

October 2, 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.

Visit the [Go-Live](#) page of IS/Epic Central for printable versions of *Go-Live Insight for Leaders* and *Go-Live Insight for Providers*.

Go-Live Support in Action!



End user gets at-the-elbow support at Marlborough Hospital.

Top Issues

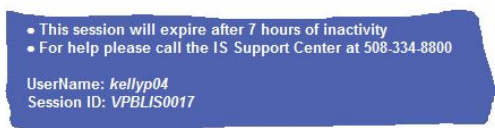
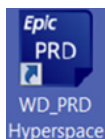
Reported issues are addressed in the order of severity and the resolution is communicated back to the individual who reported the issue. While all reported issues are being actively addressed, the following have been identified as the highest priorities:

TOP ISSUES		
Topic	Overview	Mitigation
Security & Access	Some end users reported having issues logging into Epic and not being sure which Epic PRD icon to use.	End users are asked to look for a “green vest” (technical support) or call the IS Support Center and select option 1. Communication was distributed regarding the appropriate Epic PRD icon—see the “To Know” section for further clarification.
Label Printing	Unit-based labels are not printing or printing to incorrect printers; unit/lab collection not defaulting to user expectation.	Troubleshooting open tickets (Orders, ClinDoc, Beaker)
Pyxis	Various issues with Pyxis across sites: medications not showing on patient profiles or greyed out and cannot be pulled.	This portion—patients not showing in Pyxis console—has been resolved. However, this issue is being actively addressed
Printer Mapping	Multiple workstations on wheels are not mapped correctly and lab labels are not printing correctly -- they are either not printing to the right printer or are printing without a barcode to scan.	Epic Project Team is remapping printers as requested by end users. Change implemented into Epic to correct label printing issues from lab.
Patient Pools	The ambulatory clinics are not sure how to access and assign patients using pools.	See Job Aid below.
Allscripts medications & Allergies	IKS, a third-party vendor, is manually reconciling all Allscripts medications and allergies for patients with scheduled appointments. All data has not yet been converted.	End users need to manually reconcile Allscripts medications and allergies. See Job Aid below.
Endoscopy Templates	Several staff members in the Endoscopy department do not have the correct Epic template and therefore cannot check in patients.	This issue is being actively addressed and is anticipated that it will be resolved by end-of-day.
AGFA	Go-live support resources are needed.	AGFA executive leadership contacted today.

RESOLVED ISSUES		
Topic	Overview	Mitigation
Critical Results	Not all critical results populating to the lab call list.	RESOLVED. Critical results populating to the lab call list.
Outpatient Pharmacy IVR	Ateb, the outpatient pharmacy IVR vendor, cannot be reached and the IVR is not working. The IVR lines have been routed directly to the University and Memorial pharmacies.	RESOLVED. The outpatient pharmacy IVR is working as designed.
3M 360	Discharged patients are not converting to 3M 360, preventing coders from billing for patients on the back end.	RESOLVED. As a workaround, coders can code in 3M and refer to Epic for documentation. This has been communicated to HIM operations. The issue will be further reviewed during optimization.

To Know

- Use the WD_PRD icon (below) when using FollowMe Desktop (FMD) or a Thin Client, which is an FMD device. When you're using FMD, you'll see text similar to the following on the lower-right side of your desktop screen.



- It's important that Preop SACU/PACU RNs designate a specimen as collected. This action prints the label for the type and screen, and allows the blood bank to begin processing the sample for a cross-match.
- The HIM team created the [Scanning Document Directory](#), which lists nearly 2,000 previously scanned documents that have been condensed to fewer than 300 document types within Epic. Visit the [Changes Coming With](#) Epic page of IS/Epic Central to learn more.
- The following Urgent Notices were sent to Command Center and Support Center to be distributed to go-live support—[Printing Issues and Reporting Process](#) and [Required Documentation](#).
- The IS Support Center is getting a lot of calls regarding duplicate patients. End users have the ability to mark these for merge for HIM operations to complete. Please see the related [Job Aid](#).
- There seems to be a lack of understanding of the new workflow between the Emergency Department and Blood Bank (emergency blood release, stat blood transfusion and massive transfusion protocol). Please see the related [Job Aid](#).

Job Aids

Job Aids are available on the Epic Learning Home Dashboard and in the [Job Aid Repository](#). 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.

- [In Office PFTs](#)
- [Pre-visit Planning](#)
- [Medication Administration](#)
- [Managing In Basket Pools](#)
- [Lab Collection – Collection of Specimen](#)
- [Filter In Basket Messages](#)
- [Erroneous Encounter](#)
- [ECG - CardioPerfect](#)
- [Chart Review](#)

Job Aids (Continued)

- [Immunization Clinic](#)
- [Restore Note Fat Tab](#)
- [Teaching Physician Documentation for Professional Outpatient/Office](#)
- [Teaching Physician Documentation for Profession Procedural Services](#)
- [Code Status/Limitations of Treatment in Epic](#)
- [Ordering Endoscopy Suite Procedures](#)
- [Entry and Scanning of External Lab Results](#)
- [Fetal Echo Begin End Exam](#)
- [Resulting Fetal Echo](#)
- [Pediatric Echo ASR Workflow](#)
- [Scanning Media Manager](#)
- [Extract/Export Data For ICD](#)
- [Extract/Export Data for CathPCI](#)
- [Sharing In Basket](#)
- [Defaulting Order Mode on Echo Med Orders](#)
- [Short Stay Arrival Post Procedure](#)
- [HVIL Arriving a Patient](#)
- [Using DOT Phrases](#)
- [HVIL Supplies and Implants](#)
- [Update AGFA Password](#)
- [Tilt Table](#)
- [Short Stay Full Screen Status Board](#)
- [Vascular Treadmill](#)
- [Pharmacy Preference](#)
- [Admitting a Patient Note Using Bed Management](#)
- [Updating Accommodation Code](#)
- [Quick Disclosure for Financial Institution Clearance](#)
- [Release of Information to Medical Examiner or New England Organ Bank](#)
- [Scan Tissue Implant Into Epic](#)
- [Scanning Anesthesia Consents](#)
- [Capitated Implant Charging Workflow](#)
- [Non-Employed Physician Charges](#)
- [Sensitive Notes for Behavior Health Providers](#)
- [Prevent Care Everywhere Release of Behavioral Health Notes](#)
- [Viewing Quest Status Updates in Beaker](#)
- [Updating Users/Supervisors in Workqueues](#)
- [Patient Search Handout](#)
- [Setting an Advanced Filter in Workqueues](#)
- [Billing Review Needed](#)
- [How to Find Your Cash Drawer](#)
- [Advanced Practitioner Workflows](#)
- [Encounter-On-the-Fly-Workflows](#)
- [Finding Converted Documentation in Epic](#)
- [Reconciling Converted Medications and Allergies](#)
- [myChart Patient Message Review](#)
- [Searching Using HAR or CSN](#)
- [Visiting Planning](#)
- [Post-Transplant Order Groups](#)
- [On Call Organ Offer](#)
- [HLA Labs](#)
- [Additional Procedure and Imaging Results](#)