



## Trending in IT

For All Epic Users

### Three Days Until the Epic Update Acknowledge Your Update Companion Before Sunday, Sept. 20

As of this morning, **67%** 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 for the **Sept. 20 Epic Update**.

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

For more information, visit [it.houstonmethodist.org/epicupdate/](http://it.houstonmethodist.org/epicupdate/).

### Acknowledgement Results

Thursday, Sept. 17

HMB <b>73%</b>	HMCCH <b>76%</b>	HMCL <b>89%</b>
HMH <b>60%</b>	HMRI <b>54%</b>	HMSL <b>77%</b>
HMTW <b>82%</b>	HMW <b>60%</b>	HMWB <b>87%</b>
PCG <b>65%</b>	SPG <b>50%</b>	
Corp. <b>81%</b>	Flex <b>69%</b>	

For All Microsoft Office 2013 Users

### Systemwide Upgrade to MS Office Pro Plus

All computers systemwide will be updated to Microsoft Office Pro Plus through Oct. 16. This impacts about 10,000 users who are currently using MS Office 2013. If your computer is impacted, you'll receive an email before the change with instructions.

## Launch Alerts

### For HMH Hematology Oncology and Gastrointestinal Providers and Pharmacy Staff New HM Specialty Pharmacy Launches Tuesday, Sept. 22

On **Tuesday, Sept. 22**, a new specialty pharmacy is launching for select ambulatory clinics, starting with HMH Hematology Oncology (OPC 24) and Gastrointestinal (Smith 1201). This new service allows us to fill specialty medication prescriptions for our patients, instead of them needing to use a non-HM pharmacy.

Although all pharmacy staff will be able to see this new pharmacy in Epic beginning Sept. 22, only these two HMH clinics and providers are currently authorized to use it. This service will roll out systemwide over the next few months.

#### New capabilities, more convenience for patients

Beginning Sept. 22, HM pharmacy liaisons will let patients know about the option to have their medications filled at the HM pharmacy. Here are some benefits of this new service:

- Patients can receive specialty medications while they're in the clinic or through home delivery, making it more convenient for them.
- For patients with medications delivered to their homes, staff provide clinical outreach after patients receive the prescriptions.
- Patients can receive help with securing financial assistance, completing authorization forms and medication counseling.
- HM pharmacy staff will be able to receive, verify, fulfill, and bill specialty prescriptions from any HM hospital or clinic covered by this new service.

For questions, contact your unit's super users or the IT Help Desk.

## For Physical Therapists, Occupational Therapists and Speech Language Pathologists

### Rover Smartphones for Clinical Documentation

*Pilot Launching Monday, Sept. 28*

Rover, a simplified version of Epic on a smartphone, is launching on **Monday, Sept. 28** for a pilot group of physical therapists, occupational therapists and speech language pathologists. It will launch systemwide for all PT/OT/SLP on **Monday, Nov. 2**.

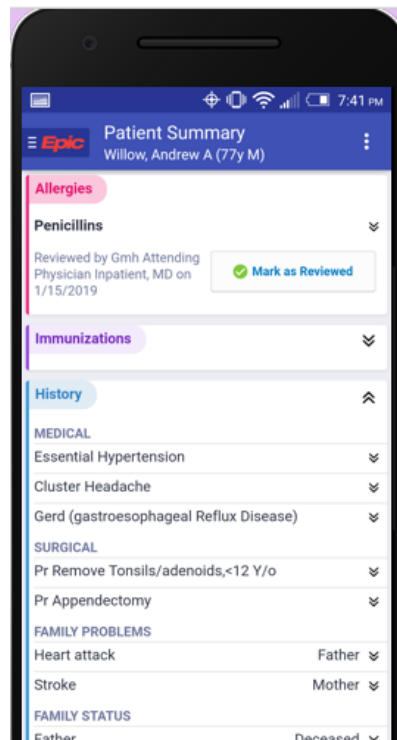
Rover allows you to perform several functions on the go, including flowsheet documentation, LDA, bar-coded medication administration and wound care photos.

#### Required training – LMS deadline, Monday Sept. 21

Required online training has been assigned to you in LMS or you can search for **Rover Virtual Training - Therapy Staff (RT, PT, OT, SLP)**, course #1585007). Please complete this training by Monday, Sept. 21.

**Managers, super users:** Attend one of these WebEx training sessions. Meeting invitations are coming soon. Be sure to complete your LMS training before attending a WebEx session.

- **Session dates:**
  - Tuesday, Sept. 22
  - Wednesday, Sept. 23
  - Thursday, Sept. 24
- **All sessions take place at these times:**
  - 8 – 9 a.m.
  - Noon – 1 p.m.



For more information, visit [it.houstonmethodist.org/rover](http://it.houstonmethodist.org/rover).

## For HMTW Nurses, PCAs, EMTs, ED Techs and Lab Staff

### HMTW Specimen Scanning Launching on Tuesday, Oct. 6

*Complete Required Training by Friday, Oct. 2*

Specimen Scanning is launching at HMTW on Tuesday, Oct. 6 for nurses, PCAs, EMTs, ED techs and lab staff. This is already live at HMSL and will roll out systemwide into 2021.

This new tool reduces 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.

**Required training – deadline Friday, Oct. 2**

Required online training has been assigned to you in LMS, or you can search for **Epic Lab Specimen Collection & Barcode Scanning for Inpatient Nursing Staff**, course #1582031. Please complete this training by Friday, Oct. 2.

For questions or more information, contact your unit's super users or visit [it.houstonmethodist.org/specimenscanning](http://it.houstonmethodist.org/specimenscanning).

## Epic Updates & Changes

**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:

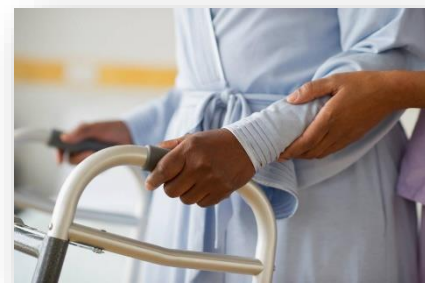
- [Travel Screening Documentation for Ambulatory Clinics](#)
- [Travel Screening Documentation for Registrars and Schedulers](#)

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

### Inpatient Epic Rehab Module

*Launching 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**.

Inpatient clinicians can also review the following tip sheets:

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

## For All Providers

### Coding and CDI Queries Get a New Look

*Beginning 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:
  - o Add, revise or delete provided introductory text.
  - o For efficient responses, introductory text sometimes includes **SmartLists**.
  - o Click [here](#) for **SmartLists** shortcuts.

## 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.

For more information and instructions, [click here](#).

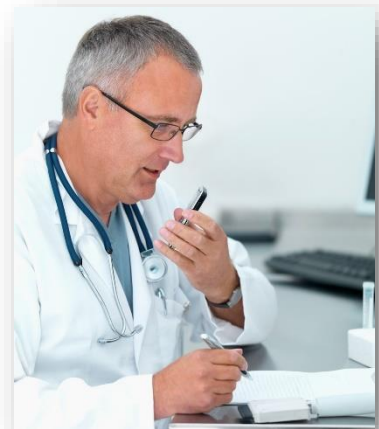
## For All Providers

### 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 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 Providers and Pharmacists**

## Pain Monitoring Index Report

*Effective Monday, Sept. 21*

**On Monday, Sept. 21**, the **Pain Monitoring Index Report** available in the **Summary Activity** for providers and pharmacists will undergo several updates. The report will show important patient information, including vital signs, pain assessments, use of therapies – including opioid and non-opioid analgesics, adjunctive pain medications and additional therapies that may impact pain management decisions. Use the updated report to evaluate patients' responses to pain management therapy and to support safe pain management approaches.

**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 this [tip sheet](#).

**For All Inpatient Providers and Nurses**

## New COVID-19 Testing and Isolation BPA Alerts

*Starting Monday, Sept. 21*

**On Monday, Sept. 21**, you will have two new COVID-19 BPA alerts – helping to clarify/reduce the need for testing and provide timelier isolation, increasing safety for our patients, visitors and staff.



## COVID-19 Testing BPA

- The CDC now recommends that you do not retest patients who have tested positive for COVID-19 within the last 90 days unless they're experiencing new symptoms.
- Note: Patients transferring to a new facility can be retested within 90 days if the facility requires a new test.
- To align with the new CDC guidelines, a BPA alert will now display when you order a COVID-19 test for a patient who has tested positive within the last 90 days.
- If the patient has had a positive test within 90 days, refer to the COVID-19 Resource Guide instead of testing.

BestPractice Advisory - Care Guidance (1)

This patient has tested **positive** for COVID-19 in the **last 90 days**. According to CDC guidelines, **re-testing is not recommended**. If the provider desires to re-test the patient due to special circumstances, please select one of the acknowledged reasons below.

**Please consult Infectious Diseases or Infection Control if testing is being ordered for a patient who has new symptoms with no other recognized cause.**

Please refer to our updated CDC based criteria for discontinuing of isolation.

<p>1. COVID-19 positive patients who are or were <b>SYMPTOMATIC</b> (must meet all criteria):</p>	<p><b>PATIENTS WHO HAVE SEVERE OR CRITICAL ILLNESS OR ARE IMMUNOCOMPROMISED:</b></p> <ul style="list-style-type: none"> <li>• At least 20 days have passed since symptoms first appeared and</li> <li>• Resolution of fever without the use of fever-reducing medications* for at least 72 hours and</li> <li>• Improvement in symptoms** such as cough, shortness of breath, etc.</li> </ul> <p><b>ALL OTHER SYMPTOMATIC PATIENTS:</b></p> <ul style="list-style-type: none"> <li>• At least 10 days have passed since symptoms first appeared and</li> <li>• Resolution of fever without the use of fever-reducing medications for at least 72 hours and</li> <li>• Improvement in symptoms** such as cough, shortness of breath, etc.</li> </ul>
<p>2. COVID-19 positive patients who are <b>ASYMPTOMATIC</b> throughout their infection (must meet all criteria):</p>	<p><b>PATIENTS WHO ARE IMMUNOCOMPROMISED:</b></p> <ul style="list-style-type: none"> <li>• At least 20 days have passed since the date of the first positive SARS-CoV-2 test and <b>no symptoms have developed in the interval</b></li> </ul> <p><b>ALL OTHER ASYMPTOMATIC PATIENTS:</b></p> <ul style="list-style-type: none"> <li>• At least 10 days have passed since the date of their first positive SARS-CoV-2 test and <b>no symptoms have developed in the interval</b></li> </ul>

Discontinuation criteria: [https://www.houstonmethodist.org/-/media/pdf/for-patients/Coronavirus/IMMUNOCOMPROMISED\\_COVID19\\_IsolationGuidelines.pdf](https://www.houstonmethodist.org/-/media/pdf/for-patients/Coronavirus/IMMUNOCOMPROMISED_COVID19_IsolationGuidelines.pdf)

FAQ for discontinuation: [https://www.houstonmethodist.org/-/media/pdf/for-patients/Coronavirus/IMMUNOCOMPROMISED\\_COVID19\\_IsolationChanges\\_FAQ.pdf](https://www.houstonmethodist.org/-/media/pdf/for-patients/Coronavirus/IMMUNOCOMPROMISED_COVID19_IsolationChanges_FAQ.pdf)

Remove the following orders?

COVID-19 qualitative PCR  
Once, first occurrence today at 1008 Specimen Source: Nasopharyngeal Swab

Acknowledge Reason

## Isolation BPA

- A BPA will now appear to help quickly isolate COVID-19 patients not isolated or missing part of COVID-19 isolation orders.
- If your patient is COVID-19 positive, order additional isolation based on the prompts from aerosol generating procedures.

BestPractice Advisory - Care Guidance (1)

This patient has **recently tested positive** for COVID-19 and may need to be placed on Isolation or additional Isolation may be required.

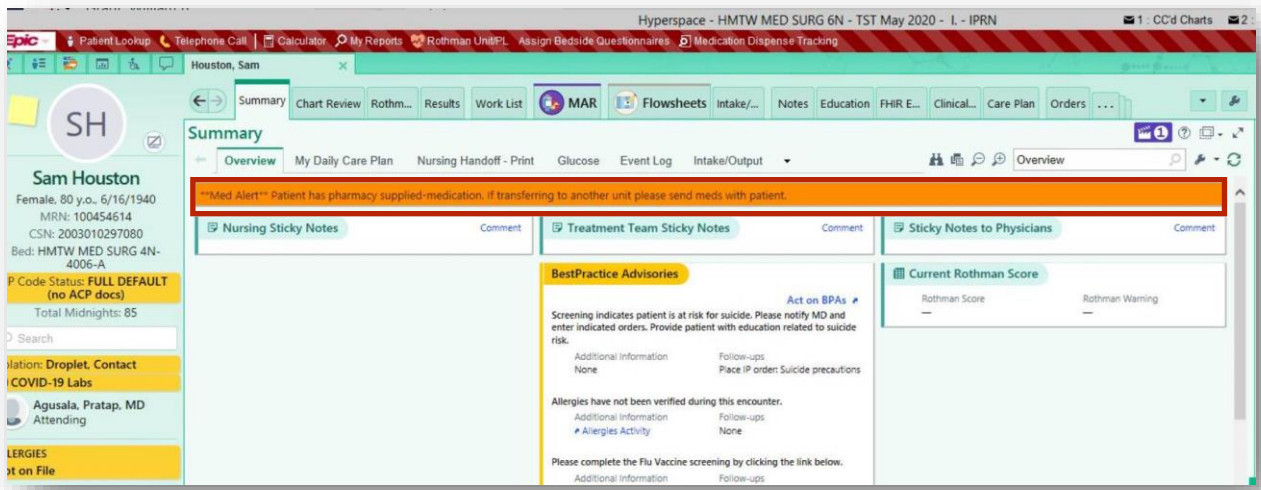
<p>Precautions</p>	<p><b>ACUTE CARE PATIENT WITH NO AEROSOL GENERATING PROCEDURES</b></p> <p>Standard + Droplet + Contact + Eye Protection</p>	<p><b>PATIENT WITH INTERMITTENT AEROSOL GENERATING TREATMENT/PROCEDURES</b></p> <p>Standard + Modified Droplet + Contact + Eye Protection</p>	<p><b>CRITICAL CARE PATIENT WITH CONTINUOUS AEROSOL GENERATING TREATMENT/PROCEDURES</b></p> <p>Standard + Airborne + Contact + Eye Protection</p>
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Acknowledge Reason

## For All Inpatient Nurses

### Orange Banner on Nursing Overview Report Effective Tuesday, Sept. 22

When there is a pharmacy-supplied medication for a patient with an active transfer order, an orange **\*\*Med Alert\*\*** banner on the **Nursing Overview report** will automatically appear to remind nurses to send the medication with the patient.



## Planned Downtimes and Maintenance

For All Epic Users

### Epic Downtime Before the Update

*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.

For HMW

### IT System Maintenance – Keep Your Devices On

*HMW MOB 1 and 2: Tuesday, Sept. 29, 5 p.m. – Wednesday, Sept. 30, 4 a.m.*

IT system maintenance will take place for HMW MOB 1 and 2 on **Tuesday, Sept. 29, 5 p.m. – Wednesday, Sept. 30, 4 a.m.** Please keep your devices turned on during this timeframe. This interruption includes systems and devices like Vocera badges, Zebra smartphones with Rover, pneumatic tubes, air conditioning, MRIs, CTs, laptops, WOWs, desktops, printers and more.

Everyone will lose network connection to all business systems and medical devices **for about three minutes** during this timeframe, but devices should reconnect automatically. If your devices don't reconnect, please reboot.

LaborWorkx	<p><b>Thursday, September 17, 11:55 p.m. – Friday, Sept. 18, 5 a.m.</b></p> <p>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 <a href="mailto:LaborWorkx@HoustonMethodist.org">LaborWorkx@HoustonMethodist.org</a> or the IT Help Desk at 832-667-5600 for questions.</p> <p>Note: Badge Readers will be available during this time, but Quick Badge will not.</p>
LMS	<p><b>Saturday, Sept. 19, 11 p.m. – Sunday, Sept. 20, 6 a.m.</b></p> <p>LMS will not be available due to maintenance.</p>
QSight	<p><b>Tuesday, Sept. 22, 10 p.m. – midnight</b></p> <p>You may experience intermittent or no access. Follow your department’s standard downtime procedures.</p>

## Reminders

You can see previous issues of *IT Matters* and more at [it.houstonmethodist.org](http://it.houstonmethodist.org).

**For All Providers, Nurses and Other Roles Using Shared Workstations**  
**OneSign System for Shared Workstations**