

## August 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](mailto: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?

The west campus has been successfully live on Epic for six months, thanks to your hard work and commitment. The EpicTogether team has been preparing for an Epic upgrade and has shared the following information below. Please check the Infonet for updates and more information [here](#).

### Epic Upgrade August 8, 2020, from 1 a.m. through 3 a.m.

A routine Epic upgrade will take place August 8, 2020, from 1 a.m. through 3 a.m. Although full documentation mode will not be available during this time, **all data will still be available in a read-only mode** via the Hyperspace Epic Read Only icon.



Epic Read Only

### How this will affect you:

We will be utilizing a “transparent upgrade” process to reduce the duration of the downtime on August 8, 2020. The transparent upgrade will begin on the night of August 3, 2020, at 7 p.m. and will be in effect until the upgrade concludes on August 8 at 3 a.m.

During the transparent upgrade, a small amount of functionality will be unavailable to be edited and/or created. You will still be able to use any items that have already been created, you just will not be able to change or create new ones during the transparent upgrade.

Actions that will be temporarily unavailable:

- Creating/Editing filters for Chart Review
- Creating/Editing filters for Workqueues
- Creating/Editing In Basket QuickActions
- Creating/Editing/Sharing SmartPhrases
- Creating/Editing/Sharing NoteWriter Macros

All other workflows will remain unchanged and continue to function as normal.

### Important Information at Your Fingertips:

The Learning Home Dashboard is built into Epic and allows you to learn independently. Announcements, Quick Start Guides, Tip Sheets and other information can be found on the Learning Home Dashboard. Please take some time today to set it up using [step-by-step instructions](#).

Tip Sheets about enhanced functionality, available after the Epic upgrade completes, will be available [here](#).

### Who to contact with Questions/Feedback:

NYP employees may email [servicedesk@nyp.org](mailto:servicedesk@nyp.org) or call 212-746-4357 or 4-HELP (from NYP phones). Columbia employees may email [5help@cumc.columbia.edu](mailto:5help@cumc.columbia.edu) or call 5-HELP (from Columbia phones).

### For More Information

Please visit [www.EpicTogetherNY.org](http://www.EpicTogetherNY.org) for more information and additional FAQs.