

NYPH Patient Experience Helpful Resources for Epic Go-Live

Say This, Not That is a resource designed to help you and your team with patient interactions during the Epic go-live. Learn how to speak to potential challenges in a way that instills confidence.

Helpful tip: Have a couple go-to phrases ready before go live, practice sharing this line with a colleague. For example, *“I am sorry about the wait. We are upgrading our medical record system to be one of the very best. We are on a bit of a learning curve, thank you for your patience with us.”*

How can I access this resource?

Say This, Not That is available on the **Patient Experience Academy App**. Download the app from the [apps @ work store](#). You can download a PDF of the document and share the training with colleagues and staff.

Service Recovery Materials from the NYP Store are currently available. Place orders for recovery items now, as these items may take up to 5 days to be delivered.

Please note: If you currently have access to the NYP store please log in as normal. If you are a new user, click “New User Click Here” and complete the required fields.

On-going Support will be available to you throughout the go-live period. Both Patient Services (PSA) and Patient Experience teams will be rounding throughout the enterprise to help support patients, families and staff during the go-live.

Please note: For additional service recovery support during go-live, contact the command center (TBD) and a team member will be dispatched to your area. In instances when additional service recovery or support is needed, please contact PSA or the AOC:

NYP-Allen PSA: 212-932-4321 / Administrator: 212-932-4322

NYP-Morgan Stanley Children’s PSA: 212-305-5904 / AOC: 212-305-2323

NYP-Columbia PSA: 212-305-5904 / AOC: 212-305-2323

Other Helpful Resources and links can be found at the PCF home page under the January 17 here:

<https://infonet.nyp.org/PPF/Pages/patientcenteredfriday.aspx>

Including:

1. Say This, Not That (PDF)
2. Epic Together webpage FAQ link <https://epictogetherny.org/Pages/FAQ.aspx>
3. Epic FAQ sheet (PDF)
4. NYP Store webpage link <https://nyppromo.orders.com/store/home>