Top Issues
(remained the same over night)

1. Charging Concerns – Miscellaneous charges issues: end times for infusion, delay in scanning of charts for ED and pharmacy.

2. External Coverage - import to decrease Registration Areas turnaround time. Expected release into Production in the evening. This will be resolved by this afternoon.

3. Miscellaneous Printing Issues – various printing issues across the network, looking for common issues. The Epic team has a war room working through each individual issue.

4. Acudose Dispensing - working the error queues.

5. Hematology Lab Analyser Issues – component mapping issue and results to the charts, defaulting to additional information.

6. Tip Sheets and Training How To’s – the command center is getting a lot of calls coming in about “how to’s” our training team is creating tip sheets to help with questions. Please read below on how to get to the tip sheets that apply to your job role.

7. Physical Therapy Issues – Recurring scheduled appointment creating a new HAR; ReDoc charge mapping issues. We have another war room for these issues.

8. Glucometer Scanner – POC not scanning our new epic bracelets. The ADT label printing issues has been resolved helping with this issue. We will not be mandating the rebanding of currently admitted patients. Only reband if the glucometer reading was not working prior to this fix.

IMPORTANT END-USER COMMUNICATION:

- The appropriate workflow will require there be occasional times that a patient is admitted from the ER to Inpatient but cannot be moved to the floor. This may cause overdue warnings on reports and should not be viewed as a cause to change the workflow. It is important to keep the workflow intact for billing purposes.

- Make sure staff understand the importance of releasing sign and held orders; orders will need to be released before they can be acted upon.

- I/Os need to be documented on every shift.

URGENT REMINDER

“IS Help Desk” email address will no longer be accepting requests for work tickets. Please call into the Help Desk at (484)-526-3338 option 4 to submit a work ticket.
Tip Sheets

New Tip Sheets on LHD:

- Heparin (Willow)
- Entering Pre-Operative Orders from Paper (Willow)
- Charge Poster One Time Supply and Implant (OpTime)
- Procedure Care Complete (OpTime)
- Charge One Time Supply and Implant (OpTime)
- How to Look Up Supplies and Implants (OpTime)
- Discharge Readmit Workflow (ClinDoc)
- Using your In Basket ED Providers (ASAP)
- Trauma Quick Tips on Workflow (ASAP)
- Trauma Evaluation Order Trauma (ASAP)
- Trauma Airway Note Documentation (ASAP)
- Direct Admit (Orders)
- Discharge /Readmit & Direct Admit (Orders)
- Charge Poster One Time Supply and Implant (OpTime)
- Procedure Care Complete (OpTime)
- How to Look Up Supplies & Implants (OpTime)
- I/O Flow Sheet Documentation (Clin Doc)
- Check in a Patient (CADENCE)
- Medicare Number for IME (Pre Encounter Center)
- PCA/PCEA and Medication Infusion Time Out
- Faxing for AP: AP users
- RN review of Home Medications (PTA): RNs
- Admitting a patient in APU: Unit Clerks
- Cancelling a Case: Surgical Staff
- Modify a Cases Length
- Bar CFaxing for AP: AP users
- RN review of Home Medications (PTA): RNs
- Admitting a patient in APU: Unit Clerks
- Cancelling a Case: Surgical Staff
- Modify a Cases Length
- 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

Updated Tip Sheets on LHD:

- Changing Patient Accommodation Code (Clin Doc)
- Monitoring Packing Lists (Beaker)
- Updated bar code scanning tips
- Bloodwork – New Collection (esp. AM Blood Draws)
- 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!):

- Legacy Insurance Registration – RTE Payor
- Cosign/Attest ED Provider
- Care Everywhere
- Physicians finding their discharged patients
- Advanced Dashboard: Customizing workspace
- I/O Flow Sheet Documentation
- In Basket ED Providers
- Trauma Workflow
- SmartList to pull Labs for Providers

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Trauma Workflow
SmartList to pull Labs for Providers
Things to Remember

URGENT END-USER TRAINING
PAT Staff Class added 1/13/16

WOWs
When WOW won’t power on, [Press CTRL-P] to reset.

Lab Order Drop Down Lists
Lab is spending a significant amount of time calling floors/PSCs to get correct lab tests ordered. They are seeing a large amount of tests being ordered incorrectly. In particular, they are seeing issues with APTT and PT ordering. Physicians are selecting the mixing studies instead of the regular test. Thyroid studies are impacted as well. Reminders to all staff that place orders: Before selecting a test, please verify it is the correct order. The tests may be in a different dropdown order in Epic than Horizon. Verify the correct test is in your preference list, don’t assume the correct test is listed by default. Doing these simple checks will help expedite the processing of lab work.

Outpatient Surgery H&P’s
- For outpatient surgeries, H&Ps will remain on paper and interval updates should be maintained on paper. The HIM team will scan the documents within 24 hours after discharge.
- For inpatient surgeries, H&Ps will be documented in Epic.

Cath Lab – Contrast Charges
Cath Lab should not be dropping charges for contrast in DMS, this needs to be done via the MAR.

Bethlehem starting day 5 off right with some positive vibes!