

## May Epic Message for Managers at NYP Queens

In preparation for the upcoming Epic go-live on June 4, 2021, 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](mailto:EpicTogetherUpdate@nyp.org).

### What is happening?

The EpicTogether team is completing the milestones of Cutover Plan as well as preparing for end user support.

#### EpicTogether training is ongoing until May 28, 2021:

- If you or a colleague need assistance, please contact the EpicTogether Training Hotline at (646) 697-3742 (EPIC), Monday through Friday, 8 a.m. to 6 p.m.
- Click on the [Training Registration Dashboard](#) to get registration metrics and a breakdown by department.
- If staff cannot participate in live training from their work location or at home, there are on-campus workstations that can be reserved. Review the Tip Sheet for Reserving a Training Workstation in [Skedda](#).
- Please watch the video called [Preparing for Epic Training from Home](#).
- For more information please visit the [EpicTogether training page](#).

Early Access - All users for Go-Live 3 will be given early access to the Enterprise version of Epic. This early access will allow users to test their logins and validate that the correct templates have been assigned.

- On May 22, 2021, all users will be granted access to production Epic.
- Restrictions will be put in place to mitigate risk (i.e. prevent Enterprise orders, restrict admissions, etc.).
- Providers using Epic today will see a specialty specific login department to use.
- Instructions along with test scripts will be posted by 5/17/21.
- Validate that you see your [learning home dashboard](#) and initial home screens (patient list, schedule, etc.).
- Use the provided test patients for all activity unless you are abstracting, preparing charts for a visit, or scheduling future appointments.
- For providers, access the personalization activity and continue to personalize your tools.

Scheduling Soft Go-Live – On May 24, scheduling and registration are considered “live” in Epic. Users are expected to schedule and register in both the existing system *and* Epic until June 4, 2021. Appointments prior to the Go-Live date will still be managed in the existing system while appointments and cases after the Go-Live will be managed in Epic.

Technical Dress Rehearsal (TDR) for the Epic Go-Live 3 continues until May 21. These rehearsals allow 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.**

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. You can find out who your Super Users are by checking the [Super User Dashboard](#) and filter by location and/or department. During Go-Live, they are easily identified by their gray shirts with the EpicTogether printed on the upper left hand side.

Service Now Ticketing Process – During the first few weeks of the Go-Live support, Super Users will be logging issues via the Service Now ticketing process. 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"> <li>• Workstation and printer ID</li> <li>• Department location &amp; patient MRN</li> <li>• Type of print-out/classification</li> <li>• Mobile phone ID</li> <li>• Printer manufacturer</li> </ul>
Admission, discharge, and transfer	<ul style="list-style-type: none"> <li>• Current department location of patient</li> <li>• New department location of patient &amp; MRN</li> </ul>
Third party integration issues	<ul style="list-style-type: none"> <li>• Which third party and the issue</li> <li>• Patient MRN &amp; CSN</li> </ul>
Users and Security	<ul style="list-style-type: none"> <li>• CWID, Phone Number, Dept.</li> <li>• User Role/Job Title</li> </ul>
Workstations/peripheral devices not working	<ul style="list-style-type: none"> <li>• Workstation asset tag ID</li> <li>• Computer host name</li> </ul>
Patient movement issues	<ul style="list-style-type: none"> <li>• Current &amp; new dept. location</li> <li>• Patient MRN</li> </ul>

### What is coming up?

#### EpicTogether Readiness Events:

- Go-Live Readiness Assessment (GLRA) – May 12
- Day in the Life [schedule](#).
- Patient Flow Day - May 19
- Appointment Conversion Weekend - May 22 and 23
- **Scheduling Go-Live - May 24**

#### **For More Information:**

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