Top Issues
1. AP/OR Workflow issues – Education has gone out to the campuses as well as onsite at Bethlehem.

2. Willow & Beaker Ticket volume – Ticket volume remains high; the team is working in a war room and making progress.

3. Order Fields Blanking Out – Certain fields are not taking text when trying to type an order.

4. Multiple Registration Issues including billing to the wrong HAR – multiple application teams are working to correct errors on HARs that affect billing.

5. Missing Bed Charges – Nursing managers need to provide ADT the accommodation codes for missing bed charges. 8 new patients have been uncovered.

6. Willow Billing Queue – Billing errors in Willow are at 240. Willow team is working on clearing out.

7. Education and Training Tip Sheets – A lot of the calls coming into the service desk are regarding education on workflows. Tips sheets are continued to be created and distributed.

IMPORTANT END-USER COMMUNICATION:

PRN meds: when you pull the medication from the AcuDose it will place a Due Med time on your MAR. You must use this Due Med time for your documentation or you will receive an additional error message to click through when you give your medication. Please make sure to use this time for your documentation, it needed change the time within the admin window. This also sets an internal clock for associated alerts.

Codes and Rapid Responses: in acute care we will continue to document on paper, we must enter information into the narrator after the fact. There is a tip sheet with what is to be entered on the Learning Home Dashboard (Document Code Blue-Rapid Response). We must also remember to file a MEWS score at the same time.

Please be sure all ED Nurses are launching the Infusions and Injections section/calculator in the disposition navigator to complete IV stop times for accurate hospital billing for that service.

Epic Training Updates

To request training please contact EpicTraining@sluhn.org: Include your end user role to assist in identifying your training needs and a valid contact number.

For those attending Epic training, please report to St Luke’s Center at 1110 American Parkway, Allentown, PA, 18109. There will be no shuttle service available. Please park in the visitor parking lot.

*Please continue to have end users reference and become comfortable with the learning home dashboard. This is the main source of updates to tip sheets and postings for additional workflow knowledge.
New Tip Sheets on LHD:
See in bold the important new tip sheets!

Adding Reports to the Summary
Add on Case Printing
Admitting a patient in APU: Unit Clerks
Bar CFaxing for AP: AP users
Bar Code Scanning Tip (updated to reflect changes)
Canceling a Case: Surgical Staff
Capturing Pictures
Creating Accommodation Codes after Discharge
Charge One Time Supply and Implant (OpTime)
Charge Poster One Time Supply and Implant (ClinDoc)
Check in a Patient (CADENCE)
Choosing the Correct HAR
Cosign a Note with and Attestation
Daily Device Assessment Process
Daily Round Activity
Direct Admit (Orders)
Discharge /Readmit & Direct Admit (Orders)
Documenting Override Pull Medications in Epic: Nurses
Electronic Signatures and scanning
Entering Pre-Operative Orders from Paper (Willow)
Faxing for AP: AP users
Heparin (Willow)
How to Look Up Supplies and Implants (OpTime)
I/O Flow Sheet Documentation (ClinDoc)
Infusions and Injections
Lab Misc. Charge WQ (Lab)
Medicare Number for IME (Pre Encounter Center)
Micro Charging
Mismatched Bed Accommodation Code and Updating
Modify a Cases Length
OB Discharge from Triage
Payment Posting
Payment Refunds (ADT/Cadence)
PCP/PCPA and Medication Infusion Time Out
Physicians assigning themselves to patient care-team: ED doctors and APPs.
Placing Referral Orders
Printing Work around ADT Labels
Procedure Care Complete (OpTime)
Reprinting Receipts (ADT/Cadence)
Restrain Compliance
RN review of Home Medications (PTA): RNs
Scheduling and Collect the ABN
SLUHN Admit Patient in APU
Sign in and Sign Out (ED Tech)
Transferring a Patient
Trauma Airway Note Documentation (ASAP)
Trauma Evaluation Order Trauma (ASAP)
Troubleshooting Rover
Unit Charge Entry
Using your In Basket ED Providers (ASAP)

Updated Tip Sheets on LHD:
See in bold the important new tip sheets!

Add-on Tests: Lab Techs
AP Charging Codes
Barcode Scanning Tips
Barcoding for medication and patient identification: Barcode scanner users
Bloodwork – New Collection (esp. AM Blood Draws)
Care Everywhere
Changing Patient Accommodation Code (ClinDoc)
Cosign/Attest ED Provider
Crediting Lab Charges
Electrophoresis Professional Billing Charges
Lab Revenue Reconciliation
Legacy Insurance Registration – RTE Payer (Awaiting build & final review)
MEWS
Monitoring Packing Lists (Beaker)
Optime IR Cath Lab Appointment Workflow
Ordering Bloodwork
Patient Expiration in the OR
Resending Orders to Labcorp (Beaker)
Rover (tap the plus sign) PCA and Nurse Managers
Specimen Label and Requisition Printing and Specimen Collection (Optime)
Ticket to Ride
Treatment Team Assignment for Trauma Providers
Updated bar code scanning tips
Undoing an Accidental Discharge (ClinDoc)
Wound Vac. Documentation
View Only Internal Census Reports (View Only)