



Trending in IT

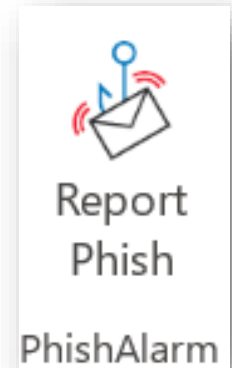
For Everyone

Phishing Drills – Don't Get Caught!

To keep our patients' and HM data safe, the IT security team will continue to send phishing email drills on a regular basis. As a reminder, phishing emails are 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.

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

- If you use Outlook, while on the network, click the **Report Phish - PhishAlarm** button on your Outlook toolbar.
- If you use Outlook from a mobile device, click the three dots by the sender's name and select the **Report Phish** button.
- If you access Outlook via webmail, click the three dots next to the email to view the **Report Phish** button.



For Everyone

Rover Successfully Rolls Out for PT/OT/SLP Completes a Year-Long Systemwide Launch

This week, we completed the year-long systemwide launch of Rover, a simplified version of Epic on a smartphone. With this successful launch, Rover is now available for physical therapists, occupational therapists and speech language pathologists, as well as inpatient nurses, PCAs, techs and respiratory therapists.

"Launching Rover systemwide has been a tremendous effort that significantly improves patient care and safety," said Vicki Brownnewell, HMW chief nursing officer. "With just a smartphone, our clinical staff are able to be more efficient and effective in caring for our patients. Congratulations and thank you to everyone involved in rolling this out over the past year."

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



"Using the Rover phone gives me the ability to quickly access up-to-date information regarding patient safety and medical stability."

Gabriela Chen,
OTR/L, MOT

For Everyone

Microsoft Teams Chats Delete After 30 Days Effective Monday, Nov. 9

A new policy will go into effect that automatically and permanently deletes **personal (1:1 or group) chats** that are over 30 days old from Microsoft Teams.

This **does not** affect HM Teams channels – these are Teams chat groups that were created by HM or requested by an HM employee. The policy also doesn't affect file-sharing/meeting notes that take place within HM Teams channels. If you would like to put in a request for an HM Teams channel, you can do so by completing this [request form](#). Once approved, you will be made the owner and you can then add members to the team.

Click [here](#) for more information and training on Microsoft Teams.

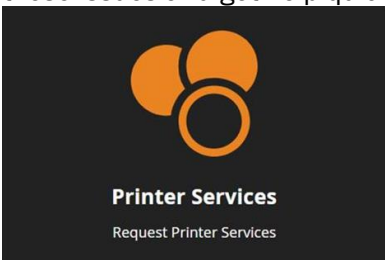
For All Providers and Pharmacists HM 2020 Antimicrobial Stewardship Guidebook Available Online

The **HM 2020 Antimicrobial Stewardship Guidebook** is now available online. This HM-specific, anti-infective therapy resource includes quick and easy access to each HM entity-specific antibiogram.

- Click [here](#) to access the **HM 2020 Antimicrobial Stewardship Guidebook**.
- To locate your entity's antibiogram, go to the bottom-right side of the **Table of Contents**.

For Everyone IT Help Desk – Printer Services

To submit a ticket for printer, copier or scanner issues, you can use the online [IT Help Desk Self-Service Portal](#). To do so, click the **Printer Services** tile on the website. This is the most efficient way to report these issues and get help quickly.



For Managers Email Distribution Lists

Make sure your distribution lists are up to date and everyone who needs to receive your emails are getting them. To add someone to a distribution list, contact the [IT Help Desk](#).

Launch Alert

For Everyone Weight Management Using Two-Way Texting

This week, Weight Management at all HM locations started using two-way texting with their patients through WELL Health. This means patients not only receive text reminders about their upcoming appointments, but they can also respond via text.



Epic Updates and Changes

For Everyone Planned Epic Downtime *Sunday, Nov. 15 from 2 to 4 a.m.*

On Sunday, Nov. 15 from 2 to 4 a.m., Epic will experience a planned downtime for system maintenance

During this downtime:

- Access the **Epic Read-Only** icon on your workstation desktop or apps.houstonmethodist.org.
- Data in **Epic Read-Only** is current until the downtime begins.
- You can't document or enter orders in **Epic Read-Only**.
- Medical device data will not flow into Epic from mobile vital signs machines, dialysis machines, bedside monitors, ventilators or anesthesia carts. Manually enter this data when Epic is restored.

For additional instructions, including action before and after the downtime, [click here](#).

For All SPG/PCG and Lab Staff

Two New Options for COVID-19 Orders (LAB3555)

Effective Monday, Nov. 9

When you place a **COVID-19** order (LAB3555), you'll now have two options – **Pre-Procedure** or **Non-PUI Assessment** or **Suspected**.

The screenshot shows the 'Order Search' window in Epic. The search term 'COVID-19' is entered. The 'Procedures' tab is selected, showing two results:

Name	Type	Prof List	Px Code	Resulting Agencies	Cost to Org
COVID-19 qualitative PCR - Pre-Procedure or Non-PUI Assessment	Microbiol...	AMS FACILITY LABS	LAB3555	HMH, HMSL, HMSL, HMW, HMWE, HMSTL, HMTW	
COVID-19 qualitative PCR - Suspected	Microbiol...	AMS FACILITY LABS	LAB3555	HMH, HMSL, HMSL, HMW, HMWE, HMSTL, HMTW	

Buttons at the bottom: 'Select And Stage', 'Accept', and 'Cancel'.

- **Pre-Procedure or Non-PUI Assessment** orders will have:
 - **Nasal Swab** defaulted as **Specimen Source**.
 - **Yes** defaulted for **Is this for pre-procedure or non-PUI assessment?**

The screenshot shows the 'COVID-19 qualitative PCR' order entry form. The 'Status' is 'Future'. The 'Expected Date' is 'Today'. The 'Expires' date is '10/30/2021'. The 'Priority' is 'Routine'. The 'Class' is 'Lab Collect'. The 'Resulting Agency' is 'HMH DEPARTMEI'. The 'Specimen Source' is 'Nasal Swab'. The 'Is this for pre-procedure or non-PUI assessment?' is 'Yes'. The 'Comments' field is empty. The 'Next Required' button is visible at the bottom.

- **Suspected** orders will have:
 - **Nasopharyngeal Swab** defaulted as **Specimen Source**.
 - **No** defaulted for **Is this for pre-procedure or non-PUI assessment?**

The screenshot shows the 'COVID-19 qualitative PCR' order entry form. The 'Status' is 'Future'. The 'Expected Date' is 'Today'. The 'Expires' date is '10/30/2021'. The 'Priority' is 'Routine'. The 'Class' is 'Lab Collect'. The 'Resulting Agency' is 'HMH DEPARTMEI'. The 'Specimen Source' is 'Nasopharyngeal Swab'. The 'Is this for pre-procedure or non-PUI assessment?' is 'No'. The 'Comments' field is empty. The 'Next Required' button is visible at the bottom.

- Both orders will have:
 - Lab Collect** defaulted as the **Class**.
 - HMH** defaulted as the **Resulting Agency**.

For All Providers

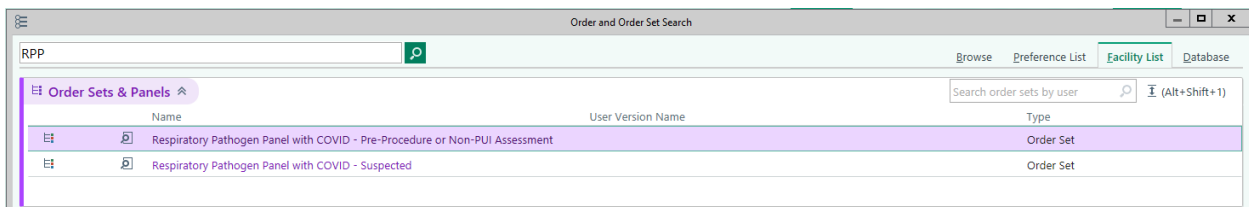
Two New Order Sets Replace Respiratory Pathogen Panel Test

Effective Monday, Nov. 9

A nasopharyngeal swab will be required for Influenza and Respiratory Pathogen Panel (RPP) testing. A nasal swab will not be accepted and will no longer be available as an option in Epic.

To ensure isolation and safety protocols for our patients are met, the existing Respiratory Pathogen Panel (RPP) test will be replaced with the following two new order sets:

- Respiratory Pathogen Panel with COVID-19 test – Suspected:** This order set will trigger COVID-19 alerts and include the required isolation orders.
- Respiratory Pathogen Panel with COVID-19 – Pre-Procedure or Non-PUI Assessment:** This order set will not trigger any COVID-19 alerts and will not include any isolation orders.



For All Nurses

Skin Integrity Flowsheets

Effective Monday, Nov. 16

Flowsheet rows in the **Skin** section in Epic will be updated to provide proper patient intervention and documentation. For support surface documentation, nurses will only have to document when a specialty surface is initiated or discontinued on the flowsheet row.

Changes include:

- The new **Specialty Support Surface Interventions** group will contain four specialty support surfaces with the options to document **Initiated** or **Discontinued**.
- Weight/BMI Interventions** group and **Turning and Positioning** group will be removed.
- Bariatric Low Air Loss Bed** indications will be in the selection form and row information.
- The new **Repositioning Schedule** group includes **Repositioning Device in use** – taking the place of the **Turning and Positioning** group.
- Specialty mattress** and **Specialty bed** will be removed from the **Comfort** row located in the **Cares/Safety** flowsheet.
- Repositioning Intervention** will display in the flowsheet, if the patient's **Braden score** is less than 18, or their **Moisture** or **Mobility** sub score is less than three.

Planned Downtimes and Maintenance

LMS	<p>Saturday, Nov. 7, 10 p.m. – Sunday, Nov. 8, 5 a.m.</p> <p>LMS will not be available due to maintenance.</p>
QSight	<p>Tuesday, Nov. 10, 10 p.m. – midnight</p> <p>You may experience intermittent or no access. Follow your department's standard downtime procedures.</p>

LaborWorkx	<p>Thursday, Nov. 12, 11:55 p.m. – Friday, Nov. 13, 5 a.m.</p> <p>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 HRHub@HoustonMethodist.org or the IT Help Desk.</p> <p>Note: Badge Readers will be available during this time, but Quick Badge will not.</p>
Epic	<p>Sunday, Nov. 15, 2 – 4 a.m.</p> <p>For additional instructions, including action before and after the downtime, click here.</p>

Reminders

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

For Everyone

Stay Alert for Cyberattacks

FBI warns of imminent threat to health care facilities

For Everyone

MyMethodist Patient Tablets Foster Patients

Rolling Launches Underway Systemwide

For Providers and Pharmacy Staff in Select Clinics

HM Specialty Pharmacy Expands Rollout

HMSL Gynecologic Oncology – MOB 3 and 450

For All Tele-Neurology Providers, Nurses and Staff

New Caregility Carts Launch Date

Now Launching Monday, Nov. 16

For All Epic Users

Do Not Create “Test” Patients in a Live Epic Environment

For Inpatient and Emergency Care Nursing

National Institutes of Health Stroke Scale (NIHSS) and t-PA Bolus Rows Added

For Quality

NIHSS Now Appears in Stroke Flowsheets Report

For Radiology Technologists and Nurses

Imaging Note Available in Notes Tab

For All Providers

New COVID-19 BPA Alert

For SPG/PCG Providers and Office Staff

Hepatology Referral Enhanced, Supporting New Metabolic Liver Disease Clinic

For All Leaders, Providers and Staff

21st Century Cures Act: Share Clinical Notes with Patients

For All Providers, Pharmacists and Nurses

For Imaging Front Desk Staff

Access to Changing Diagnosis and Priority