

## October Epic Message for Managers at NYP-WC, NYPWD, NYP-LM, NYP-DHK and NYP-WC-ACN

**Communication to all staff members is critical to the success of this project.** Each month, the EpicTogether team will release talking points with important information for management to discuss with their staff. The EpicTogether team thanks you for your help and support! If you have any questions about the information below, please email [EpicTogetherNYQuestions@nyp.org](mailto:EpicTogetherNYQuestions@nyp.org).

Last month we introduced [10 high level benefits of Epic](#). This month we will dive into two of those benefits.

### How will Epic improve Telemedicine?

Epic will streamline patient care by allowing providers access to the entirety of their patient's records, making care coordination much easier across the enterprise. In addition, video visits will be scheduled, conducted and documented in Epic. Currently, providers use different hardware for video functionality, and then document in the EMR, instead of having everything housed in one central place.

### How will our new patient portal, Connect, help patients?

After all go-lives, patients will use the Connect portal as the single source to access their records, appointments, and statements across all NYP, Columbia, Weill Cornell and NYP medical group sites.

Connect will give patients access to:

- Test results
- Online appointments
- Online bill payment
- Simpler communication with your provider's office
- A record of all appointments, emergency room visits, and inpatient stays
- After-visit summaries
- Telehealth services, including follow up video visits and virtual urgent care

### What is a Super User?

The Super Users' most critical role is providing at-the-elbow support for their team members during and after go-live. The Super Users will answer questions from their peers and work with the EpicTogether project team to resolve any issues. Super Users will be recruited starting in November 2019, in preparation for the go-live in October 2020, and will be engaged from August 2020 – November 2020.

### When will staff be trained?

Staff members who have been selected as a Super User for their department will attend training between August 3, 2020 and September 8, 2020. Those who have not been identified a Super User will attend training between September 8, 2020 and October 30, 2020. Training may include eLearning and classroom sessions.

### For More Information

Please visit [www.EpicTogetherNY.org](http://www.EpicTogetherNY.org) for more information about the project including timelines, testimonials, and additional FAQs.