

# **Frequently Asked Questions – HMH QGenda/Epic On-Call Finder**

## **Most Important Information for Providers and Office Staff**

### **1. What is the difference between QGenda and Epic On-Call Finder?**

QGenda is the digital software and Epic On-Call Finder is the tool that allows the QGenda schedules to show in Epic.

### **2. What is QGenda?**

QGenda is a digital, system-wide solution that centralizes physicians on-call schedules. Teams of providers can designate schedulers to digitally input call schedules into QGenda. The experience of a new provider requesting or responding to a consult is improved, as they can connect or be reached through a central resource. The information is updated in near real-time, which helps prevent misdirected phone calls.

### **3. How can I access QGenda?**

The QGenda call schedules can be accessed on Houston Methodist Epic using the On-Call Finder tool or accessed via the QGenda website: [app.qgenda.com/landingpage/hmcall](http://app.qgenda.com/landingpage/hmcall).

### **4. Do I need a Houston Methodist email to view the QGenda on call schedules?**

A HM email is only required for individuals that would like to view schedules on the web and do not have an account.

### **5. Who is responsible for entering schedules into QGenda?**

The physician leader of each schedule will be responsible for designating at least two points of contact/schedulers to keep the schedule up to date. It is recommended that at least one of these schedulers is an individual who can make changes outside of standard business hours if a call schedule needs to be changed without advance notice.

### **6. Do I need a Houston Methodist email to enter call schedules into QGenda?**

The internal QGenda team will set up QGenda accounts for each of the designated schedulers in your practice. Houston Methodist emails are preferred, but not required if the scheduler doesn't have one (e.g., private practice staff). The designated schedulers will access QGenda online to add or edit information.

### **7. How do I initiate getting my practice call schedule integrated with QGenda?**

Please reach out to [hmqgenda@houstonmethodist.org](mailto:hmqgenda@houstonmethodist.org) or submit a Physician IT Service Desk Ticket (832-667-5555) that mentions HMH and QGenda, and a member of the internal QGenda team will be in contact.

### **8. What is the process to get integrated with QGenda after I reach out?**

After receiving interest from a practice, the internal QGenda team will reach out to schedule an introductory call where the basics of QGenda and Epic On-Call Finder are reviewed in greater detail, any questions can be answered, and the provider workbook can be shared to prepare for the schedule being built in QGenda.

Another meeting will be scheduled two weeks later to review the submitted workbook and train your designated schedulers, maintaining the call schedule, on how to use QGenda or address any questions. After training, your team is ready for the next monthly go-live. The integration from QGenda to Epic On-Call Finder will be turned on, you will receive confirmation screenshots, and with your validation, the schedule will stay live!

### **9. Should I prepare any information ahead of the initial meeting with the internal QGenda team?**

Groups that collect the following information for each provider will be best positioned for a quick integration process. Please include a request for the provider and schedule information workbook in your initial email, and the team would be happy to provide it ahead of time.

- Each provider's NPI, name & role (e.g., attending, fellow, resident, APP)
- Each provider's contact information (e.g., cell phone, office phone, answering service)
- Practice's preferred order of contact methods (e.g., cell phone first, then office phone)
- Practice's details about the shifts that should be built on the call schedule (e.g., shift type, times)
- Escalation pathways with contact information

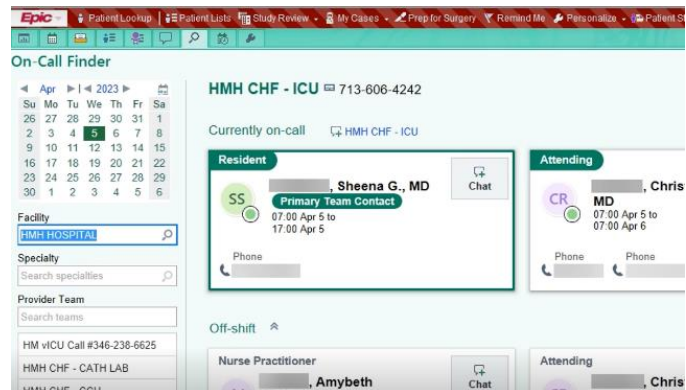
## Additional Information

### 10. What is Epic On-Call Finder?

Epic On-Call Finder is a solution that allows call schedules input into QGenda to be accessed by physicians without having to exit Epic. This streamlines access to call schedules, and it maintains the benefit of QGenda that each call schedule allows for customization in content while maintaining a standard format.

There are key components to Epic On-Call Finder:

1. Team Comment – tiles highlighting who is currently on-call, and a section for off-shift providers (those that recently completed an on-call shift). This space allows for department-specific instructions for navigating the listings of who is on call below.
2. Provider Name & Role – for provider on call
3. Contact Information – for each provider listed
4. Escalation pathways – if no response
5. Secure Chat button – quickly send a secure message to on-call providers or teams



### 11. How are the call schedules labeled, so I can easily search for a service or provider group?

Each call schedule follows a standard naming convention with three pieces: 1) HM Campus 2) Service and 3) Type of Schedule (ED No-Doc or a specific consult practice). Examples include “HMH Cardiology\_ED No-Doc” or “HMH Cardiology\_SPG”.

### 12. Who can be listed on a QGenda on call schedule?

QGenda can adapt to the needs of your practice’s call schedule. Additional roles can be added to accommodate residents, fellows, attendings, APPs or any other role that is necessary to accurately share your call schedule. The provider tiles in Epic On-Call Finder contain provider role labels.

### 13. Who will be able to use the QGenda contact information listed?

QGenda is intended to support physician-to-physician communication. Patients will not have access to these call schedules.

### 14. Do I need to change the way I set up my call schedule?

QGenda’s goal is not to change the fundamental elements of call schedules or how providers are contacted. It is highly adaptable to a wide variety of call schedule formats, and the QGenda team is happy to work with you on finding a solution that maintains elements that work well for your team.

### 15. What should I do if the on-call provider is non-responsive, or I think the information is incorrect?

Houston Methodist in the process of introducing a standard escalation pathway to for all call schedules that includes the medical director, chair, and CQO associated with each call schedule. This pathway will be listed in the Team Comment of each schedule, and it would help ensure that patients are able to get care as quickly as reasonably possible. You can list multiple providers in QGenda/Epic On-Call Finder to be called before escalating to the division director (e.g., the first call can be a resident, second call can be a fellow and third call could be an attending).

#### Standard escalation pathway example:

*“If there is no response from the provider(s) listed after 30 minutes, please escalate to Division Chief, Dr. \_\_\_\_\_ at XXX-XXX-XXXX. If there is no response at this level within 15 minutes, please escalate to the Department Chair, Dr. \_\_\_\_\_ at XXX-XXX-XXXX. If there is still no response at this level within 15 minutes, please escalate to the Chief Quality Officer, Dr. \_\_\_\_\_ at XXX-XXX-XXXX.”*

### 15. Where can I go for additional information or resources?

Please visit [it.houstonmethodist.org/qgenda](https://www.houstonmethodist.org/qgenda).