



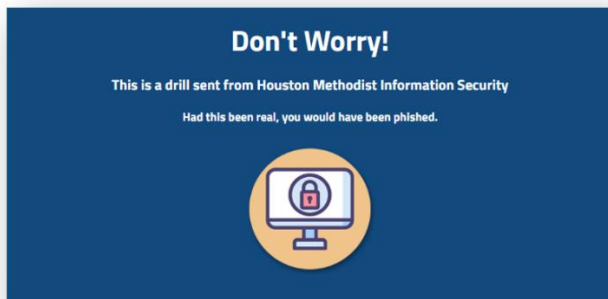
## Trending in IT

For Everyone

### Phishing Drills – Don't Get Caught!

To help keep our patients' and HM data safe, the IT security team will continue sending phishing email drills. A phishing email is disguised to look like an email from a familiar sender or someone you trust, but with the intent of disrupting computer systems and/or stealing sensitive data. Phishing drills will be held at random times, so be alert, be vigilant and help protect HM.

These emails are designed to trick you. If you click on a link/attachment in the phishing drill, you will see a **Teachable Moments** page with tips on how to identify a future phish.



What to do if you get a phishing email (real or drill):

- Report it by clicking the **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).
- These buttons offer an easy way for you to forward suspicious emails to [spamspotting@houstonmethodist.org](mailto:spamspotting@houstonmethodist.org). It automatically deletes the email and sends it directly to our IT security team. You'll also receive an alert confirming receipt of your suspicious email.
- If you're using Apps Center, you can send the suspicious email to [spamspotting@houstonmethodist.org](mailto:spamspotting@houstonmethodist.org).

For All Providers, Lab Staff and Nurses

### Enhanced Procedures: Ensuring Safe Blood Products Transfusions

*Automated Process – No Action Needed from Providers*

Transfusion Services successfully implemented the **ABO Confirmation** process systemwide last week, the newest of our initiatives that puts patient safety first.

In Epic, the **ABO Confirmation** is an automated process that doesn't require providers to do anything differently. However, we do encourage providers to proactively review patients' histories and order blood type and screens when needed.

Providers

- **Important:** Do not remove the **ABO Confirmation** order or change the phase of care. Doing so may result in a delay of blood products when needed.
- When a **Type and Screen** or blood products are ordered, Epic automatically orders an **ABO Confirmation** in the background as **Signed and Held**.
- If required, the lab will release the **ABO Confirmation** order and contact nurses when a specimen is needed.

Here's a [tip sheet](#) with more information. For questions, contact your hospital's blood bank.

## For HMWB Providers and Staff

### Meds to Beds – HMWB Rollouts Continue

Meds to Beds successfully launched at HMWB last week in the Med Surg and Observation units. This new program conveniently dispenses prescriptions to the patient's bedside at discharge. Patients have responded positively to the initial rollout, and providers are ready to leverage Meds to Beds in their areas. Other HMWB units are slated to launch as follows:

- **Week of Nov. 2:** Mother/Baby, Outpatient Surgery
- **Week of Nov. 30:** ED

Meds to Beds provides a convenient choice for our patients, so they don't need to go to a pharmacy to get the medications they'll need at home. This ensures they have the medications that were prescribed before they leave the hospital – one more example of how we provide seamless care for our patients.

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

## For HMSL Schedulers

### WELL Health Bi-Directional Texting Now Live

On Monday, Oct. 19, HMSL Central Scheduling became the first hospital department to implement bi-directional texting with WELL Health. This means patients not only receive text reminders about their upcoming appointments, they can also ask the scheduling department questions via text. Bi-directional texting will roll out systemwide through next year.



## Launch Alerts

### For HMSL Providers and Pharmacy Staff in Select Clinics

#### HM Specialty Pharmacy: Available for HMSL, Sunday, Nov. 1

*Gynecologic Oncology – MOB 3 and 450*

On Sunday, Nov. 1, the new HM specialty pharmacy will become available for HMSL Gynecologic Oncology (MOB 3 and 450). This new service allows us to fill specialty medication prescriptions for our patients, instead of them needing to use a non-HM pharmacy.

#### Other November launches:

- **Nov. 16:** HMSL (Hematology Oncology MOB 2 and 131)
- **Nov. 16:** HMM BMT (Walter Tower)

For detailed instructions, review the tip sheets on [it.houstonmethodist.org/specialtypharmacy](http://it.houstonmethodist.org/specialtypharmacy). For questions, contact your unit's super users.

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](http://it.houstonmethodist.org/rover).

## Epic Updates & Changes

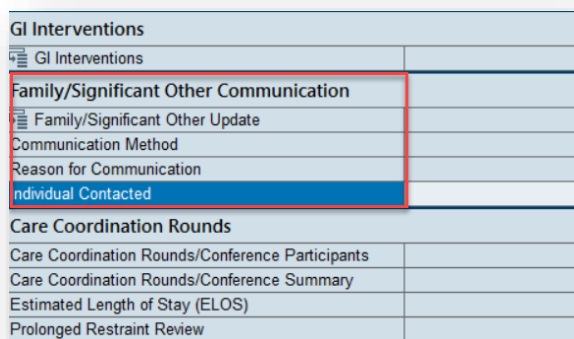
**For All ED and Nursing**

### Family Notification Documentation Moved to Increase Visibility

*Effective Now*

Due to COVID-19, the **Family Notification Documentation** section is being used more frequently and was moved above the **Care Coordination Rounds** section to make it easier for you to find.

When you document communication with an inpatient's family member, you'll continue to see the same questions you did before.



GI Interventions	
GI Interventions	
<b>Family/Significant Other Communication</b>	
Family/Significant Other Update	
Communication Method	
Reason for Communication	
Individual Contacted	
Care Coordination Rounds	
Care Coordination Rounds/Conference Participants	
Care Coordination Rounds/Conference Summary	
Estimated Length of Stay (ELOS)	
Prolonged Restraint Review	

**For All Providers**

### Respiratory Pathogen Panel (RPP) Test Now includes COVID-19 Result

*Effective Tuesday, Oct. 27*

Starting on **Tuesday, Oct. 27**, ordering a Respiratory Pathogen Panel (RPP) [LAB4212] test will include a COVID-19 result and trigger the same COVID-19 alerts that get triggered when you order a COVID-19 Qualitative PCR test.

The **COVID-19 Labs** report on Storyboard and **RPP/COVID-19 PCR** Chart Review filter will also include the RPP test.

**Infection: r/o Coronavirus COVID-19 (Suspected)**  
**Isolation: Droplet**  
**COVID-19 Labs**  
**Suspected or Confirmed COVID-19 patient**  
 Afzal, Adnan, MD  
 Attending  
**Allergies: No Known Allergies**  
 ADMITTED: 5/20/2019 (520 D)  
 Patient Class: Inpatient  
 No active principal problem  
 Ht: 150 cm (4' 11.06") >365 days

**Orders to be Acknowledged**

COVID-19 Labs in **past 14 days (336 Hours)**. For older COVID-19 labs, view Labs in **Chart Review** and select COVID-19 PCR filter.

COVID-19 Lab Orders Details (last 336 Hours)  
 None

**Results**

Component	Value	Units
<b>Respiratory pathogen panel [4285170]</b>		
Order Status: No result		
Lab Status: No result		

**Chart Review**

Encounters Notes **Labs** Imaging Procedures Cardiology Medications Media Letters

Refresh (11:21 AM) Route Review Selected Preview Results Review Lab Flowsheet Add to Bookmarks

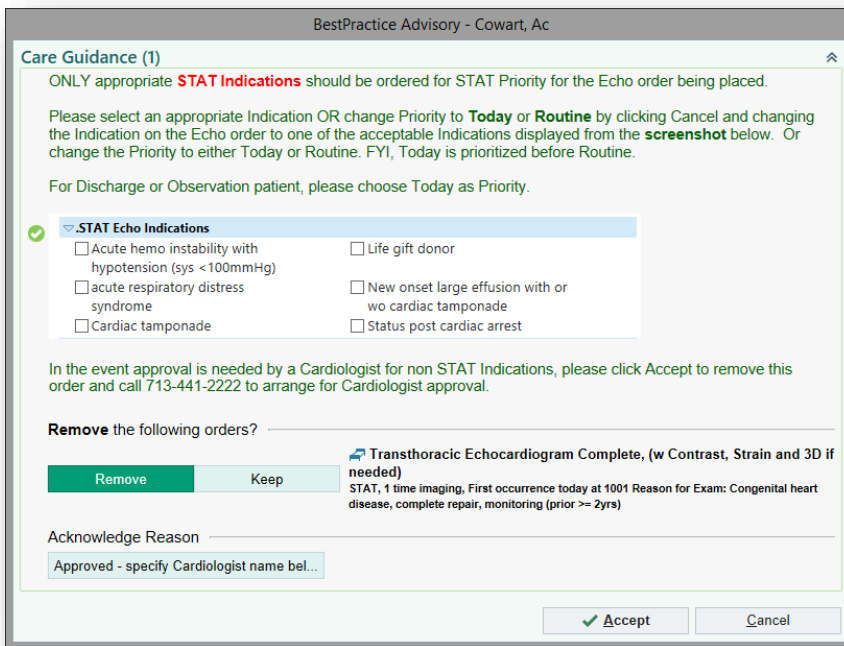
Filters  Hide Canceled  Path/Cyto  **RPP/COVID-19 PCR**  COVID-19 Antibody  w/Results  Point of Care

Date/Time	Order	Abnormal?	Status
Recent			
10/15/2020 10:54	Respiratory pathogen panel	Abnormal	Final result
08/06/2020 12:49	COVID-19 qualitative PCR		Final result

**For HMH Providers and Nurses**  
**New BPA Alert for STAT Echo Orders**  
*Effective Thursday, Oct. 29*

**Beginning Thursday, Oct. 29**, you will see a new BPA alert when placing a STAT Echo order that does not meet required **STAT Indications**.

This will restrict placing orders for a **STAT Transthoracic Echocardiogram Complete (w Contrast, Strain and 3D, if needed)** or **Transthoracic Echocardiogram Limited or Follow Up (w Contrast, if needed)**, unless the order meets one of the necessary **STAT Echo Indications**.



## For All PCG Providers and Administrators

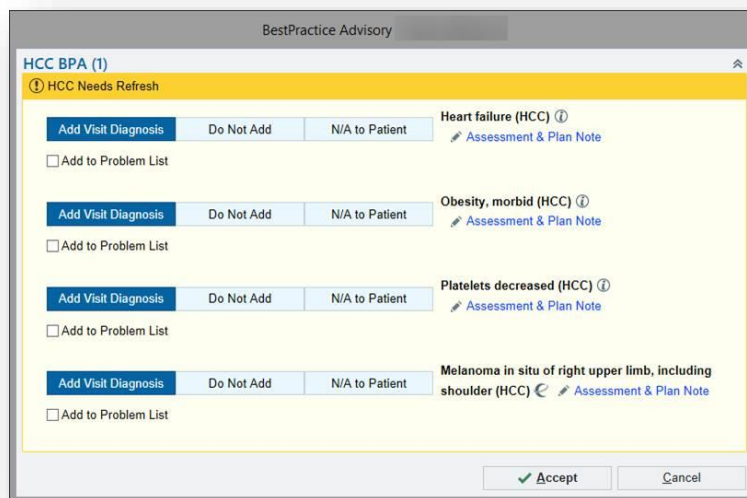
# HCC BPA Enhanced – Now More Efficient

### Effective Monday, Nov. 2

Starting Monday, Nov. 2, the HCC BPA will have a new look and added features, making it more efficient.

#### Enhancements

- Easily open the HCC BPA from Storyboard – it no longer appears in the **Best Practice Advisory** section of the **Plan** activity.
  - **Note:** If you don't open the BPA from Storyboard, you will still receive a pop-up alerting you to address open conditions in the **Visit Diagnosis** section.
- New icons give you more information about the diagnosis origin.
- Document **Assessment & Plan** note in the BPA.



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

# Planned Downtimes and Maintenance

For HMWB MOBs

## IT System Maintenance – Keep Your Devices On

HMWB MOBs: Tuesday, Oct. 27, 5 p.m. – Wednesday, Oct. 28, 4 a.m.

IT system maintenance will take place for HMWB MOBs on **Tuesday, Oct. 27, 5 p.m. – Wednesday, Oct. 28, 4 a.m.** 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.

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.

### To prepare

- Keep your systems and devices turned on and online.
- Save your work often between 5 p.m. Tuesday and 4 a.m. Wednesday.

LMS	<b>Saturday, Oct. 24, 11 p.m. – Sunday, Oct. 25, 6 a.m.</b> LMS will not be available due to maintenance.
QSight	<b>Tuesday, Oct. 27, 10 p.m. – midnight</b> You may experience intermittent or no access. Follow your department's standard downtime procedures.
Radiology TraumaCad Upgrade	<b>Wednesday, Oct. 28, 6 – 8 p.m.</b> System upgrade will impact all orthopedic providers. For issues, email the IT Help Desk and cc, <a href="mailto:IT-Radiology@houstonmethodist.org">IT-Radiology@houstonmethodist.org</a> .
LaborWorkx	<b>Thursday, Oct. 29, 11:55 p.m. – Friday, Oct. 30, 2 a.m.</b> LaborWorkx will be unavailable during this time. Be sure to print any required items before the downtime. For questions or issues, contact HR HUB at 832.667.6211 or <a href="mailto:HRHub@HoustonMethodist.org">HRHub@HoustonMethodist.org</a> or the IT Help Desk.  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](http://it.houstonmethodist.org).

For Everyone

### Phishing Drills

For Everyone

### How to Print or Save from PolicyTech

For Everyone

### Contact HR Hub for LaborWorkx Questions and Support

For Everyone

### Flu Campaign – Reminder and Documentation in MARS

For DocuSign Users

## [DocuSign Enhanced Website](#)

For HMWB Nurses and Pharmacists

## [Pharmacy Alexa Pilot Goes Live at HMWB – 6 West](#)

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.*

For All Providers, Nurses and Pharmacy

## [Diabetes Action Council Updated Hyperglycemia Order Set](#)

For All Clinicians

## [Comments on Orders Now Linked to Manage Orders Activity](#)

For All Nurses

## [TED Hose Documentation Moving to Miscellaneous Devices/ Equipment](#)

For PAs and NPs with E-Prescribe Capabilities

## [E-Prescribe Controlled Substances Using SecureAuth](#)