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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ePrescribe and Removal of Electronic Signature on Printed Prescriptions, Effective 5.8.18

Currently, printed prescriptions for non-controlled medications contain an electronic signature. Due to vague language in Wisconsin law, some pharmacies accept these printed electronic signatures and others do not. When pharmacies have rejected the electronic signature on a printed prescription it has created delays for patients and additional work on the part of the prescribers. **To alleviate further problems and to create a consistent process, effective 5.8.18, printed prescriptions will no longer contain electronic signatures. All printed prescriptions will require a handwritten prescriber signature.**

Providers and staff are reminded to double check printed prescriptions for signature completion prior to providing to patients. As always, direct transfer of prescriptions electronically via the EHR is the most efficient process for both patients and providers when available.

We do not at this time have the availability of electronic transmission of controlled substance prescriptions because the added software required for prescriber authentication is dependent upon additional funding.

Patient List – Column Customization Option, Effective 5.8.18

Effective 5.8.15, customization of Patient List columns will be available.

Customization is available for all list types (Assignment, Custom, Location, Provider Group, Relationship). Changes to columns on an individual list will be applied automatically to your other lists of the same list type. For example, if you change the columns for location list *6E, 6W* that same change will be seen on all your other location lists. (Note – The change will not be seen on other lists until you exit Cerner EHR and then log in again.)

People who have proxy access to your list will also see changes you make. If those with proxy access are given "Full Access" they too will have the ability to make changes to the proxy list.

Patient List Column Customization Instructions

Open the list you want to adjust, and Select the Customize Columns Icon.

A. Use Right arrow to Add to "Existing Columns."
B. Use up/down arrows to Move the location of columns within "Existing Columns."
C. Highlight columns you want to Remove and select red X.
D. When you are done with changes, select the white X in red box.
E. Then choose "Yes" to Save changes.

HOPE (ePDMP) Alert – Update

We were experiencing technical difficulties over the past month with the HOPE (ePDMP) Alert but these problems have been resolved. This alert is designed to notify you when a prescription is written for a controlled substance. The technical difficulties included inappropriate firing on inpatient orders as well as lack of alert on some prescription orders. If you notice any problems moving forward, do not hesitate to notify us.

The following information (originally communicated June 2017) is provided as a reminder regarding alert function.

Upon signing all prescriptions for schedule II-V, the following alert will fire if the HOPE Form has not been completed in the preceding 24 hours and the prescription duration is not listed or is listed for greater than 3 days.
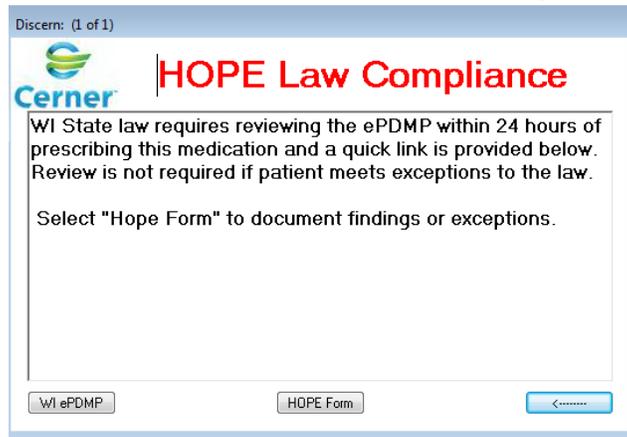

1. If you have not reviewed the ePDMP website prior to creating the prescription, click [WI ePDMP] for a quick link.
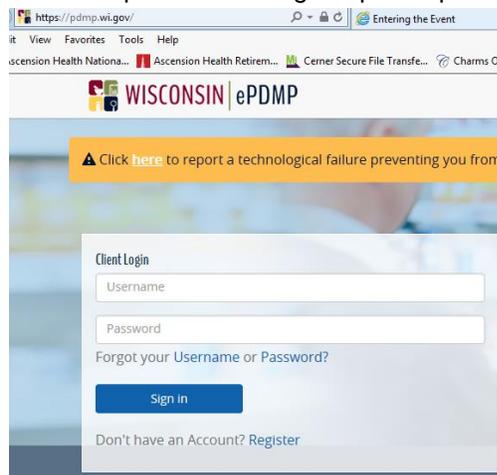
For questions related to registering with the ePDMP website or use of the website, training videos and FAQs can be found here: https://pdmp.wi.gov/training-materials.

2. Click [HOPE Form] to open the HOPE Compliance Documentation Powerform.
   - 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.
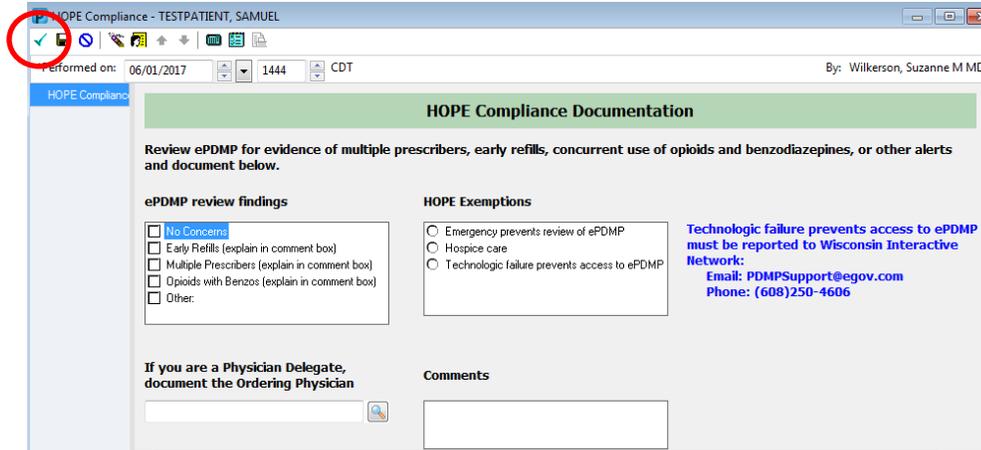
Tips/Tricks

- The Alert is meant as a *reminder*. Ideally you should review the ePDMP website *before* you enter the prescription.

  The tool bar has a quick link to the PDMP login page.
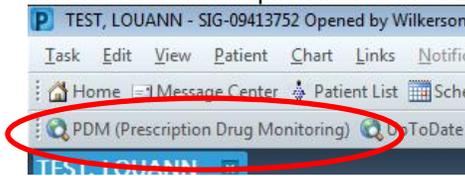
- If several controlled prescriptions are being prescribed at the same time, the Alert will fire multiple times and must be completed for each Rx. To avoid this scenario, you have two options:

  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 Hope Documentation Powerform can be accessed independent of the alert via Ad Hoc Charting
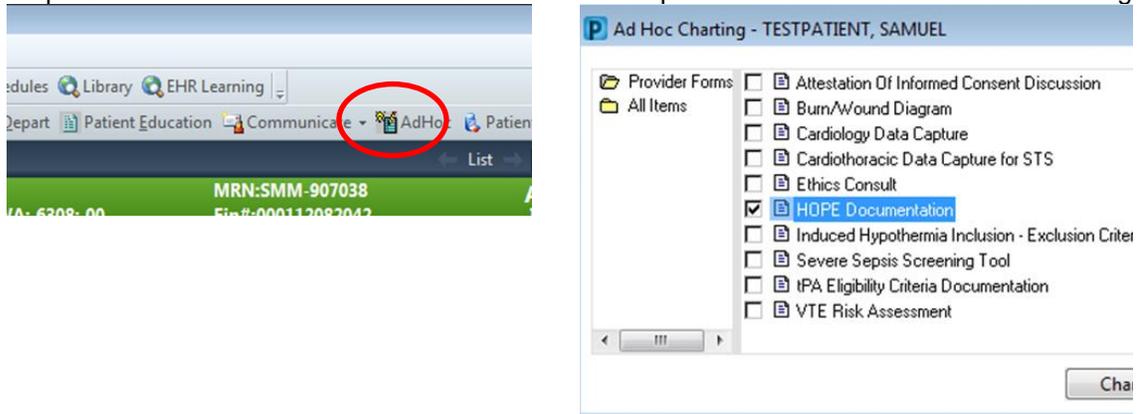
Local EHR Support

Local EHR support is available Monday through Friday from 8am to 4pm from Caitlin and Amy of the Clinical Informatics Team.

Connect with them directly at **414-585-6288.**

They are also available by dialing Vocera and requesting "**EHR support."**
Ozaukee Vocera Phone: 262-243-6707
Milwaukee Vocera Phone: 414-585-1995

Real-Time, Local EHR Support includes:
- Quick 1:1 assistance for help with using the EHR.
- Coaching sessions for CPOE, Power Notes, Patient Lists, 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.