



Trending in IT

For Everyone Phishing Drills

Remain Alert, Stay Vigilant and Keep HM Safe

To help keep our patients' and HM data safe, the HM IT Security team held our first systemwide phishing email drill last month. Phishing emails are sent by hackers to steal sensitive data and/or disrupt computer systems. These drills are designed to train everyone on what to do in the event of a real attack.

How did we do on our first phishing drill?

Of the **26,168** employees who received the drill email, **26%** opened it, with **76%** of those clicking the link and **51%** entering their usernames and passwords. If this had been a real attack, it might have exposed our patient data.

To help you identify phishing emails and protect our data, the HM IT Security team will keep sending phishing emails.

What do I do if I suspect I got a phishing email (drill or real)?

If you suspect a message is a phishing email (drill or real), click the **Report Phish - Phish Alarm** button on your Outlook toolbar. You can also report it from your mobile device by clicking the three dots by the sender's name and selecting the **Report Phish** button (click [here](#) for a visual aid).



- This button offer an easy way for you to forward suspicious emails to spamspotting@houstonmethodist.org. The suspicious email is automatically deleted and sent to our IT Security team. You'll also receive an alert confirming receipt of your suspicious email.
- If you're using Apps Center, send the suspicious email to spamspotting@houstonmethodist.org.

How to Spot a Phish

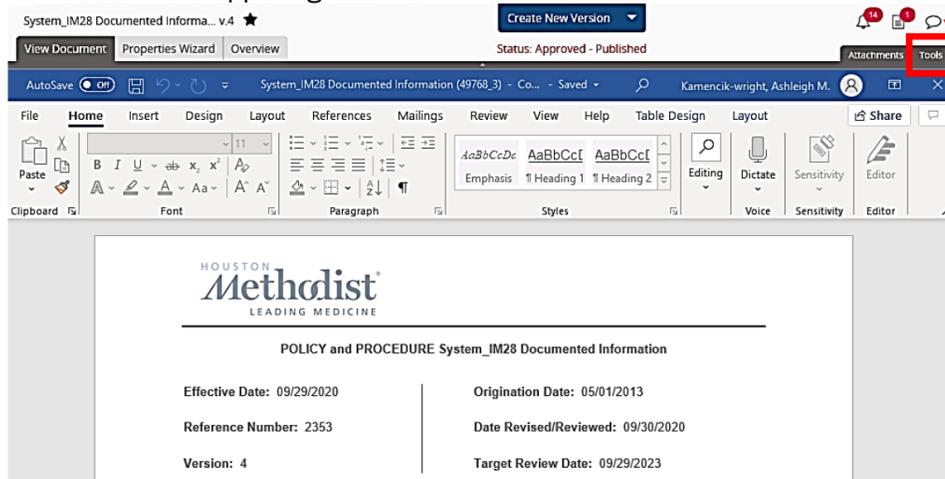
1. Comes from an external source. Tip: Look for the word [EXTERNAL] in the subject link to alert you that this is from outside HM.
2. Prompts you to click a link or attachment.
3. Asks you to share confidential information like your username, password, etc.
4. Has a strong sense of urgency.

For Everyone How to Print or Save from PolicyTech

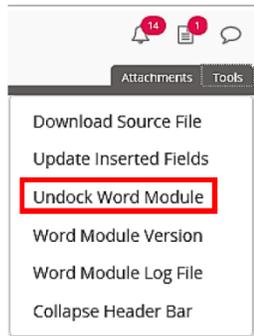
[PolicyTech](#) holds all of HM's policies and procedures, making it easy for you to find and read them. If you would like to print or save a policy from **PolicyTech**, follow these instructions:

1. Open the document you want to print or save.

2. Click **Tools** in the upper-right corner.



3. Click **Undock Word Module**.



The **Word** document will open in another window where you now print or save your work.

For Everyone

Contact HR Hub for LaborWorkx Questions and Support

Effective Saturday, Oct. 17

Beginning **Saturday, Oct. 17**, please send all LaborWorkx-related questions to [HR Hub](#), 832.667.6211. This is part of an effort to provide a central location for employees to send all HR-related questions.

For Everyone

Flu Campaign – Reminder and Documentation in MARS

As a reminder, if you received your flu vaccine outside of HM, you must submit your documentation in the [Employee Health Portal](#). Once logged in, click **Other Health Resources “Flu Resources”** and submit proof of your flu vaccine. Employee Health is working on TB and flu documentation at the same time, and it may take a couple of weeks for your submission status to show as compliant. Once updated, you will receive an email.

See the HM [flu policy](#) for more details. Click [here](#) to review frequently asked questions.

For DocuSign Users

DocuSign Enhanced Website

[DocuSign](#) has an enhanced website to help you quickly find what you need. Key changes include:

1. More visible dashboard counters for quick insight into envelope status.
2. Easily accessible area to drag and drop files.
3. Quick access to favorite templates.

The changes will phase in gradually starting on **Monday, Oct. 19** and continuing through early January.

Click [here](#) for tip sheet and additional resources.

Launch Alerts

For HMWB Nurses and Pharmacists

Pharmacy Alexa Pilot Goes Live at HMWB – 6 West

Effective Wednesday, Oct. 21

On **Wednesday, Oct. 21**, a **Pharmacy Alexa** pilot will go live at HMWB – 6 West. When it launches, patients will use Amazon’s voice-activated Alexa at the bedside to contact their pharmacists about drug side effects and other information. This helps to improve patient education and patient-pharmacist interaction during a hospital stay.

Nurses: Click [here](#) for a tip sheet on how your patients can use this new feature.

Pharmacists: Click [here](#) for a tip sheet on how to contact a patient and document in Epic.

For ED and Stroke Medical Directors, CNOs, ACNOs and Stroke Coordinators/Contacts

Caregility Carts Replacing Vidyo Telestroke Carts

Starting Monday, Nov. 2 at 7 a.m.

On **Monday, Nov. 2 at 7 a.m.**, Caregility Carts will replace Vidyo Telestroke Carts at HMB, HMCL, HMSL, HMTW, HMW and HMWB. The new carts have better technology improving remote stroke consults and treatment. iPads will also be replaced and updated with the new Caregility platform, improving telehealth services and aligning with other inpatient services.

Training

- One training session at each hospital.
- All impacted employees must complete training before the **Nov. 2** launch.
- If you miss training, you must be trained **before Nov. 2** by someone who attended training.
- For more information, contact your site’s stroke coordinator.

Location	Date	Time
HMW	Completed	Completed
HMSL	Tuesday, Oct. 20	8:30 – 9:30 a.m.
HMCL	Tuesday, Oct. 20	2 – 3 p.m.
HMTW	Wednesday, Oct. 28	7 – 8 a.m.
HMB	Thursday, Oct. 29	9 – 10 a.m.
HMWB	TBD	TBD

For more information, review these tip sheets:

- [Caregility Telestroke Cart – Connecting with Patients](#)
- [Caregility Telestroke Cart and iPad Overview](#)
- [Caregility Troubleshooting Guide](#)

For All Physical Therapists, Occupational Therapists and Speech Language Pathologists (Except HMSL)

Rover Launching Systemwide on Monday, Nov. 2 (Except HMSL)

Reminder: Complete Rover Training by Thursday, Oct. 29

Rover, a simplified version of Epic on a smartphone, will launch systemwide (except HMSL) on **Monday, Nov. 2** for all PT/OT/SLP. Rover allows you to perform several functions on the go, including flowsheet documentation, LDA, bar-coded medication administration and wound care photos.

If this impacts you, required training has been assigned to you in LMS, or you can search for **Rover Virtual Training for Therapy Staff – course #1585007**. Be sure to complete this training by **Thursday, Oct. 29**.

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

Epic Updates & Changes

For All Providers, Nurses and Pharmacy

Diabetes Action Council Updated Hyperglycemia Order Set

As of **Tuesday, Oct. 13**, the **Diabetes Action Council** updated the **Hyperglycemia** order set to improve patient safety and monitor glucose more closely. As a result, there is an additional, one-time bedside glucose at night for patients transitioning from insulin infusion to a subcutaneous insulin regimen in the first 24 hours. Nurses will need to notify the ordering provider if the blood glucose is below 70 mg/dL or greater than 300 mg/dL.

▼ **Finger Stick Blood Glucose (FSBG) Monitoring - Additional 1 AM**

For patients transitioning from insulin infusion to subcutaneous insulin regimen in the first 24 hours

Bedside glucose

Routine, Once, tomorrow at 0100, For 1 occurrence

This additional bedside glucose is for transition from insulin infusion to subcutaneous insulin regimen. **DO NOT TREAT WITH INSULIN.** Notify ordering Provider if Blood Glucose below 70 mg/dL or greater than 300 mg/dL.

For All Clinicians

Comments on Orders Now Linked to Manage Orders Activity

Effective Now

Comments on orders, e.g., **HYPOglycemia** management, treatment algorithms, references, etc., can now link to a PDF document and are accessible in the **Manage Orders** activity.

than 100 mg/dL. Notify Provider.

HYPOglycemia management - Monitor patient for signs and symptoms of HYPOglycemia and follow standing orders

Modify

Discontinue

Routine, Per unit protocol, Starting Wed 10/7/20 at 1547, Until Specified

CLICK REFERENCE LINKS TO OPEN ALGORITHM AND ORDERS:

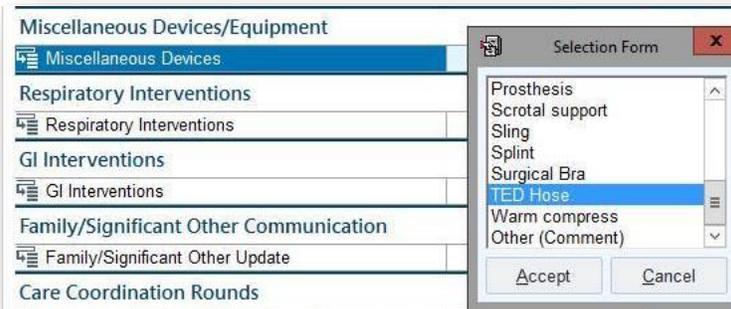
Reference Links: [HYPOglycemia Algorithm](#) | [Orders](#)

For All Nurses

TED Hose Documentation Moving to Miscellaneous Devices/Equipment

Effective Monday, Oct. 19

On Monday, Oct. 19, the Cares/Safety flowsheet, TED Hose documentation in Epic will move from the Mechanical Prophylaxis section to the Miscellaneous Devices/Equipment section.



For PAs and NPs with E-Prescribe Capabilities

E-Prescribe Controlled Substances Using SecureAuth

Effective Tuesday, Oct. 20

Starting Tuesday, Oct. 20, advanced practice providers with e-prescribing capabilities can now e-prescribe controlled medications using **SecureAuth**. This applies to inpatient discharge medications and outpatient medication orders placed in clinic. **Note:** You **cannot** place orders for Schedule II medications.

For more information on e-prescribing using **SecureAuth**, review the [tip sheet](#).

Planned Downtimes and Maintenance

LaborWorkx	<p>Thursday, Oct. 15, 11:55 p.m. – Friday, Oct. 16, 4 a.m.</p> <p>LaborWorkx will be unavailable during this time. Be sure to print any required work/schedule-related items before the downtime. If you have any problems, contact LaborWorkx Support at 832.667.5959 or LaborWorkx@HoustonMethodist.org or the IT Help Desk.</p> <p>Note: Badge Readers will be available during this time, but Quick Badge will not.</p>
LMS	<p>Saturday, Oct. 17, 11 p.m. – Sunday, Oct. 18, 6 a.m.</p> <p>LMS will not be available due to maintenance.</p>
HMB Network Maintenance	<p>Saturday, Oct. 17, 11:59 p.m. – Monday, Oct. 19, 4 a.m.</p> <p>During this time, HMB staff and physicians may experience intermittent or slow access to Epic, Lab, Pharmacy and MARS. You may also experience an IT application disconnect lasting up to two seconds each. Save your work often during this timeframe. If you experience any issues, close the app and reboot your computer.</p>
QSight	<p>Tuesday, Oct. 20, 10 p.m. – midnight</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.

For Everyone

New Mapping Software Coming to HM Kiosks

Launches at HMTW on Monday, Oct. 19

For Impacted Users

Password Protect Your Webex Meetings

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

Specimen Scanning Successfully Launched at HMTW

For HMWB Providers and Pharmacy Staff in Select Clinics

Meds to Beds Now at HMWB

For All Lab Staff, Providers and Nurses

Ensure Procedures for Blood Products Transfusions

For All Nurses, Social Workers and Chaplains

Advance Directives Forms Moved to Epic

For PACU Nursing Staff

New PACU Delays Section Added to Discharge Navigators

For Radiology and Scheduling Staff

New Questionnaire – Imaging Fluro Colo Exams

For All Providers, Nurses and Pharmacists

Standard Administration Time for Mealtime Frequency is Changing

For All Providers and Pharmacists

Enoxaparin (Lovenox) for VTE Prophylaxis Order Set