set times.
- Your computer audio will still be your default selection, but you’ll also get other audio options.





Click [here](#) for details on the WebEx update.

Click [here](#) for instructions on breakout sessions.

For Everyone

Use HM Approved Software/Systems Only

Do Not Enter into Individual Agreements or Set Up Accounts

You should not enter into individual agreements or set up accounts with software programs or systems like **SurveyMonkey**, **SignUpGenius**, **Constant Contact**, **Mail Chimp** and **Kahoot**, to name a few, unless it has been approved by our legal counsel and IT. Entering into these agreements puts our HM data at risk. If you aren't sure if a software/system is approved, reach out to the IT Help Desk to confirm.

Note: You may participate in a **Zoom** call, if you're invited by an external party, but HM employees should not host a meeting via **Zoom**.

If you need to develop a survey or quiz, take advantage of our Office 365 subscription and use **Microsoft Forms**. To access **Forms**, go to the [Microsoft Office Portal](#) and sign in with your HM email. Once logged in, you will see options to create a survey/quiz. You can easily send it out with a hyperlink automatically created for you, and it provides easy-to-read analytics, too.

Click [here](#) for instructions on using **Microsoft Forms**.



Launch Alerts

For HMH

Patient Meal Ordering in the MyChart App – Rollout Continues

Launches at HMH Beginning Tuesday, Sept. 1

Starting **Tuesday, Sept 1**, an online meal ordering system will launch for patients at HMH through the **MyChart** app on their mobile devices. This simplifies the meal ordering process while ensuring patients receive nutritionally appropriate meals.

The program will be available on the following floors/units as follows:

- **Tuesday, Sept. 1** – Walter Tower 14, 15, 17, 18, 19, 20
- **Tuesday, Sept. 8** – Alkek 7, 8; Fondren 11, 23; Jones 8, 9, 10, 11
- **Friday, Sept. 11** – Dunn 6, 7, 8, 9, 10
- **Tuesday, Sept. 15** – Main 3, 4NW, 4SW, 6NW, 6SW, 7SW, 8

Click [here](#) to learn how it works and for information on patient support.

MyChart meal ordering is already available at HMTW and will roll out systemwide through 2020.

For Rover Users

Rover Smartphone Upgrade, Sept. 9

Keep Your Device Fully Charged and On from 10 a.m. until 1 p.m.

The Rover smartphone upgrade is **Wednesday, Sept. 9** beginning at 10 a.m., and it is a critical step in preparing for the Sept. 13 Epic Update. **Before the upgrade**, ensure your smartphone is **turned on with the battery fully charged**. If you don't, your phone won't receive the Epic Update and won't function properly afterward.

Be sure your phone is on and fully charged **from 10 a.m. – 1 p.m.** During this time, you will have a brief outage that will last about five to 10 minutes. You will still be able to use the device for phone calls, but you will need to use Epic on workstations for documentation.

Click [here](#) for important details on what to do during and after the upgrade.

Epic Updates & Changes

For Leaders

Prepare Your Staff for the Epic Update

Available Now

Your active and engaged sponsorship is essential to ensure everyone is prepared for the Sept. 13 Epic Update. Please review the [Acknowledgement Report](#) and reinforce with your staff the importance of reviewing the [Update Companion](#).

You can also support this effort by making time for your staff to practice in the Epic Playground using the guided activities in the [Companion](#).



To help you communicate with your team, please review and share the following:

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

For Inpatient Nursing, LTAC Nurses, SNF Nurses and Quality Staff

Flu Vaccine Screening Starting

Effective Thursday, Sept. 3

Beginning Thursday, Sept. 3, all patients will need to be screened for the flu vaccine. The documentation can be found on the [Screening Flowsheet](#).

Influenza Vaccine Screen - September 3 - March 31

Has the patient received the influenza vaccine during the current Influenza Vaccine Contraindications/Exclusions
Patient Meets Criteria

Two important things to note:

- The **AVS** cannot be printed without completing the **Influenza Screening**.
- As of this year, solid organ transplant (SOT) patients are included in the high dose vaccine population.

For more information and to properly note when a vaccine is given outside of HM, review the [CLN069 Influenza Vaccine Screen tip sheet](#).

For All Providers

Tele-Therapy Resources Available for Patients

Effective Friday, Aug. 28

Beginning Friday, Aug. 28, the following message about tele-therapy behavioral health resources will be added to the **After-Visit Summary (AVS)** to ensure all patients are aware of this available resource post-discharge:

Behavioral Health Resources

Houston Methodist patients can access licensed behavioral health providers in the MyMethodist app. Download the MyMethodist app from the app store and select **Virtual Health Care**. Connect to your session using your mobile device or laptop from anywhere.

All of Amwell's services are available without insurance. The cost of the visit varies based on the experience of the therapist. Please complete the pre-visit process to determine your individual pricing.

For All Providers

Haiku/Canto Version 9.3 Required Before Sept. 13 Epic Update

Before Sunday, Sept. 13, make sure you are using **Haiku/Canto** version 9.3 or later so you can continue using these applications after the Sept. 13 Epic Update. After the update, you will not be able to log into **Haiku/Canto** if you do not have at least version 9.3 installed.

To check your **Haiku/Canto Version**:

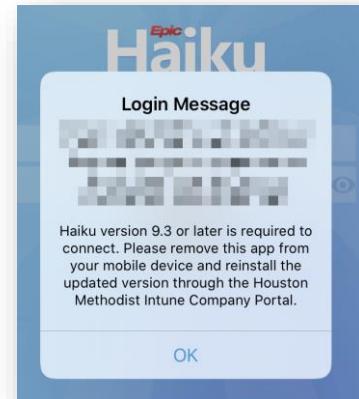
- Access **Settings** on your mobile device.
- Go to **Haiku/Canto** and scroll down to verify you have **Version 9.3** or later.



If you do not have version 9.3 or later:

- You will now see the following pop-up message when logging into **Haiku/Canto**.
- This is a reminder to install the updated version prior to the update.
- Click [here](#) for installation instructions.

Note: Your user settings and preferences will not be lost.



For All Providers

New Haiku “Hey Epic!” Voice Assistant

Launching with the Sunday, Sept. 13 Epic Update

Starting Sunday, Sept. 13, providers will have access to the new “Hey Epic!” feature – giving you a quick and easy way to navigate to activities using voice-driven commands. To access “Hey Epic!,” simply swipe up anywhere in the **Haiku** app (currently iOS only) and give commands like:

- “Remind me to call patient tomorrow.”
- “Next patient on the schedule.”
- “Open Notes Entry.”
- “Show me recent labs.”
- “Call Dr. Smith.”
- “Call the patient.”

For more information on this exciting new feature, review the [tip sheet](#).

Note: “Hey Epic!” is not yet available for Android devices or **Canto**.

For All Providers

New Look for Coding and CDI Queries

Effective with the Sunday, Sept. 13 Epic Update

Several changes are being made to the look and feel of coding and CDI queries so they are more user friendly and easier for providers to read. These include:

1. Bolding of certain text for clarity and emphasis.
2. A **Clarify/Ask Question** button was added if you need to ask questions to the sender prior to answering the query.
3. New functionality for responding with **New Note**.
 - Introductory text options available to choose from for convenience (as preferred, the provider may edit or delete).
 - **SmartLists** may be included in some introductory text for efficient responses.
 - View shortcuts for **SmartLists** [here](#).

1

2

3

3

To answer the query:
Click ENCOUNTER at the top of the toolbar and create a NEW note.
If you have already answered the query in another note, click Documented or Already Done (depending on your view). If you have a question for the query sender, click Clarify/Ask Question.

Present at the time of inpatient admission

Progress Notes

Date of Service: 7/13/2020 02:20 PM

Type: Progress Notes

Service: vICU Service

Documentation Clarification

The POA status for the patient's condition *** is {POA:32247::0}

Present at the time of inpatient admission
Not present at the time of inpatient admission
Unable to determine whether present on admission or not present on admission
Clinically undetermined whether present on admission or not

For more information, click on these How To tip sheets:

- [Request Clarification for Query Tip Sheet](#)
- [Respond to Query with a Note Tip Sheet](#)



For All Epic Exam Takers Epic Exam Proctoring is Changing Effective Now

If you need to take Epic certification exams, they are now proctored remotely through the 3rd party vendor, Examity. When scheduling Epic exams, select **Online Proctoring Services** instead of **Arranged with Proctor or By Epic**.



Important things to note about this new change:

- These proctoring fees will be invoiced monthly and billed to your department's cost center:
 - \$15 for exams with a 1-hour time limit.
 - \$19.25 for exams with a time limit greater than 1 hour.
- Before the exam, you must provide the cost center that needs to be billed.
- Dual monitors are not allowed.

- Be sure to follow all Epic requirements when taking an exam. Click [here](#) for Epic exam manual instructions.

For questions, please reach out to [Janae Singletary](#).

For All Epic Users

Select Epic Functions Unavailable

Tuesday, Sept. 8 at 5 a.m. to Sunday, Sept. 13 at 4 a.m.

Some Epic functions will be unavailable, and no changes or enhancements will be made from **Tuesday, Sept. 8 at 5 a.m. to Sunday, Sept. 13 at 4 a.m.** Staff can still work in Epic as usual, but can't apply filters in Chart Review; create, edit or share NoteWriter macros, SmartPhrases and SmartLinks; or create/edit In Basket QuickActions.

Planned Downtimes and Maintenance

For HMTW

IT System Maintenance

IT system maintenance will take place at HMTW on this schedule:

- Tuesday, Sept. 1 at 5 p.m. to Wednesday, Sept. 2 at 4 a.m. for MOB 1 and 2.
- Tuesday, Sept. 15 at 5 p.m. to Wednesday, Sept. 16 at 4 a.m. for the hospital.

Everyone will lose network connection to all systems/devices for about three minutes during this timeframe, but devices should reconnect automatically. If your devices don't reconnect, please reboot. To prepare, save your work often between 5 p.m. Tuesday and 4 a.m. Wednesday. For issues, contact the IT Help Desk.

For All Epic Users

Epic Downtime Before the Update

Sunday, Sept. 13, 2 – 4 a.m.

In preparation for the update, Epic will experience a planned downtime on **Sunday, Sept. 13, 2 – 4 a.m.** During the downtime, access Epic Read-Only. Note: Data in Epic Read-Only is current until the downtime begins. You can't document or place orders in Epic Read-Only. For more details, review the [Planned Downtime Instructions](#).

	Friday, Aug. 28, 6 p.m. – Saturday, Aug. 29, 9 a.m.
SharePoint	During this window, SharePoint sites may be down. Prepare by printing or saving, to your local drive, any necessary materials before this downtime.
LMS	Saturday, Aug. 29, 11 p.m. – Sunday, Aug. 30, 6 a.m. LMS will not be available due to maintenance.
QSight	Tuesday, Sept. 1, 10 p.m. – midnight You may experience intermittent or no access. Follow your department's standard downtime procedures.

Reminders

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

For Parents

Back to School Tech Tips

For Everyone

Houston Methodist Earns Prestigious Epic Recognition

Gold Stars Level 9

For Everyone

Phishing Drills – Don't Get Caught!

For Ordering Providers

Common Indications for US Renal Imaging Exam

For Rover Users

Rover Reminders

For Everyone

VICU – Now Live at HMW and HMTW

For All SPG/PCG Providers and Staff

New Telehealth Platform Launches, Improving Outpatient Virtual Visits

For All Providers, Nurses, Other Roles Using Shared Workstations

OneSign System for Shared Workstations Launch Continues