

Epic PROVIDER

RWJBarnabas Health & Rutgers Health / RWJBH-PE
Rutgers RWJ Medical School / Eric B. Chandler Health Center

Wed. October 6, 2021

**** WAVES 1 AND 2 ARE LIVE ON EPIC! ****

RWJUH Somerset / BHMG Practices / Rutgers RWJ Medical School / Eric B. Chandler/RWJBH-PE

You Are Not Alone!

If you need help with Epic, locate your Go-Live support staff. There are both clinical and front desk Go-Live Support personnel ready to help!

- **RED vests or lanyards:** Support for all **CLINICAL** roles
- **GREEN vests or lanyards:** **Epic floaters**, who can support multiple roles
- There are also support staff in blue vests for non-clinical roles.

Training Support Hotline: 732-387-3371

- RWJBH-EpicTraining@rwjbh.org

BHMG Service Desk:

- Physician Service Desk: 855-453-1948

NEW: For questions about billing, please get in touch with the professional billing team at DL-Epic-PB@rwjbh.org

Trouble Accessing Your Epic Account?

If you have completed Epic training but have trouble accessing your Epic account, please call the service desk at the numbers above.

The service desk will validate that your training is complete and will provide real-time resolution.

If you are still completing your training:

Soon after you have completed all of your assigned Epic training, you will be granted access to Epic. There is no need to complete a ServiceNow ticket.

Note: You cannot reset your password in Epic. You have to call the service desk (numbers above)!

Good Humor

- *Doctor:* “You have high blood pressure and amnesia.”
 - *Patient:* “Well, at least I don’t have high blood pressure!”
-

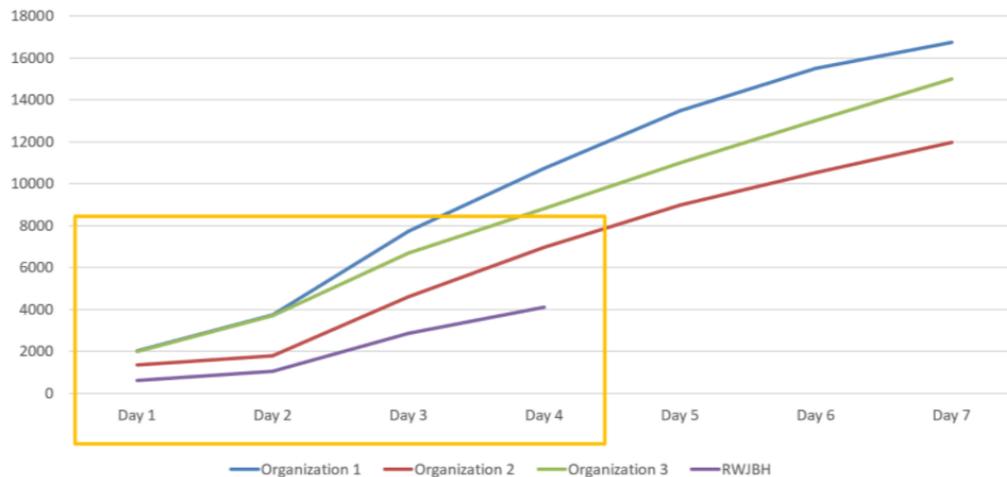
What's working well

NEW as of October 6, 2021

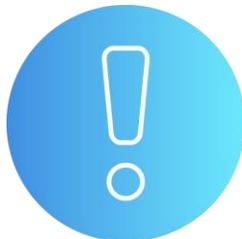
- 15 of 15 blood transfusions were completed with 100% accuracy via the new Epic scanning system.

- We are honoring our commitment to resolve issues as quickly as possible. We have **1,520 tickets open** and have **resolved 2,983**.
 - In fact, according to Epic, as **compared to other implementations of comparable institutions, RWJBH (purple) has far fewer tickets** opened within the first week of Go-Live (right-click to see images).

Issues Opened – First week



All providers should be aware of the following:



Code Status Clarification

Epic has three code statuses as described below. Heritage EMRs may have wording differences, so all

clinicians need to understand these
in Epic:

- **Full Code:** Full resuscitation without restrictions. Full Code is always the default if no other code status order is active.
- **Do Not Resuscitate (DNR):** No resuscitation of any kind. DNR includes “DNI” (do not intubate) in addition to no cardiac resuscitation.
- **Partial Code:** The ability to choose something in between and itemize each restriction – for example, allowing cardiac resuscitation but not intubation.

Haiku Smartphone App Login Errors (Mobile Extensions of Hyperspace)

- If you get an error message that says: "Unable to log in, please call the administrator;" note that when you log into Haiku using your facial ID or thumbprint ID, it only lasts for 12 hours. So then, you have to log in using the log-in button.
- For information on logging in using Symantec VIP, Two-Factor Authentication, see Step 3 under "Accessing Haiku" here: <https://epictogethernj.org/haiku-canto-installation-tip-sheet/>.

Prescription Printing Regulations

- There will be no printing of prescriptions now that we have switched to Epic.
- Medicare and some large mail-order pharmacies require electronic prescriptions for controlled

substances. Medicare will enforce this requirement starting January 1, 2022.

- **You MUST hand-write prescriptions if EPCS is not working for you.**
- **Do not use any heritage EMR for sending prescriptions if you are on Epic.**

Personalization makes Epic easier.

- Personalization practices are vital to use Epic effectively and are for your benefit.
- 69% of providers have completed the required personalization of at least one note-writing and one ordering tool.
- You should personalize the items that are most useful for you.
- A User Guide titled "Personalize Your User Settings" is available in the Learning Home Dashboard (Press F1 on your keyboard when you are in Epic). There are also instructions and exercises in the Course Companion for the User Settings Labs.



Chart Hygiene is Ongoing

- Maintaining highly reliable patient charts takes good citizenship and commitment to achieve top-tier outcomes.



Chart Hygiene Tip:

- **Discharge Medication Reconciliation:** If the discharge paperwork is printed and a **provider changes an order**, the **provider must update**

the reconciliation in Epic. Then, the **provider needs to inform the nurse**, and the **paperwork needs to be re-printed**. We are working on a best practice alert in Epic to aid as a reminder.

Ambulatory-Specific Issues

ePrescribing issues

- **Background:** Settings in Epic were inadvertently changed, resulting in ambulatory providers not being able to e-prescribe.
- **Issue:** On Monday, 10/4, 986 Prescribers were impacted across both Wave 1 and Wave 2.
- **Action Plan:** Settings are being fixed to re-enroll affected providers. This update is 91% complete as of noon ET, 10/6. However, there are 15 remaining affected providers of the original 986, and we are working quickly toward complete resolution.
- **Time to resolution:** ~24 hours.

Unable to order required labs from RWJUH New Brunswick

- **Background:** Certain labs need to go to RWJUH New Brunswick.
- **Issue:** The RWJUH New Brunswick Lab Interface (not Epic) has restrictions and hasn't enabled access from RWJMS departments.
- **Action Plan:** We are working with our interface partner, Syntellis, to correct the issue.
- **Time to resolution:** Tomorrow morning (ahead of schedule)

- **Interim workflow:** Order affected labs as external labs and print them out.

Inability to order tests from University Radiology

- **Issue:** University Radiology has unique names for tests. For example, a screening mammogram is referred to by University Radiology as "Tomosynthesis Mammogram," rather than a digital screening mammogram.
- **Interim Workflow:** Choose "other" and print the requisition
- **Action Plan:** We are making the University Radiology tests available in Epic.

Labcorp & Quest Lab Results Missing Contextual Comments

- **Issue:** LabCorp and Quest lab results with contextual comments are displaying in Epic as the word "comment." However, you cannot view the comment itself. Instead, the comments can be viewed in Galen by drilling down on each component of the result.
- **Action Plan:** Reimport more than a million labs with comments, so they show up in Epic.
- **Time to Resolution:** 3-4 weeks
- **Interim workflow:** Comments are viewable in Galen now. We will provide a tip sheet tomorrow.

Inpatient-Specific Issues

Ordering CT with Contrast

- **Background:** Only providers can order CT with contrast and pick the contrast agent.
- **Issue:** There is a protocol for CT with contrast. However, the protocol does not specify the contrast agent.
- **Action Plan:** Re-engineer the order to include the specific oral contrast agent.
- **Time to resolution:** ~72 hours

Patient list issues

- **Background:** SCM providers are used to seeing one list at the beginning of the day with all the patients discharged from the service and new patients admitted.
- **Issue:** Some providers were not in the system list of the groups.
- **Action Plan:** Informatics is working on tip sheets on working effectively with system lists and patient lists. These will be distributed upon availability.

Resolved Issues:

- Sepsis Alerts
- Progress Notes
- Insulin Sliding Scale Tip-Sheet
- Hepatitis-C BPA not working correctly
- Radiology Coming into Centricity Instead of Epic
- COVID-19 Auto-Isolation Misfiring

Tips & Tricks

- Phone a friend - our cell numbers are available below. Please call us with any questions or concerns.

Epic Together's Guiding Principles:

*Patient Safety & Quality, Patient Engagement; Clinician & Staff Satisfaction;
Frequent and Transparent Communication; Research & Education;
Project Approach – Configuration not customization; Optimize Financial Systems*

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For more information on "Navigating Wave 2 Implementation,"
click to visit our website at www.EpicTogetherNJ.org

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