



Trending in IT

*In remembrance of
September 11, 2001
We will never forget.*



For All Epic Users

Epic Update and Planned Downtime Moved to Sunday, Sept. 20

The Epic Update and planned downtime scheduled for this Sunday, Sept. 13, have been moved to **Sunday, Sept. 20**.

Epic
update

New Date **Sept. 20, 2020**

For All Epic Users

More Time to Review Your *Update Companion*

If you have not done so already, please use the extra time before the **Sept. 20 Epic Update** to acknowledge your **Update Companion**.

As of this morning, **61%** of Epic users systemwide have acknowledged their **Update Companions**. If you have not completed your review, please do so as soon as possible so you are prepared.

Click [here](#) to see who has **NOT** acknowledged their **Companions**.

For more information, visit it.houstonmethodist.org/epicupdate/.

Acknowledgement Results

Friday, Sept. 11

HMB 69%	HMCCH 76%	HMCL 83%
HMH 52%	HMRI 53%	HMSL 67%
HMTW 80%	HMW 55%	HMWB 80%
PCG 61%	SPG 46%	
Corp. 77%	Flex 65%	

For All Epic Users

Attend an Update Snapshot WebEx Session

To learn more about changes with the **Sept. 20 Epic Update**, attend an Update Snapshot WebEx session. These sessions include highlights of new workflows and enhancements.

Registration is not required. You can drop in during a session.

To view a recorded Update Snapshot session, click the links below:

- [HIM - Care Everywhere Incoming Messages](#)
- [HIM - CDI](#)
- [HIM - Deficiency Tracking](#)
- [HIM - ROI](#)
- [Radiology](#)
- [Transplant](#)

For session dates, times and meeting links, [click here](#).



Launch Alerts

For All Providers, Nurses and Other Roles Using Shared Workstations

OneSign System for Shared Workstations

Launches Tuesday, Sept. 15 at HMCL, HMM, HMSL, HMTW and HMWB

On Tuesday, Sept. 15, OneSign for hospital-based, shared workstations will begin rolling out at HMCL, HMM, HMSL, HMTW and HMWB, continuing through the end of the year. The new system will give you a cleaner home screen and remove the top-of-the-screen launchpad, making your icons easier to find. Workstations will be upgraded depending upon their availability and not all at the same time.



If the workstation is upgraded:

- You will have a new log-in screen.
- You must re-enroll your badge before using it for the first time.
 - Click [here](#) for detailed log-in instructions.
 - **Important:**
 - Once you log in, check the message at the bottom, left side of your screen to verify your name displays as the person logged in.
 - If your name is not displayed or if you need assistance, contact the IT Help Desk, 832.667.5600. Be sure to provide your workstation computer name, located in the lower, right-hand corner.
 - When logging in for the first time, the following desktop icons may take up to 30 minutes to appear.
 - Lock Workstation (**Imprivata Special**)
 - SSO – Intranet (**Chrome** and **Internet Explorer**)
 - SSO – LaborWorkx (**Internet Explorer**)
 - SSO – PACS (**Internet Explorer**)
 - SSO – Webmail (**Chrome**)

If the workstation is not yet upgraded, continue to use your current shared workstation log-in process.

For Inpatient Rehab Center West Pavilion 9 and 10: Providers, Case Managers, Social Workers, Nurses, Therapists, Pharmacists, Dieticians and PPS Coordinators

Inpatient Epic Rehab Module

Launch Delayed - Now Sunday, Sept. 20

On **Sunday, Sept. 20**, the new Epic Rehab module launches for **HM Inpatient Rehabilitation Center West Pavilion 9 and 10 only** – streamlining documentation, reporting and billing into Epic, making your workflows easier and more efficient.

With the Epic Rehab module, you'll have:

- Fewer manual processes.
- Better evaluation and treatment flow.
- Improved management reports for rehab clinical operational needs.
- Clinical and functional metrics.
- Ability to stay up to date on compliance and regulatory requirements.



If your role is impacted, training has been assigned to you in LMS (**Rehab Therapy: Team Conference and Therapy Minutes, #1584011**). Please complete training by **Saturday, Sept. 19**.

Epic Rehab is slated to launch early next year for outpatient clinics.

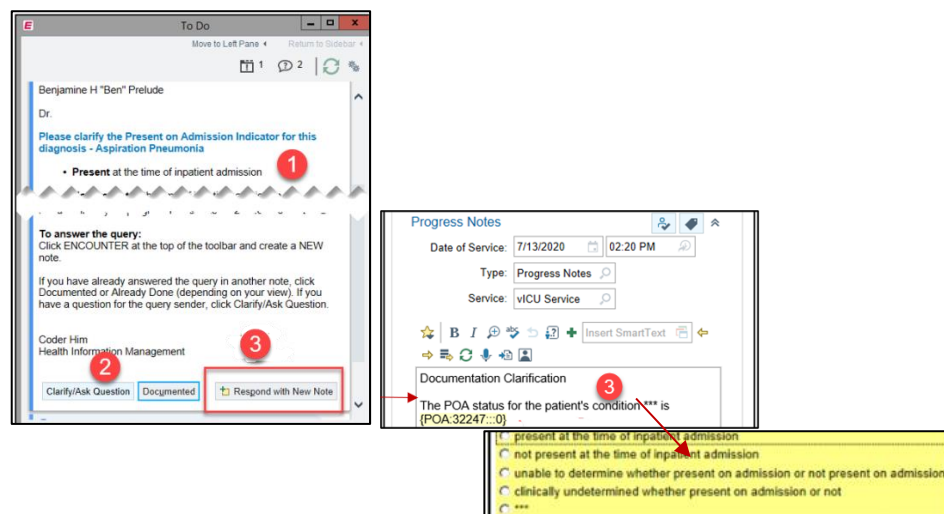
For All Providers

Coding and CDI Queries Get a New Look

Launch Delayed – Now Sunday, Sept. 20

Starting Sunday, Sept. 20, coding and CDI queries will get a new look and feel, making them more user friendly and easier to read. New changes include:

1. Bolded text, providing clarity and emphasis.
2. New **Clarify/Ask Question** button allows you to ask the sender questions before answering the query.
3. New functionality for **New Note** responses:
 - Add, revise or delete provided introductory text.
 - For efficient responses, introductory text sometimes includes **SmartLists**.
 - Click [here](#) for **SmartLists** shortcuts.



New HM Outpatient Specialty Pharmacy

Launches Tuesday, Sept. 22

On **Tuesday, Sept. 22**, a new outpatient specialty pharmacy launches at **two HMH clinics** – Hematology Oncology (OPC 24) and Gastrointestinal (Smith 1201). This new pharmacy conveniently allows our patients to fill new prescriptions, refills and mail-order prescriptions at HM. HM pharmacy staff will be able to receive, verify, fulfill and bill specialty medication prescriptions originating from any HM hospital or clinic covered by the service.

This program rolls out systemwide over the next few months.

Epic Updates & Changes

For New Pharmacy Cube and BPA Cube Users

Streamlined Process for Requesting Cube Access

Requesting Pharmacy and BPA cube access has been simplified with streamlined approval routing. To request access, use the **Self-Service Portal** at it.houstonmethodist.org/help/ to complete a **Service Request Form**. Your request will be automatically sent to your director for approval.

Please review the [Requesting Cube Access tip sheet](#) for details and instructions.

For All Providers

HM-Configured Devices Performing Auto Install

Tuesday, Sept. 15 from 11 a.m. – 12 p.m.

On **Tuesday, Sept. 15, from 11 a.m. – 12 p.m.**, HM-configured devices will automatically sync with Intune, automatically installing **Haiku/Canto** and the **F5 Access** app.

Streamlined Haiku/Canto Access Enrollment Process for Personal iOS Devices

Starting Sept. 15, if you have not installed **Haiku/Canto** or the **F5 Access** app on your personal iOS device, when you enroll, both apps will now be pushed automatically, prompting you to install them.

For All Epic Users

Select Epic Functions Unavailable

Extended Through Sunday, Sept. 20 at 4 a.m.

Some Epic functions are unavailable, and no changes or enhancements will be made through **Sunday, Sept. 20 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**.

For All Providers

Update to Haiku/Canto Version 9.3 or Later

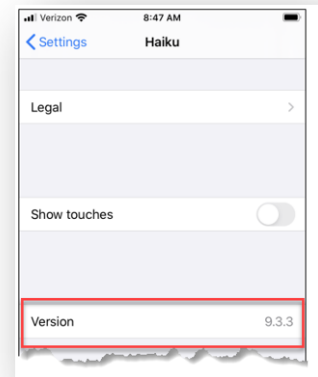
Required After the Sept. 20 Epic Update

After the Sept. 20 Epic Update, Haiku/Canto version 9.3 or later will be required to use Haiku/Canto.

To prepare, **before Sunday, Sept. 20**, check to see if you are using Haiku/Canto version 9.3 or later. After the update, you will not be able to log into Haiku/Canto if you do not have at least the 9.3 version installed. Note: HM-issued phones should update automatically.

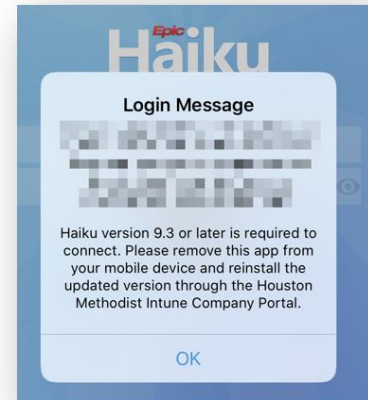
To check your Haiku/Canto version:

- 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 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.



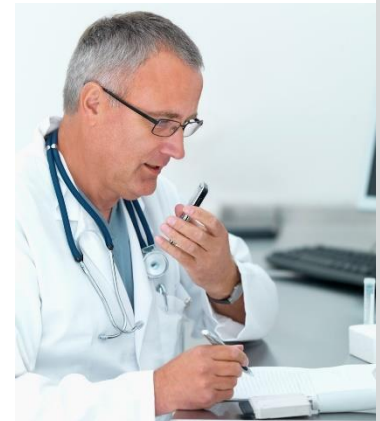
For All Providers

New Haiku “Hey Epic!” Voice Assistant Launching Sunday, Sept. 20

Starting Sunday, Sept. 20, you 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 (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 available for Android devices or Canto with this update.

For Registration, Scheduling, Front Desk Staff, Hospital-Based Outpatient Departments and HMPO Clinics

Updates to COVID-19 Potential Risk – Travel Screening Window Starting Sunday, Sept. 20

To reflect current guidance from the CDC, a new question and two symptoms will be added to the Travel Screening assessment **effective Sunday, Sept. 20**. To identify patients with potential risk of having COVID-19, **fatigue** and **runny nose** were added to the list of identified symptoms.

A new question asks, “Have you had a COVID-19 viral test in the last 14 days?” The COVID-19 Potential Risk BPA will appear if either of the following selections are made:

- Yes – Positive result
- Yes – Pending result

The BPA will also appear if one or more of the following symptoms are documented:

- Chills
- Cough
- Diarrhea
- Fatigue
- Fever
- Loss of Smell
- Loss of Taste
- Muscle Pain
- Severe Headache
- Shortness of Breath
- Sore Throat
- Vomiting

For details see these tip sheets:

- [Travel Screening Documentation for Ambulatory Clinics](#)
- [Travel Screening Documentation for Registrars and Schedulers](#)

For All Surgeons and Providers Using ImageStream, OR Directors

ImageStream Integrating with Epic

Starting Monday, Sept. 21

On Monday, Sept. 21, ImageStream will integrate with Epic, giving you more efficient EasySuite workflows and streamlining EasyView access. Changes include:

- Quickly select your patient from a list instead of having to manually input your patient’s demographics.
- Images from saved cases are automatically sent to Epic and easily viewable in the patient’s chart.
- Use your HM network ID and password to log into the ImageStream EasyView web portal, instead of maintaining separate IDs and passwords.

For more information, review the following [tip sheet](#).

Planned Downtimes and Maintenance

For HMTW

IT System Maintenance

Tuesday, Sept. 15 at 5 p.m. to Wednesday, Sept 16 at 4 a.m.

IT system maintenance will take place for all HMTW (except the MOBs) on Tuesday, Sept. 15, 5 p.m. – Wednesday, Sept. 16, 4 a.m. The MOBs successfully completed this maintenance earlier this week.

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 All Epic Users

Epic Downtime Before the Update

Moved to Sunday, Sept. 20, 2 – 4 a.m.

In preparation for the update, Epic will experience a planned downtime on **Sunday, Sept. 20, 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](#).

For HM Cubes Users

Cubes Data Refresh Paused

Sunday, Sept. 20 through Monday, Sept. 28

HM cubes data in Epic will not be updated following the Epic Update on **Sunday, Sept. 20 through Monday, Sept. 28**. This will allow the cubes to be validated. Regular data refreshes will resume on Monday, Sept. 28.

Note: No downtime is expected, and you can still access the cubes.

LMS	Saturday, Sept. 12, 11 p.m. – Sunday, Sept. 13, 6 a.m. LMS will not be available due to maintenance.
QSight	Tuesday, Sept. 15, 10 p.m. – midnight You may experience intermittent or no access. Follow your department's standard downtime procedures.
LaborWorkx	Thursday, September 17, 11:55 p.m. – Friday, Sept. 18, 5 a.m. LaborWorkx will be unavailable during this time period. Be sure to print any required work/schedule-related items before the downtime. Contact LaborWorkx Support at 832-667-5959 or LaborWorkx@HoustonMethodist.org or the IT Help Desk at 832-667-5600 for questions. Note: Badge Readers will be available during this time, but Quick Badge will not.

Reminders

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

For Everyone

Houston Methodist Recognized at Epic's Users Group Meeting

For Everyone

Phishing Drills – Don't Get Caught!

Starting this Month

For HMH

Patient Meal Ordering in MyChart Launches at HMH

Rollout Continues to Expand

For Everyone

Tips to Properly Disinfect Your Phones

For All MARS Requestors

HM myBuy – Updated Ordering Platform

Action Required: Complete Training by Friday, Sept. 11

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

Reminder: Flu Vaccine Screening for Our Patients

For All ICU Nurses Who Assess ELVO Patients Receiving tPA

ELVO and tPA Merged into One Flowsheet

For All ED and Critical Care Nursing

Organ Donation Notification BestPractice Advisory

For All Nurses, Therapists and Pharmacists: Senior Discharge Information

Senior Discharge Information Automatically Prints in the AVS