

Provider Town Hall “Epic Go-Live Readiness”

Go-live is 10/1/17, 4AM

IS/Epic Central
YOUR SOURCE FOR EPIC INFORMATION

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UMass Memorial Health Care is implementing Epic at all of its entities. Please turn to this website for all IS and Epic-related information.



Countdown to Our October 1, 2017 Epic Go-Live

TRAINING →

Looking for shuttle and parking information for Epic Training? All that and more can be found here.

[Learn More](#) ↻

Scope

- Nearly every Epic application
- All hospitals
 - UMass Memorial Medical Center
 - University Campus
 - Memorial Campus
 - Hahnemann Campus
 - Marlborough
 - Health Alliance - Leominster and Clinton campus
- All ambulatory sites

Scope

- Also included in Epic go live:
 - Infrastructure modernization
 - Agfa PACS and Vendor Neutral Archive
 - Imprivata Tap and Go
 - ePrescribing of controlled substance
 - Capturing patient photos
 - Lexicomp drug monographs, patient education, UpToDate integration

Data Converted Into Epic

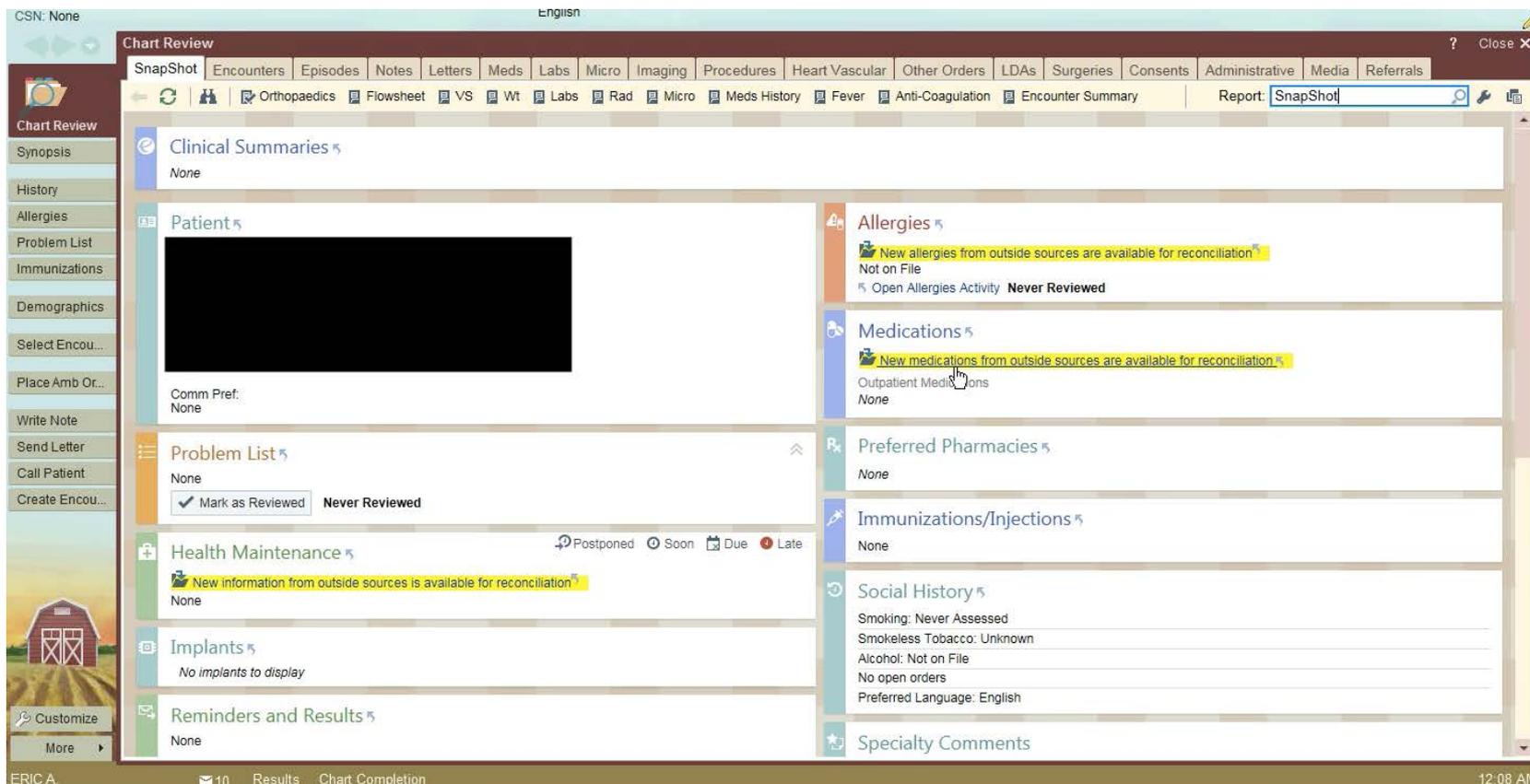
RESULTS	
Lab, Micro, Radiology, Cardiac, GI, Neurodiagnostic)	10 years
Bronchoscopy, OB Ultrasound	5 years
Pathology Results	20+ years
Appointments and future orders (manual)	10/1/17 forward
Visits / Encounters (Date, provider, type of visit)	10 years
NOTES/DOCUMENTS:	
Clinic, Office visit, Inpatient H&P, Consult, Discharge Summary, Operative notes, Discharge Instructions (text and scans)	10 years
Advanced Directives	All
Scanned documents	All, but not all will be available in Epic at go live

Data Converted into Epic

CLINICAL INFORMATION:	
Past Medical, Past Surgical, Social History, Smoking History, Family History	Active at the time of go live
Vital signs, Height, Weight, Head Circumference from Allscripts	10 years
Problem List	Active at the time of go live
Medications at the time of go live	Active (7/17)*
Allergies	Active (7/17)*
Immunizations	All
Primary Care Physician	Active at the time of go live
Preferred Pharmacies	Active at the time of go live

* Requires entry by external vendor, or can be entered by physician

Process for converting medications and allergies from Allscripts



The screenshot shows the Epic Chart Review interface for a patient. The top navigation bar includes tabs for Snapshot, Encounters, Episodes, Notes, Letters, Meds, Labs, Micro, Imaging, Procedures, Heart Vascular, Other Orders, LDAs, Surgeries, Consents, Administrative, Media, and Referrals. The main content area is divided into several sections:

- Clinical Summaries:** None
- Patient:** A large blacked-out area representing patient information.
- Allergies:** Contains a yellow highlight: "New allergies from outside sources are available for reconciliation". Below it, it says "Not on File" and "Open Allergies Activity Never Reviewed".
- Medications:** Contains a yellow highlight: "New medications from outside sources are available for reconciliation". Below it, it says "Outpatient Medications None".
- Problem List:** None, with a "Mark as Reviewed" button and "Never Reviewed" status.
- Health Maintenance:** None, with a yellow highlight: "New information from outside sources is available for reconciliation".
- Implants:** No implants to display.
- Reminders and Results:** None.
- Preferred Pharmacies:** None.
- Immunizations/Injections:** None.
- Social History:** Smoking: Never Assessed; Smokeless Tobacco: Unknown; Alcohol: Not on File; No open orders; Preferred Language: English.
- Specialty Comments:** (Empty)

The bottom status bar shows "ERICA", "10 Results Chart Completion", and "12:08 AM".

Meds and Allergies will be pre-populated for patients with scheduled visits in short term but may not be in the Medication / Allergy list for some patients

Click the highlighted link to manually reconcile medications or allergies from Allscripts

Manually reconcile each medication

Reconcile Outside Info ? Close X

Allergies **Medications** Problems Immunizations

Outside of Local Medical Record Complete Dispense Report Medication Reconciliation History

Update Needed
Dispense history not retrieved. Please verify pharmacy benefits from a current encounter.

	Start Date	End Date	Source	Updated on	
New Medications					
<p>? New: Aspirin 81 MG TABS</p> <p>Add as: unknown</p> <p>Sig: Aspirin 81 MG TABS 1 tab weekly per patient Quantity: 30; Refills: 11</p> <p>PALKEN, RICHARD M.D.; Started 27-May-2009 Active</p>	5/27/2009		UMass Memorial Health Care	6/23/2017	<input type="button" value="Add"/> <input type="button" value="Discard"/>
<p>New: Fluticasone Propionate 50 MCG/ACT Nasal Suspension</p> <p>Add as: FLUTICASONE 50 MCG/ACTUATION NASAL SPRAY,SUSPENSION</p> <p>Sig: Fluticasone Propionate 50 MCG/ACT Nasal Suspension USE 1 TO 2 SPRAYS IN EACH NOSTRIL ONCE DAILY. Quantity: 1; Refills: 5</p> <p>TRACY, JEREMIAH ; Started 29-Jan-2016 Active 16 GM Bottle</p>	1/29/2016		UMass Memorial Health Care	6/23/2017	<input type="button" value="Add"/> <input type="button" value="Discard"/>
<p>New: Omeprazole 40 MG Oral Capsule Delayed Release</p> <p>Add as: OMEPRAZOLE 40 MG CAPSULE,DELAYED RELEASE</p> <p>Sig: Omeprazole 40 MG Oral Capsule Delayed Release TAKE 1 CAPSULE BY MOUTH DAILY Quantity: 90; Refills: 3</p>	7/16/2009		UMass Memorial Health Care	6/23/2017	<input type="button" value="Add"/> <input type="button" value="Discard"/>

Note: Outside allergies are available for reconciliation.

When required, click Add or Discard for each medication to bring into the record
Non-physician staff can do this but should not discard/delete medications

Data NOT Being Converted into Epic

Blood Type, Blood Bank (Tests), Blood Products -- will be available in the blood bank system

Inpatient Ancillary Notes, Inpatient Progress Notes, Nursing notes

Vital Signs from other systems besides Allscripts

Medication history

MyChart Enrollment (patients will need to manually reenroll)

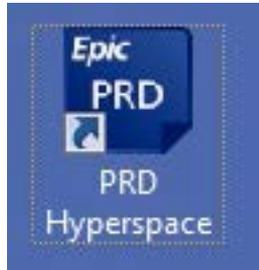
Access to Epic “Production” (PRD) prior to go live

- PRD is our live environment for patient care, the legal medical record
- Physicians, NPs, PAs get access to PRD at their personalization lab

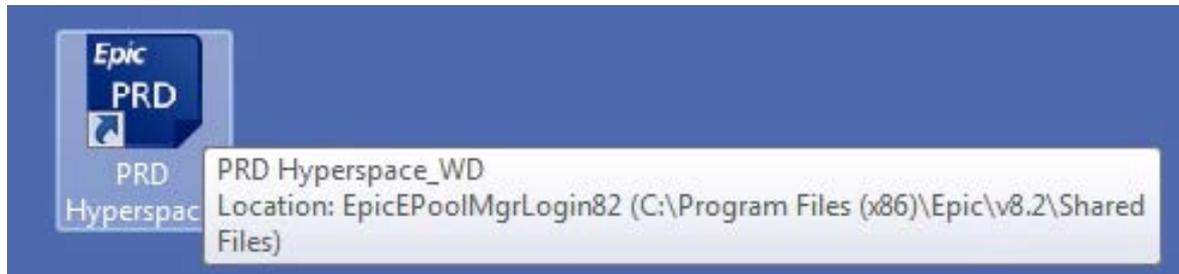
Prior to go live

- Use PRD to:
 - Personalize the system (e.g. notes, order sets, favorites)
 - Generate future orders and therapy plans for patients (if necessary), for after 10/1
 - Update PCP, Care Team, Medications, Problem Lists
- Do not use PRD to:
 - Practice (Use the Playground environment instead)
 - Enter orders to occur before 10/1
 - Document on patients
 - In basket

Epic PRD icons



Use this icon!



Don't Use This One!

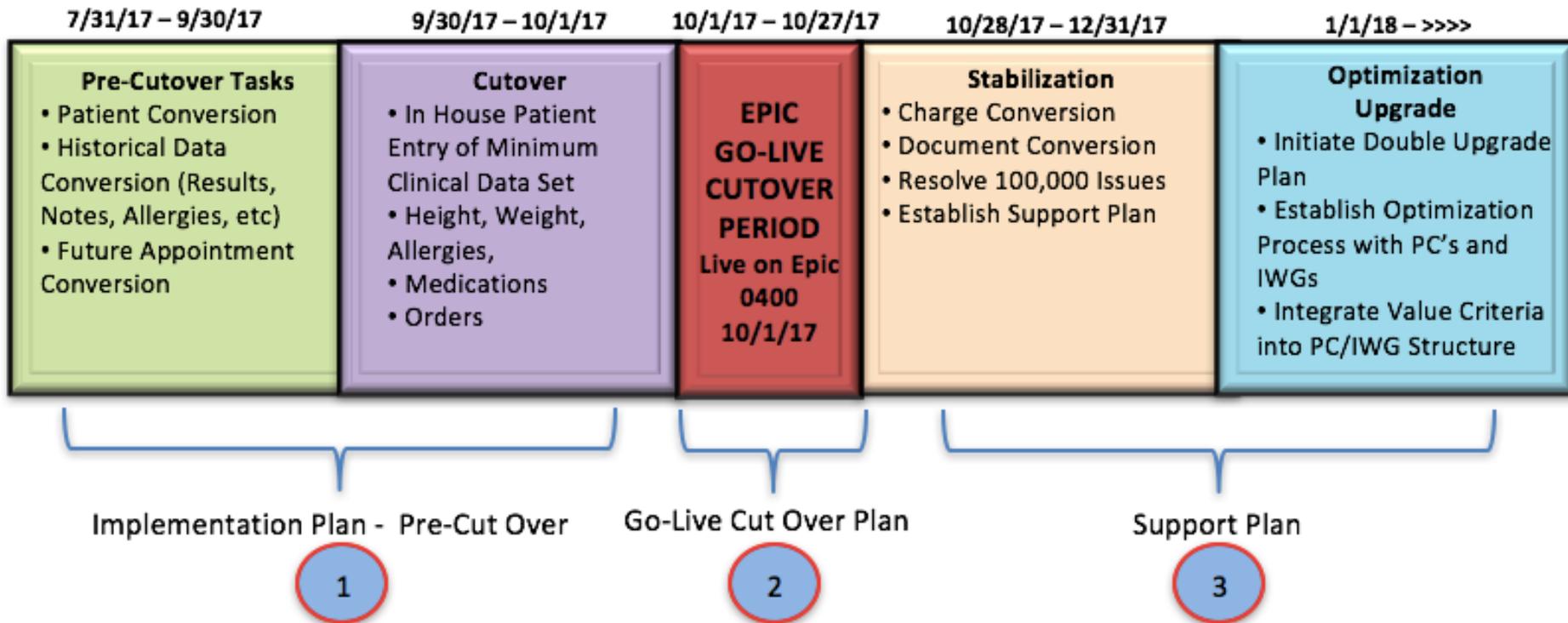
PRD Hyperspace_WD is used to keep Epic open on that computer at all times



Don't use this one!

Used by registrars

Cutover Sequence



Manual Data Entry for Active Inpatients

Manually entered into Epic by cutover team	Will NOT be available in Epic— must be entered into Epic by MD after go live, if needed
Height, Weight	Prior Vital signs (except critical care units)
Allergies	Historical Scanned documents—recent scans
Active Medications	Problem list
Attending of Record	Treatment team
Prior to Admission Medications (M, C, H)	Prior to Admission Medications (MC)
H&P if done in Salar or if dictated	H&P if handwritten
Orders (except Consult orders)	
Recent Labs (including Quest), Radiology	
Pregnancy/Lactation Status	

Cutover Downtime

- Allscripts – Down at 6PM
- Centricity Perinatal—upgrade prior to go-live
- 12A-4A: Complete downtime of all systems
 - Pyxis devices will be on override
 - PACS system will be down
 - Images to be viewed on the modality
 - Conveyant paging system will be down (CareConnect)

Cutover Downtime and Recovery

- All patients will need a new type and screen if a transfusion is needed
 - Presurgical patients:
 - Medical Center—don't do T&S prior to go live
 - Other hospitals—do T&S as previous
- Write Orders on paper during the downtime, if required
 - Orders must be reentered into Epic after go-live
- Notes during the downtime
 - Document on paper OR
 - Save documentation until after go live, if able

Impact to existing systems during cutover

Cutover Plan Timeline		30-Sep												1-Oct								
		12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	
		System Available				Limited Clinical Use			System Unavailable		System Retired - No User Access			System Read - Only			System Workdown before moving to read only					
System																						
Amcom Spok (Paging from the operator console)														Paging can be done from telephone directory								
CCW Lite MacLab (Cardiac Cath Lab)														Run locally on device								
Continuum Durable Medical Equipment																						
Conveyant (Paging from Care Connect)														Code activations using backup systems								
Safety Intelligence																						
ED Ultrasound																						
ECareManager														eCareManager will remain available								
QS-GE Connect	QS In Use													Surveillance Down--follow downtim			Surveillance Up			GE Connect In Use		
OBTV-GE Connect	OBTV In Use													Surveillance Down--follow downtim			Surveillance Up			GE Connect In Use		
GE Muse ECGs														Historical ECGs not available, new ECGs won't upload								
ImageCast RIS														Downtime--View study on modality or on film								
McKesson PMM																						
NicVue Synergy																						
Nihon Kohden Neuroworkbench---EEG																						
Nuance eScription														Telephone dictation unavailable. Use Dragon or wait for uptime								
Powerscribe 360																						
Provation GI, Bronch, MOHS														Document on paper, use Dragon or wait								
Pyxis														Critical Override								
RALS														POCT Devices do not upload results - follow downtime procedure								

Impact to existing systems during cutover

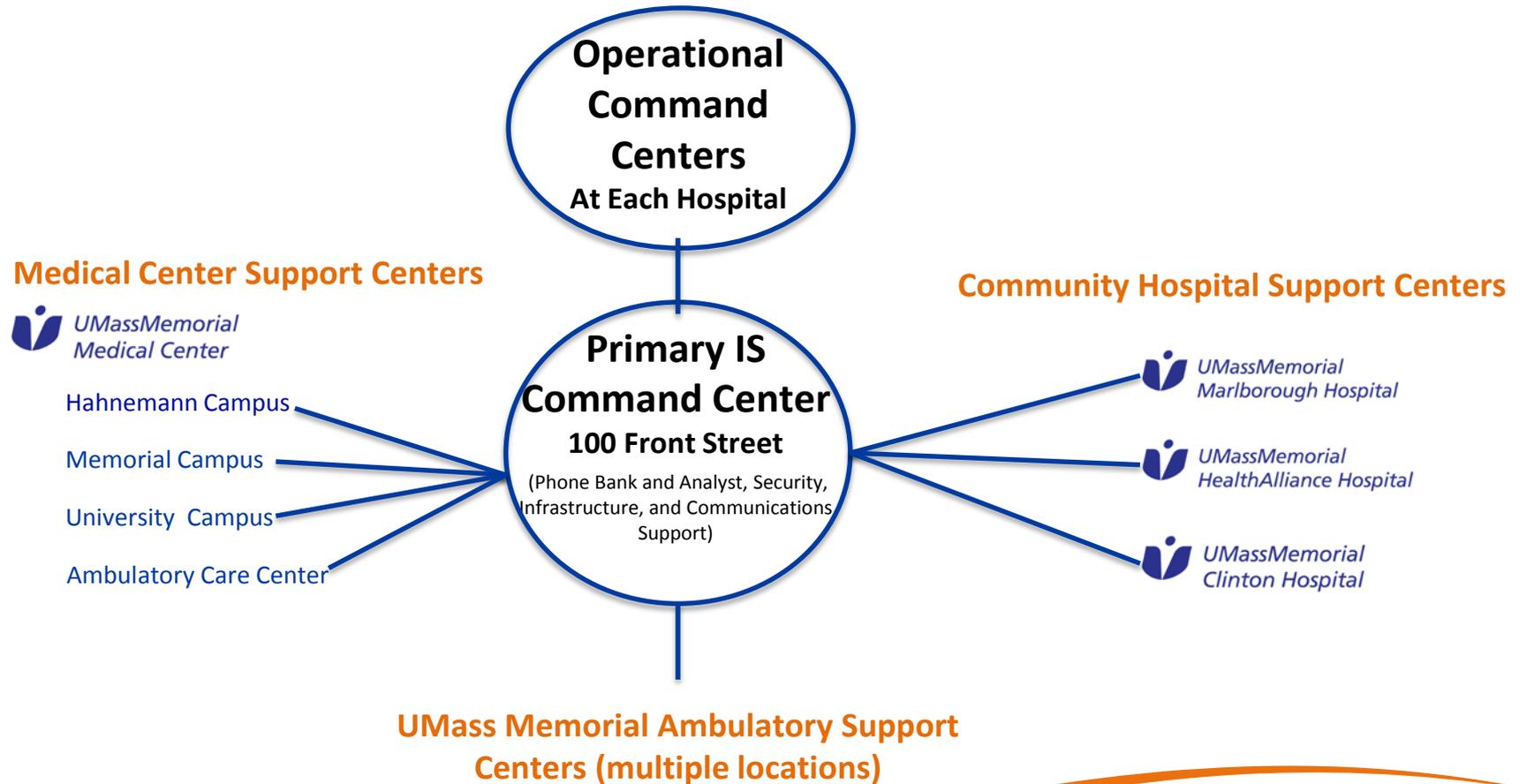
Cutover Plan Timeline	30-Sep												1-Oct							
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	System Available	Limited Clinical Use	System Unavailable	System Retired - No User Access	System Read - Only	System Workdown before moving to read only														
System																				
Shields																				
Swisslog																				
Soarian Clinicals HA																				
Hyland (Old)																				
ICIP (PICU)													Downtme	Effective 01:25						
ED PulseCheck														Document on Paper						
Teleresults																				
Meditech																				
Soarian Financials UMass																				
Siemens Pharm																				
Soarian Clinicals UMass																				
Salar																				
IDX																				
Soarian Financials HA																				
Lab HA																				
PIK																				
SafeTrace HA																				
Allscripts Main																				
Allscripts-Prenatal																				
RISIC																				
New Systems																				
Epic Production Environment																				
Agfa PACS																				
Data Innovations (New Lab system)																				
Hyland New																				
Mediware Bloodbank																				

Systems after go live

- All current systems will be available for historical review after go live
- Allscripts
 - open for ongoing documentation / to close out charts until 10/14
 - Read only from 10/14/17 – early 2018
 - Decommission early 2018
- Salar
 - open to sign notes and complete billing until 10/21/17
 - Deactivate on 10/22/17

Go-Live Command Center Support Structure

Go-Live Support Centers: 24/7 9/30 -10/27 (Will be adjusted based on need)



Plenty of Support At Go Live

- Internal:
 - 150 Provider Super Users
 - 1300 Non-Provider Super Users
- 90 Enterprise Design Team members
- 50 Specialist Trainers
- ~700 additional on-site go-live support
- ~200 Epic employees on site

Getting Help

- First, look for one of your Super User colleagues wearing a **BLUE** vest
- If the Super User is not able to assist, look for go-live support wearing **YELLOW** vests
- In the operating rooms, all go-live support (including Super Users) will wear **YELLOW** poly bouffant surgical caps
- Information Services technical team members will be wearing **GREEN** vests

Getting Help

- Check your Learning Home Dashboard for Job Aids and other self-help resources
- If a patient safety issue, also contact your Chief, Chair, CMO, or local command center

Getting Help - 508-334-8800

- If go-live support is not available, call the IS Support Center
 - If you need help with your username, password or if you don't have access to do what you need to do in Epic, **press 1**
 - Clinicians with an Epic workflow question, **press 2**
 - Dragon voice recognition issues, **press 3**
 - Other issues related to Epic or related applications, such as AGFA or Hyland, **press 4**
 - For all other issues, **press 5**

Getting Help - Provider Resource Center Sites

Entity	Resource Center Location	Week 1 9/25-9/30	Week 2 10/1 – 10/8	Week 3 10/9 – 10/14
Clinton Hospital	n/a	-	-	-
HealthAlliance Hospital	Physician Lounge	6 a – 10 p	24/7	6 a – 10 p
Marlborough Hospital	Physician Lounge	6 a – 10 p	24/7	6 a – 10 p
Medical Center – University Campus	Physician Lounge (H1-728)	6 a – 10 p	24/7	6 a – 10 p
Medical Center - ACC	ACC – Large IS Training Room	NONE	7 a – 6 p	7 a – 6 p
Medical Center – Memorial Campus	Physician Lounge (SWG-050)	6 a – 10 p	24/7	6 a – 10 p
Medical Center – Hahnemann Campus	Room HM223	7 a – 6 p	7 a – 6 p	7 a – 6 p

Getting Help – IS Self-Service Portal

- Submit a ticket via the IS Self-Service Portal (see link on the right side of the OurNet home page):
- Provide Necessary details:
 - Name
 - Contact Number (**your cell phone preferred!**)
 - Location/Unit
 - Entity (e.g. Marlborough Hospital)
 - Computer Name
 - Printer Name
 - Log-in Department
 - If the error is reproducible or not
 - Screen shot if possible

ServiceNow Self Service Ticket

UMassMemorial Health Care

ONE LOGON My Tickets Approvals Contact Us

Everyone, Everyday.

Good night, Eric

This is the central place to submit requests, log incidents, and find knowledge

How can we help you?

IS Self-Service Portal Instructions 2017-02-23

Request Something!
Ask a question or browse for services and items you need

Search for Information!
Browse and search for articles, rate or submit feedback

Report Something!
Report an issue or incident.

My Surveys Top Rated Articles My Approvals



Example Daily Call/Meeting Structure

Leadership

Meeting Name	Purpose	Facilitator	Participants	Frequency / Time	Location / Conference Line
Top Issues Review	Communicate with Executive Team regarding high priority Epic go-live related issues. Can include issues from Infrastructure or Specialty Application issues if necessary	Issues Lead	Core Team, Steering Committee, Communications, Epic ID, Epic IE	Daily, 1530 1 hr	TBD
Patient Safety Huddle	Review key go-live issues / workflows impacting patient safety. Issues escalated from this group would be reviewed at Leadership Huddle and Top 10 Issues Review	Patient Safety Lead	SPOC, Patient Safety IWG Members, Epic ID or Epic IE, Epic Transformation Team	Daily, 1300	TBD
Leadership Huddle	Review new issue escalations from Super User Huddle, Patient Safety Huddle, Revenue Dashboard Meeting, or trending calls made to the Command Center. Provide update on issues reviewed at last meeting.	Issues Lead	AVP Epic, CCIO, Epic ID, Epic IE, Issues Lead, Senior Project Manager	Daily, 1400 30 mins	Command Center Meeting Room
Enterprise Design Team Huddle	Review major workflow concerns based on escalations from Super User Huddle, Patient Safety Huddle or trending calls made to the Command Center.	Dr. Eric Alper	Enterprise Design Team	Daily, 1615	TBD

Provider Checklist For Go-Live

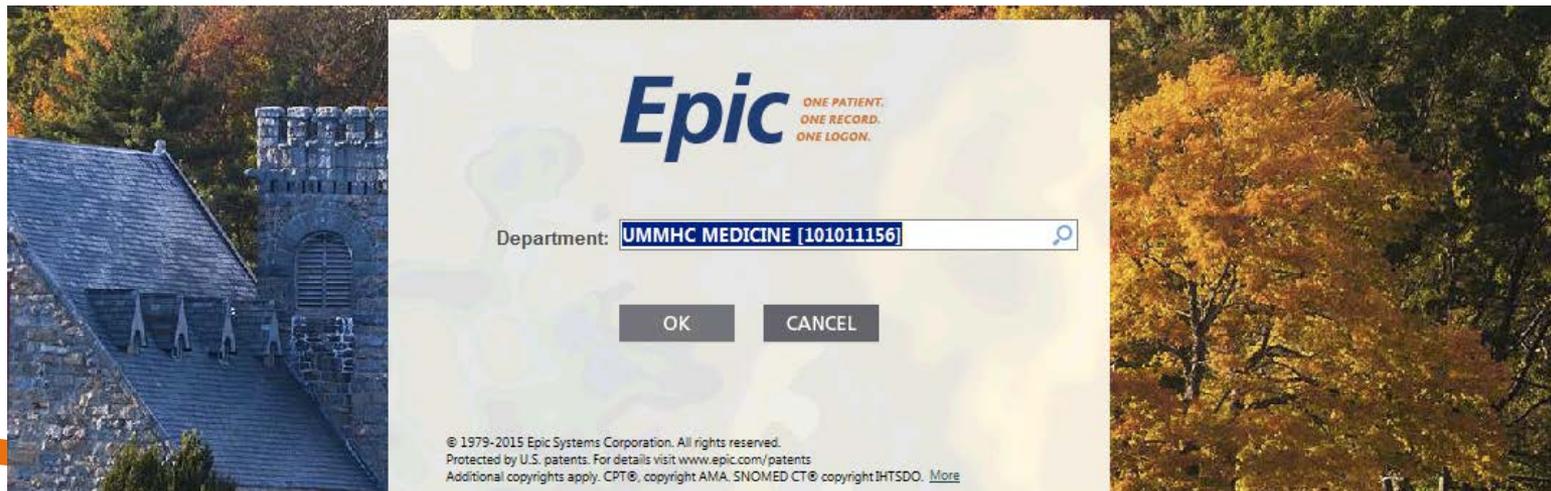
TASK	WHERE TO FIND
<input type="checkbox"/> Review “Preparing For Epic” and “Problem List Etiquette”	For Providers page of IS/Epic Central
<input type="checkbox"/> After you complete your training, practice in the Epic Playground	Details on the Training page of IS/Epic Central
<input type="checkbox"/> Visit one of our enrollment desks to register for e-prescribing of controlled substances (EPCS).	Visit the EPCS page of IS/Epic Central
<input type="checkbox"/> Download Haiku onto your smartphone after you have installed MaaS360.	For Providers page of IS/Epic Central
<input type="checkbox"/> Complete initial enrollment in ServiceNow, our online Self-Service IS Portal, so you can easily create a self-service ticket during go-live	https://umassmemorial.service-now.com/sp
<input type="checkbox"/> Review video on how to use the AGFA Xero viewer, the method that most providers will use to view radiology images.	Training page of IS/Epic Central

<https://www.ummhcepiccentral.org/>

Top Tips for Go Live

- Login Department:

- If you have an ambulatory clinic or practice within UMMHC, locate this and log in using that department
- If you don't have a clinic in UMass Memorial Health Care (e.g. a private physician) or only provide inpatient care (e.g. a Hospitalist), use a “virtual department” as your login department (e.g. UMMHC Medicine or UMMHC Surgery)



Top Tips for Go Live

- When searching for an inpatient, use the “Search Admitted Patients” field, not Patient Lookup



- If you land at the “Patient level,” not the “encounter level,” you can enter the correct encounter through Chart Review

Patient Level Inpatient

Ambulatory

Hyperspace - Production (PRD) - UMMHC MEDICINE - ERIC A.

Epic Patient Lookup Remind Me

Test, A Bis

Test, A Bis PCP: None
Female, 56 y.o., 9/26/1960 Coverage: None
MRN: 520050282, Enc Prov: None
CSN: None

Chart Review

SnapShot Encounters Episo

Chart Review

Synopsis

History

Allergies

Problem List

Immunizations

Demographics

Select Encou...

Place Amb Or...

Write Note

Send Letter

Call Patient

Create Encou...

Customize

More

Patient

A Bis Test
56 year old female
9/26/1960

1 MAIN ST
WORCESTER MA 01605
508-000-0000 (H)

Comm Pref.
None

Problem List

None

✓ Mark as Reviewed

Health Maintenance

New information from out
None

Medical History

None

Surgical History

None

Reminders and Res

None

Hyperspace - Production (PRD) - UMMHC MEDICINE - ERIC A.

Epic Patient Lookup Remind Me Clinical Reso

Test, A Bis Tdr

Tdrtest, Akpatient Current Location: 322 A
Female, 27 y.o., 7/6/1990 Bed: UNV 3 West-322 A
MRN: 801332200 Treatment Team: Physick
CSN: 12073250854 Attend Prov: Orthopaedic

Summary

Overview Flowsheet

BestPractice Advisories

Click to view active BestPractice Advisories

Chief Complaint

None

Hospital Problems

None

Treatment Team

Provider	Relationship	Specialty
Physician Orthopaedics, MD	Attending	--
Viswanath Ramaswamy, MD	Resident	--

I/O

None

Chart Review

Summary

Results Review

Notes

Orders

Charges

Admission

Daily

Transfer

Discharge

Procedure

Stroke

FYI

Customize

More

Hyperspace - Production (PRD) - UMMHC MEDICINE - ERIC A.

Epic Patient Lookup Remind Me Clinical Resources

Test, A Bis Tdrtest, Akp

Tdrtest, Wpatient PCP: Tamiko A Long
Female, 27 y.o., 6/23/1990 Coverage: None
MRN: 801254774, Enc Prov: Marcy K. Boucher, ...
CSN: 12073561818 Height: None
Weight: None
BMI: None
Follow-Up on 9/11/2017

Plan

Problem List Visit Diagnoses BestPractice

Problem List

+

Create Patient Care Coordination Note

+

Add DxReference

Diagnosis

> 1 week gestation of pregnancy

✓ Mark as Reviewed

Never Reviewed

Visit Diagnoses

Search for new item + Add Previous Proc

P

1. Sick

BestPractice Advisories

No advisories to address.

Chart Review

Rooming

Screenings

Notes

Problem List

Plan

Wrap-Up

Sign Visit

Patient Educa...

FYI

Customize

More

If you are logged in at the patient level, log in to the encounter...

Hyperspace - Production (PRD) - UMMHC MEDICINE - ERIC A.

Epic Patient Lookup Remind Me Clinical Resources Personalize Launch Dragon Dragon Logout SlicerDicer

Test, A Bis Tdrtest, Xpatient

Tdrtest, Xpatient PCP: Erik N Watson Height: None Allergies: No Known Aller... Infection: None Health Maintenance Du
 Female, 27 y.o., 6/24/1... Coverage: None Weight: None Code: Presumed Full Code myChart: Pending Registries: [Wellness] V
 MRN: 801294690, Enc Prov: None BMI: None Adv Directive: None FYI: Test Patient
 CSN: None Interp: No, English

1 Chart Review **2**

SnapShot Encounters Episodes Notes Letters Meds Labs Micro Imaging Procedures Heart Vascular Other Orders LDAs Su

Refresh (10:53 PM) Route Review Selected Synopsis Preview **4** Encounter More Select All Deselect All OnBase

Filters Hide Add'l Visits Me Internal Medicine UMass Memorial Healt... Admissions

When	Type	Visit Type	With	Dept Spe
Recent Visits				
Today	Telephone		Manning, Gordon S., MD	Internal M
Today	Follow-Up	FOLLOW UP	Potts, Stacy E., MD	Fam Med
Today	Office Visit	CARDIAC EVENT MO...		Heart Vas
09/09/2017	Pre-admit		Cain, Joanna, MD	Med Surg
09/05/2017	Pre-admit		Orthopaedics, Physician...	IMCU
09/05/2017	Admission (Pending)		Orthopaedics, Physician...	Surgery
09/01/2017	Office Visit	OFFICE VISIT	Boucher, Marcy K., MD	Fam Med
08/31/2017	Surgery (Canceled)		Orthopaedics, Physician...	Surgery
08/30/2017	Evaluation	FOLLOW UP THERAPY	Gonzalez-Haddad, Gera...	Psychiatr
08/30/2017	Follow-Up	FOLLOW UP	Burowinkle, Pamela Sus...	Anticoag

3

Admission Physician Orthopaec Attending Additional Orders Results Encounter Info: Hist Pati

Top Tips for Go Live

- “I can’t find the order that I’m looking for”
 - Your preference list for your specialty/your favorites
 - The facility list for your hospital/facility
 - The database for all possible choices (ambulatory only)

Preference List Search - Tdrtest,Wpatient

LIPIT Search Browse (F4) Preference List (F5) **Facility List (F6)** Database Lookup (F7)

Outpatient Clinic-Administered Medications Medications Procedures Order Panels Split

	Name	Dose	Freq	Type	Pref Lis	Formulary	Copay	Coverag	Type	Code	Resulting Agency
🏠	atorvastatin (LIPITOR) tablet 10 mg	10 mg	Daily	Medic	UMMHC				Generic	1917	
🏠	atorvastatin (LIPITOR) tablet 20 mg	20 mg	Daily	Medic	UMMHC				Generic	1917	
🏠	atorvastatin (LIPITOR) tablet 40 mg	40 mg	Daily	Medic	UMMHC				Generic	1917	
🏠	atorvastatin (LIPITOR) tablet 80 mg	80 mg	Daily	Medic	UMMHC				Generic	2864	

Top Tips for Go Live

- Use the Search box
 - Find any Epic function if you can't find it
 - Find any piece of text within a patient's chart (e.g. your name, a diagnosis, a test)

The screenshot displays the Epic EMR interface for a patient named 'Tdrtest, Dpatient'. A search box in the top right corner contains the text 'cain', and a dropdown menu below it shows 'Search the Chart' with 'cain' as a result. The main chart area is divided into several sections:

- Chart Review:** Includes tabs for SnapShot, Encounters, Episodes, Notes, Letters, Meds, Labs, Micro, Imaging, Procedures, Heart Vascular, and Other Orders. The 'SnapShot' tab is active, showing a report of 'Currently admitted as of 9/6/2017'.
- Patient Information:** Displays 'Dpatient Tdrtest', '27 year old female', '6/4/1990', and address '4 MAIN ST SHREWSBURY MA 01545 451-545-8151 (H)'.
- Allergies:** Shows 'No Known Allergies' with a 'Mark as Reviewed' button and a review date of '8/8/2017'.
- Medications (Admitted on 9/6/2017):** Lists 'Hospital Medications: None' and 'Outpatient Medications: cetirizine (Zyrtec) 1 mg/mL syrup, cetirizine (Zyrtec) 1 mg/mL syrup, and citalopram (CeleXA) 20 mg tablet'.
- Search Results:** A sidebar on the right shows search results for 'cain', including 'Hospital Encounter - UMass Memorial Medical Center - University Campus 3 West Unit' on '9/6/2017' and 'Progress Notes by Eric J. Alper, MD' on '9/11/2017'.

Interacting with Patients

- Let patients know they may experience a longer wait time and we appreciate their patience as we learn our new system
- Patients will notice additional staff. Inform them that these individuals are helping us learn our new system
- As you document the patient's care in Epic, explain to the patient what you are doing so they feel engaged. You may also want to show them

Interacting with Patients

- Though you may be frustrated at times, it's important not to show your frustration to the patient
- When you log out of Epic, let the patient know that you're doing so to protect their information
- If you are using Rover, Haiku or Canto on a mobile device, please explain to the patient that you are using the device to review/document their care and not for personal purposes

What to Expect

- Epic is a great tool, but it will not solve everything
- You will likely be frustrated at times – that’s to be expected. Take a “mindful” moment – close your eyes, take a deep breath and focus on releasing tension, then refocus on the task at hand.
- The “Valley of Despair” may last for weeks or a few months. But we will get through it
- Some issues that are more complex may require more time to resolve

What to Expect

- Reported issues will be immediately prioritized; however, Epic enhancements (items that don't require an immediate fix) will be evaluated during optimization starting in January.
- Super Users (blue vests) and go-live support (yellow vests) are on-site the first several weeks after go-live; please take advantage of this help

Watch for Go-Live Insight for Providers

■ Distribution

- Daily for the first several days of go-live; as needed thereafter
- Sent from Epic Project inbox

■ Content

- Top Issues/mitigation
- To Know
- Reminders
- Job Aids

Go-Live Insight For Providers

October 1, 2017

The purpose of *Go-Live Insight* is to provide a status update on the Epic implementation. The communication will be distributed (electronically) daily for the first several days of go-live and as needed thereafter.

We're Live!

- Something great here
- Something great here

Top Issues

Reported issues are addressed in the order of severity and the resolution is communicated back to the individual who reported the issue. While all reported issues are being actively addressed, the following have been identified as the highest priorities:

TOP ISSUES		
Site/Area	Overview	Mitigation

RESOLVED ISSUES		
Site/Area	Overview	Mitigation

To Know

- Something great here
- Something great here

Reminders

- Something great here
- Something great here

Job Aids

Job Aids are available on the Epic Learning Home Dashboard. During go-live, select Job Aids may also be distributed to end users via at-the-elbow support. The following Job Aids were recently created.

- Something great here
- Something great here

Questions?

