

# TECHNOLOGY for YOU

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New Hire Provider Orientation

# Here For You!

- Dr. William Carracino is a practicing Neurologist with Lee Health and the Chief Medical Informatics Officer for LMHS.
- Epic Education and Support Specialists are credentialed trainers to educate and assist you with your Epic needs.



Teal/white business card with support numbers

Epic buttons

Available Monday – Friday 8-4:30

and Saturday until noon

# Resource Page

## For Our Medical Staff

### Epic Training Resources

#### For New Hires (Required Training)

Providers who use Epic in their office or in one of the acute hospitals / Lee Health outpatient facilities are required to complete e-learning modules. Upon completion of the training, there will be a brief assessment and course evaluation.

#### Inpatient Elearnings

1. [Provider/Mid-level Sample Review Questions](#) (print to
2. [Med/PA Student Sample Review Questions](#) (print to fo
3. [Inpatient Provider & Med/PA Student Overview](#)

**NOTE:**At the end of the elearning, click the Complete Quiz and and receive credit for completion.

#### LPG Elearnings

[Office Visit Demonstration](#)  
[EpicCare 2018 Upgrade Overview](#)  
[e-Learning verification](#)

#### Specialty Specific eLearnings:

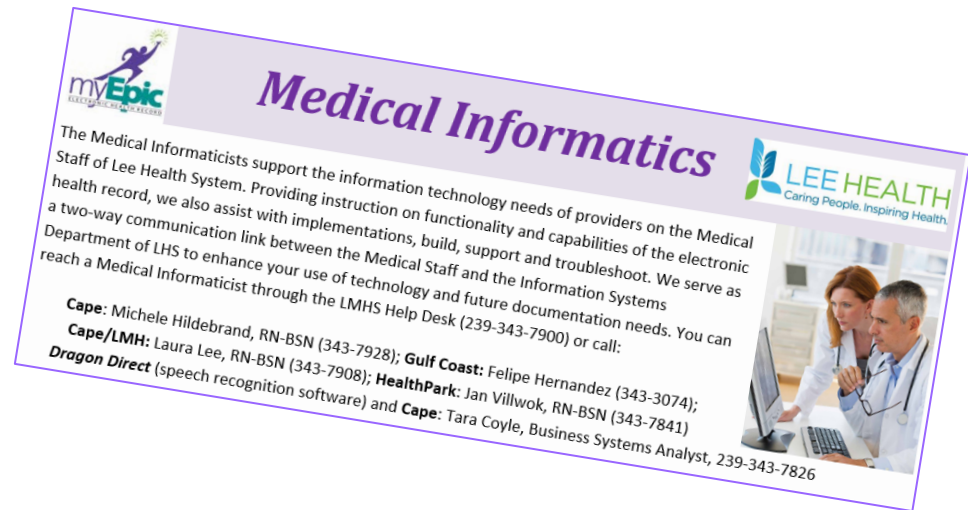
[OB Navigator](#)  
[Peds Navigator](#)

New Hire	Amb Only	Anes	ED	Gen Med	Path	Rad	Residents	Surgeons
<b>SETUP</b>								
<a href="#">Citrix Access Gateway - MAC</a>	✓	✓	✓	✓	✓	✓	✓	✓
<a href="#">Citrix Access Gateway - Windows</a>	✓	✓	✓	✓	✓	✓	✓	✓
<a href="#">Citrix Receiver - Android</a>	✓	✓	✓	✓	✓	✓	✓	✓
<a href="#">Citrix Receiver - iPhone/iPad</a>	✓	✓	✓	✓	✓	✓	✓	✓
<a href="#">Contact Help Desk</a>	✓	✓	✓	✓	✓	✓	✓	✓
<a href="#">Medical Informatics Contact Numbers</a>	✓	✓	✓	✓	✓	✓	✓	✓
<b>APPLICATIONS</b>								
<a href="#">Haiku/Canto Quadfold</a>	✓	✓	✓	✓	✓	✓	✓	✓
<a href="#">Synapse-PACS Trifold</a>	✓	✓	✓	✓	✓	✓	✓	✓
<a href="#">Veeva</a>	✓	✓	✓	✓	✓	✓	✓	✓

## Complete Quiz and Attendance Forms

- Medical Staff Services
  - Medical Staff Overview
  - Release/Dules/Dere
  - Education
  - Development Program
  - ED Call Schedule
  - Epic**
  - Lab Specimen Collection Guidelines
  - Medical Staff Leadership
  - Physician of the Month
  - Newsletters
  - Physician Directory
  - Quality
  - Related Links/Partners
  - Telehealth
  - Crimson
  - Contact Medical Staff Services
  - Orientation for New Providers

# Medical Informatics



The flyer features the myEpic logo on the left and the LEE HEALTH logo on the right. The title "Medical Informatics" is prominently displayed in a purple font. Below the title, the text describes the role of medical informaticists in supporting providers with the Epic system and electronic health records. It lists contact information for various locations: Cape, Gulf Coast, HealthPark, and Dragon Direct. A photograph of two healthcare professionals, a woman and a man, looking at a computer monitor is included in the bottom right corner.

**Medical Informatics**

The Medical Informaticists support the information technology needs of providers on the Medical Staff of Lee Health System. Providing instruction on functionality and capabilities of the electronic health record, we also assist with implementations, build, support and troubleshoot. We serve as a two-way communication link between the Medical Staff and the Information Systems Department of LHS to enhance your use of technology and future documentation needs. You can reach a Medical Informaticist through the LMHS Help Desk (239-343-7900) or call:

**Cape:** Michele Hildebrand, RN-BSN (343-7928); **Gulf Coast:** Felipe Hernandez (343-3074);  
**Cape/LMH:** Laura Lee, RN-BSN (343-7908); **HealthPark:** Jan Villwok, RN-BSN (343-7841)  
**Dragon Direct** (speech recognition software) and **Cape:** Tara Coyle, Business Systems Analyst, 239-343-7826

- Serve as a two-way communication link between the Medical Staff and the Information Systems department of Lee Health to enhance your use of technology and future documentation needs.
- Assist with your technology needs at Lee Health as well as your orientation to the Epic system, our electronic health record.

## LPG Email Access

**Access email, calendar, notes, etc. from Lee Health Exchange Server**



# Voalte Me

- Secure Texting
- Access to all Provider Contact Number



## Voalte Me



### Sign up for Voalte today

A Voalte account provides you with -

- ♦ Access to securely send and receive texts with any provider that has the Voalte Me application
- ♦ Access to all credentialed provider's cell phone numbers

Contact Lee Health Information Systems to have an account built and to receive the site code to configure the application to the Lee Health system.

Tara Coyle  
239-343-7826  
tara.coyle@leehealth.org

Casey Hardin  
239-343-7787  
casey.hardin@leehealth.org

### Coming Soon

Build your group call-schedule in Amion to -

- ♦ Give Hospital staff and other providers access to view your on-call schedule
- ♦ Receive secure messages from Hospital Staff through the Voalte app on your Smart Phone



# Accessing Systems within LMHS

- Citrix Access Gateway (CAG)
  - Do NOT use Google Chrome
  - I.E.9 users must download plug in
  - You may need to turn off your popup blockers
  - You may need to add the Lee Health Citrix page to your trusted sites



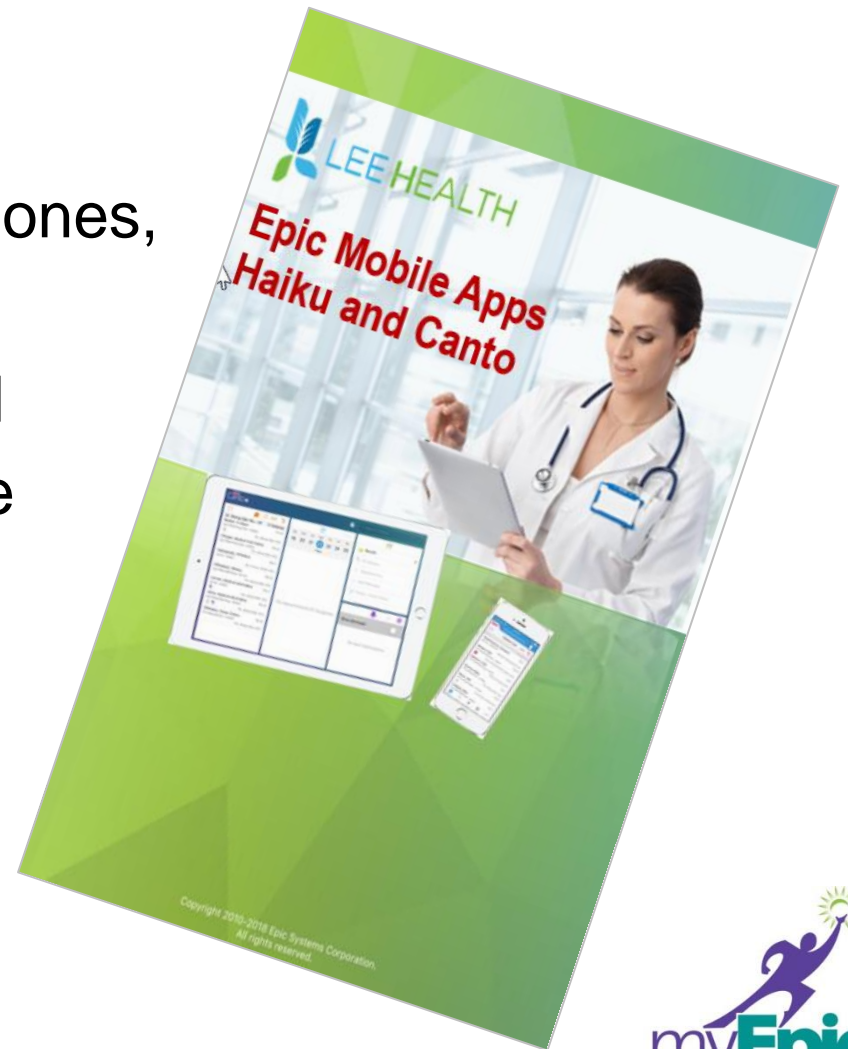
ie 9 users must click here first

- You'll be presented with the log in screen. (ie 9 users please click to install the updated client before proceeding)
- Your User name and password are the same ones you use for LMHS email or Epic Usually, your 1st initial + last name, ie jdoe.
- Password is a personal password, the one you are using for Epic or lmhs email. If you do not know it, please call the help desk, 343-7900, to have it reset.

# Accessing Systems within Lee Health, cont'd

## Mobile Device Use

- Cell Phones, PDA's, SmartPhones, Tablets, etc.
- Password Protection required
- Immediately report lost device



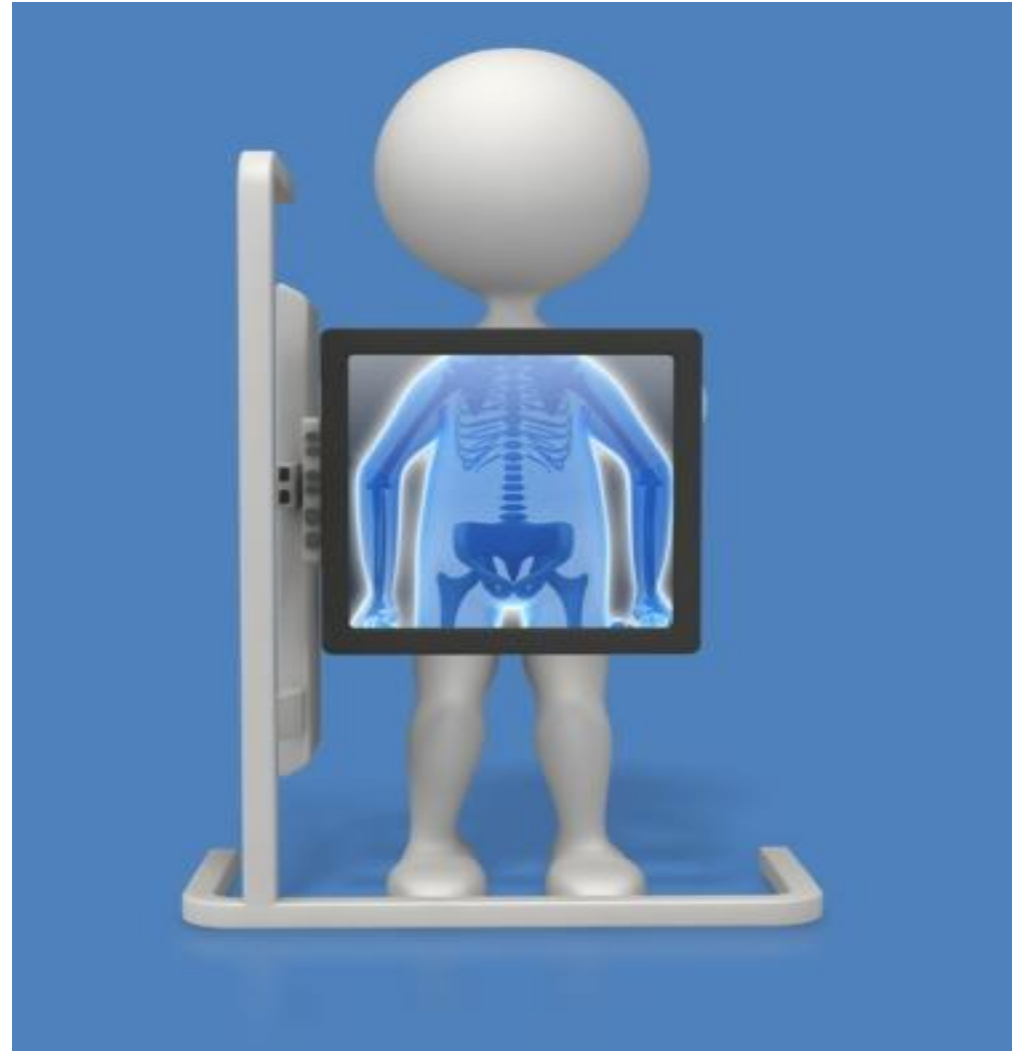




# Synapse PACS

Login and password  
are your network/Epic  
ID and password

eLearning address is  
on the back of your  
pocket guide



# Dictation



- Enter your provider/practitioner number followed by the # key.
- *No leading 0's!*
- Document or Dictate:
  - History and Physicals
  - Initial Consults
  - OP Notes
  - Discharge Summaries
- Document in Epic only
  - Progress Notes

# Dragon

- Speech recognition software.
  - Secure software that allows you to dictate directly into *Epic* note templates and order entry fields.
- Available to use immediately
- Contact Tara for training (see card in training folder)
  - Basic dictation
  - Commands
  - Microphone button settings
  - Word building
- Request a microphone for your LPG office device through the Help Desk 343-7900.



- Can also help with -**
- **Epic workflows**
  - **Haiku/Canto**
  - **Voalte**
  - **Outlook**
  - **Citrix on personal devices**

# Documentation Policy M10-01-219

## **PURPOSE:**

- Establish a common set of guidelines and practice principles when documenting within the Lee Health Electronic Health Record (Epic)
- Maintain the highest possible level of clinical accuracy, patient safety, efficiency, and timely access to data for all Epic users in Lee Health.

LMHS has chosen ***Problem Oriented Charting*** as the foundation for provider progress note documentation. The final “generated” note flips into an APSO format with your Assessment and Plan leading the note.

# Epic Training

- **Class date/time is on the info sheet**

Two dates – Inpatient and/or Ambulatory

- **Inpatient** Epic if...

- ✓ You round in a hospital
- ✓ You enter orders on hospital patients
- ✓ You write notes on hospital patients
- ✓ You are anesthesia or surgery
  - Location – **Cape Coral Hospital**

CCH Computer Lab 1A

- **Ambulatory** (LPG Offices)

- ✓ Every Tuesday

9299 College Parkway Training Room 1

- **Emergency**

- ✓ Cape Coral Hospital

CCH Computer Lab 1A

**Please  
bring your  
ID/PW  
Sheet to  
your Epic  
class!**

# EPIC PROVIDER UPDATES



One Patient – One Record

- E-Prescribing
- Documenting a Progress Note
- Chart Review Filters
- Adding Reports to Toolbars
- Printing SNF (Skilled Nursing Facility) Discharge Orders

# Technology Tips



SYNAPSE  
PACS



CADWELL

AGFA  
Health Care IMPAX CV Web

myEpic  
ELECTRONIC HEALTH RECORDS



Visit the *Technology Tips* information board in the lounge for updates to

## EPIC PROVIDER UPDATES



One Patient – One Record

# Please call for help!

- Help Desk: 239-343-7900
- Zone Phones – each site listed on your teal/white card

