Previous Epic Transition Updates

Epic Update: December 16, 2022

Epic Help Desk Closing
The Epic Help Desk will be closing at 7 pm this evening, December 16, 2022.

After 7 pm this evening, users looking to report new issues related to Epic should use the Evangelical IT service desk (inside the Hospital system — extension 24636, option 2; outside the Hospital system — 570-522-4636, option 2; or isservicedesk@evanhospital.com). Users with access issues should use the Geisinger Service Desk (570-271-8092, option 3).

Users reporting non-urgent issues or items for future enhancements of the system are asked to do so through the email address above.

A higher volume of issues is anticipated Monday morning, December 19, 2022, as the business week begins. Evangelical IT has assigned additional staff to accommodate the expected increase in calls and emails. The Evangelical service desk will function in the same manner as the Epic service desk—incoming issues will be assigned a priority status, logged, and return calls generated. Issues that must be referred to Geisinger support staff may require a longer timeline for resolution.

Employees are asked to practice patience as the organization transitions from the onsite Command Center to an in-house/remote support model is appreciated.

The current issues log will only be used to work through previously entered tickets.

Order Set Changes and Build Protocols
Numerous requests for order set changes and build protocols have been received. Open tickets are being reviewed with Geisinger support staff with the goal of obtaining timeline estimates for resolution. After the timeline estimates have been received, Evangelical IT staff will meet with areas requesting the order set changes and build protocols to prioritize the work.

Downtime Resources
In the event of an unplanned Epic downtime, a repository of Epic downtime resources has been established on EvanNet. Employees can access these resources through a link on the EvanNet homepage, titled Downtime Information, or through this link:
Documents - All Documents (evanhospital.net)

New Training Materials
The Evangelical training staff is working to develop more robust training materials that are better aligned with Evangelical processes and protocols. These new materials should improve consistency across the organization as varying shadowers and Geisinger support staff provided different resolutions to issues.

The Evangelical training team will continue to update and publish workflow and fast fact documents.

New Hire and Make-up Training
The new hire and make-up training schedule for the weeks of December 19 and December 26, 2022, is noted above.

Workflow and Fast Facts Updates
Updated or new materials have been added to the following folders: Ambulatory and Beaker.
Here is a screenshot of the new or updated materials:

- 📕 Ambulatory_Clinical_Medication Supervisor Removal_FF
- 📕 Beaker All Users_Result Tests by Batch Slot_FF
- 📕 Beaker_All Users_Resulting Add Scanned Dcoument_FF
- 📕 Beaker_All Users_Tests on Aliquot Now Appear in Tests Column for Parent Specimens in Receiving_FF
- 📕 Beaker_Micro Users_Culture Workups Open Closed_FF
- 📕 Cardiac Studies_Documenting Meds as Not Given_FF
- 📕 Cardiac Studies_Documenting Start Stop of Infusions_FF
- 📕 Cardiac Studies_Inpatient Floor Studies_FF
- 📕 Cardiac Studies_Provider Cosign Orders_FF

Updated or new workflow and fast facts documents can be accessed through a link on the homepage of EvanNet. The link is called Epic Workflows and Fast Facts. The documents are being updated as quickly as possible as changes occur. For the best experience, use Microsoft Edge when accessing EvanNet.

Direct link: [Workflows and Fast Facts - All Documents (evanhospital.net)](evanhospital.net)

Transition Update
As of the 11 am Epic Transition Huddle, there have been 2,340 total issues reported to the Command Center since go-live.

- 8 new issues reported.
- 149 assigned issues that have not been investigated yet.

- 222 issues are currently in progress.
- 26 issues have been flagged for Evangelical review.
- 1,884 issues have been closed.
- 51 issues have been flagged as future enhancements that will be analyzed at a later date.

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Epic Update: December 15, 2022

Planned Downtime and Transparent Lockdown
An Epic downtime is planned from 2:30 to 4 am Friday, December 16, 2022, to install regulatory system upgrades and critical fixes for patient safety escalations.

Prior to the downtime, the Epic system will be in transparent lockdown. Some options will be unavailable from now until the planned downtime is complete.

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

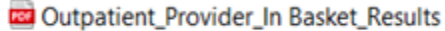Additional tips for navigating the transparent lockdown and downtime processes are available in the [attached memo](). The memo can be printed and distributed to staff as needed.

A repository of Epic downtime resources has been established on EvanNet. Employees can access these resources through a link on the EvanNet homepage titled Downtime Information or through this link: [Documents - All Documents (evanhospital.net)]()

Workflow and Fast Facts Updates
Updated or new materials have been added to the following folders: Provider Efficiency and Ambulatory.
Here is a screenshot of the new or updated materials:

📄 Outpatient_Provider_In Basket_Results

Updated or new workflow and fast facts documents can be accessed through a link on the homepage of EvanNet. The link is called Epic Workflows and Fast Facts. The documents are being updated as quickly as possible as changes occur. For the best experience, use Microsoft Edge when accessing EvanNet.

Direct link: Workflows and Fast Facts - All Documents (evanhospital.net)

Epic Help Desk Closing
The Epic Help Desk will be closing at 7 pm Friday, December 16, 2022.

After Friday evening, users looking to report new issues related to Epic should use the Evangelical IT service desk (inside the Hospital system — extension 24636, option 2; outside the Hospital system — 570-522-4636, option 2; or isservicedesk@evanhospital.com). Users with access issues should use the Geisinger Service Desk (570-271-8092, option 3).

Transition Update
As of the 11 am Epic Transition Huddle, there have been 2,262 total issues reported to the Command Center since go-live.

- 7 new issues reported.
- 148 assigned issues that have not been investigated yet.
- 232 issues are currently in progress.
- 26 issues have been flagged for Evangelical review.
- 1,797 issues have been closed.
- 52 issues have been flagged as future enhancements that will be analyzed at a later date.

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Epic Update: December 14, 2022

Hardware Failure
The system encountered its first unscheduled downtime at around 5 pm Tuesday, December 13, 2022, when the hardware administering the connection between Geisinger and Evangelical failed. The built-in redundancy in the system failed as both

pieces of hardware designed to keep the connection active attempted to rebuild the connection. The connection was restored at around 5:45 pm. Two additional blips in the connection occurred as root cause solutions were implemented.

A ticker was sent out to alert users about potential care hub access issues. Future communications related to system-wide issues will include any potential solutions for users. In addition, efforts are in progress to better distribute downtime processes.

Patient Chart Scanning
Patient scanning in Health Information Services will continue to be in RASi until unexpected issues can be resolved. This includes all paper documentation for patients who were in the Hospital on December 4, 2022, when we went live with Epic. When searching for patients in RASi, you can use both the medical record number and the Epic ID.

Planned Downtime
An Epic downtime is planned from 2:30 to 4 am Friday, December 16, 2022, to install regulatory system upgrades and critical fixes for patient safety escalations. Evangelical and Geisinger staff are working together to compile and distribute downtime instructions prior to the planned service interruption.

Transition Update
As of the 11 am Epic Transition Huddle, there have been 2,092 total issues reported to the Command Center since go-live.

- 25 new issues reported.
- 160 assigned issues that have not been investigated yet.
- 230 issues are currently in progress.
- 20 issues have been flagged for Evangelical review.
- 1,609 issues have been closed.
- 48 issues have been flagged as future enhancements that will be analyzed at a later date.

Workflow and Fast Facts Updates
Updated or new materials have been added to the following folders: Resolute, Inpatient and OB Nurse, and mobile applications.

Here is a screenshot of the new or updated materials:

✓	📄	Title
	📄	Dragon Power Mic Mobile Installation Instructions Final
	📄	Inpatient Nurse_Rover Barcode Medication Administration_FF
	📄	Inpatient Nurse_Rover Functionality_FF
	📄	Nursing Entering Mobile Heartbeat Contact number_ECH FF
	📄	Quick Start Guide - Epic Haiku App for Android
	📄	Quick Start Guide - Epic Haiku App for iPhone
	📄	Quick Start Guide - Epic Rover App

Updated or new workflow and fast facts documents can be accessed through a link on the homepage of EvanNet. The link is called Epic Workflows and Fast Facts. The documents are being updated as quickly as possible as changes occur. For the best experience, use Microsoft Edge when accessing EvanNet.

Direct link: Workflowsand Fast Facts - All Documents (evanhospital.net)

Epic Help Desk Closing
The Epic Help Desk will be closing at 7 pm Friday, December 16, 2022.

After Friday evening, users looking to report new issues related to Epic should use the Evangelical IT service desk (inside the Hospital system — extension 24636, option 2; outside the Hospital system — 570-522-4636, option 2; or isservicedesk@evanhospital.com). Users with access issues should use the Geisinger Service Desk (570-271-8092, option 3).

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Epic Update: December 13, 2022

Epic Help Desk Closing
The Epic Help Desk will be closing at 7 pm Friday, December 16, 2022.

After Friday evening, users looking to report new issues related to Epic should use the Evangelical IT service desk (inside the Hospital system — extension 24636, option 2; outside the Hospital system — 570-522-4636, option 2). Users with access issues

should report them to the Geisinger Service Desk ([570-271-8092](tel:570-271-8092), option 3).
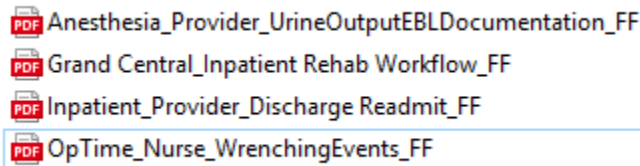
Transition Update
As of the 11 am Epic Transition Huddle, there have been 1,903 total issues reported to the Command Center since go-live.

- 17 new issues reported.
- 127 assigned issues that have not been investigated yet.
- 221 issues are currently in progress.
- 28 issues have been flagged for Evangelical review.
- 1,471 issues have been closed.
- 39 issues have been flagged as future enhancements that will be analyzed at a later date.

Workflow and Fast Facts Updates
Updated or new materials have been added to the following folders: Anesthesia_OpTime, Grand Central, and Inpatient Provider.

Here is a screenshot of the new or updated materials:

Updated or new workflow and fast facts documents can be accessed through a link on the homepage of EvanNet. The link is called Epic Workflows and Fast Facts. The documents are being updated as quickly as possible as changes occur. For the best experience, use Microsoft Edge when accessing EvanNet.

Direct link: [Workflows and Fast Facts - All Documents (evanhospital.net)](https://evanhospital.net)

Make-up and New Hire Epic Training Schedule
Management staff members with questions about classes and registration for this week's training sessions are asked to contact Matt Saylor, IT Training Manager, at matthew.saylor@evanhospital.com.

MyChart Registration
The Hospital's new patient portal, MyChart, is open for staff and patients to register for new accounts. Participants can view test results, communicate with providers, and more!

To register or for more information, visit the Hospital website:
/for-patients/mychart

As a reminder, Follow My Health accounts are still accessible for health information prior to December 5, 2022. Health information stemming from activities after December 5, 2022, is available in MyChart.

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Epic Update: December 12, 2022

Transition Update
As of the 11 am Epic Transition Huddle, there have been 1,748 issues reported to the Command Center since go-live.

- 26 new issues reported.
- 116 assigned issues that have not been investigated yet.
- 192 issues are currently in progress.
- 25 issues have been flagged for Evangelical review.
- 1,358 issues have been closed.
- 31 issues have been flagged as future enhancements that will be analyzed at a later date.

Workflow and Fast Facts Updates
The following workflows and/or fast facts have been added or updated since Friday, December 9, 2022:

PDF All ECH Users_Bugsy_Infection Status_Fast Fact
PDF All Users_Document Distribution Process_FF
PDF ASAP Nurse_Excuse Activity_FF
PDF ASAP_Provider_Placing Referral_FF
PDF Cadence_Front Desk_Register a Patient_FF
PDF ECH Nurse_Specimen Collect_FF
PDF Grand Central_Clinical_Discharge Workflow_FF
PDF Grand Central_Direct Inpatient Workflow_FF
PDF Grand Central_ED to Inpatient Transfer_FF
PDF Grand Central_Internal Transfer_FF
PDF How To - Load and Calibrate a Zebra ZQ 610 Label
PDF Inpatient_Clinical_Consult Documentation_FF
PDF Inpatient_Clinical_Deleting Duplicate Instructions_FF
PDF Inpatient_Nurse_Patient Education_FF
PDF Inpatient_Nursing_Alcohol Ciwa screening_FF
PDF Inpatient_Nursing_CBI_FF
PDF Inpatient_OB_Scheduling_Non OR Procedures_FF
PDF Inpatient_Provider_Med Rec_FF
PDF Inpatient_RN_CarePlan_FF
PDF Inpatient_RN_Discharge_FF
PDF Inpatient_Unit Assistant_UDC Navigator_FF
PDF Inppatient_Nurse_Cutover Education Resolution_FF
PDF MyChart_NonClinical Staff_Patient Activation_FF
PDF Outpatient_Clinical_Future Orders_FF
PDF Outpatient_OB Procedures_FF

In addition, a new folder has been added—Printing Information.

Updated or new workflow and fast facts documents can be accessed through a link on the homepage of EvanNet. The link is called Epic Workflows and Fast Facts. The documents are being updated as quickly as possible as changes occur. For the best experience, use Microsoft Edge when accessing EvanNet.

Direct link: Workflows and Fast Facts - All Documents (evanhospital.net)

Make-up and New Hire Epic Training Schedule
Management staff members with questions about classes and registration for this week's training sessions are asked to contact Matt Saylor, IT Training Manager, at matthew.saylor@evanhospital.com. This week's training schedule is attached for convenience.

MyChart Registration
The Hospital's new patient portal, MyChart, is open for staff and patients to register for new accounts. Participants can view test results, communicate with providers, and more!

To register or for more information, visit the Hospital website:
/for-patients/mychart

As a reminder, Follow My Health accounts are still accessible for health information prior to December 5, 2022. Health information stemming from activities after December 5, 2022, is available in MyChart.

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Epic Update: December 9, 2022

Transition Update
As of the 11 am Epic Transition Huddle, there have been 1,491 total issues reported to the Command Center since go-live.

- 66 new issues reported.
- 64 assigned issues that have not been investigated yet.
- 194 issues are currently in progress.
- 13 issues have been flagged for Evangelical review.
- 1,128 issues have been closed.
- 26 issues have been flagged as future enhancements that will be analyzed at a later date.

Workflow and Fast Facts Updates
Updated or new materials have been added to the following folders: Inpatient, Inpatient and OB Nurse, Ambulatory, and Cadence_Prelude.
Here is a screenshot of the new or updated materials:

📄 Inpatient_CardiacRehab_Consult_FF
📄 Prelude_Registration_Worker's Comp Guarantor and Coverages_FF
📄 Prelude_Registration_No Fault Guarantor and Coverages_FF
📄 Inpatient_Clinical_To Do List_FF

Updated or new workflow and fast facts documents can be accessed through a link on the homepage of EvanNet. The link is called Epic Workflows and Fast Facts. The documents are being updated as quickly as possible as changes occur. For the best experience, use Microsoft Edge when accessing EvanNet.

Direct link: [Workflows and Fast Facts - All Documents (evanhospital.net)](evanhospital.net)

Make-up and New Hire Epic Training Schedule
Management staff members with questions about classes and registration for next week's training sessions are asked to contact Matt Saylor, IT Training Manager, at matthew.saylor@evanhospital.com.

Command and Call Center Changes
With call volumes between 9 pm and 6 am trending in the single digits, changes to the Command Center and Call Center staffing models are being made to shift resources to more active call times.

Effective Saturday, December 10, 2022, the Command Center will be monitored remotely, and the Call Center will be staffed by one Evangelical team member from 9 pm to 6 am each night.

During these hours (9 pm to 6 am):

- Report non-access issues to the Call Center at 570-246-5483 (570-2GOLIVE) or email epicservicedesk@evanhospital.com. High priority or patient safety issues will be escalated immediately.
- Report access issues to the Geisinger Service Desk at 570-271-8092, option 3. The Geisinger Service Desk will work with the Evangelical Access SWAT team to resolve access issues in real time.

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Epic Update: December 8, 2022

Transition Update
As of the 11 am Epic Transition Huddle, there have been 1,314 total issues reported to the Command Center since go-live.

- 65 new issues reported.
- 75 assigned issues that have not been investigated yet.
- 174 issues are currently in progress.
- 957 issues have been closed.
- 43 issues have been flagged as future enhancements that will be analyzed at a later date.

Workflow and Fast Facts Updates
Updated or new materials have been added to the following folders: Provider Efficiency, Inpatient and OB Nurse, Anesthesia_OpTime, Cadence_Prelude, Grand Central, and All Users.

Here is a screenshot of the new or updated materials:
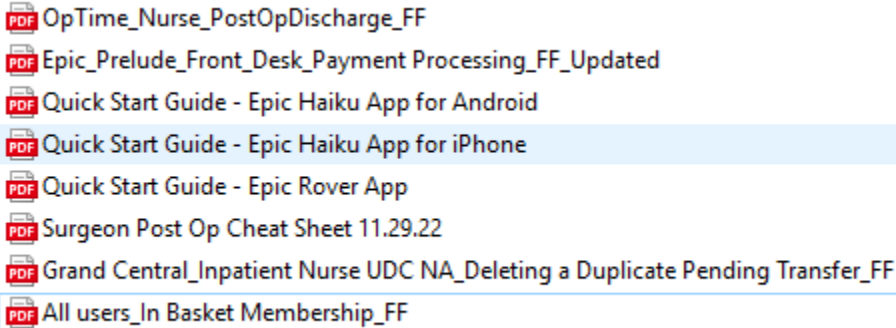
PDF OpTime_Nurse_PostOpDischarge_FF
PDF Epic_Prelude_Front_Desk_Payment Processing_FF_Updated
PDF Quick Start Guide - Epic Haiku App for Android
PDF Quick Start Guide - Epic Haiku App for iPhone
PDF Quick Start Guide - Epic Rover App
PDF Surgeon Post Op Cheat Sheet 11.29.22
PDF Grand Central_Inpatient Nurse UDC NA_Deleting a Duplicate Pending Transfer_FF
PDF All users_In Basket Membership_FF

Updated or new workflow and fast facts documents can be accessed through a link on the homepage of EvanNet. The link is called Epic Workflows and Fast Facts. The documents are being updated as quickly as possible as changes occur. For the best experience, use Microsoft Edge when accessing EvanNet.

Direct link: Workflows and Fast Facts - All Documents (evanhospital.net)

Make-up and New Hire Epic Training Schedule
Please refer to the Epic training calendar above for computer-based training open labs and instructor-led training scheduled for the week of December 12, 2022. New hires, internal transfers, and agency staff will be required to attend training prior to receiving Epic security access. Please contact Matt Saylor, IT Training Manager, with any questions or additional training needs.

Shadowers and Super Users
All users are encouraged to engage with the shadowers and super users to help troubleshoot issues and garner guidance on use of the new systems. A full complement of shadowers will be at the Hospital through Friday, December 16, 2022. Their numbers will be reduced after that date so please take advantage of having them on-site now.

Direct Issues to the Call Center
In order to triage, track, and resolve all issues, providers and staff are asked to direct all issues to the call center by calling 570-246-5483 (570-2GOLIVE) or emailing epicservicedesk@evanhospital.com. Please do not message, email, or call Evangelical IT personnel or work group leaders directly.

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Epic Update: December 7, 2022

Transition Update

Work continues across the organization to identify and resolve issues. While certain areas have experienced challenges, the transition—which impacted every corner of this organization—is going well.

Please remember to be patient with one another and the issue resolution process. Everyone is working diligently toward the same goal—a fully functional, integrated electronic health record.

As of the 9 am Epic Transition Huddle, there have been 971 total issues reported to the Command Center since go-live.

- 52 new issues overnight.
- 55 assigned issues that have not been investigated yet.
- 181 issues are currently in progress.
- 663 issues have been closed.
- 20 issues have been flagged as future enhancements that will be analyzed at a later date.

Workflow and Fast Facts Updates

Updated or new materials have been added to the following folders: OB Nurse, Ambulatory, All Users, Cadence/Prelude, Anesthesia_OpTime, and Inpatient Nursing. Here is a screenshot of the new or updated materials:

- Inpatient Nurse_Are You Doing Everything_FF
- All users_Mobile Heartbeat Contact number_ECH FF
- Ambulatory_Clinical_Local Scanning_FF
- EASC CheckIn_Detailed_FF
- IP_Nursing_UA_Transcribe_Tasks_FastFact_ECH 12.6.22
- IP_Nursing_UA_Transcribe_Tasks_Tip _Sheet_ECH 12.6.22

Updated or new workflow and fast facts documents can be accessed through a link on the homepage of EvanNet. The link is called Epic Workflows and Fast Facts. The documents are being updated as quickly as possible as changes occur.

Direct link: [Workflows and Fast Facts - All Documents (evanhospital.net)](evanhospital.net)

MyChart Patient Portal
Patients with questions about the MyChart patient portal should be directed to call the MyChart Support Desk at 570-849-6917.

Direct Issues to the Call Center
In order to triage, track, and resolve all issues, providers and staff are asked to direct all issues to the call center by calling 570-246-5483 (570-2GOLIVE) or emailing epicservicedesk@evanhospital.com. Please do not message, email, or call Evangelical IT personnel or work group leaders directly.

Access Credentials
Providers and staff are asked to test their login credentials at the beginning of their shifts so that access can be resolved without impacting the ability to complete tasks.

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Workflow and Fast Facts Updates
Updated or new materials have been added to the following folders: All Users, Inpatient Nursing, Beaker, and Resolute.
Here is a screenshot of the new or updated materials:
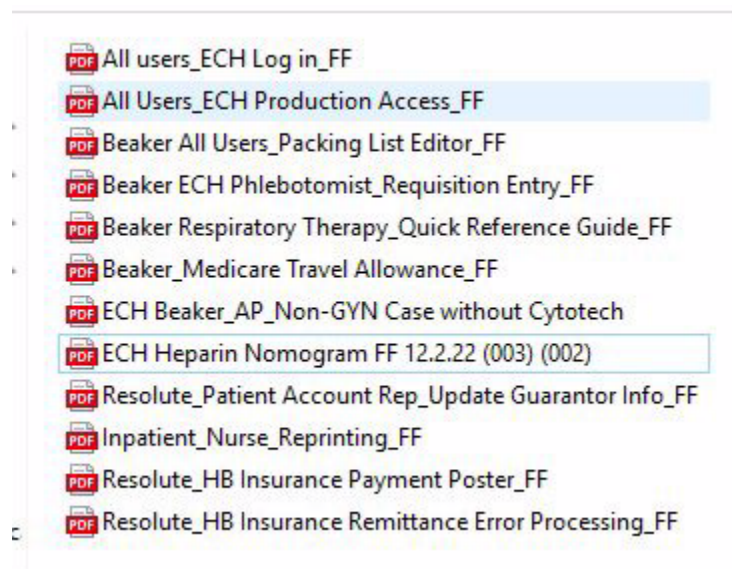
Updated or new workflow and fast facts documents can be accessed through a link on the homepage of EvanNet. The link is called Epic Workflows and Fast Facts. The documents are being updated as quickly as possible as changes occur.

Direct link: Workflows and Fast Facts - All Documents (evanhospital.net)

MyChart App
Epic has now added Evangelical Community Hospital to its list of partners in the MyChart app. Patients looking to add Evangelical to an existing account or registering for a new account should now find the Hospital included in the list of Epic partners.

Direct Issues to the Call Center
In order to triage, track, and resolve all issues, providers and staff are asked to direct all issues to the call center by calling 570-246-5483 (570-2GOLIVE) or emailing epicservicedesk@evanhospital.com. Please do not message, email, or call Evangelical IT personnel or work group leaders directly.

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Evangelical is Live with Epic!

Over the weekend, the Hospital and practices successfully transitioned to Epic. The Epic Command Center continues to track, triage, and resolve issues as they are identified. Issues potentially impacting patient safety and care are flagged as high priority and are immediately assigned resources to resolve.

Overall, the transition is going well. Please continue to be patient with one another and the process. Everyone is working as quickly and efficiently as they can to resolve open items.

Access Credential Issues
Access issues are clearly the most common problem being seen across the organization. Providers and staff are asked to test their login credentials at the beginning of their shifts so that access can be resolved without impacting ability to complete tasks.

Reminder: After the third failed attempt to log into Epic, employees must wait 15 minutes before trying again.

To report an access issue, contact the Epic Service Desk at 570-246-5483 (570-2GOLIVE) or epicservicedesk@evanhospital.com. Please do not contact Evangelical IT staff directly. The Epic Command Center team is formulating a process and dedicated group to better address reported access issues in real time.

Epic Service Desk Reminder
As a reminder, the Epic Service Desk team is not positioned to help resolve issues. They log the issue, assign the issue a priority level, and enter the ticket into the queue to be picked up by trained support team members who work to resolve the issue.

Workflow and Fast Facts Updates
Geisinger-provided workflow and fast facts documents are being made available to all users through a link on the homepage of EvanNet. The link is called Epic Workflows and Fast Facts. The documents are being updated as quickly as possible as changes occur. A screenshot showing the location of the link on EvanNet can be found here.

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Go-live Communication
As Epic goes live at 12:01 am Sunday, December 4, 2022, a tiered communication plan has been developed to keep employees informed.

Issues, items, or changes that need to be communicated to the entire workforce in real time will be placed on a ticker by the IT Administrator working at the time. Issues, items, or changes that do not need to be immediately communicated to the workforce will be compiled into Epic updates issued daily or as needed.

Workflow and Fast Facts Updates
Geisinger-provided workflow and fast facts documents will be made available to all users through a link on the homepage of EvanNet. The link will be called Epic Workflows and Fast Facts. The documents will be updated as quickly as possible as changes occur.

Production Environment Open Friday, December 2, 2022
To avoid bogging down the Epic Command Center at go-live with requests for access support, the Epic production environment will be open to users beginning at 9 am Friday, December 2, 2022. All Epic users are asked to log into the system and confirm their security access credentials are functioning.
If employees encounter an issue with access credentials, contact the IS Service Desk at isservicedesk@evanhospital.com.

MUSE Downtime
In preparation for migration to Geisinger's MUSE system, the Evangelical MUSE system will be down for a full system backup beginning at 5 pm on Saturday, December 3,

2022. At approximately 6 pm on December 3, the MUSE web system will be available to view current EKG results.

The Evangelical MUSE EKG system will be unavailable for new EKGs from 5 pm Saturday until 12:01 am Sunday, December 4, when Epic goes live.

Cutover Timeline
The overall schedule for transitioning to Epic can be found [here](#).

Overnight Accommodations
Managers and others who may need overnight accommodations during the Epic go-live can reserve rooms typically used for inclement weather or their own internal private office/space through the online room reservation portal. Visit the On-Call and Inclement Weather Room Reservations link on EvanNet.

Command Center Information
Any issues that cannot be resolved by Super Users or shadowers should be reported to the Epic Command Center.

To contact the Epic Command Center, call extension 35200 or 570-246-5483 (570-2GOLIVE) or email the Epic Service Desk at epicservicedesk@evanhospital.com.

Workflow Questions
The Epic support team is experiencing a high volume of questions specific to individual department and area workflows. Shadowers will be best positioned to answer these questions while providers and staff members are working in the live environment after Epic goes live. Shadowers will log questions as well as suggestions for improvements to be analyzed after the successful transition.

Schedule of treats and Specials
Over the next two weeks, as staff work hard to transition to Epic, some treats and specials will be available to employees. Employees are encouraged to take advantage of these opportunities to give themselves a mental break or to enjoy a special appreciation for the time given to make this change for the Hospital's patients possible.

Off-site locations will be making their own arrangements for treats and specials that may not necessarily follow the Hospital schedule. Availability will be announced to employees through leadership in those areas.

The schedules will be published on EvanNet each week.

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Epic Call Center Support
Evangelical will be manning an Epic Call Center from 11 pm December 3 through 11 pm December 23 to receive and log incoming calls about Epic issues. Additional help is needed, particularly on weekends, evenings, and overnight shifts. This role takes no special IT or Epic experience and will involve answering calls and logging basic information into a shared site. The work must be performed from onsite at the Hospital and individuals must commit to a minimum 4-hour shift.

Individuals interested in picking up shifts in addition to their normal workday will be paid $15/hour for those additional hours.

- Non-exempt employees may earn overtime if these additional shifts put them over 40 hours in a week (Sunday-Saturday) and the overtime will be charged to the department in which they are working when the overtime occurs. This can be explained as a variance.
- Exempt employees are not eligible for overtime but will be able to be compensated for hours worked over 80 in the pay period if those additional hours are in support of the Epic Call Center.

Interested individuals should contact Lisa Micozzi-Miller at extension 22804 or lisa.micozzimiller@evanhospital.com for further instructions.

Epic Training
All regularly scheduled Epic classroom training sessions wrap up on Friday, November 25, 2022. Limited make-up training sessions for new hires and employees who were unable to attend scheduled training will be held during the week of November 28. Please refer to the attached schedule. Individuals must be pre-registered in HealthStream before attending.

Employees must complete all role-based, computer-based training user guides and return them to their supervisors as soon as completed, but no later than Monday, November 28.

Failure to complete all required training may impact security access for go-live.

Epic T-Shirts
Any employee who has not received a complimentary Evangelical Epic T-shirt should contact Angela Miller at extension 22991 or angela.miller2@evanhospital.com.

Employees are permitted to wear the T-shirts during the two week go-live period (December 4-17) as aligned with departmental expectations and infection control standards.

Times Available with Physician Informaticians
There are a few open slots for providers to sign up to work in-person with a Geisinger physician informatician the week of November 28. Physician informaticians support creating inpatient lists, order favorites, order set favorites, note template favorites, NoteWriter macros, and SmartPhrases for HPIs and physical exams. Outpatient providers will have access to InBasket and speed buttons.

To sign up for an open time, visit ECH Provider Sessions with GHS Informatician.xlsx.

EPCS Walk-in Sessions Planned for Providers
As part of the transition to Epic, EMSO physicians and advanced providers who prescribe narcotics will need to be enrolled in the Electronic Prescriptions for Controlled Substances (EPCS) system.

This will include all Ambulatory Providers, Hospitalists, and the Emergency Department. Any provider who does not prescribe narcotics to an outpatient pharmacy is not required to enroll, i.e., Anesthesiology, Pathology, etc.

To help facilitate set-up, IT is hosting the following walk-in support sessions. Set-up should take no more than 10 minutes.

Apple C Conference Room:

- Wednesday, November 23 — 2-6 pm
- Friday, November 25 — noon-4 pm
- Tuesday, November 29 — noon-3 pm
- Wednesday, November 30 — 6-10 am
- Thursday, December 1 — 8:30-10 am and 2-6 pm

Rooke Entrance:

- Monday, November 28 — 11 am-4 pm

Providers attending the walk-in sessions should have the following to successfully finish setting up the system:

- The device you would like to use with the app installed. Instructions for installing the app are attached.
- Your Hospital ID badge.
- One of the following forms of government issued identification:
  - Unexpired state driver's license.
  - Passport.
  - Military ID.

In addition to these walk-in sessions, IT representatives will be visiting offsite offices to offer support.

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System Established for Epic Questions
The Hospital is now at the halfway point in training sessions. As more users are exposed to the Epic system, inquiries about workflows, suggestions for improvements, and questions about general application use are increasing.

To track the questions and direct them to the appropriate team member, employees are asked to submit non-urgent inquiries to ISServiceDesk@evanhospital.com. Please include in the subject line of the email: Epic Question.

Emails received with that subject line will be automatically routed to the Epic Team for resolution. This system should be used for all questions. Please use this system instead of calling trainers and other staff directly.

Additional Super User Class Attendance
Super Users must take the assigned Instructor-led Training (ILT) course first as a trainee. It is highly recommended that Super Users also attend the ILT course a second time acting in a classroom support role, not as a student. Due to space constraints in the training rooms, Super Users are allowed to join additional sessions via Teams if the following conditions are met:

- Super User must have already attended/completed the class in person as a student.
- Additional attendance via Teams is intended for that person only.
- Attendee must be a confirmed Super User and/or manager and above for their designated area. Those not appearing on the previously established Super User

list will need their leadership to confirm the intent for that person to now be a Super User.

Super User requests to join additional sessions via Teams should be coordinated through Matt Saylor by email at matthew.saylor@evanhospital.com at least one business day prior to the requested date of participation.

New Hire User Provisioning
New hires should expect to receive their user access credentials within two days of their start date. New hires who do not receive their credentials within that timeframe should email isservicedesk@evanhospital.com.

Additional Computer-based Training Requirements
Additional user guides for job roles that require computer-based training have been added to EvanNet. Click on "Epic Go-Live CBT User Guides" in the links section on the homepage of EvanNet. Additional guides will be posted as they are completed.

Practice IDs
Following classroom training, employees are encouraged to log in to the Epic Playground to use and practice workflows. Attached is a list of Practice IDs by department and role that were introduced as part of classroom training.

MyChart Transition Update
As many of you are aware, we will be moving from our current patient portal, Follow My Health, to Epic's patient portal, MyChart, as part of the transition. Unfortunately, patients cannot register for an Evangelical-related MyChart account until Epic is up and live on December 5.

Our move to MyChart is a huge benefit to our patients, particularly those who have received care from both Geisinger and Evangelical providers. These patients will no longer be forced to maintain two patient portals. All of their medical information—from both providers—will be available to them in one location. As consumers of care, you can also enjoy the benefits of MyChart; I encourage you to sign up when registration opens.

Marketing and Communications has distributed standing banners to all EMSO offices as well as other high traffic areas to announce the transition from Follow My Health to MyChart. On December 5, the banners will be changed out with messaging promoting the advantages of a MyChart account. The banners will be accompanied by brochures

providing account registration instructions for patients who are new to MyChart as well as those with existing MyChart accounts. Those materials will be supported by press releases, social media posts, emails, and more.