Hospital EHR – Medical Staff Newsletter

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For questions, comments, or suggestions regarding the EHR or this newsletter, please contact me directly.
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Topics this month
Unsigned Order Alert, 6.5.17
Controlled Substance Rx and the WI HOPE (Heroin, Opiate, Prevention, and Education) Law Alert, 6.6.17
In-House Support

Unsigned Order Alert, 6.5.17

Per hospital policy, "Verbal and telephone orders must be authenticated (signed)by the ordering practitioner within 48 hours from when the order was given."


Effective 6.5.17 an alert will be activated to assist Providers with remembering to sign orders. Upon opening a patient chart, if there are unsigned orders in the Provider's Message Center inbox, the following alert will fire.

While the alert fires upon opening a patient chart, it is not necessarily specific to the patient chart being opened. **It will fire for any and all unsigned orders.** Also, there is a delay on the alert so that it will not fire more frequently than every 2 hours.

Upon seeing this alert, it is **recommended that you immediately navigate to Message Center to sign orders**.
Message Center is quickly accessible via the tool bar as shown here.
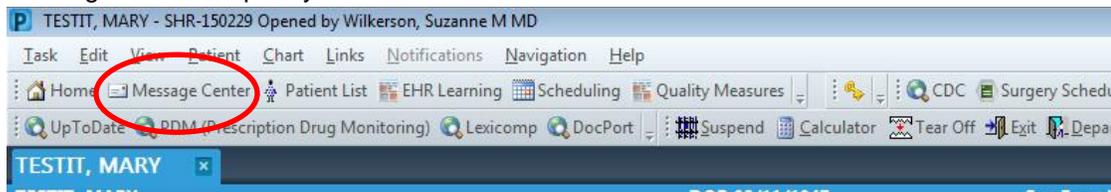
Controlled Substance Rx and the WI HOPE Law Alert, 6.6.17

Since 4.1.17, Wisconsin law requires all prescribers to check the Wisconsin Enhanced Prescription Drug Monitoring Program (ePDMP) site prior to prescribing any controlled substances, Schedule II – V.

Per the ePDMP website, "The ePDMP is a new tool to help combat the ongoing prescription drug abuse epidemic in Wisconsin. By providing valuable information about controlled substance prescriptions that are dispensed in the state, it aids healthcare professionals in their prescribing and dispensing decisions. The ePDMP also fosters the ability of pharmacies, healthcare professionals, law enforcement agencies, and public health officials to work together to reduce the misuse, abuse, and diversion of prescribed controlled substance medications."

June 6 a new alert will be activated at the Milwaukee and Ozaukee hospital campuses of Ascension Wisconsin – Columbia St. Mary's to assist as a reminder regarding compliance with the law. The alert will be active on all hospital and ED encounters. (Separate communication will be communicated from CAST in the next few weeks regarding Ambulatory/Clinic alert workflow. The alert will be activated later this month in these areas.)

Upon signing all prescriptions for schedule II-V, the following alert will fire if Rx is for greater than 3 days and the HOPE Form has not been completed in the preceding 24 hours.
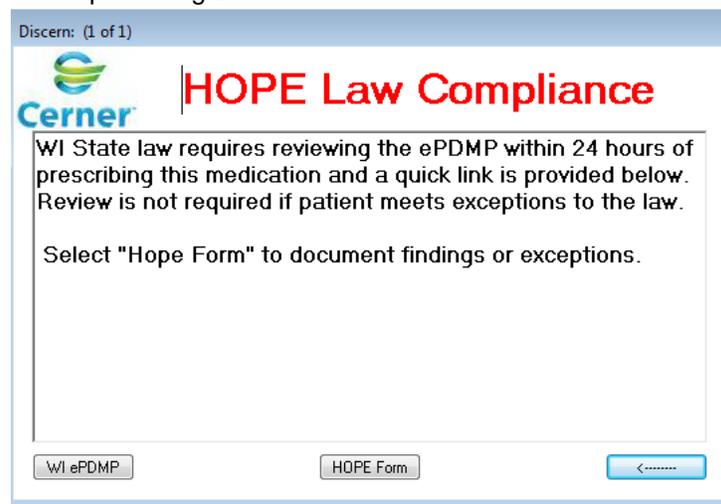
1. Click **HOPE Form** to open the HOPE Compliance Documentation Powerform.
   (Choose this link first, only if you have already reviewed the ePDMP website for your patient within the prior 24 hours.)
   - Complete the form by selecting the appropriate *ePDMP review findings* or *HOPE Exemptions*.
   - Sign the form by clicking the green checkmark in the upper left-hand corner.

2. If you have not reviewed the ePDMP website prior to creating the prescription, click [WI ePDMP] for a quick link.
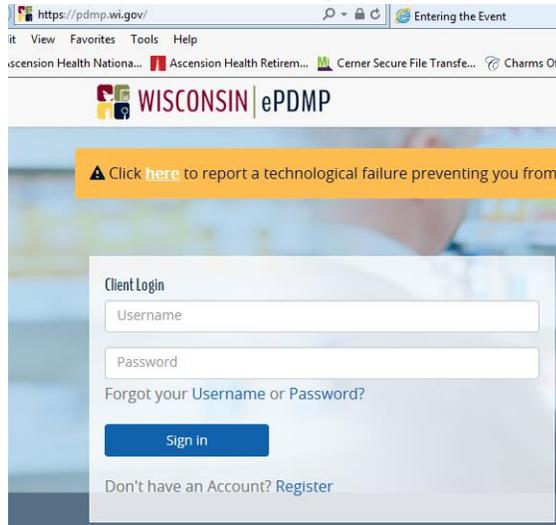
For questions related to registering with the ePDMP website or use of the website, training videos and FAQs can be found here: https://pdmp.wi.gov/training-materials.

Tips/Tricks

If several controlled prescriptions are being prescribed at the same time, the Alert will fire multiple times and must be completed for each Rx. To avoid this scenario you have two options:

- o Enter each Rx separately. (After completing the form with the initial Rx it will not fire subsequently.)

- o Review ePDMP and complete HOPE Form prior to creating prescription. This will suppress the alert. The tool bar has a quick link to the PDMP login page.
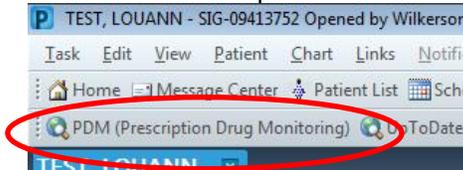
Powerform can be accessed independent of the alert via Ad Hoc Charting
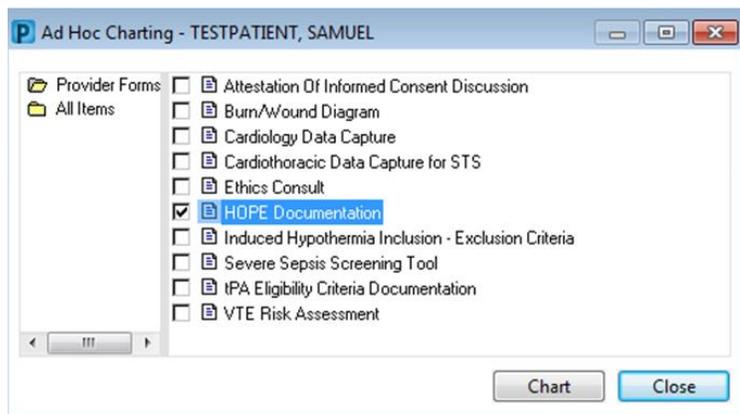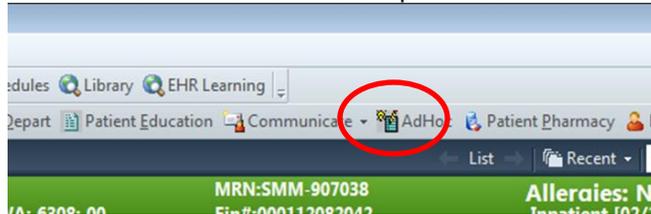
In-House Support

In-house support is available <u>Monday through Friday from 8am to 4pm</u> on both Ozaukee and Milwaukee campuses from Caitlin and Kevin of the Clinical Informatics Team. They have offices on each campus and can provide both in person as well as over the phone assistance. Please do not hesitate to contact them directly during these hours.

Connect to them directly by dialing Vocera and requesting "**EHR support.**"
Ozaukee Vocera Phone: 262-243-6707
Milwaukee Vocera Phone: 414-585-1995

Real-Time, In-House Support includes:

• Quick 1:1 assistance for help with using the EHR.
• Coaching sessions for EHR workflow and utilization optimization.
• Assistance with logging tickets for identified problems.

For urgent/emergent EHR technical assistance outside of the above hours, contact the Help Desk at 414-326-2400. When asked for an extension, choose "7" for expedited transfer to a service desk analyst.