# ✦ Top Epic Workflow Questions Answered

Learning Epic is a journey and you should be extremely proud of how far you have come in less than a week of being live on Epic! As we start week two of Go Live we have identified education and training needs for some key workflows. If you need assistance with workflows, you can access the **Learning Library** from the red tool bar within Epic to view tip sheets. Below you will find helpful tips and links to some of the recent questions being asked. Waiting too long on the phone to submit a ticket?! **Submit a Ticket Online Here**

ⓘ Learning Library
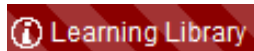
#1 I am Trying to Discharge a Patient, but the After Visit Summary will not print because the Influenza Immunization was not Documented? (Hospital Nurse)

- All patients need to be screened for influenza vaccine during flu season. If this screening in not done, the After Visit Summary will not print. For the full Influenza Immunization workflow follow the tip sheet **Influenza Immunization Workflow**.

#2 My Lab Results are not Pulling into My Notes or Smart Phrases? (Providers)

- This is expected as many labs are scanned into the system later. Only labs where the Lab department is actually performing the Enter/Edit workflow in Epic will pull in to your notes. When we go live with Beaker Epic application this will be resolved

#3 I Need Assistance with Enter/Edit Lab Results Workflow? (Hospital Nurse)

- The POC Glucometer devices are not interfaced with Epic, the results need to be manually added into Epic. Follow the Northwoods POCT Glucose Workflow.
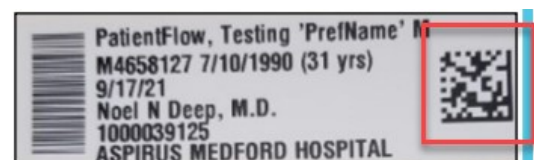
#4 What If a Patient I am Caring for has a <u>Sepsis Score</u> of 9 or More? (Hospital Nurse)

- In order to document on patients at risk for sepsis follow the Sepsis S.T.A.R. Workflow.

 # 5 I Need Assistance with Administering Medications with my Rover. (Hospital Nurse)

- When scanning the patient, use the QR barcode (square code on the rights side of the armband)

- For nurse leadership, there is a BCMA (Bar Code Medication Administration) Compliance dashboard that allows you to view your department's patients, medication and blood scanning compliance metrics. (See image on page 2) Use the link below to learn more.

- Rover Quick Start Guide

- How to find a Dashboard Report

PatientFlow, Testing 'PrefName' M
M4658127 7/10/1990 (31 yrs)
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BCMA Dashboard Report

There is a new BCMA Scanning Compliance dashboard (Barcode Medication Administration) that allows you to view your department's patient, medication, and blood scanning compliance metrics. The metrics allow you to drill down to patient-level data, which gives you the option to launch a patient's chart directly from the report. For medication and patient scanning, there are components to see the number of times non-compliance reasons were charted in the last three days. Patient drill down is enabled on those components when clicking on each user's name.
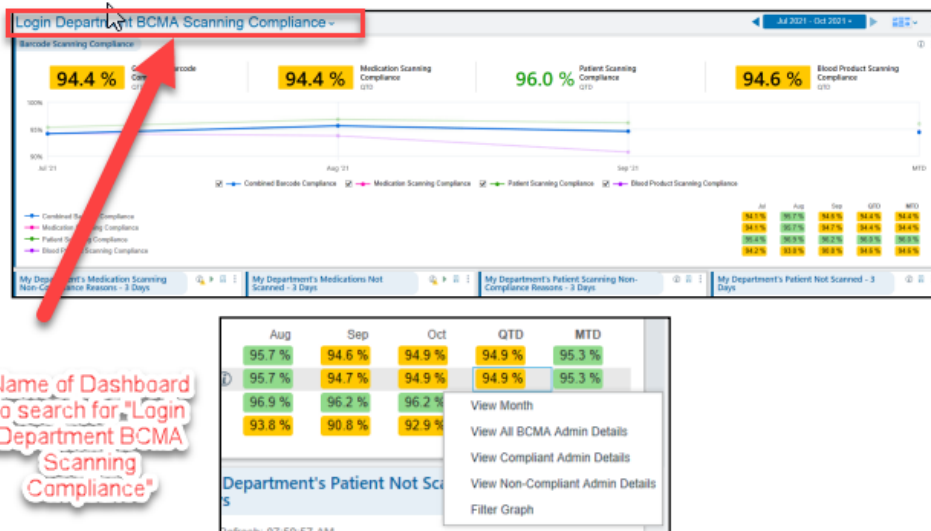
#6 What happens if Epic goes into a Downtime? (All)

- In Case of Expected or rare Unexpected Epic Downtimes departments must be prepared. Department leaders will ensure there is a plan in place. A Downtime computer is located on the Med Surg Unit. Nurse managers for each department will ensure downtime forms are printed and readily available. Downtime policy: System Outage—Electronic Medical Record (System)

#7 How do I locate an Imaging Orders and Results? (Providers)

- Imaging Orders and Results

STILL HAVE QUESTIONS? SUBMIT A TICKET ONLINE HERE!