



IT MATTERS



Trending in IT

- Epic Update This Sunday, Oct. 24
- Specimen Scanning Completes Systemwide Rollout
- HM Policy: Secure Confidential Emails
- PerfectServe Care Team Enhancements
- Teams Tip: Set Instant Message Urgency
- Caregility MyChart Video Visit Tips and Tricks
- Vidyo Telerounding, Video Consult Platform Replaced
- Tech Tuesdays

Launch Alerts

- HMWB Specimen Scanning Users: Complete Brief Online Survey
- Epic Deterioration Index Replacing Rothman: Oct. 24
- HMM Solarity Fax and Scanning: Oct. 25
- HMM IV Pump Integration Training Registration, Complete Survey
- HMSJ Department References Officially Change to HMB

Security Matters

- Teaching Kids About Internet Safety

Provider News

- Epic Update This Sunday, Oct. 24
- Physician Connect and Physician Site

Epic Updates

- Epic Transport and Transport Mobile Go-Live
- Epic Transfer Center Module at HMB
- Signed & Held Orders Banners Enhanced
- Some Epic Functionality Unavailable
- Prepare Your Staff for Epic Update
- Access Epic Downtime Resources Offline

Trending in IT

For Epic Users

Epic Update This Sunday, Oct. 24

Make Sure You're Prepared

To prepare for the **Oct. 24 Epic Update**, be sure to review your **Update Companion**.

To learn about changes for your role, including new features and enhancements like the new **Epic Deterioration Index**, changes to **Secure Chat** or the new **Behavioral Health** module, click the **Update Companion** links below.



You can also view your **Companion** and those for other roles by visiting the Learning Home (press **F1** while in Epic) or it.houstonmethodist.org/epicupdate.



The banner is split into two sections. The left section has a yellow background and features a vintage camera. The right section has a white background and features a laptop displaying a large arrow with the word 'UPDATE' inside it.

Watch an Update Snapshot Overview
Click here to get a quick view of changes with this Epic Update.

Attend an Update Briefing
Get summaries of top changes for the Epic Update in just a few minutes.
Click here for the meeting schedule.

Clinician Companions

Note: Your **Companion** will show an Aug. 15 date, the original date for this **Update**.

- [Amb. Clinical Support](#)
- [Anesthesia Staff](#)
- [Cardiology Nurse/Staff](#)
- [ED Nurse](#)
- [Inpatient Ancillary Staff](#)
- [Inpatient Nurse](#)
- [LTC/SNF Staff](#)
- [OB Nurse/Staff](#)
- [Oncology Staff](#)
- [Perioperative Staff](#)
- [Pharmacy: Ambulatory](#)
- [Pharmacy: Inpatient](#)
- [Radiology Staff](#)
- [Transplant Coordinator](#)
- [Transplant Support Staff](#)

Non-Clinician/Staff Companions

Note: Your **Companion** will show an Aug. 15 date, the original date for this **Update**.

- [Billing: HB CBO Leader](#)
- [Billing: HB CBO Staff](#)
- [Billing: PB CBO Leaders](#)
- [Billing: PB CBO Staff](#)
- [Billing: SBO Leaders](#)
- [Billing: SBO Staff](#)
- [HIM: Coders/CDI](#)
- [HIM: Deficiency Tracking](#)
- [HIM: Identity](#)
- [HIM: Leaders](#)
- [HIM: ROI](#)
- [Patient Access Staff](#)
- [Perioperative Staff](#)
- [Scheduling/Front Desk](#)
- [Transplant Support Staff](#)

For Everyone

Specimen Scanning Completes 14-Month Systemwide Rollout

HMWB Successfully Launched Oct. 18

[Specimen Scanning](#) launched at HMWB on **Monday, Oct. 18**, completing a 14-month systemwide rollout involving over 12,000 nurses and other clinicians who care for our patients.

"Houston Methodist's goal is to be the world's safest hospital," said Vicki Brownell, chief nursing officer for HMW/HMCCH and executive sponsor. "This initiative, and others like it, are all in pursuit of this goal."

"Labeling specimens has the potential for human error, but incorporating this technology greatly reduces the chance that a specimen will be misidentified. Lab, IT and our clinical personnel



have worked diligently to roll out this important tool to help keep our patients safe."

The numbers tell the story, as shown below. This tally includes Monday's HMWB launch, with nearly 370 lab label printers installed and close to 2,299 specimens scanned - in just the first three days.

Since the first launch in August 2020:

- 12,553 nurses and clinicians have been trained and are using this technology.
- Over 2.5 million specimens scanned.
- 1,743 lab label printers installed.

"This is another significant milestone for patient safety, as HMWB concludes the parade of HM facilities that are already live with this crucial workflow technology," said Dr. Ghalib Abbasi, PharmD, MS, MBA, HM system director of pharmacy informatics.

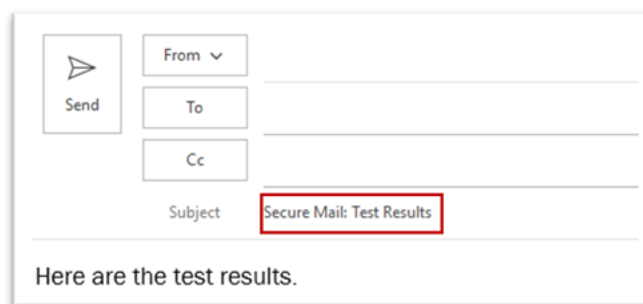
For more information: Visit it.houstonmethodist.org/specimenscanning for tip sheets and easy-to-follow quick-start guides.

For Everyone

HM Policy: Secure Confidential Emails

If you are emailing confidential patient, employee or financial/business data, it must be **Secure**. To do this, type the words **Secure Mail** in the email **Subject** line. HM policy mandates this as per [System IM01 Acceptable Use of Computing Resources \(31145_4\)](#).

Note: After typing **Secure Mail** in the email **Subject** line, you may add more information in the Subject line to give the email further context.



The image shows a screenshot of an email composition window. On the left is a 'Send' button with a right-pointing arrow. To its right are three dropdown menus labeled 'From', 'To', and 'Cc'. Below these is a 'Subject' label followed by a text input field containing 'Secure Mail: Test Results', which is highlighted with a red rectangular border. At the bottom of the window, the text 'Here are the test results.' is displayed.

Example of what a recipient outside of HM will see:



This is a secure message.

[Click here to view your secure message](#) within one week of delivery, if past the one week window please use the html attachment. NOTE : If you see the error "The message you requested is not yet or no longer available on the server. Please try again or open the attachment to read your message." please wait a couple of minutes before trying the link, it can sometimes take up to five minutes after the message was delivered to become available via the web link.

[More info](#)

For HMB, HMSL, HMTW and HMWB PerfectServe Care Team Users PerfectServe Care Team Enhancements

Effective Today

PerfectServe Care Team has been enhanced with these new features:

Desktop notifications: Select to receive desktop notifications for **PerfectServe** messages (supported browsers: **Chrome, Firefox, Edge, Safari, Chromium**-based).

The screenshot displays a desktop notification prompt from PerfectServe. The notification asks, "Would you like to enable desktop notifications for PerfectServe messages?" and provides two buttons: "No Thanks" and "Yes Please". Below the notification, the PerfectServe Care Team interface is visible. The interface includes a header with the PerfectServe logo, "Care Team", and "Conversations" with a dropdown menu for "Lee, Lemon". A sidebar on the left shows a list of messages with details such as sender, recipient, and time. The main content area shows a conversation with "Charge Nurse - 2 North" regarding patient "Smith, Simon". A desktop notification from Google Chrome is also visible at the bottom right, stating "PerfectServe CareTeam" and "You have a new message from PerfectServe".

Your callback number: When you login to **Care Team** at the beginning of your shift, you'll be prompted to confirm/update your phone number. This number auto-populates as your callback number for any messages you create.

Change your callback number: If you're sending a message and need to indicate a different callback number, you can change it manually. This will only change the callback number for that message (helpful for unit admin assistants (UAAs) who send out messages on behalf of colleagues). Any other messages you send will default to the number you confirmed when signing on, at the beginning of your shift.

perfectserve. Care Team

New Conversation

To: Smith, Chris, MD

Patient: Salazar, Maria

Message: Callback Number *
(555) 555-5555 x

Sender's First Name
James

Sender's Last Name
Toomey

Patient First Name
Maria

Patient Last Name
Salazar

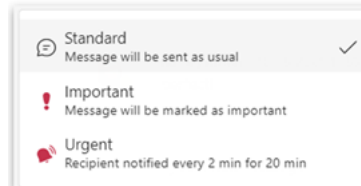
Reason *

For Everyone

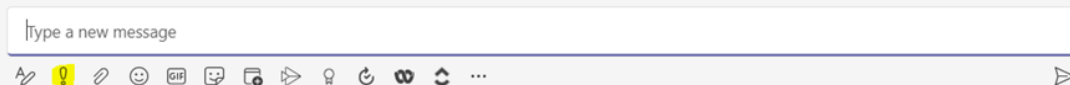
Teams Tip: Set Instant Message Urgency

Instant messages (IMs) sent through Teams can be sent with various levels of urgency.

- **Standard (the default):** Normal level of importance.
- **Important!:** Displays **IMPORTANT!** above the message.
- **Urgent!:** Displays **URGENT!** and an **alarm** icon above the message, notifies the recipient every two minutes for 20 minutes about the IM and emails the recipient with the urgent message.



To change your IM urgency, click the **exclamation mark** below the chatbox.



For SPG/PCG Providers and Clinical Staff

Caregility MyChart Video Visit: Tips and Tricks

If you've experienced any issues with your **MyChart** video visits, check out [these tips and tricks](#). They'll help you quickly resolve common issues, like connection, audio, video and more.

For IP Providers and Nurses

Vidyo Telerounding and Video Consult Platform Replaced

Effective Monday, Oct. 25

Effective Monday, Oct. 25, our current telerounding and video consult platform, Vidyo, will be removed from telerounding iPads and no longer available. If you currently use Vidyo and need a login, complete [this form](#).

For new use case requests, email virtualcare@houstonmethodist.org. Be sure to include your department, estimated visit volumes and other details that will help us identify the correct replacement.

A broader telerounding rollout is anticipated in the future. Meanwhile, the Virtual Medicine Department will do their best to support replacement requests.

Join Tech Tuesdays – HM's Weekly Microsoft Training from 1-2 p.m.

At next week's session on Tuesday, Oct. 26, take an advanced course on SharePoint. Learn about sharing and permissions, workflow management and the components for building effective team sites.

Click [here](#) for training details and links.



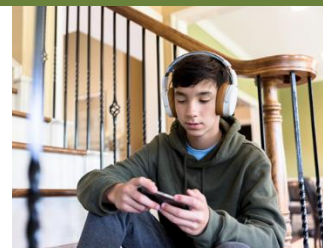
Security Matters

For Parents and Guardians

Teaching Kids About Internet Safety

Cybersecurity Awareness Series

The internet can be a fun place for kids to play games and chat with their friends, but kids may not be aware of cyberbullying and online predators. If you're a parent or guardian, talk to your kids about online safety. Keep in mind, online dangers are not



just limited to bad websites – chat rooms, games and social media sites can also pose a threat.

Teach your kids about online safety:

- **Instill the importance of keeping personal information private.** If criminals gain access to this information, they can use it to harm you or your family.
- **Teach them how to use social networking sites safely.** A good rule of thumb - only post something online if they're comfortable with everyone in the world seeing it.
- **Have them come to you first if they get into trouble online.** Keep in mind that your kids could accidentally encounter a bad site, even if they're doing everything right.

For more information and a tutorial for parents, visit GCFGlobal.org.

Provider News

For Providers

Epic Update This Sunday, Oct. 24

Make Sure You're Prepared



To prepare for the **Oct. 24 Epic Update**, be sure to review your **Update Companion** (links below). You can also view your **Companion** by visiting the Learning Home (press **F1** while in Epic).

Provider Companions

Note: Your **Companion** will show an Aug. 15 date, the original date for this **Update**.

- [Ambulatory](#)
- [Anesthesia](#)
- [Cardiologist](#)
- [ED MD](#)
- [Inpatient Surgeon, Physician, PA, NP](#)
- [Obstetrician](#)
- [Oncologist](#)
- [Provider Solutions \(Epic Mobile Apps\)](#)
- [Radiologist](#)

For All Providers

Physician Connect and Physician Site

PHYSICIAN CONNECT All Providers



Click [here](#) for the September issue of *Physician Connect* or visit it.houstonmethodist.org/physicians for important updates and tools.

Launch Alerts

For HMWB Specimen Scanning Users

Complete Brief Online Survey

If you were part of the HMWB Specimen Scanning launch on **Monday, Oct. 18**, please take a minute to complete a brief survey by clicking [here](#). Your feedback helps us improve our support for you, and all responses are anonymous.

For Inpatient Providers and Med/Surg and ICU Nurses

Epic Deterioration Index Replacing Rothman for Early Detection of At-Risk Patients

Effective Sunday, Oct. 24

On **Sunday, Oct. 24**, the new **Epic Deterioration Index (EDI)** will be available for early detection and intervention of at-risk patients by inpatient providers and med/surg and ICU nurses. A thorough HM evaluation found the **EDI** statistically equivalent to the **Rothman Index**, while providing clear, easy-to-understand deterioration scoring.

Early detection of patient deterioration can improve accuracy of at-risk patient identification and faster decision-making, leading to improved patient outcomes. Every 15 minutes, the EDI updates a color-coded numerical score, which appears on nurses' **Overview Summary Report** and through an icon on the **Brain** activity. Providers can view the score on the **Summary Report**. The score will also be available on Epic monitor display boards, or providers and nurses can add a **Deterioration Index** column on the **Patient List**.

For more information:

- **Providers:** View a brief training video at it.houstonmethodist.org/edi-provider-video.
- **Inpatient Nurses:** Training is required and assigned in LMS (**Epic CLN5000 Epic Deterioration Index (EDI)**, course #1600009).

For HMB and HMCL HIM Departments

Solarity Fax and Scanning Automation Launch: Monday, Oct. 25

The Solarity automated faxing and scanning system is launching **Monday, Oct. 25** for HMB and HMCL HIM departments. The new system will improve patient safety by making incoming patient information available in Epic sooner – in compliance with HIMSS Stage 7 requirements. It will also reduce the risk of errors when manually scanning and filing paperwork. Solarity will automatically scan the documents. Now, staff can focus on improving the indexing system, making it easier to find documents.

For HMH Nurses

Register for IV Pump Integration Training, Complete Survey

Training Underway Now

IV Pump Integration with Epic launches at HMH **Monday, Nov. 1 through Tuesday, Nov. 9**. If this impacts you, review the launch schedule and instructions to register for Epic IV Pump Integration training in LMS at it.houstonmethodist.org/ivpump. As of **Monday, Oct. 11**, only 51% of nurses have completed training.

Complete the pre-launch survey: To help us to determine opportunities for improvement and areas where additional training and awareness are needed, please [click here](#) to complete our pre-launch survey. It takes less than five minutes.

For more information or assistance with class registration, contact Connie Lauw (cmlauw@houstonmethodist.org) or Epic Training (epictraining@houstonmethodist.org).

For Epic Users and Everyone at HMB

HMSJ Department References Officially Change to HMB

Effective Sunday, Oct. 24

On Sunday, Oct. 24, department references to HMSJ, e.g., Epic department name, acronym, workqueue lists, reporting and census logs and cost centers will change to HMB. This is to align with the official hospital name. **Note:** because HMB falls alphabetically before HMSJ, look for HMB higher up in places like drop-down boxes, menus and catalogues.

The image shows two side-by-side screenshots from the Epic system. The left screenshot is a 'Sign In' screen with fields for Start (0700), End (1900), Contact # (444-555-6666), and a list of departments: HMB ICU, HMB 2 WEST, HMB 2 SOUTH, and HMB 2 EAST. The right screenshot shows 'Available Lists' under 'Current View' and 'View after Sunday, Oct. 24'. The 'Current View' shows HMSJ and its units (2 East, 2 North, 2 South, 2 West, 3 West Surg). The 'View after Sunday, Oct. 24' shows HMB and its units (2 East, 2 North, 2 South, 2 South - PILOT, 2 West).

Epic Updates

For HMCL Radiology, Inpatient Imaging Staff and Unit Managers

Epic Transport and Transport Mobile Go-Live

Effective 7 a.m. Sunday, Oct. 24



As of 7 a.m. Sunday, Oct. 24, Imaging Department staff will enter transport requests in Epic for inpatients with imaging appointments.

The HMCL radiology transporter will also manage transport requests from Rover, Epic's mobile app. With this tool, radiology transport staff can create, respond to, track and complete transport requests and print **Ticket to Ride** reports in Epic.

Note: These requests will also appear for the unit managers.

Bed#	Asst Dis	Status	Patient	Age	Dx	Attending	Prd	LOI	Hrs	RN	RN P	PCA	Info	Coi	Iso	Fal	Tel	Acc	Code	Sitt	Rei	Comments	RTM	BP	Assgd	Unit/Bec	Occ	T	Transport
0411-A			Himroibest, V...	3		ROBB		0h	4										Private										
0412-A			Hold: Retini																										
0413-A		C	Usa, Sally (F)	4	Chest	ROBB		7											Private										
0415-A			Orders, Tom	6	Chest	ROBB		7											Private										
0426-A		C	Influenza, V...	7	Chest	ALI, R		7											Private										InPrg (1m)
0427-A			Influenza, V...	7	Chest	ALI, R		7											Private										Pnd (1m)
0428-A			- Ready -																										

For HMB Bed Planning / OA Staff

Epic Transfer Center Module at HMB

Effective 7 a.m. Monday, Oct. 25

As of 7 a.m. Monday, Oct. 25, OA staff will enter requests for patients needing to get admitted or transferred to HMB from another hospital, free-standing emergency department or physician office through the **Epic Transfer Center**.

The screenshot displays the Epic Transfer Center interface. On the left, there is a 'Pending Requests' sidebar with a list of requests, including one for 'Hampton, Alberta' (63 yrs F, 02/02/1956) with a status of 'Inpatient Transfer' and 'Transfer - Incoming'. The main area shows the details for this request. At the top, it identifies the patient as 'Hampton, Alberta' (63 yrs F, 02/02/1956, MRN: 453180) and the request as 'Transfer - Incoming' with request # 8650. It also shows the 'Referring Facility' as 'ORANGE PARK HOSPITAL' and the 'Target Facility' as 'WI HARBOR BLUFF NORTH'. Below this, there are tabs for 'Initial Information', 'Location Selection', 'Clinical Information', 'Transportation Info', and 'Documents'. The 'Initial Information' tab is active, showing 'Request Type' as 'Transfer - Incoming', 'Referring Facility' as 'ORANGE PARK HOSPITAL', and 'Referred by' as 'Hobbes, Martha, MD' (123 Main Street MADISON, WI 53719). The 'Transfer Information' section includes options for 'EMTALA' (Emergency Transfer, STEMI, Stroke, Psych) and 'Inpatient Transfer'. The 'Inpatient Transfer' option is selected. Fields include 'Expected Arrival' (12/18/2019 4:30 PM), 'Transfer Reason' (Service Not Supported), 'Diagnosis' (Intracranial hemorrhaging), and 'Request Priority' (Low, Normal, High, Critical). On the right, there are fields for 'Requested Service' (Neurosurgery), 'Requested Patient Class' (Inpatient), 'Requested Level of Care', and 'Requested Destination'. At the bottom, there are 'Previous' and 'Next' navigation buttons.

For Floor Nurses

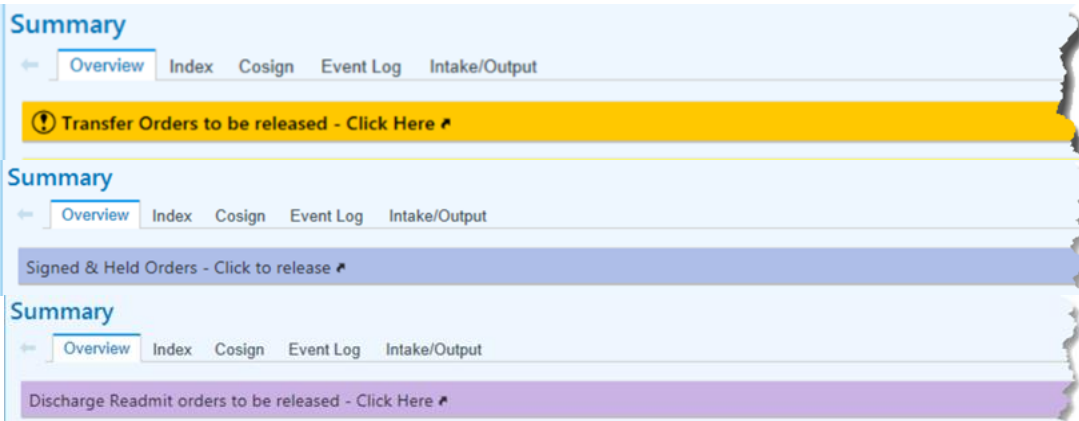
Signed & Held Orders Banners Enhanced

Effective Sunday, Oct. 24

Starting Sunday, Oct. 24, Signed & Held Orders banners will be enhanced, improving efficiency.

- Click the banner to open the **Order Release** screen.

- Banners currently displaying when a patient has **Signed & Held** orders will now show when there are orders for floor nurses to release.
- Instead of going to the **Orders** activity, simply click the banner to open the **Signed & Held** tab.



For Epic Users

Some Epic Functionality Unavailable

Now through 4 a.m. Sunday, Oct. 24

Some Epic functions will be unavailable, and no changes or enhancements can be made from **now through 4 a.m. on Sunday, Oct. 24.**

You'll still be able to work in Epic as usual, but you won't be able to:

- Apply filters in **Chart Review**.
- Create, edit and share **NoteWriter** macros, **SmartPhrases** and **SmartLinks**.
- Create and edit **In Basket QuickActions**.

For Manager/Directors

Prepare Your Staff for Epic Update

As a leader and sponsor, please help your staff understand the changes before the **Oct. 24 Epic Update**. To help you communicate with your team, role-specific materials are available to share during meetings, huddles and rounding.

Huddle Notes: <https://it.houstonmethodist.org/epicupdate-huddle/>

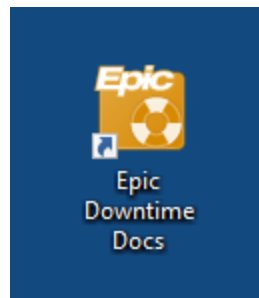
Meeting in a Box: <https://it.houstonmethodist.org/epicupdate-miab/>

In addition, encourage staff to review their full **Update Companion** and follow the guided activities in the Epic Playground. View the [Accessing the Epic Playground tip sheet](#) for help and a list of user IDs and passwords for all roles.

For Epic Users

Access Epic Downtime Resources Offline

Epic downtime resources, including the downtime procedure manual, order sets and pharmacy DoseEdge documents, are now available offline, so you can access these critical resources when the internet/intranet is down. These synced, offline copies are available on any designated Downtime (BCA) workstation desktop in the **Epic Downtime Docs** folder.



Planned Downtimes or Maintenances

If you experience issues during a planned maintenance, including missing computer icons or shared drives, please be patient and restart your computer. To ensure minimal impact, save your work often, before and during any planned maintenance.

For Epic Users

Epic Downtime

2 to 4 a.m. Sunday, Oct. 24

In preparation for the Update, Epic will experience a planned downtime **2-4 a.m. Sunday, Oct. 24**. During the downtime, access **Epic Read-Only**.

Note: Data in **Epic Read-Only** is current until the downtime begins. You can't document or place orders in **Epic Read-Only**. For more details, review the [Planned Downtime Instructions](#).

QSight	10 p.m.–midnight Thursday, Oct. 21 10 p.m.–midnight Tuesday, Oct. 26
	Be prepared for intermittent or no access. Follow your department's standard downtime procedures.
LMS	11 p.m. Saturday, Oct. 23 to 6 a.m. Sunday, Oct. 24
	LMS won't be available due to maintenance.
ProVation MD	9 p.m. Friday, Oct. 29 to 2 a.m. Saturday, Oct. 30

Nursing managers and nursing staff: Make sure emergency endo carts are stocked and ready for use during the downtime.

Reminders

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

For Apple Users

New: Apple Critical iOS 15.0.2 Update

For Everyone

iPhone Bug May Cause Calendar Invite Issues

For Everyone

Safe Holiday Shopping

For Providers

Reminder: Haiku/Canto 9.7 Required Before Oct. 24

For Nursing Staff and Leadership at Participating HMB Departments and HMB Central Staffing Office

LaborWorkx Pilots Open Shift Notification Feature

For ED and Inpatient Nurses

New Epic Best Practice Advisory (BPA): Measles, Mumps or Polio Screening for Patients Recently in Afghanistan

For Inpatient Clinicians

Reminder: Create and Use My Patient Lists

New Quick Reference Video Available

Ways to Reach IT

IT Help Desk Self Service

IT Help Desk: 832.667.5600

Physician Help Desk: 832.667.5555

helpdesk@houstonmethodist.org

it.houstonmethodist.org



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