

Feb. 21 Epic *Update Companion*



Ambulatory Pharmacy

Updated: 1/26/21

On **Sunday, Feb. 21**, Epic will be updated with new features and enhancements to improve safety and quality of care, productivity, and financial outcomes. This ***Update Companion*** contains details of the changes for your role. It is your sole training resource so be sure to review it carefully.

This ***Update Companion*** is prepared for the following job roles/functions:

- Pharmacist
- Pharmacy Tech
- Pharmacy Manager

Top Changes for Role/Department:

1. [Secure Chat Comes to Willow Ambulatory](#)
2. [Room Delivery on Its Way](#)
3. [Sign Patients up for MyChart](#)
4. [Scan Now, Transcribe Later](#)
5. [Confirm Sig After the Calculated Sig Changes](#)



If you need help with Epic, be sure to visit our library of tip sheets in the Epic Learning Home. Simply press F1 on your keyboard while logged in to Epic.





Guided Playground Practice

Exercises to help you prepare for the coming changes.

After reviewing this document, use it as a guide to see the new features for yourself in the Epic Playground. Playground practice helps you prepare for the update so you can stay focused on patient care.

Playground User ID: **RXAMBPHARM**

Playground Password: **train**

Playground User ID: **RXAMBTECH**

Playground Password: **train**

Playground User ID: **RXAMBMGR**

Playground Password: **train**

Key workflows for you to practice include:

- Secure Chat Comes to Willow Ambulatory
- Room Delivery on Its Way



Resources



Secure Chat Comes to Willow Ambulatory

Key Benefits:

- Improved communication

Description:

- Secure Chat allows for a direct line of communication with other care providers, while keeping patient info confidential.
- When you are reviewing a prescription and have a question for the prescriber, click the chat icon to quickly start a conversation.

The screenshot shows the Epic Rx Management interface. At the top, there are tabs for Patient, Med Profile, Rx Management, Allergies/Contraindications, SnapShot, Chart Review, and Point. Below the tabs, there is a 'New Rx:' field and buttons for 'Profile only', 'Transfer', and 'Advanced view'. The main area is titled 'Provider Prescribed' and contains the following information:

- Written: 6/22/2020 Expires: 6/22/2021 Serial #: []
- Medication: fluticasone 50 MCG/ACT nasal spray [Create Mixture...]
- Dose: 2 spray 4 spray 200 mcg 2 sprays by Nasal route daily.
- Route: Nasal Single Daily
- Frequency: DAILY 0 spray 100 mcg
- End after: [] Doses Days [Complex Dosing...]
- Dispense: 16 g Refills: 1 Origin: Electronic
- Authorized: Lucy Torres, MD [Use Other] [Chat Icon]
- Comments: []

How to:

1. The chat icon will opens the Secure Chat workspace tab.
2. If you're chatting about a specific patient, click the name in the message header to open the patient's chart.
3. When the icon is color-filled, you have unread messages.



Ambulatory Pharmacy Feb. 21 Epic Update Companion

The screenshot displays the Epic Secure Chat interface. On the left, a 'Conversations' sidebar shows a list of chat threads. The main window is titled 'Conversation with Cecile Smith, RPh' and shows a message from Cecile Smith asking, 'Do you have time to delivery a fill to a patient's room?'. The recipient, Jari Brown, is shown with profile information including date of birth (5/28/1977), age (43y F), and provider details (Amkk Provider One, PHARMD, INT MED 101 (WIHBN) 101C). On the right, a 'Patient Report' and 'Conversation Details' panel shows options to 'Add Participants or Groups' and 'Leave Conversation', along with an 'Active Participants' list including Cecile Smith, RPh and William Garrett (You).

Secure Chat

Conversations

Set your availability ▾

Cecile Smith, RPh 9 mins
Brown, Jari - INT MED 101 (WIHBN)/101C - ...
Cecile Smith, RPh: Do you have time *Seen by 1*
to delivery a fill to a patient's room?

Conversation with Cecile Smith, RPh

Brown, Jari 5/28/1977 43y F
112300 Amkk Provider One, PHARMD
INT MED 101 (WIHBN) 101C

Cecile Smith, RPh 9 mins
Do you have time to delivery a fill to a patient's room?

! Enter a message  Send

Patient Report **Conversation Details**

[Add Participants or Groups](#)

[Leave Conversation](#)

Active Participants Last read

Participant	Last read
Cecile Smith, RPh	9 mins
William Garrett (You)	7 mins





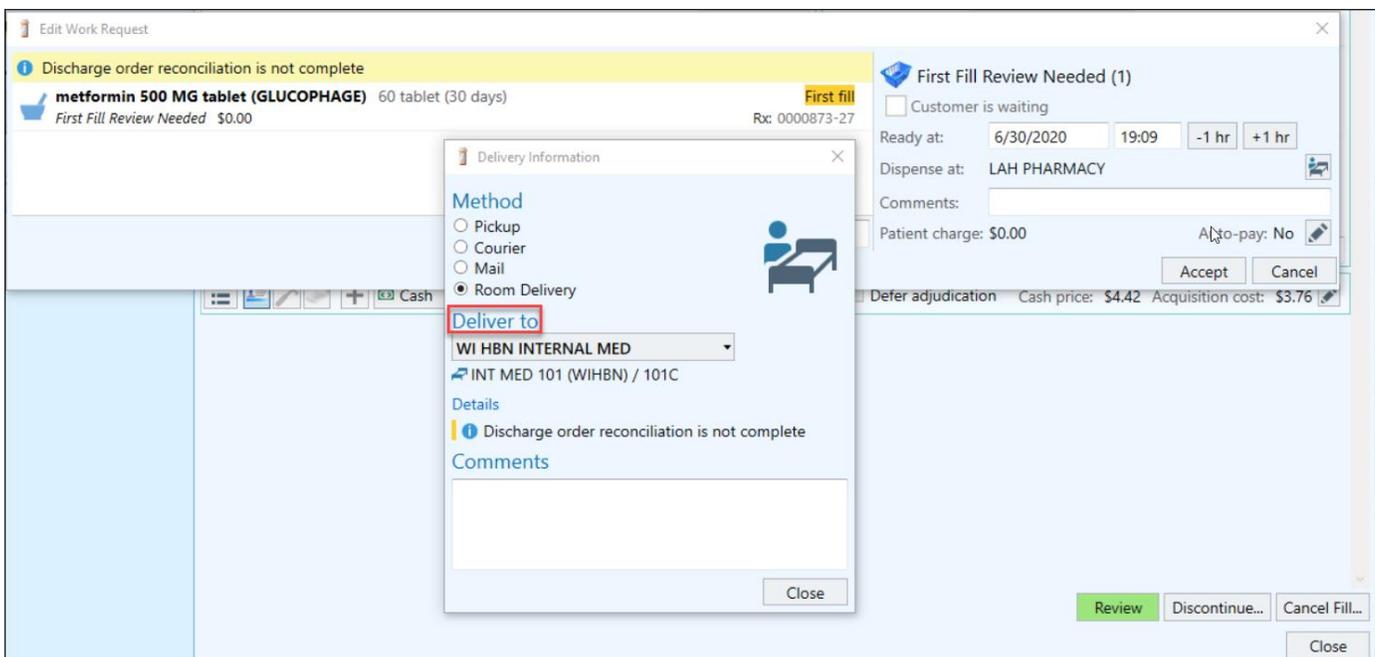
Room Delivery on Its Way

Key Benefits:

- Improved workflow

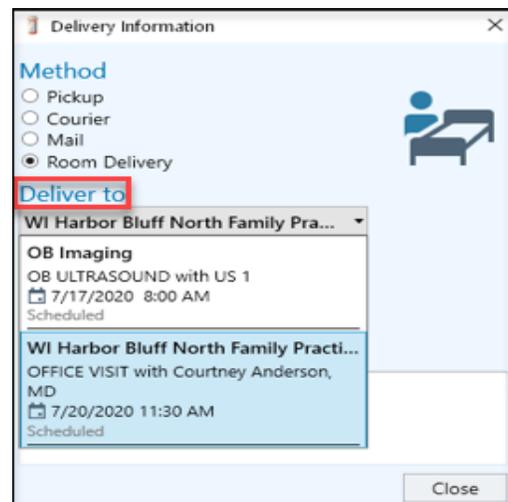
Description:

- When filling prescriptions for patients being discharged or onsite for an outpatient visit, you can now deliver medications with **Room Delivery**. This method is indicated by the icon of a person next to a bed.



How to:

1. Confirm the **Deliver to** location matches where you'll deliver the medication. The patient's soonest appointment appears by default, or choose another encounter from the menu.





Enroll Patients in MyChart, Grant Proxy Access and Manage Notifications

Key Benefits:

- More efficient

Description:

- Help patients with everything from activating their **MyChart** accounts to managing proxy access, all from one place when patients come to pick up their prescriptions.
- Click the link from **Storyboard** to launch the new **MyChart Signup** window.

How to:

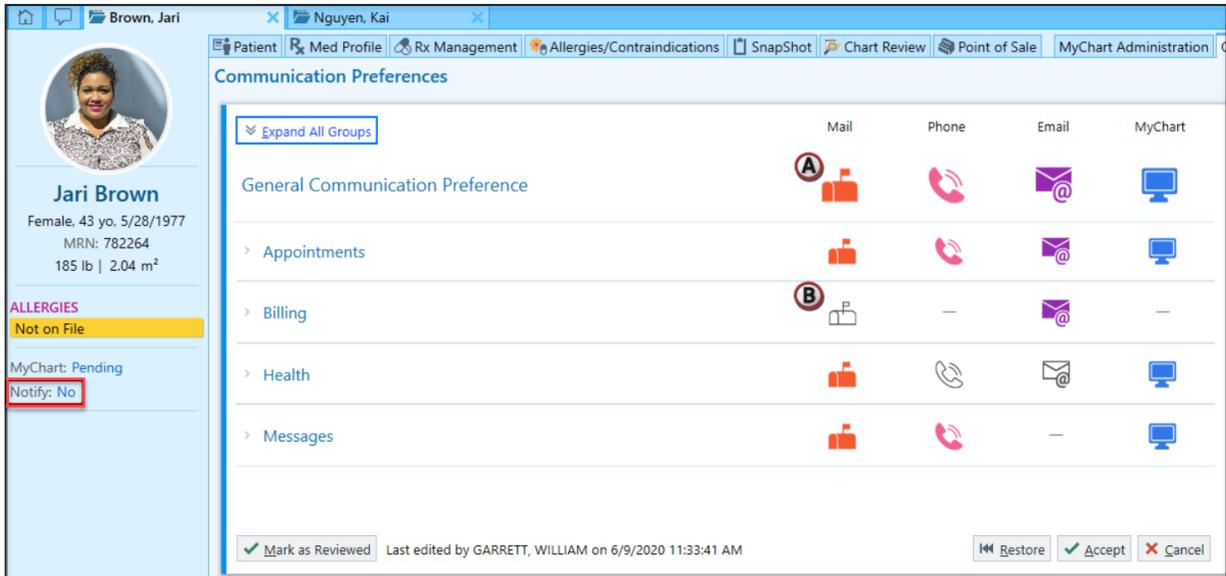
1. Click the **MyChart** link to open the **MyChart Signup** window. If a patient is already signed up or pending, clicking the link brings you to **MyChart Administration**.
2. Proxy access gives parents access to their children's accounts, spouses access to each other's accounts or caregivers access to accounts of those they care for.
 - A. **People <MyChart account name holder> Can Access** shows who the current account has proxy access to.
 - B. **People Who Can Access <MyChart account name holder>** shows who has proxy access to the current account.

The screenshot displays the Epic MyChart Administration interface for a patient named Jari Brown. The interface is divided into several sections:

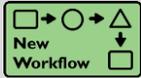
- Account Details For Jari Brown:** Shows the patient's profile, MyChart Status (Pending), and activation options (Launch Signup, Send Text, Send Email).
- MyChart Administration:** The main navigation area, highlighted with a red box.
- MyChart Status:** A yellow box indicating the account is pending.
- MyChart Details:** Shows the activation code (MN47N-P7SJQ) and expiration date (6/10/2020 11:33 AM).
- People Jari Can Access (A):** A section for managing proxy access to Jari's account, highlighted with a red circle and containing a 'Give Proxy Access' button.
- People Who Can Access Jari (B):** A section for managing proxy access to Jari's account, highlighted with a red circle and containing a 'Give Proxy Access' button.



3. Click the link next to **Notify** to update the patient's communication preferences.
4. Beneath a patient's photo, a new blue link next to **Notify** goes to the patient's **Communication Preferences** page, where you can specify how and when the patient wants to be contacted.
5. Click the icons for each communication method to turn them on and off.
 - A. A color-filled icon indicates that the patient should receive notifications that way.
 - B. An unfilled icon indicates that the patient should not receive notifications that way.



Filling Prescriptions



Scan Now, Transcribe Later

Key Benefits:

- Improved workflow

Description:

- When you receive a faxed or written prescription, you can now scan the prescription and attach it to the relevant patient, saving it to a work request to be transcribed later.

How to:

1. Click **Attach Scans** to scan the prescriptions.
2. When you're ready, open the patient's work request and click **Enter Rx** to view the scan and transcribe it.

The screenshot displays the Epic Ambulatory Pharmacy interface. On the left, a scanned prescription is shown with a red border. The prescription details include: DEA # BF2457136, Dougie Docson M.D., 123 Main Street, Madison, WI 53705, NPI # A11225015175, Name: Дог Влдогн, Rx: Metformin 500mg PO daily x 30days, Refills: 11, and Signature: Dougie Docson MD. On the right, the 'Provider Prescribed' form is visible, showing medication details for metformin 500 MG tablet, written on 10/5/2020 and expiring on 10/5/2021. The form includes fields for dose (2,550 mg), route (Oral), frequency (Daily), and dispense quantity (30 tablet). Below the prescription, the 'Work Requests' section shows a pending save for metformin 500 MG tablet (GLUCOPHAGE) 30 tablet (days). The 'Attach Scans' button is highlighted with a red box, and the 'Enter Rx' button is also highlighted with a red box. At the bottom, the 'Additional requests' count is 2.





Confirm Sig After the Calculated Sig Changes

Key Benefits:

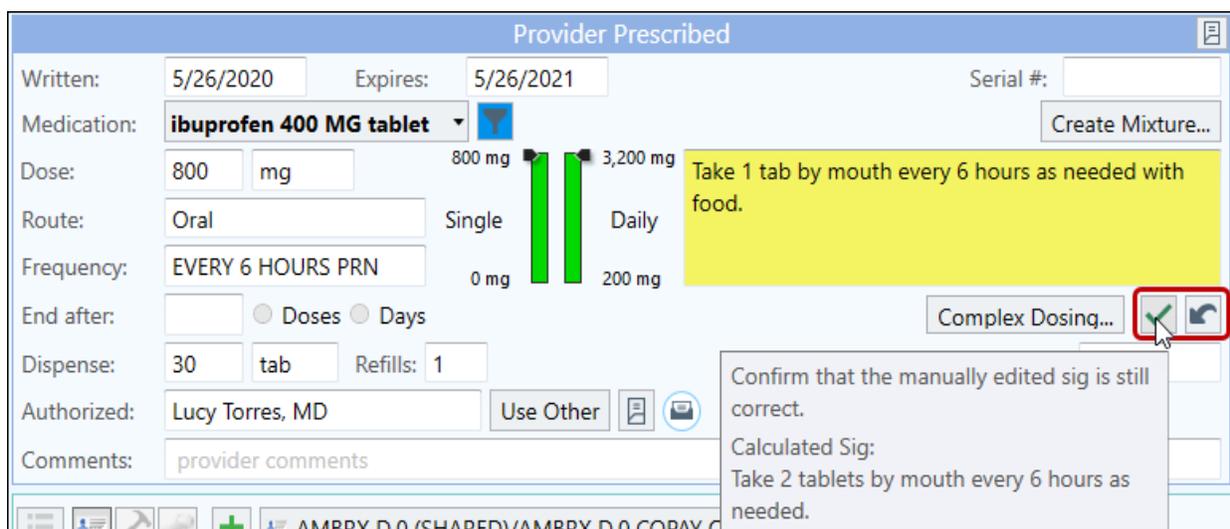
- More accuracy and reliability

Description:

- When you're entering prescriptions and the calculated sig changes after you've manually edited it, hover over the checkmark or arrow to see the system-calculated appear in a tooltip. Then, decide whether to update the sig manually.

How to:

1. Click the checkmark to confirm that it's still correct, or click the arrow to apply the system-calculated sig instead.





Scan Barcode to Find an Order

Key Benefits:

- Timer saver

Description:

- Work faster by scanning order barcodes from the **Order Select** window to open an order's most recent record in the **Order Hx** and **Label Hx** activities.

How to:

1. From the **Epic** button, navigate to **Pharmacy**.
2. Select **Pharmacy**.
3. Choose **Order Hx** or **Label Hx**.

Select an Order [X]

Scan barcode, enter Orders ID or Rx Number

