

Information Systems Departmental Memo



TO: ALL EPIC USERS
FROM: MELISSA CAMPBELL
SUBJECT: EPIC DOWNTIME – TRANSPARENT LOCKDOWN IN EFFECT
DATE: 12/15/2022

UPCOMING DOWNTIME FOR EPIC ON FRIDAY, DECEMBER 16TH BEGINNING AT 2:30 A.M. AND LASTING APPROXIMETLY 1.5 HOURS

Prior to the Downtime the Epic system will be in transparent lockdown.

Expect these options to be unavailable from 8 PM on Wednesday, December 14th until the downtime begins Friday, December 16th at 0230.

Example end user options that are or have historically been unavailable during lockdown:

Please note: this list is not comprehensive, as availability might change.

- Moving activities to a floating window or sidebar
- Personalization of certain activities using the wrench icon
- Applying filters to Chart Review
- Creating custom subcomponents in the Form Editor
- Creating new dashboards
- Creating or editing new columns for reports
- Creating, editing, or sharing NoteWriter macros
- Creating or editing print groups
- Creating or editing QuickActions
- Creating or editing SmartLinks
- Customizing advanced settings for certain reports

Tips:

1. During the downtime the read-only "Shadow" EHR (Epic) will be available. Shadow is accessible in the Patient Care Hub. Click on EVAN Shadow to access it.
2. On workstations that autologin, the shadow icon (EVAN Shadow) is located within the "Epic Shadow" folder on the desktop.
3. During the downtime, neither patient lists nor results from the lab or radiology will be updated into the Shadow Epic EHR. If you cannot find a patient on your list, use the "Hospital Chart" button to look up the patient.
4. **LAB PROCESS:** Downtime Lab tests should be placed using the green downtime lab requisitions. STAT lab results will be sent to the ordering department. Critical values will be called to the ordering provider and/or unit.

5. **RADIOLOGY PROCESS** STAT Quantum will send STAT radiology results back to the ER via fax and or email. Results should be available as soon as possible after the end of the downtime. The Epic link to radiology images from the Epic radiology report will not work during the downtime. Any imaging studies obtained are viewable in PACS. Items in PACS with a “Red Exclamation Mark” mean the results link in the Epic report hasn’t been updated because of the downtime. The “Red Exclamation Mark” in PACS will resolve when the Epic upgrade is complete. If you need to review the images performed during the downtime and don’t have access to view via PACS, please go to the radiology department and ask one of the techs to bring up the image for you, as all of the techs have access. If you need to review the images performed during the downtime and don’t have access to view via PACS, please go to the radiology department and ask one of the techs to bring up the image for you, as all of the techs have access.
6. If you need to place orders during the downtime that would normally go in Epic, please use the paper form available in the downtime document binder that are available on each unit.

Information and forms will also be posted to EvanNet Downtime Information site. A link to this site is available in the links section.

If you have any questions regarding this information, please call the IS Helpdesk x 4636.

PLEASE POST ON DEPARTMENT BULLETIN BOARD