Top Issues

1. **Multiple Glucometer Issues** – When scanning, scan the long barcode. Our training team is creating education on how to troubleshoot.
2. **HPF or MPF Mapping** – Converted previous barcodes into Epic, validating today.
3. **Provider Note issue in ASAP** – not pulling in all the items. This is a workflow issue, there is education being uploaded on your LHD.
4. **Shared Provider List** - providers are trying to share their patient’s lists and when they try to share they share all patients (historically). We are working on this function.
5. **Rover Issues** – All technical issues are fixed. Please refer to your LHD for tip sheets on Rover.
6. **Accudose Dispensing** – working the error queues.
7. **Lab Labels Printing** – Tip Sheet posted for troubleshooting.
8. **General Education** – working on creating education and tip sheets for all users.

Service Desk Incidents

As of 1/11/16, 7 AM

Total Tickets Opened Since Go-Live: 2800
Total Open Tickets: 800
Average Call Time: 6:17 minutes

If you have a critical issue PLEASE call in the ticket

Tip Sheets

Updated Tip Sheets continue to be published on the Learning Home Dashboard page (LHD).

Miners “surviving” the go live!

Great job to everyone!
Warren’s Go-Live!
“...The positive attitude and patience of our staff and our Physicians and the understanding of our patients all contributed to the momentum built for the rest of our conversion process...”

Scott Wolfe
President of Warren Hospital

Tip Sheets and Other Information

The team continues to receive and work the important Epic questions from our users. As work-arounds or resolutions are developed, the tip sheets are posted to the Learning Home Dashboard (LHD). It is the one central location where users will always have access to the latest Epic information, role-specific tip sheets, and quick start guides.

New Tip Sheets on LHD:
- Bar Code Scanning Tips
- Adding Reports to the Summary
- Printing Work Around ADT Labels
- Printing Work Around for HP printer (label and wrist band issues)
- Troubleshooting Printing Issues - Labels
- Physicians assigning themselves to patient care-team: ED doctors and APPs.
- Documenting Override Pull Medications in Epic: Nurses
- View PACS Images Via Link in Chart Review: End-users who view images
- View Text-Based Results in Chart Review: End-users who view images
- Heparin Infusion Documentation: IP Nurse
- IV Heparin Order Sets: Physician
- Cancelling Incorrect Lab Orders: Patient Access
- Monitoring Packing Lists: Phlebotomist and Lab Tech
- Electrolyte Protocol: Nurses
- Mechanical Vent Workaround Tip Sheet
- Changing Patient Accommodation Code
- Legacy Insurance Registration – RTE Payor: All Registration Users
- Sepsis Alert: Nurses

Updated Tip Sheets on LHD:
- Barcoding for medication and patient identification: Barcode scanner users
- Rover (tap the plus sign): PCA and Nurse Managers
- Add-on Tests: Lab Techs
- Ordering Bloodwork
- Barcode Scanning Tips
- Printing Tip Sheet

Upcoming Tip Sheets (stay tuned!):
- Advanced Dashboard: Customizing workspace
- RT/Nurse Mechanical Vent Documentation workaround
- Ordering Cord Blood Correctly in Epic – on hold (Beaker team, confirming orders)
- Physicians finding discharged patients
- Numerical Census: Nurse Managers and Supervisors
- Sepsis bundle workflow/process: ED Physicians
- Physicians assigning themselves to patient care-team: Physicians

Calibrating Scanners
If you are recalibrating a scanner using the correct scanning tip sheet on the Learning Home Dashboard please make sure you give the scanner enough time to scan and calibrate. We are finding that when staff are calibrating the scanner it does not calibrate correctly when done fast.

Collecting Specimens (Beaker)
When collecting a specimen, staff will need to scan the patient’s bracelet. If the scanner does not work, in the pop-up, click the hyperlink and a window will open there you can manually enter the patient’s information.

Doing an add-on lab (Beaker)
Staff should call the lab and notify the team the specimen is on the way.
Super User Update

Super Users remember when you call in please reference your “Every Call, Every time” documents. In order to close a ticket quickly or analyst need Super Users and end users to fill out the incident with complete information.

When you call the intake team please provide them with the following:

1. Your Name = Super User / PTP Name
2. Staff Member who you are calling on Behalf Of
3. Staff Member’s call back number
4. Provide the campus you are calling from
5. Provide the department you are standing in where the user is located
6. Provide the floor and/or unit of the location of the user
7. Each PC is Labeled with a System ID – See Image

From inside of EAD:

1. Have the user Click on the Green question mark in the top right of the EAD screen
2. Ask them what it says for the Workstation ID “This also shows the EAD server that they are currently connected to as well"