



# IT MATTERS



## Trending in IT

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Tuesday, May 4

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- **ADT Event Notification Now Includes Specialty Providers**
- **Post-Discharge Charting Access Changing for Specific Groupers**

## Trending in IT



**Join us for  
Tech Tuesdays  
or  
Teams Champions**

Email [IT-Comms@houstonmethodist.org](mailto:IT-Comms@houstonmethodist.org)  
for more information.

**For Everyone**

**Have You Attended Tech Training?**

### Weekly Tech Tuesdays

Be sure to attend our weekly Tech Tuesdays live sessions. Each week we cover different Microsoft programs and topics. Invites were sent from [itinformationupdate](#), or you can click the

links below to listen to prerecorded sessions. When they open, click the **Watch on the web instead** button:

- [Teams 100 – Introductory](#)
- [Teams 200 – Advanced](#)
- [Forms & Planner](#)
- [OneNote](#)
- [Excel](#)
- [SharePoint](#)

#### **Monthly Microsoft Teams Champions**

On the first Wednesday of each month, join our Microsoft Teams Champions sessions. Here you can get an inside look at Teams and updates on the horizon. Sign up [here](#) with management approval. No experience necessary.

## **Security Matters**

For Everyone

### **HM Computers More Secure Thanks to Microsoft Windows Defender**

Approximately 32,000 HM computers are now safer thanks to Microsoft Windows Defender Firewall. This firewall is an extra layer of protection to help keep our network safe. Few health care organizations have completed this milestone, and we are proud to lead the way to keep our patient and employee data safe.

"Houston Methodist is attacked daily so it is important for us to innovate and deploy the best defensive tools to protect our patients. Defender firewall joins our nearly 60 cybersecurity tools designed to provide layers of defense for Houston Methodist." – Barry Beckett, Chief Information Security Officer

## **Launch Alerts**

For HMH Nurses, PCAs, Mental Health Techs, RTs, ED Phlebotomists and Lab Staff

### **HMH Specimen Scanning Launches Tuesday, May 4**

Specimen Scanning launches at HMH on **Tuesday, May 4** for nurses, PCAs, mental health techs, respiratory therapists, ED phlebotomists and lab staff. This tool reduces the risk of

specimen labeling errors, improving patient safety. Increased accuracy helps reduce lab processing turnaround times, so providers can make patient care decisions sooner than previously possible.

**Required training deadline: Friday, April 30**

- Required online training has been assigned to impacted nurses, PCAs, mental health techs, respiratory therapists, ED phlebotomists and lab staff (**Epic Lab Specimen Collection & Barcode Scanning for Clinical Staff**, course #1582031).
- Please complete this LMS training by **Friday, April 30**.

**Road shows**

Road shows featuring a live demonstration will take place as outlined below. Stay tuned for more details coming soon.

- Dunn Tower: April 22
- Main Tower: April 27 – 29
- Alkek/Jones/West Pavilion: April 27 – 29

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

## Epic Updates

### For All Epic Users

### New MyChart Proxy Access Application Document

### Scanning Workflow

### *Effective Immediately*

Effective immediately, hard-copy **MyChart Proxy Access** and **Healthcare Proxy** forms should be scanned into Epic under the patient's record using the new **MyChart/Healthcare Proxy** document type. To eliminate redundancy, the **MyChart Proxy Access Form and Healthcare Proxy** document types have been removed from Epic. This change helps make it easier for our patients to get **MyChart** proxy access to their loved ones' accounts, especially important since COVID-19.

As a reminder, patients must complete a printed application. At this time, the form isn't available electronically, but it will be available soon through DocuSign.

Before scanning the form, verify the following are completed:

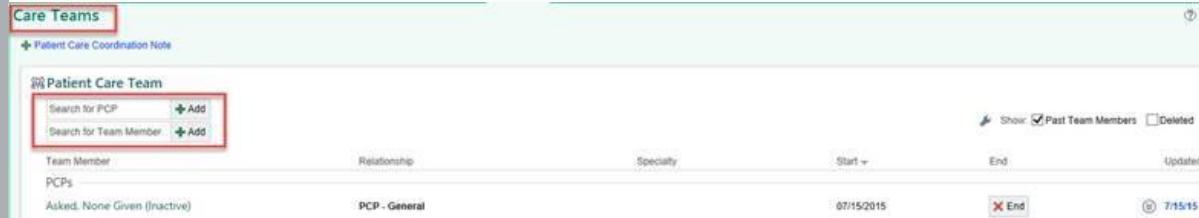
- Proxy information, including email address, phone number and date of birth.
- Patient information, including phone number and date of birth.
- Proxy applicant's relationship to patient.
- Signature of patient (if applicable) and proxy applicant.
- Legal authority paperwork when applicable.

Patients can also send completed proxy application forms by fax to 713.394.6475 or email, [hmh\\_requestrecords@houstonmethodist.org](mailto:hmh_requestrecords@houstonmethodist.org).

For more information, review the [Proxy Access Application Workflow for MyChart](#) tip sheet.

## For Hospital Scheduling, Front Desk and Registration Staff ADT Event Notification Now Includes Specialty Providers *Starts Today*

**Starting today**, patients' hospital admit, discharge and transfer (ADT) event notifications will be sent to primary care and specialty providers, aligning with the new Centers for Medicare & Medicaid Services (CMS) ADT event notifications requirement.



Team Member	Relationship	Specialty	Start	End	Updated
PCPs	PCP - General		07/15/2015	(X)	7/15/15

### Important

To ensure the patient's care team accurately receives notification of a hospital admit, discharge or transfer:

- During patient registration, the patient's primary care provider and any specialty provider information must be entered, active and verified.
- You must also complete the **Notify Care Team?** field within **Registration** (previously called **Notify PCP on Adm?**). **Note:** This doesn't apply to HM SPG/PCG staff.
- For more information, [review the tip sheet](#).

Orders, Suzannah

Encounter Info

Accommodations

Provider Info

Hospital Accounts

IP - ORDERS,SUZAN...

Coverage Info

Claim Info

Documents

Specialty Billing Info

Admission Info

Expected date: 4/15/2019

Point of origin: Non-Healthcare Facility

Admission Type: Elective

Private Encounter? No

Notify Care Team? !

Coded Procedures	Free Text Procedures	Date	Diagnoses
1			

Association: 1-Selected 2-Grid 3-All 4-Clear 5-Replace

## For PAS and Clinical Staff

### Post-Discharge Charting Access Changing for Specific Groupers

*Effective Saturday, May 1*

After the last Epic update, an additional 10 days were added to the time allowed for post-discharge charting. On **Saturday, May 1** the time frame reverts to the standard three, four or seven days. **Note:** This only applies to individuals in the three-, four- or seven-day groupers and not to other physicians or clinicians who've already been assigned to a different group.

- If you need to complete documentation in a chart that is now read-only, make an appointment with your local HIM department to use the open-access computer. For more information, view this [tip sheet](#).
- Regardless of the group, medication charting is available up to 10 days post-discharge.
- If you have a workflow that requires a longer duration grouper, submit a Help Desk ticket stating your business need and justification. IT and HIM operations will review and respond accordingly.

<p>Regardless of grouper, charting medications can happen 240 hours (or 10 days) post discharge.</p>			
<b>3 Day (+10 Day Buffer)</b>	<b>4 Day (+10 Day Buffer)</b>	<b>7 Day (+10 Day Buffer)</b>	<b>30 Day</b>
<ul style="list-style-type: none"> <li>Nurses</li> <li>PCA/Unit Secretaries</li> <li>Scribes</li> <li>Technologists</li> <li>Chaplains</li> </ul>	<ul style="list-style-type: none"> <li>Admitting and registration staff</li> <li>PT/OT/ST</li> </ul>	<ul style="list-style-type: none"> <li>Social workers</li> <li>Clinic Managers</li> </ul>	<ul style="list-style-type: none"> <li>Clinical Managers</li> <li>Charge Editors</li> <li>Endoscopy – Users of patient family messaging functionality</li> <li>Cell Saver</li> <li>Pharmacy Staff – Charge Editing Process</li> </ul>
<p>Buffer will be removed on May 1, 2021, for the 3-day, 4-day and 7-day grouper.</p>			
<b>45 Day</b>	<b>90 Day</b>	<b>180 Day</b>	<b>365 Day</b>
<ul style="list-style-type: none"> <li>Pharmacy Staff – document disposal of home meds</li> </ul>	<ul style="list-style-type: none"> <li>Clinical staff with billing related duties</li> <li>Anesthesia pain nurses</li> </ul>	<ul style="list-style-type: none"> <li>Physician</li> <li>Nurse Practitioner</li> <li>Fellow</li> <li>Resident</li> <li>Case Managers</li> <li>Charge auditors working claim WQs</li> <li>Perfusionist</li> </ul>	<ul style="list-style-type: none"> <li>Invasive cardiology registry abstractor</li> <li>Global – Community benefits</li> </ul>

## Planned Downtimes

**Thursday, April 22, 11:55 p.m. – Friday, April 23, 2 a.m.**

### LaborWorkx

Be sure to print any required items before this maintenance begins. For questions, contact HR Hub at 832.667.6211 or [HRHub@HoustonMethodist.org](mailto:HRHub@HoustonMethodist.org). **Note:** Badge Readers will be available, but not Quick Badge.

**Saturday, April 24, 7 a.m. – 2 p.m. (HMTW)**

### Cisco Desktop and Wireless Phones

**Saturday, May 1, 7 a.m. – 2 p.m.  
(HMH – Fondren)**

During this time frame you may notice a few seconds of disruption in your phone service. Phones will reboot automatically and won't drop calls in progress.

**Saturday, April 24, 11 p.m. – Sunday, April 25, 6 a.m.**

### LMS

LMS won't be available due to maintenance.

**Monday, April 26, 11 p.m. – Tuesday, April 27, 3 a.m.**

**HMH\_Mobile Wi-Fi Network  
(systemwide)**

The following devices may be impacted for up to 30 minutes during this time frame:

- **MyMethodist Patient** tablets (with **MyChart** and entertainment apps)
- Telerounding iPads with **Vidyo/Caregility**
- Patient-to-family calls
- Telestroke or telepsych video (use cell phones for urgent, time-sensitive patient consults)
- **Stratus** interpretation iPads
- Medtronic iPads in ED

**Note:** Excludes devices using other HM Wi-Fi or Guest Wi-Fi.

**Tuesday, April 27, 10 p.m. – midnight**

**QSight**

Be prepared for intermittent or no access. Follow your department's standard downtime procedures.

**Friday, April 30, 6 p.m. – Saturday, May 1, 9 a.m.**

**SharePoint**

During this window, SharePoint sites may be down. To prepare, print or save any necessary materials to your local drive before this downtime.

## Reminders

You can see previous issues of *IT Matters* and more at [it.houstonmethodist.org](http://it.houstonmethodist.org).

[For All Providers and Clinicians Placing Orders](#)

[COVID-19 Qualitative PCR \[LAB3555\] Order Changes](#)

[For All Providers, Registration, Lab and OB](#)

[Newborn Naming Convention Changing](#)

For All Providers and Pharmacy

**New Note to Pharmacy Allows for Insulin and Inhaler Prescription Interchange**

For Inpatient Nurses, Clinicians and Providers

**Resolved: Documenting Administration of Linked Medications**

For Everyone

**More Payment Options in MyChart**

For Everyone

**New iCIMS Job Applicant Tracking**

To Everyone

**New Password Policy – Minimum of 10 Characters**

For HMCCH and HMCL

**New Mapping Software at HM Kiosks**

## **Ways to Reach IT**

### **IT Help Desk Self Service**

IT Help Desk: 832.667.5600

Physician Help Desk: 832.667.5555

**[helpdesk@houstonmethodist.org](mailto:helpdesk@houstonmethodist.org)**

**[it.houstonmethodist.org](http://it.houstonmethodist.org)**



INFORMATION  
TECHNOLOGY



For Everyone-Everyone

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