Top Issues
(Most issues are the same as yesterday. New issues in red)

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. Service Update in place to fix issue.

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.

6. **OR Tissue Tracking** – Tissue not scanning correctly, replacement scanners being distributed.

7. **Sporadic Acudose Issue** - (mostly APU area patients), patient account appears within AcuDose but profiled orders within Epic are not appearing for dispensing. Epic and Aesynt (Acudose) are aware and in communication on issue.

8. **Education and Training Tip Sheets** – A lot of the calls coming into the service desk is regarding education on workflows. Tips sheets are continued to be created and distribute
IMPORTANT END-USER COMMUNICATION:
(No new major end user communications today)

- **Surgeons/Residents/PAs**: H&P’s if it starts on paper, the update Interval is on paper. DO NOT create a “dummy” H&P and interval update in Epic if a paper document exists.

- **Surgeons**: All post op orders should be entered under Post Procedure phase of care, unless there is something specifically to be done in PACU (labs, X-rays, Ct scans, etc.), then only those specific orders should be entered under PACU only phase of care.

- **APU STAFF**: When patient’s arrive for IR or CATH LAB procedures the patient needs to be “ARRIVED” and “CHECKED IN” not admitted.

- **BLOOD ADMINISTRATION**: You MUST document that you “STOPPED THE INFUSION.” If the infusion isn’t stopped within 24 hours you can’t stop it EVER & SLUHN can’t bill for it!

- **AMA Discharge**: USE PAPER PROCESS & Try to complete Medication Reconciliation and AVS to give to patient. Document narrative entries appropriately & Mark discharge “Left against medical advice”.

- **WOUND VAC**: In the Flowsheet under I/O Tab a drain needs to be added for the Wound Vac (See attached Quick Start Guide on LHD for IP Nurse & Tip Sheet for OR Wound Vac)

- **REMINDER**: No need to put in a WORK ORDER FOR MARK FOR MERGE/CHART CORRECTION. Please use these features in Epic (See attached Tip Sheets)

- **BEAKER**
  - When collecting or registering clinical lab or AP lab specimens, it is **extremely important** to remember to enter the collection information.
    1. When performing a collection this information is automatically entered when you scan the label. Do not remove it.
    2. If you are entering order in Requisition Entry, be sure to add the collection information after selecting the create button to create a specimen ID.
    3. If you are receiving specimens, make sure you call the appropriate area and add the collection information if it is missing.

  - When collection information in not entered specimen processing cannot continue!
    1. The results are held on the analyzers and must be manually released out of a queue.
    2. Results cannot be released to Allscripts without this info in Epic.
    3. Specimens cannot be sent to reference labs for further processing.
    4. Cases cannot be signed out.

- **EPIC TRAINING**
  - Please continues 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.
  - 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.

- Total of 86 work tickets resolved.

- If end-users need Epic support and are unable to find a internal Super User or PTP Super User or if you are one the sites with On Call Super User support, please contact the Help Desk at 484-526-3338.
**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
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)
PCA/PCeA 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)**
Restraint 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)