Top Issues

1. **Revenue Issues Overall** – variety of charging issues from various departments throughout the Network
2. **Acudose Dispensing & Pharmacy Charges** – put a group together to focus on these issues.
3. **Miscellaneous Printing Issues** – group focused on working through all printing issues through multiple Epic applications, such as Beaker & ClinDoc
4. **Missing ED Charts Resolving in Revenue Loss** - approximately half of the charts have been found; the other charts are in HEC and are unsigned.
5. **Lab Analyzer Issues** – the WAM analyzer fix was completed. We are still working through a few more issues with the lab analyzer.
7. **Transition of Care (TOC)** – not tasking SLPG staff which results in loss of revenue.
8. **Physician Billing for Pathology and Cardiology with SLPG**
9. **Profession Billing for Anesthesia Issues**

**IMPORTANT END-USER COMMUNICATION:**

- **SLPG accessing hospital census reports** - upon admission/discharge there will be a fax sent to the PCP office. This is how you go to get the census report.

- **Dragon Training for Providers.** We will be starting up our Dragon training courses on 1/25 at St. Luke’s Center. You can register for class through myelearning.com Please work with your practice administrators.

- **Clinical EAD 2.0** when you are leaving your workstation you MUST click on the red door. If you do not “red door out” of EAD it will cause issues when staff are transporting patients. (This is related to patient movement)

- **LAB PSC:** When sending Epic accessioned samples for Labcorp from a PSC, Please remember to send all specimens to your designated hospital campus using the campus temperature specific packing list. The hospital location will forward the tests to Labcorp via their designated account and the test orders will transmit electronically. PSC’s should not be placing accessioned specimens on a default packing list with a destination of Labcorp. Exception to this is Brown St Lab, they can send Epic accessioned samples directly to Labcorp using their assigned Labcorp packing list & account number.
Tip Sheet Update

New Tip Sheets on LHD:

- Infusions and Injections
- Lab Misc Charge WQ (Lab)
- Unit Charge Entry
- Mismatched Bed Accommodation Code and Updating
- Heparin (Willow)
- Entering Pre-Operative Orders from Paper (Willow)
- Charge Poster One Time Supply and Implant
- Procedure Care Complete (OpTime)
- Charge One Time Supply and Implant (OpTime)
- How to Look Up Supplies and Implants (OpTime)
- Discharge readmits Workflow (ClinDoc)
- Bar Code Scanning Tip (updated to reflect changes)
- Transferring a Patient
- 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
- Canceling 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
- Canceling a Case: Surgical Staff
- Modify a Cases Length
- Print a Copy of 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

Updated Tip Sheets on LHD:

- MEWS
- Legacy Insurance Registration – RTE Payor (Awaiting build & final review)
- Cosign/Attest ED Provider
- Care Everywhere
- Treatment Team Assignment for Trauma Providers
- Changing Patient Accommodation Code (ClinDoc)
- 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

Upcoming Tip Sheets (stay tuned!):

- SmartList to pull Labs for Providers ??
- Accudose PRN due times
- Expired Orders
- Reorder Button
- Timed out RTE Responses
- Using Patient Lists
- Using Worklists
- 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
- MEWS
- Lab Misc. Charge WQ (Lab)
- Patient movement OR to Floor
- Patient movement Floor to OR
- Accudose PRN due times
- Expired Orders
- Reorder Button
- Timed out RTE Responses
- Using Patient Lists
Julie Cordwell, Lab: “I really like the system and workflow”

Epic superstar! Her name is Lichimari Matias. She is a Phlebotomist working at the Saucon Valley Lab. Her grasp of checking in patients, registering those patients, collecting specimens, and receiving those specimens, is above outstanding! Please add her to your Epic success stories.