

September Epic Message for Managers at NYP-LM

In preparation for the upcoming Epic go-live on October 2, 2020, the EpicTogether team is releasing important information to managers on a monthly basis. Communication to all staff members is critical to the success of this project. Please review relevant information with your employees, especially if they do not regularly check e-mail. **If you have any questions about the information below, please email EpicTogetherUpdate@nyp.org.**

What is happening?

We are in the final weeks counting down to the go-live! The EpicTogether team is pre-preparing for end user support, along with continuing to complete the milestones of the East Campus Cutover Plan.

Early Access - On September 14, 2020, all users at NYP Lower Manhattan will be given early access to the enterprise version of Epic. This early access will allow users to test their logins and validated that the correct templates have been assigned. Instructions can be found [here](#).

Technical Dress Rehearsal (TDR) for the NYP-LMH Epic Go-Live continues until September 18, 2020. These rehearsals allows the technical and application teams to verify all end user devices. Visit [here](#) for more information. **Please do not move any devices (e.g., workstations, printers, or scanners) during this time. It is imperative that devices stay where they are in support of the TDRs.**

User Support During Go-Live

Super Users – Super Users provide operational support for the Epic implementation project. They are a resource for staff during Epic training and during the Epic Go-Live. During Go-Live they will provide at-the-elbow support and act as the liaison between the EpicTogether team and the departments they are assigned to. They will prioritize patient care and safety at all times.

Gray Shirts – During Go-Live Supers Users will be available and approachable to provide support on the units and departments. They are easily identified by their gray shirts with the EpicTogether printed on the upper left.

Service Now Ticketing Process – During the first few weeks of the go-live support Super Users will be calling in issues to the Service Desk as part of the ticketing process. To assist end user with their questions, the EpicTogether team will hold virtual online support.

Troubleshooting and resolving Epic issues involves the collection of important information. The following key data is needed when reporting an issue: CWID, phone number, email, dept/location, MRN, a description of the issue, and approximately how many users are impacted.

See the table below for examples of issues that may arise and the information needed for the Service Now ticket:

Issue	Example of Data to Collect
Printing issues Lab/specimen label issues	<ul style="list-style-type: none"> • Workstation and printer ID/ Asset Tag • Department location & patient MRN • Type of print-out/classification • Mobile phone ID • Printer manufacturer • Epic Department • What's trying to be printed & Description of Error?

Admission, discharge, and transfer	<ul style="list-style-type: none"> • Current department location of patient • New department location of patient & MRN • Epic Login Department • Login Department when experiencing the issue. • User CWID, User role and/or job title
3rd party integration issues	<ul style="list-style-type: none"> • Which 3rd party and the issue • Patient MRN & CSN • User CWID, User role and/or job title • Epic Login Department
Users and Security	<ul style="list-style-type: none"> • CWID, Phone Number, Dept. • User Role/Job Title • Like User (in same role/job)
Workstations/peripheral devices not working	<ul style="list-style-type: none"> • Workstation asset tag ID • Computer host name • Location & User CWID • Epic Login Department • Login Department when experiencing the issue, if different • Inpatient or outpatient related?
Patient movement issues	<ul style="list-style-type: none"> • Current & new dept. location • Patient MRN • User CWID, User role and/or job title • Location & Epic Login Department • Login Department when experiencing the issue, if different.

What is coming up?

All scheduling staff: Starting September 14, 2020, scheduling for all appointments on October 3, 2020, and later are done directly in Epic.

Ready, Set, Go! Meeting Schedule:

- Tuesday September 8, 9:30 am
- Tuesday September 15, 9:30 am
 - Dept. of Laboratory Services
- Tuesday September 22, 9:30 am
 - *Dept. of Emergency Medicine (NYP-LMH)*
 - *Dept. of Perioperative Services Presentation*
 - *Dept. of Pharmacy Services Presentation (NYP-LMH)*
- Tuesday, September 29, 2020, 9:30 am
 - Dept. of Radiology
 - Depts. of Nursing

Additional event dates from the Epic timeline:

- 30 Day Go-Live Readiness Assessment – September 14, 2020
- Day in the Life Event Dates
 - ASAP – Emergency LMH 9/21 1pm – 3pm
 - ASAP – Emergency LMH 9/22 11am - 1pm
 - ASAP – Emergency LMH 9/24 10am – 12pm
 - ASAP – Emergency LMH 9/29 2pm - 4pm
- Cutover Events begin September 30, 2020
 - During cutover – between 0000 and 0300
 - Please work to put together a local list of phone numbers, pagers etc during downtime.

EpicTogether training for East Campus is ongoing till September 25,2020

- If you or a colleague need assistance with rescheduling a class that was auto-assigned, please contact the EpicTogether Training Hotline at (646) 697-3742(Epic), Monday through Friday from 9 a.m. to 5 p.m.

- If staff cannot participate in live training from home there are on-campus workstations that can be reserved. Review the Tip Sheet for [Reserving a Training Workstation in Skedda](#).
- If attending live training from home using Adobe Connect **do not connect to VPN**. The VPN connection will cause disruption to the Adobe Connect session where training occurs, and **VPN is not needed** for any system or site used during Epic training. Duo authentication is needed for training, if an individual intends to take training offsite, they must work with the NYP IT Service Desk to have Duo set up in advance of their training date.
- Rover Loan-a-phone is available on most units and training labs
- For more information please visit the [EpicTogether training page](#).

For More Information:

Please visit www.EpicTogetherNY.org for more information about the project including timelines, testimonials, and additional FAQs.