UNIVERSITY HOSPITAL
Newark, New Jersey

Clinical Systems

2019 - 2020

Electronic Medical Record

Epic is the official electronic medical record used at UH:

- All providers must complete training prior to access being granted to any clinical system.

- Inpatient and Outpatient

- Multiple application modules including
  - Ambulatory (95% complete)
  - ASAP (ED)
  - OpTime (OR, MSP, SDS)
  - CPOM (Orders)
  - ClinDoc (Clinical Documentation)
  - Stork (OB/GYN only)
  - Radiant (Radiology)
  - Beaker (Clinical Lab)
  - Kaleidoscope (Ophthalmology)
  - Phoenix (Transplant)
  - Beacon (Oncology)

- Epic online and in-class training is based on *provider specialty and modules.*

Additional Systems

Logician

- Outpatient EMR system for Historical information

- Clinics that have not yet converted to EPIC will still be on Logician

- Some of the MD practices are using Logician

Cerner

- CoPath Pathology System Results are in Epic

Sovera

- Electronic scanning system

- Similar format to a paper chart

- Since implementation of Epic ClinDoc, Sovera is used for:
  - Scanning paper portion of medical record, i.e. consents
  - Reviewing "only" old medical records
  - Passwords provided by H.I.M Staff

Order-Sets
(Medical Management Tools)

Standard process for assessing need and building order sets:

- Small group meets monthly

- Multidisciplinary team ensures all elements are included and meet best-practice standards

- If an order set is needed, complete form, send to office of CMO

- Form can be found on UH Net

  www.uhnj.org/uhnetweb

Downtime

Planned Downtime:

Scheduled for Sundays at 12:01am or other times defined in advance by the hospital for minimal operational impact. Downtime can be considered planned but emergent.

Unplanned Downtime:

Unscheduled, interrupted Epic access caused by a network outage, power outage, disrupted interface will ancillary systems, application or server crashes, etc.

What does it mean to me?

All services and functions revert to a paper system and "recovery" is performed when the system returns.

Business Continuity Plan (BCA)

The process for handling a planned or unplanned Epic System downtime.

Downtime Order Form

- Order form will be blank except for signature notations on the side.

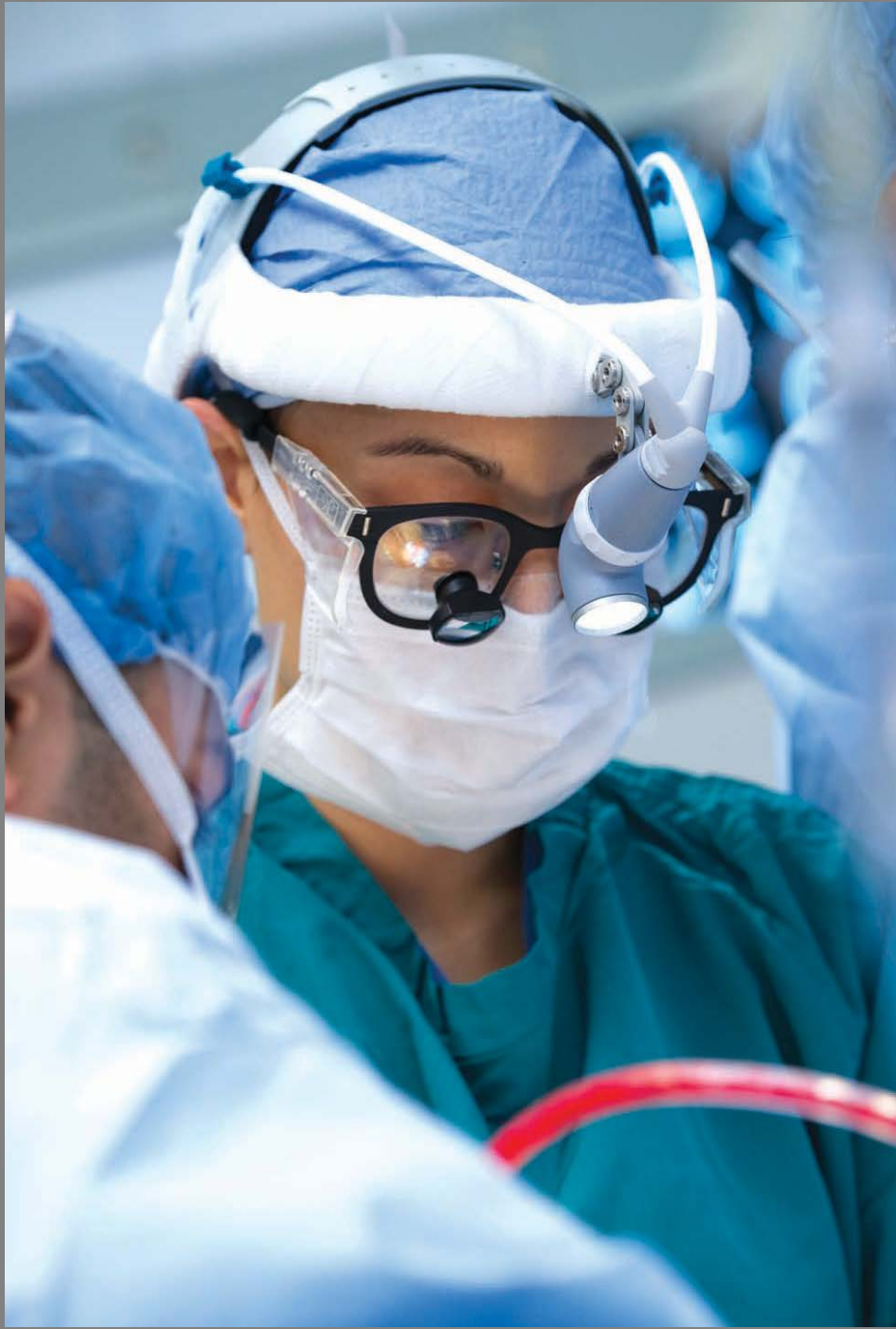- Nursing will manage the release of all forms during a downtime event.

My Chart

- Patient Portal gives patients access to parts of their medical record.

- Mobile apps are available for MyChart.

- Proxy access available for pediatric and adult relationships.

- Encouraging patients to register for and use MyChart is the responsibility of all care providers.

- Enrollment information is found on the Epic After Visit Summary (AVS).

- Marketing flyer is available throughout UH locations.

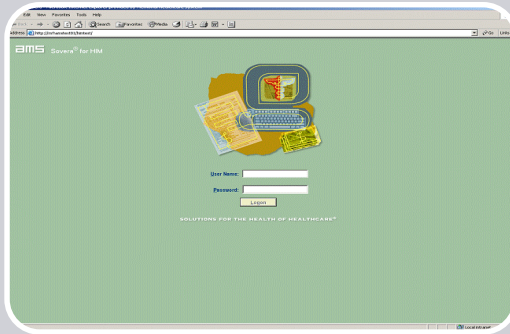# UNIVERSITY HOSPITAL
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SOVERA

Health Information Management

CLINICAL SYSTEMS

Chart Retrieval Guide

1. At the log in screen, enter your current user ID, password, and press "Logon" or ENTER. Another screen will pop up with a message about maintaining the confidentiality of records, click on "I Agree".
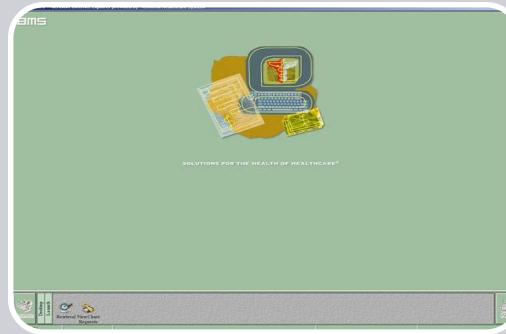
2. To begin retrieving charts, click on the "RETRIEVAL" icon that looks like a magnifying glass.
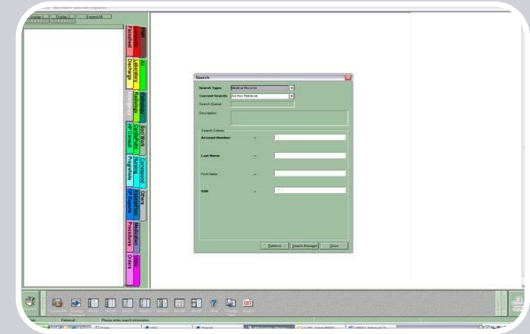
3. The SEARCH window pops up. There is no need to change information in the top two fields of the SEARCH window, simply enter the Account number for the chart you are retrieving. Click on the "Retrieve" button at the bottom of the window, or press ENTER.
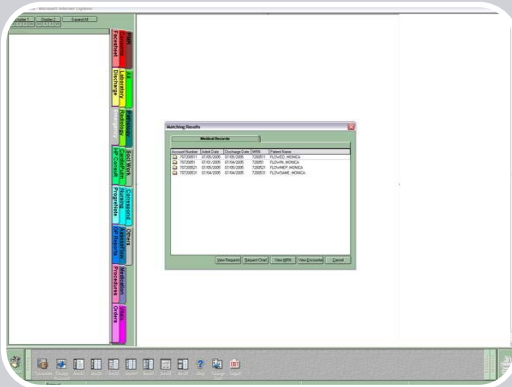
4. When retrieving a chart with multiple visits, select the visit you want by double clicking on the line item of that encounter or click once on the encounter and then click on the "View Encounter" button at the bottom of that window.
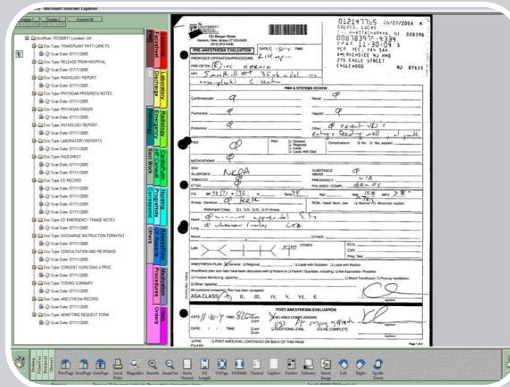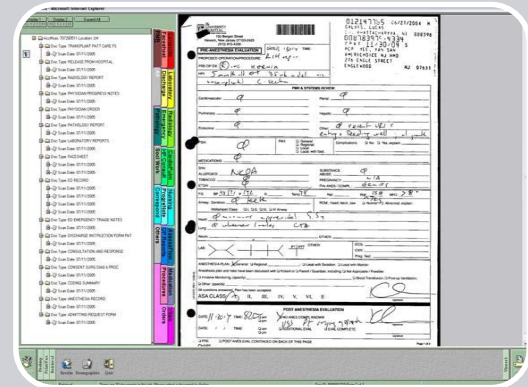
5. The chart will display. To view a certain portion of the chart, click on the appropriate tab. Selected tab will be grayed out. Select the "All" tab to view all documents. The icons to navigate the chart now appear in the menu bar at the bottom of your screen next to the vertical "Viewer" bar.

6. To go back to the search window displaying multiple visits, click on the vertical "Retrieval" bar that appears on the lower right side of the menu bar. Then click on the "RESULTS" icon. The visit window will pop back up.
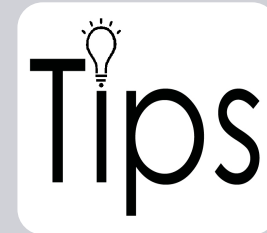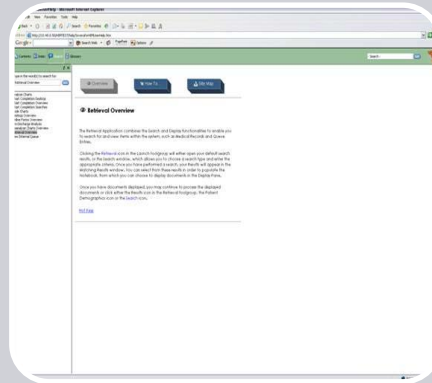
7. For more information on the Retrieval application or any topic related to Sovera for HIM, select the Desktop (from the bottom left toolbar), Help, and search for the word "Retrieval".

8. To log off, click on the vertical "Desktop" bar (next to the large SEARCH button). A new set of icons appear in the menu bar at the bottom of the screen. Click on the "EXIT" icon to logoff the system completely or simply click on the red X in the upper right hand corner.

F7 = Forward Document

Shift + F7 = Back Document

F8 = Forward Page

Shift + F8 = Back Page
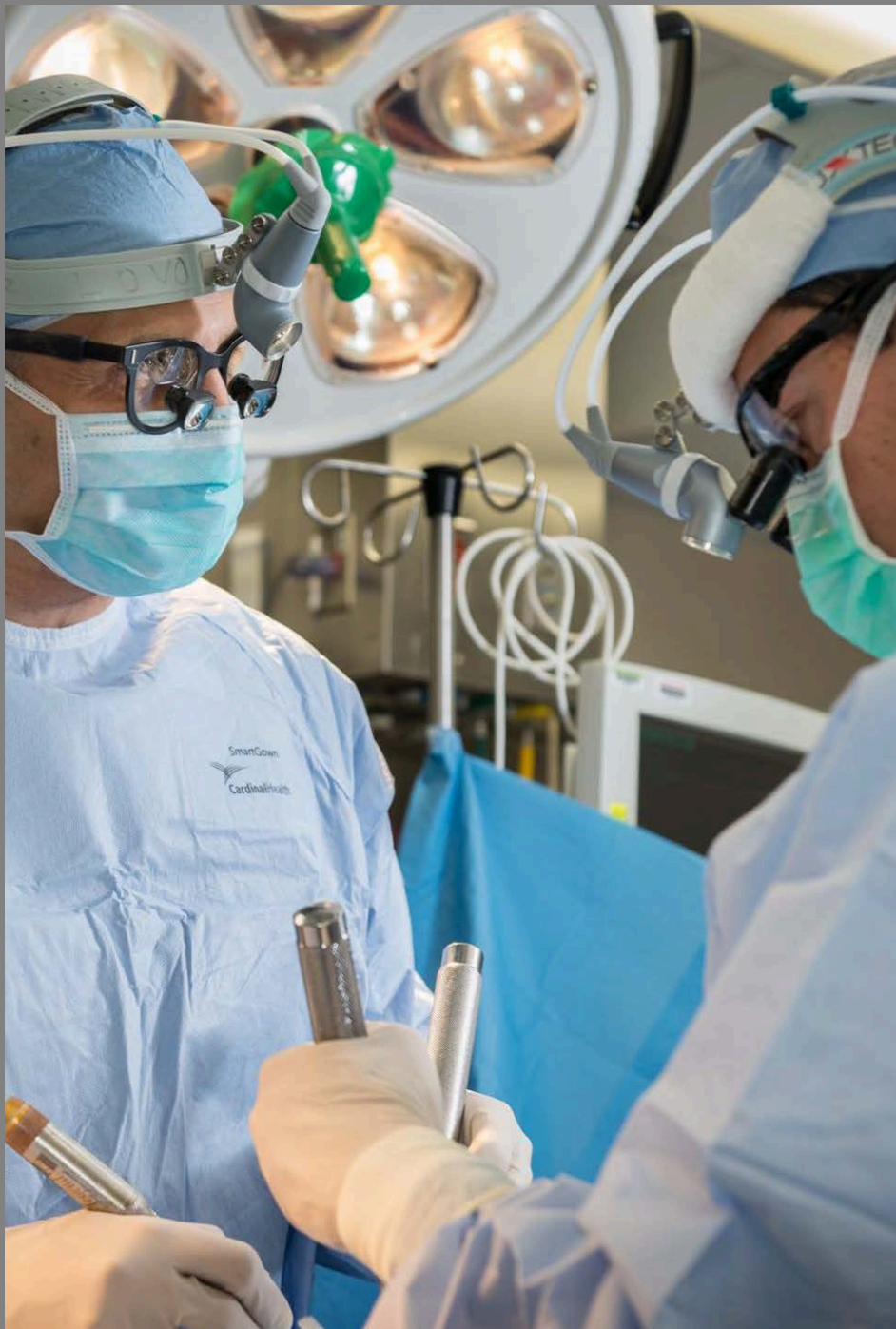
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Thank You