

Why We Maintain Appointment Schedules at Go-Live

Epic recommends that we maintain a full schedule during go-live for a few reasons:

- Physician clinic hours during go-live are crucial for physician adoption and revenue.
- Our physicians have experience with EHRs. They can adjust quickly to documenting in Epic.
- With a full schedule, we have more opportunities to increase at-the-elbow support for our physicians, and physicians have more opportunities to get comfortable with the system.
- With more availability, patients have better access to the care they need, when they need it.

Epic has seen that reducing clinic schedules can lead to negative outcomes, including:

- Sending a message to physicians that they will not be able to keep up with a full schedule when using Epic.
- Decreased organizational revenue during go-live.
- A lack of open appointments, leading to decreased patient satisfaction and increased volume in the emergency department.
- A longer learning curve for physicians, which can lead to increased time working.
- Downstream departments that accept referrals or lab, imaging, and surgical departments may see delayed effects of a reduction
- A more challenging adjustment period after floor support staff leave, which can lead to:
 - Higher call volume.
 - Additional onsite time from Epic post-live.
 - More frequent executive escalations.

Strategies for Success

Use these strategies to help your physicians succeed at go-live with schedules:

- Instead of reducing physician hours, reduce time for events like meetings, committee work, research, and teaching. Look for ways to free up physician time from other non-essential activities.
- Add additional support staff (such as schedulers, MAs, and residents) during go-live.