**The following is being sent to you on behalf of Dr. Eric Alper, Vice President/Chief Clinical Informatics Officer.**

We will continue to divide Insight for Providers into sections for easier access to the information that will be most helpful to you.

**All Providers**

**Ambulatory Providers**

**Inpatient Providers**

**TO DO**

- If you have an Epic question, call the Clinical Help Desk (x48800, option 2). These are highly-trained Epic workflow experts.

**ENHANCE YOUR EPIC UNDERSTANDING AND ABILITIES**

- Enroll in **Epic THRIVE training**. Attend the appropriate 90-minute session for your specialty (see below) to learn tips and tricks that will increase your efficiency.
  - Ambulatory
  - Inpatient
  - Emergency Department
  - Anesthesia

Epic THRIVE training will be taught by staff from Epic on **Wednesday, February 28 through Friday, March 2** at various UMass Memorial training locations. To view the schedule and sign up, click [here](#). Space is limited; please sign up soon. This information, along with more specific details about what is covered in the classes, is available on the **For Providers** page of IS/Epic Central.

- Attend an **Epic Reporting Workshop**. These workshops occur on the first and third Wednesdays of the month from February 7 through April 18 and can be attended via WebEx or in person at 100 Front Street, room 231. To learn more about these workshops and view the schedule, visit the **Reporting and Analytics** page on IS/Epic Central.

- Attend an **Epic Provider Webinar**. Please see the **For Providers** page of IS/Epic Central for upcoming sessions and previous recordings.

- **Efficiency Tips!** Review the **It’s Possible videos** on Epic Central. These short 1-5 minute videos provide easy ways to increase your efficiency.
  - **Chart Search** is like Google for Epic. Utilize it to quickly search the patient’s chart.
  - **Preference Lists** allow you to save orders, charges, etc. Utilize them to select your commonly-used orders.

**FOR ALL PROVIDERS TO KNOW**

- The Medication Warnings Workgroup, an interdisciplinary subgroup representing the Emergency Department, Inpatient, and Ambulatory settings is working to reduce alert fatigue and ensure that only the most important medication warnings are firing at the appropriate time so prescribers can order medications safely and effectively. This group has already cut down on alerts by 26% since go live. While the group
actively works on improving the medication warnings, please submit a ticket to ServiceNow if you experience an alert that doesn’t improve patient care.

- Nursing and other staff will no longer have the ability to **reprint prescriptions**. If a prescription needs to be reprinted, the physician will need to reprint the script. ePrescribing of medications (including controlled substances) should minimize the need for prescription reprinting.

- Planning for the **Epic Double Upgrade** to versions 2017 and 2018 has begun. More information on Epic Central. Anticipated go-live date is November 3, 2018.

- **Dragon Upgrade**: we will be upgrading to the newest version of Dragon in early April. This will resolve many issues where Epic crashes when Dragon is open. This upgrade is slightly delayed as Nuance released a newer version. For more information on the upgrade and how to better utilize Dragon (use commands, personalize Dragon to your needs), watch this [Webinar recording](#).

- **Community HELP** is now available to caregivers under Clinical Resources and Epic WebLinks (ED). To provide dignity and respect to everyone with a human need or service, Community HELP provides zip code or keyword service listings to print or, with verbal consent, electronically connect caregivers and patients to free or reduced cost services including food, housing, legal aid and job training. This tool will be available to patients via [www.CommunityHELP.net](http://www.CommunityHELP.net) as of March 1. To learn more or arrange caregiver training, please contact Chris Cernak at [Christine.cernak@umassmemorial.org](mailto:Christine.cernak@umassmemorial.org) or Kayla Mantegazza at [Kayla.mantegazza@umassmemorial.org](mailto:Kayla.mantegazza@umassmemorial.org).

In order to better coordinate care across Central Massachusetts, UMass Memorial is offering **Epic Community Connect** to independent physicians for use in their private offices. The first practice will go live on March 1.

- Tip: **Doximity Dialer**: If you are call patients from your personal device, utilize Doximity Dialer to display your office number instead of your personal number. More information about this free phone application [here](#).

- Post Go-Live Visit 2 is scheduled for the week of March 19. The [survey](#) should be completed by March 11. You can view the survey results and summary reports from Post Go-Live Visit 1 by going to the Post Go-Live Visits page on IS/Epic Central.

**WHAT AMBULATORY PROVIDERS SHOULD KNOW**

- For safe medication practice, appropriate documentation and charging of medications in the ambulatory setting, the physician, NP or PA must place an order for and document administration of the medication. **Medication charges are triggered from documented medication administration, not from the dispense from the Pyxis machine.** Please refer to the PowerPoint presentation and Job Aids [here](#).

- The new Opioid legislation requires that an opioid prescription include language that the patient may choose to partially fill the prescription. This **Partial Fill language for opioid prescriptions** now automatically populates in both electronic and printed scripts under “Notes to Pharmacy”.

- **Sort and Filter In Basket Results**: Review your In Basket result messages quicker with the Sort and Filter function. Located on the top right corner of your In Basket, this allows you to organize your result messages by categories like priority, ordered by me, result type, etc. See screenshot on the right.

- **Patient Education Videos**: assign educational videos to a patient’s myChart using the Assign Patient Questionnaire activity. Please refer to the Job Aid [here](#). Search and view all available videos [here](#).

- **Discontinued Medications**: When you discontinue an ambulatory medication in Epic, **this does not send a cancellation to the outside pharmacies**. If you discontinue a prescription, please contact the patient’s pharmacy to notify them of the change.
WHAT INPATIENT PROVIDERS SHOULD KNOW

- **Print Narcotic Prescriptions**: Print narcotic prescriptions (including tramadol, pregabalin, gabapentin) if a patient is going to SNF or Rehab. Identify where the medication printed or reprint the script in the medication tab in Chart Review:

![Chart Review Image]

- **Advance Care Planning**: Utilize the Advance Care Planning (ACP) Navigator to document patient’s capacity, medical decision makers, code status, and ACP notes. Access this navigator under the More tab or by clicking on the Code Status item in the patient’s header. Understand how code status function across encounters in Epic by reviewing the Job Aid [here](#).

SWAT TEAMS

A number of SWAT teams are diligently working to remove barriers and improve workflows in the following areas. To learn more, visit the [SWAT Teams](#) page on IS/Epic Central.

- Therapy Plans
- Ambulatory
- In Basket
- Endoscopy
- Labor and Delivery
- Blood Bank
- Revenue Cycle and Charge Capture (HealthAlliance-Clinton)
- Orthopedics
- Operating Rooms
- Patient Movement
- Radiology
- Marlborough
- Burbank (HealthAlliance-Clinton)

GOT A QUESTION?

If you have a question about Epic, please email [epicproject@umassmemorial.org](mailto:epicproject@umassmemorial.org) and/or visit IS/Epic Central at ummhcepiccentral.org.