

# Feb. 21 Epic *Update Companion*



## Provider Solutions (Mobile) Companion

*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:

- Physicians
- Physician Assistants
- Nurse Practitioners
- Other Mid-Level Clinical or Support Staff

## Top Changes for Role/Department:

1. [Hey Epic! Places Procedure Orders](#)
2. [Hey Epic! Talks Back](#)
3. [Hey Epic! Takes on Messenger Duty](#)
4. [Set Favorites in Epic's Hyperspace Secure Chat](#)



*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.*

### Hey Epic!



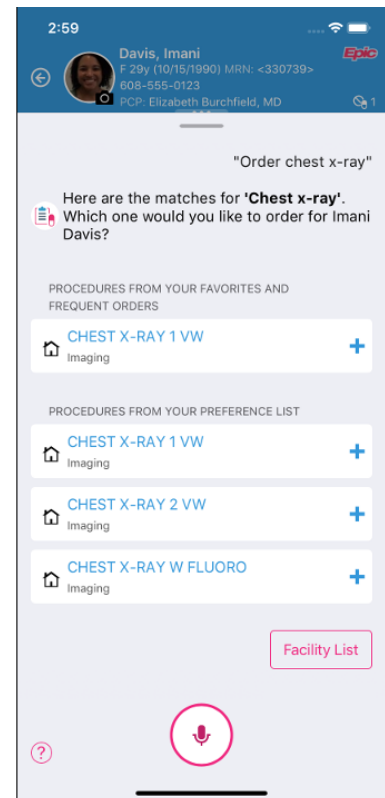
#### Hey Epic! Places Procedure Orders

#### Key Benefits:

- Time saver.

#### Description:

You can now use **Hey Epic!** to queue up outpatient orders for both medications and procedures. You can also use **Hey Epic!** to queue up custom medications and mixtures without an **RxNorm** code.



A physician uses Hey Epic! in Haiku to order a procedure.





### Hey Epic! Talks Back

#### Key Benefits:

- Time saver.

#### Description:

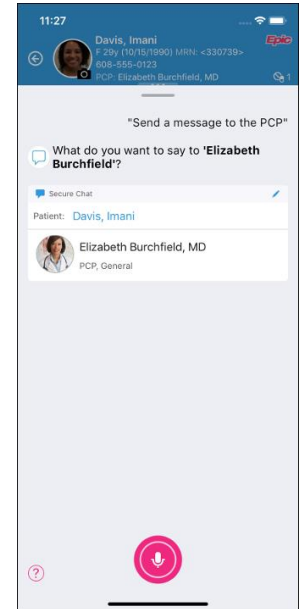
With some commands, **Hey Epic!** will now ask follow-up questions for more details and confirmation. You can respond by speaking.

#### How to:

Open **Hey Epic!** and try out one of these commands:

- “Start a call.”
- “Message <a colleague's name>.”
- “Remind me tomorrow.”

**Hey Epic!** responds with a prompt for details. Spoken follow-ups are available in the patient picker and call, reminder and Secure Chat commands.



## Secure Chat



### Hey Epic! Takes on Messenger Duty

#### Key Benefits:

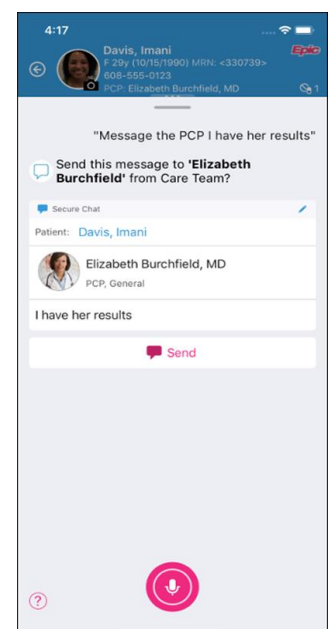
- Improved workflow.

#### Description:

Use **Hey Epic!** to contact people from your favorites or frequent contacts. In a patient's chart, you can contact a member of the care team by name, role or specialty.

#### Example:

- Say “Message the gastroenterologist ‘I have her results.’”
- Say “Send a message to Dr. Jones ‘I’m referring my patient to you for a consult.’”
- Say “Message the attending ‘His BP dropped to 80/50.’”





### Set Favorites in Epic's Hyperspace Secure Chat

#### Key Benefits:

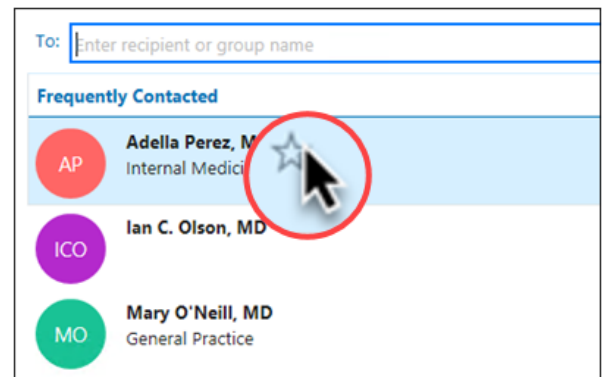
- Easily visible in Secure Chat.

#### Description:

You can now manage your favorite contacts from both a workstation and a mobile device.

#### How to:

Click the **star** icon to add and remove individual recipients or groups as favorites in Secure Chat in **Epic's Hyperspace**.



Hover and then click the star to make someone a favorite from Hyperspace.



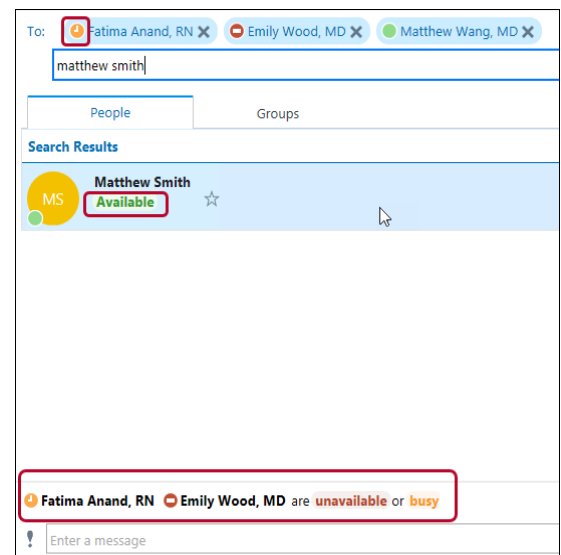
### See More Clearly Whether a Colleague Is Available

#### Key Benefits:

- Easily visible in Secure Chat.

#### Description:

The availability status in Secure Chat is easier to recognize on workstations and mobile devices. If someone is busy or unavailable, you can quickly see if you need to contact someone else.



## Questionnaires



### FRAIL Questionnaire Now Available in MyChart

#### Key Benefits:

- Patient safety.

#### Description:

A new questionnaire based on the FRAIL scale is now available to help you assess a patient's frailty after surgery. **Note:** You can manually assign the new questionnaire to patients.

### FRAIL Questionnaire

Attached to a message from Dr. Matt Jones received 7/31/2020

\* Indicates a required field.

Fatigue

\* How much of the time during the past 4 weeks did you feel tired?

☐ All of the time

☐ Most of the time

☐ Some of the time

☐ A little of the time

☐ None of the time

Morley JE, Malmstrom TK, Miller DK. A simple frailty questionnaire (FRAIL) predicts outcomes in middle aged African Americans. J Nutr Health Aging. 2012 Jul;16(7):601-8. doi: 10.1007/s12603-012-0084-2. PMID: 22836700; PMCID: PMC4515112.





### New Questionnaire Available for the GAD-7 Assessment

#### Key Benefits:

- Improved workflow.

#### Description:

A questionnaire based on the **Generalized Anxiety Disorder Assessment (GAD-7)** is now available for patients to fill out in **MyChart**. When the questionnaire is completed, responses appear in the **GAD-7** flowsheet. **Note:** You can manually assign the new questionnaire to patients.

**Flowsheets**

File Add Rows LDA Avatar Add Col Insert Col Data Validate Hide Device Data Last Filed

Data Patient-Reported **GAD-7 Anxiety Scale**

☐ Expanded ☒ View All

Appointment from... 10/15/20 1208

Search (Alt+Shift+Comma)

Over the last 2 weeks, how often have you been bothered by any of the following problems?

Feeling nervous, anxious, or on edge	2
Not being able to stop or control worrying	3
Worrying too much about different things	2
Trouble relaxing	1
Being so restless that it is hard to sit still	2
Becoming easily annoyed or irritable	3
Feeling afraid as if something awful might happen	2
GAD-7 Total Score	15

If you checked off any problems on this questionnaire,

How difficult have these problems made it for y... Very difficult



## Haiku/Canto



### See More Information About External Results

#### Key Benefits:

- Improved workflow.

#### Description:

You'll see more information about external encounters and results (like where they took place) on your mobile device. If the information is from an outside organization, it will have a gray **Care Everywhere** icon.

H/H	
Information displayed in this report will not trend and will not trigger automated decision support.	
	VALUE
HEMATOCRIT	40
HEMOGLOBIN	14.0
SPECIMEN COLLECTED	LAST RESULTED
9/1/2020 12:43 PM	9/1/2020 12:43 PM
RECEIVED FROM	RESULT RECEIVED
Springfield Hospital	9/1/2020 12:46 PM

Results	
ASSAY PHOSPHORUS	Final
9/1/2020 1:12 PM	
H/H	Final
9/1/2020 12:43 PM	
Springfield Hospital	
ASSAY SILICA	Final
8/27/2020 11:30 AM	

Results from external organizations can appear with a gray Care Everywhere icon.

External result information appears in reports marked with an icon as well.



### Sticky Notes Now in Summary and Header Pop Up

#### Key Benefits:

- Easily visible in Haiku.

#### Description:

In **Haiku** and **Canto**, your personal sticky notes (yellow) and pregnancy sticky notes (pink) now appear in the **Summary** activity and in the summary that you see when you tap the patient header.

My Sticky Note	⌵
Patient is getting married in September.	⌵
Last Updated: Today	





### See What Encounter You're in from Haiku

#### Key Benefits:

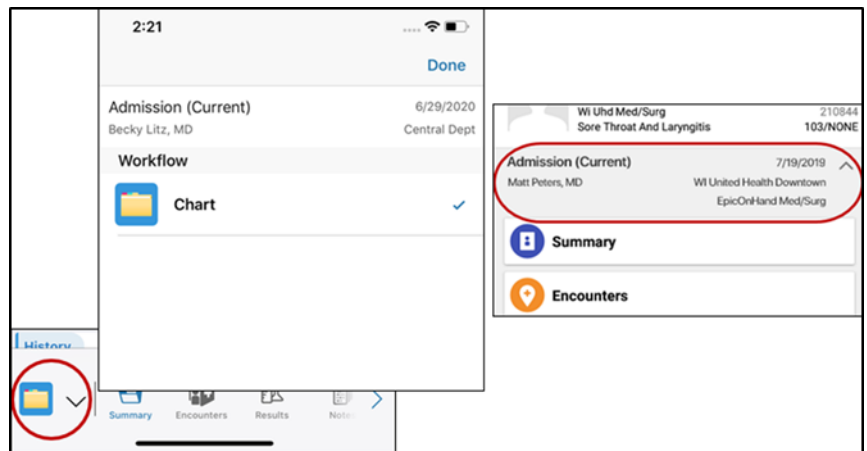
- Easily visible in **Haiku**.

#### Description:

You can now see information about the encounter you're documenting in when you open a chart in **Haiku**.

#### Haiku on iOS:

- You can see encounter details by tapping the **menu selection** button at the left side of the **Activity** tabs.
- When you open a chart from **Patient Search**, you'll see banner notification letting you know what encounter you're in.
- You'll see a banner notification when an encounter is created automatically.



### Mobile Demographics Print Groups Show More About the Patient

#### Key Benefits:

- Easily visible in **Haiku**.

#### Description

You can now see the patient's current legal sex, preferred pronouns and organ inventory.



The Demographics print group shows more patient information.







### See a Patient's Sex and Gender Identity Information in Mobile Tool Tips

#### Key Benefits:

- Easily visible in Haiku.

#### Description:

When you tap and hold a on patient's name, you'll now see documented sex and gender identity information. This will help you quickly view the patient's information.

Berch, TW - 20y MTF  
MRN: 184722  
SSN: xxx-xx-0053  
Pronouns: she/her/hers  
Gender identity: Transgender Female / Male-to-Female (MTF)  
Legal sex: Female (F)  
Sex assigned at birth: Male (M)  
Organ inventory has documented: penis, prostate, testes  
(Use a workstation to review organ inventory details.)  
DOB: 1/1/2000  
Age: 20y  
Permanent phone number:  
608-271-9000 (W)  
Permanent address: 1979 Milky Way, Verona WI 53593





### Schedule Shows Unavailable Times

#### Key Benefits:

- Easily visible in **Haiku**.

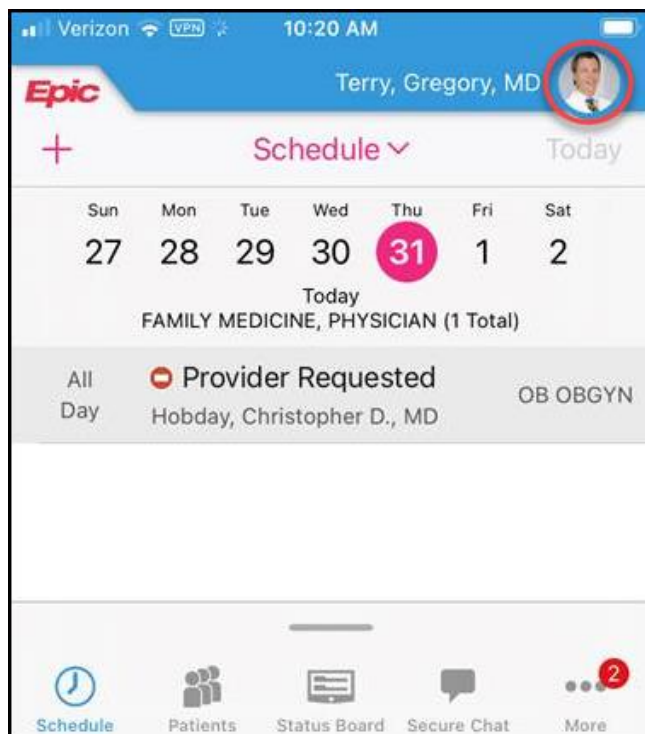
#### Description:

Holidays, meetings and other unavailable times on your schedule now appear as **gray rows**, so you can quickly review these times and avoid scheduling visits at the same time.

- Unavailable times cannot be entered or edited in **Haiku**.
- If you don't want to see unavailable times, you can turn off this feature.

#### How to:

1. Tap **Profile** (pic in the upper-right corner).
2. Select **Schedule Settings**.





### Defer Best Practice Advisory (P) in Mobile

#### Key Benefits:

- Time saver.

#### Description:

If a BPA appears in **Haiku** or **Canto** that you can't immediately address, tap **Defer** to snooze the BPA until you can. Deferred BPAs appear alongside non-deferred BPAs in Storyboard. You can either act on the deferred BPA, acknowledge it or indicate that it no longer applies by using a check box.

The screenshot displays the 'Acknowledge Reason' screen in the Epic mobile app. On the left, a panel titled 'Acknowledge Reason' provides instructions: 'Selecting an acknowledgement reason or Defer will automatically de-select all follow-up actions for this BPA.' Below this are three buttons: 'N/A', 'Select other reason', and 'Defer' (highlighted with a red border). The main area on the right shows a list of BPAs for 'Melin, Poppy'. The list includes:

- Critical (1)**: 'This is a critical storyboard BPA' (red bar).
- Important (1)**: 'This is an important storyboard BPA' (yellow bar).
- Deferred (2)**: A section for deferred BPAs. The first entry shows 'You deferred this advisory from Canto 3 hours ago.' with a note that information has not been updated. It includes a 'No longer applies' checkbox and a detailed advisory about heart failure and atrial fibrillation with recommended anticoagulation therapy. Below this are buttons for 'Open Order Set', 'Do Not Open', and 'Anticoagulation Preview'. An 'Acknowledge Reason' section follows with options: 'Contraindicated', 'Patient Refused', 'Follow-up action(s) taken', and 'See comments'.
- FYI (1)**: Another deferred entry showing 'You deferred this advisory from Canto 3 hours ago.' with a 'No longer applies' checkbox and an 'Acknowledge Reason' dropdown menu.

At the bottom right, there are 'Accept' and 'Cancel' buttons.

