

November Epic Message for Managers at NYP-CU, NYP-MSCH, NYP-AH, NYP-CU ACN

The EpicTogether team thanks you for your hard work and support! If you have any questions about the information below, please email EpicTogetherUpdate@nyp.org. The EpicTogether team is distributing important information for management to discuss with their staff. Please review relevant information with your employees.

What is happening?

As the EpicTogether project transitions out of support for Go-Live 2, there will be an increased focus on optimizing the system for users.

What you can look forward to?

Optimization requests will be reviewed by the governance team for approval and prioritization based on available capacity. Timelines will vary—high priority items may be processed in a matter of days, less time-sensitive items in weeks.

For example, the Neurology Service Line requested the ability to view orders history by order set, since this information is needed to document compliance with stroke center metrics. The request was approved by clinical governance and went live in the system approximately two weeks after the request was submitted.

To submit requests for clinical content optimization (e.g. notes, order sets, alerts, etc.) use the portal link [here](#).

Who to contact with Questions/Feedback:

We encourage staff to use the [ServiceNow Epic portal](#) to submit issues (tickets) or requests for reporting, revenue cycle, and other non-clinical content.

Columbia employees may call CUMC IT at 212-305-4357 option 1 (or 5-Help option 1 from a university computer). Callers can select option 1, which connects to the ASG (Epic Help Desk). NYP employees may call 212-746-4357 or 4-HELP (from NYP phones).

For more information:

Please visit www.EpicTogetherNY.org for more information and additional FAQs.