FAQs & Tip Sheets

Will I be able to print to any printer when using Epic?

You will not be able to print to any printer when we go live with Epic. This is for security purposes since some information we print has patient information on it. You will only be able to print to default printers.

Default printers were chosen and validated through an extensive process with direct involvement from department management and leadership.

Tip Sheets:

Printing in Epic
Printing concerns can be a common issue at go live. Please read over the printing tip sheet to help you during go-live.

New Naming Conventions
In order to ease your way St. Luke’s implemented new naming conventions please read the attached tip sheet.

Finding Recipients for Consults
Typically you will be able to search for and add a recipient of a consult just by entering a few letters and searching the To: field in the consult window. However, you if you do not find the provider you would expect at first you will have to complete a few extra steps to expand the search.

Star Login After Go-Live
Please read the tip sheet that is attached.

Quick Take!
We have been live on Epic since 6:55am this morning!
Congratulations to the Epic & IT Team along with staff from Operations!

Super User Update

• Make sure you are checking your email for information.
• Pick up your vests and pins at your Super User Check-In Area

3 Things to Remember During Go-Live
1. Stay Calm
2. If you are having trouble with your workflow in Epic reference your Epic Dashboard where you will find tip sheets that relate to your job.
3. If you encounter an issue in the system find a Super User to help you. (they are in blue & orange vests)

Top Issues at Go Live
1. Glucometer is not scanning patient ID bands
2. Rovers are experiencing issues but HelpDesk is working on it
3. Lab Label Printing