

Hospital EHR – Medical Staff Newsletter

January 2018, Volume 5, Issue 1

For questions, comments, or suggestions regarding the EHR or this newsletter, please contact me directly.

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Topics this edition

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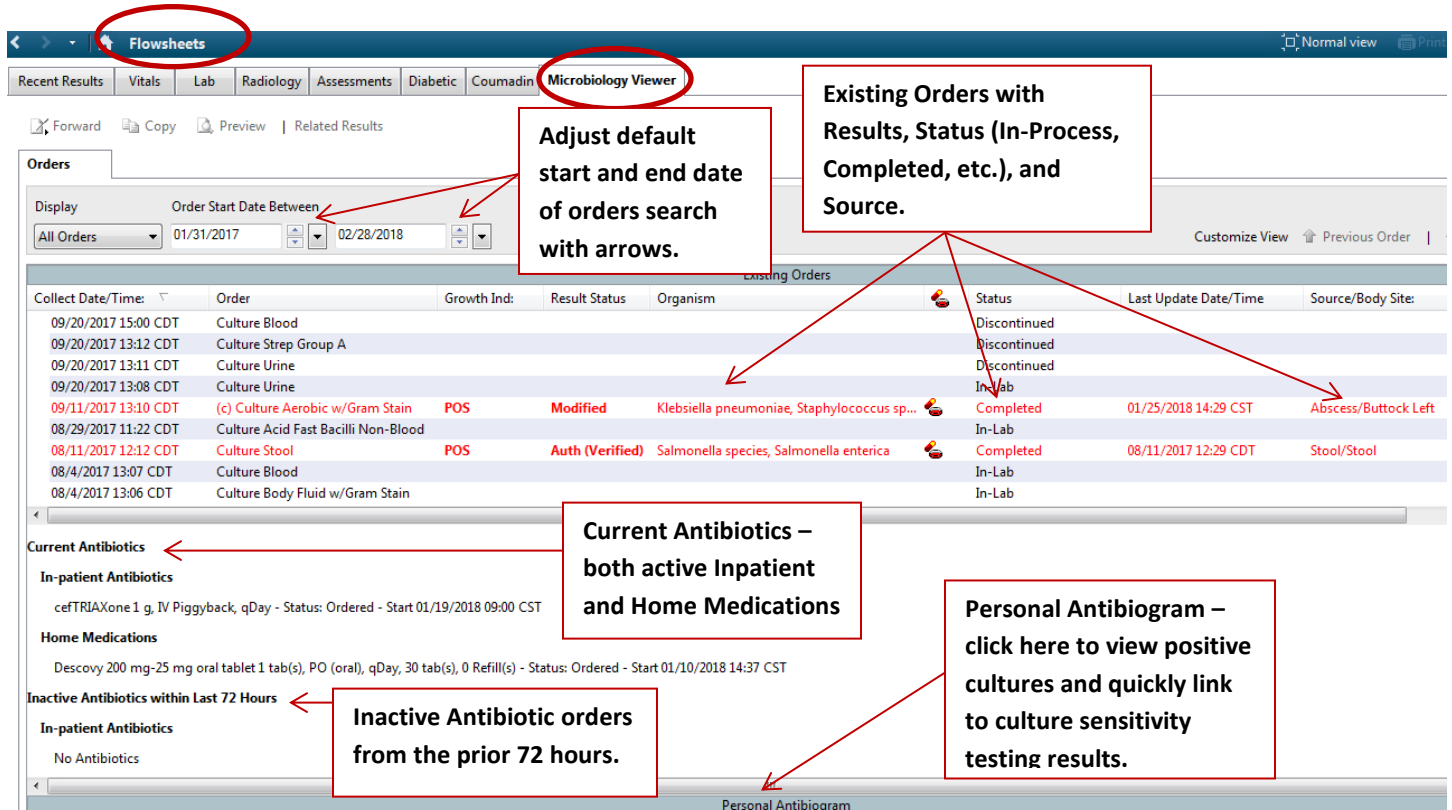
Enhancement – Social History Sexual Orientation and Gender Identity, Effective 2.6.18

Outside Records – new support email for unmatched patients

In-House Support – Update regarding staffing change

Enhancement – Microbiology Viewer, Effective 2.6.18

Effective 2.6.18 a new tab, Microbiology Viewer, will be added to Flowsheet view. Microbiology viewer provides culture orders (both pending and resulted) as well as inpatient and outpatient antibiotics in a user friendly format.



The screenshot shows the EHR interface with the 'Microbiology Viewer' tab selected. The interface includes a navigation bar with 'Flowsheets' and 'Microbiology Viewer' tabs. Below the navigation bar, there are search filters for 'Order Start Date Between' and 'Display' (set to 'All Orders'). A table of 'Existing Orders' is displayed with columns for 'Collect Date/Time', 'Order', 'Growth Ind.', 'Result Status', 'Organism', 'Status', 'Last Update Date/Time', and 'Source/Body Site'. Below the table, there are sections for 'Current Antibiotics' (In-patient and Home Medications) and 'Inactive Antibiotics within Last 72 Hours' (In-patient). A 'Personal Antibigram' link is visible at the bottom.

Existing Orders with Results, Status (In-Process, Completed, etc.), and Source.

Collect Date/Time	Order	Growth Ind.	Result Status	Organism	Status	Last Update Date/Time	Source/Body Site
09/20/2017 15:00 CDT	Culture Blood				Discontinued		
09/20/2017 13:12 CDT	Culture Strep Group A				Discontinued		
09/20/2017 13:11 CDT	Culture Urine				Discontinued		
09/20/2017 13:08 CDT	Culture Urine				In-Lab		
09/11/2017 13:10 CDT	(c) Culture Aerobic w/Gram Stain	POS	Modified	Klebsiella pneumoniae, Staphylococcus sp...	Completed	01/25/2018 14:29 CST	Abscess/Buttock Left
08/29/2017 11:22 CDT	Culture Acid Fast Bacilli Non-Blood				In-Lab		
08/11/2017 12:12 CDT	Culture Stool	POS	Auth (Verified)	Salmonella species, Salmonella enterica	Completed	08/11/2017 12:29 CDT	Stool/Stool
08/4/2017 13:07 CDT	Culture Blood				In-Lab		
08/4/2017 13:06 CDT	Culture Body Fluid w/Gram Stain				In-Lab		

Adjust default start and end date of orders search with arrows.

Current Antibiotics – both active Inpatient and Home Medications

Inactive Antibiotic orders from the prior 72 hours.

Personal Antibigram – click here to view positive cultures and quickly link to culture sensitivity testing results.

Clicking on a culture order from the flowsheet will open another window on the right. If positive, you can use the scrollbar to view the culture and sensitivity testing results.

Display Order Start Date Between
 All Orders 01/31/2017 02/28/2018 Customize View Previous Order Next Order

Existing Orders

Collect Date/Time	Order	Growth Ind.	Result Status	Organism
09/20/2017 15:00 CDT	Culture Blood			
09/20/2017 13:12 CDT	Culture Strep Group A			
09/20/2017 13:11 CDT	Culture Urine			
09/20/2017 13:08 CDT	Culture Urine			
09/11/2017 13:10 CDT	(c) Culture Aerobic w/Gram Stain	POS	Modified	Klebsiella pneumoniae
08/29/2017 11:22 CDT	Culture Acid Fast Bacilli Non-Bl...			
08/11/2017 12:12 CDT	Culture Stool	POS	Auth (Verifi...	Salmonella
08/4/2017 13:07 CDT	Culture Blood			
08/4/2017 13:06 CDT	Culture Body Fluid w/Gram Stain			

Specimen Information

Order: Culture Aerobic w... Collect Date/Time: 09/11/2017 13:10 CDT
 Growth Ind: POS Last Update Date/Time: 01/25/2018 14:29 CST
 Status: Completed Testing Site: CSMM Micro Man Bench
 Source: Abscess Freetext Source:
 Body Site: Buttock Left Accession #: 00000201725400009

Klebsiella pneumoniae		
Drug	MIC Interp	MIC Dilutn
Levofloxacin	R	3

Amended Final Report by Nitka, Courtney on 01/25/2018 14:29 CST

Many colonies Klebsiella pneumoniae
 Many colonies Staphylococcus species

The flowsheet has a default setting for the columns but you can customize as you wish by clicking “Customize View”.

Orders

Display Order Start Date Between
 All Orders 01/31/2017 02/28/2018 Customize View Previous Order

Add and Remove columns as well as designate order of the columns. (Columns at the top will be on the far left when viewed.) **After making your selections choose “Save”.** (“Save” will change default settings for the current and future patients, but “OK” will only keep new settings for the current patient.)

Customize View

Customize Columns

Available Columns

Add -> <- Remove

Selected Columns

- Collect Date/Time:
- Order
- Growth Ind:
- Result Status
- Organism
- Susceptibility Identified
- Status
- Last Update Date/Time
- Source/Body Site:
- Order Comment
- Freetext Source

Report Font

Report Font Size

9

Save OK Cancel

Regulatory Reminder Tips and Tricks – Restraint Orders (Violent and Non-Violent)

Violent Restraint Orders – Instructions for Order Placement and Renewal

Orders developed based on Restraint and Seclusion Policy (PolicyStat ID: 3611435), rev. May 2017.

Use of a Restraint PowerPlan is required for all patients placed in Violent Restraints and/or seclusion, or who require a Physical Hold.

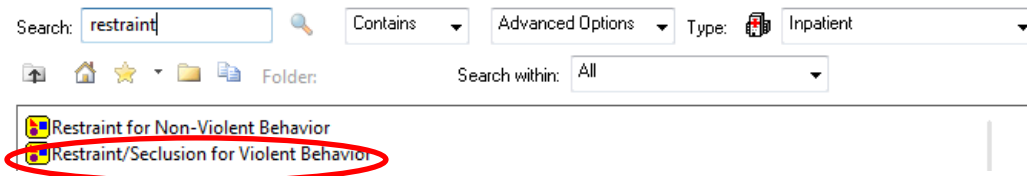
The Restraint/Seclusion for Violent Behavior PowerPlan is indicated for a patient who exhibits behavior that threatens harm to self or others. This plan is required for 5-point restraints, Seclusion, and Physical Hold orders.

Step 1

Confirm that the Violent Restraint PowerPlan is indicated based on your patient's clinical situation. Please Note - Seclusion can only be ordered and utilized in Behavioral Health Units.

Step 2

Search for the indicated PowerPlan with search term "restraint" and select the indicated plan.



Step 3

All orders within the plan are pre-checked. **If you do not require all 3 restraint types (5 point, Physical Hold, and Seclusion) you must uncheck those you do not need.** (Do not, though, uncheck the other pre-checked orders within the plan as these are needed to assure required nursing documentation.)

Interventions	Start Date	End Date	Frequency	Minutes	
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> 5 Point Restraint for Violent Behavior					Select an order sentence
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Physical Hold for Violent Behavior					Select an order sentence
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Seclusion Behavioral Medicine Unit Only					Select an order sentence

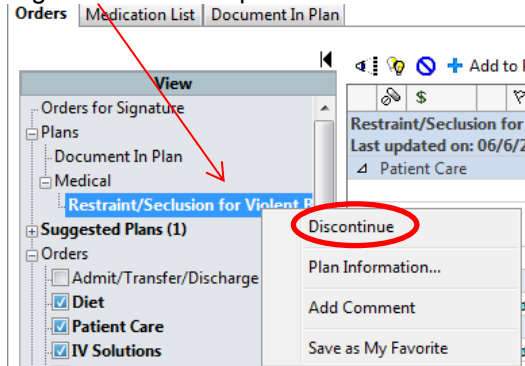
As applicable, complete missing details within these orders: **5 Point Restraint for Violent Behavior, Physical Hold for Violent Behavior, and Seclusion Behavioral Medicine Unit Only.** (Hold down the-Ctrl button to multi-select from the dropdown choices if needed.)

Order renewal

If restraints are needed beyond the order time limit, the entire PowerPlan should be discontinued and a new PowerPlan placed.

Step 1

Right click over the plan and select "Discontinue."



Step 2

Follow Order Placement Instructions as above.

Violent Restraint Orders – Instructions for Face to Face Assessment

Documentation of a Face to Face physician evaluation is required for all patients placed in Violent Restraints and/or seclusion, or who require a Physical Hold.

The custom PowerNote template, “Restraints/Seclusion – Violent Behavior Progress Note” should be utilized to assure that all required documentation elements are met.

While it is preferred that the attestation document be created at the same time the patient was evaluated this is not always possible. Therefore, a new required documentation field has been added to the note that will be the source of truth for the time that a patient was evaluated.

* Basic Information <Hide Structure> <Use Free Text>

* Patient Evaluated at DATE/TIME / OTHER

The PowerNote template can be found with a general search within Encounter Pathway tab of PowerNote or within the Behavioral Health and Hospital folders of the CSM Custom Catalog.

The screenshot shows the 'Encounter Pathway' search interface. The search term 'restraint' is entered in the search box. The search results table is as follows:

Name	Description
Restraints/Seclusion-Violent Behavior	AHMI_2G_Restraints/Seclusion-Violent Behavior Progress Note

The screenshot shows the 'Catalog' view of the CSM Custom Catalog. The 'Behavioral Health' and 'Hospital' folders are highlighted with red boxes. The 'Restraints/Seclusion-Violent Behavior' folder is also highlighted with a red box. The catalog items are as follows:

Name	Description
Ambulatory	Ambulatory
Behavioral Health	Behavioral Health
BH Initial Consult	AHMI_2G_BH Initial Consult
ECT Post Procedure	AHMI_2G_ECT Post Procedure
IBH Consultant Initial/Follow up	AHMI_2G_IBH Consultant Initial/Follow up
Inpatient Psychiatric Admission	AHMI_2G_Inpatient Psychiatric Admission
Restraints/Seclusion-Violent Behavior	AHMI_2G_Restraints/Seclusion-Violent Behavior Progress Note
Hospital	Hospital
Attestation Informed Consent Discussion	Attestation Informed Consent Discussion
Critical Care/Pulmonary Progress Note	AHMI_2G_Critical Care/Pulmonary Progress Note
Death Summary	AHMI_2G_Death Summary
DME Attestation	AHMI_2G_DME Attestation
Ethics Consult	AHMI_2G_Ethics Consult
Hospital Consult	AHMI_2G_Hospital Consult
Hospital H&P	AHMI_2G_Hospital H&P
Hospital Progress Note	AHMI_2G_Hospital Progress Note
Palliative Care Consult	AHMI_2G_Palliative Care Consult
Palliative Care Progress	AHMI_2G_Palliative Care Progress
Restraints/Seclusion-Violent Behavior	AHMI_2G_Restraints/Seclusion-Violent Behavior Progress Note
Severe Sepsis/Septic Shock-Reevaluation	AHMI_2G_Severe Sepsis/Septic Shock-Reevaluation

Non-Violent Restraint Orders – Instructions for Order Placement and Renewal

Use of a Restraint PowerPlan is required for all patients placed in restraints.

The Restraint for Non-Violent Behavior PowerPlan is indicated for a confused or sedated patient who may interfere with medical care necessary for the healing process.

Order Placement

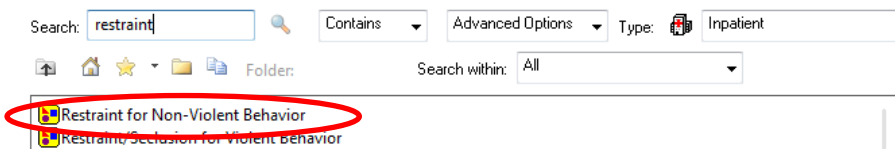
Step 1

Confirm that the Restraint for Non-Violent Behavior PowerPlan is indicated based on your patient's clinical situation.

Please note - The following restraints are not in the Non-Violent Restraint PowerPlan as they are not allowed unless the patient is a risk of harming self or others: Physical Hold, 5 point restraints, or Seclusion. If these orders are required on your patient, please use the Restraint for Violent Behavior PowerPlan instead.

Step 2

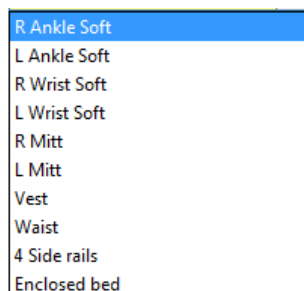
Search for the indicated PowerPlan with search term "restraint" and select the indicated plan.



Step 3

Do not uncheck pre-checked orders within the plan as these are needed to assure required nursing documentation.

Complete missing details within the **Restraint for Non-Violent Behavior** order, including *Restraint Justification* and *Restraint Type*. *Restraint Type* field required that you specify laterality for limb restraints and mitts. (Hold down the-Ctrl button to multi-select from the dropdown choices if needed.)

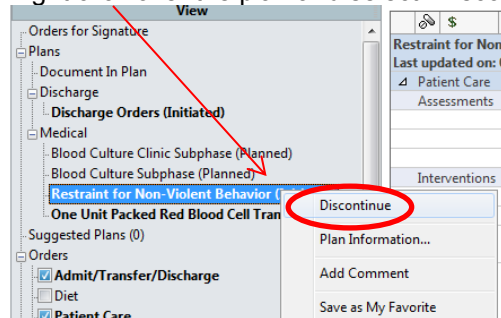


Order renewal

Restraints must be renewed every 24 hours. If restraints are needed beyond 24 hours, the entire PowerPlan should be discontinued and a new PowerPlan placed.

Step 1

Right click over the plan and select "Discontinue."



Step 2

Follow Order Placement Instructions as above.

Regulatory Reminder Tips and Tricks – Unsigned Orders

All telephone and verbal orders must be signed within 48 hours. (Restraint Orders must be signed within 24 hours.) In addition to finding these orders in Message Center, the Orders section of the EHR has an “Orders for Cosignature” button that can be utilized.

Orders Medication List Document In Plan

Displayed: All Active Orders | All Inactive Orders | hospital active/pending complete Show More Orders...

Order Name	Status	Dose ...	Details
Admit/Transfer/Discharge			
Wilke... Discharge Patient	Ordered		Start date: 11/29/17 15:01:00 CST, Discharge To: Home
SYSTE M HIPAA-Restricted Release of Patient Information	Ordered		Start Date: 09/01/17 8:12:47 CDT, 09/01/17 8:12:47 CDT Restricted Release of Patient Information
Diet			
Wilke... NPO	Ordered		Start Date: 09/13/17 0:00:00 CDT
Wilke... Clear Liquid Diet	Ordered		Start Date: 09/12/17 10:06:00 CDT
Patient Care			
Histo... Restraint Monitoring Medical	Pendin...		Start Date: 12/12/17 13:53:00 CST, q2hr, 12 Times, Stop Date: 12/13/17 13:59:00 CST, 12/12/17 14:00:00 CST
Wilke... Restraint Monitoring Medical	Pendin...		Start Date: 12/04/17 10:00:00 CST, q2hr, 12 Times, Stop Date: 12/05/17 9:59:00 CST, 12/04/17 10:00:00 CST
Wilke... Restraint Monitoring Medical	Pendin...		Start Date: 12/04/17 10:00:00 CST, q2hr, 12 Times, Stop Date: 12/05/17 9:59:00 CST, 12/04/17 10:00:00 CST
Histo... Restraint Monitoring Medical	Pendin...		Start Date: 11/21/17 11:17:00 CST, q2hr, 12 Times, Stop Date: 11/22/17 11:59:00 CST, 11/21/17 12:00:00 CST
SYSTE M Complete Nutrition			Start Date: 11/20/17 12:53:49 CST, q12hr, 3 Times, 11/22/17 0:59:00 CST d from documentation of Patient Unable to Complete Assessment on Nutritional Screen form.
Histo... Restraint Monitoring Medical			Start Date: 11/06/17 15:53:00 CST, q2hr, 12 Times, Stop Date: 11/07/17 15:59:00 CST, 11/06/17 16:00:00 CST
Histo... Restraint Monitoring Medical			Start Date: 11/06/17 15:26:00 CST, q2hr, 12 Times, Stop Date: 11/07/17 15:59:00 CST, 11/06/17 16:00:00 CST
Histo... Physical Held for Y...			Start Date: 11/21/17 13:50:00 CST, Justification: Imminent risk of harm (injury to self)

Orders for Cosignature – links to window for direct signing of orders specific to patient.

Buttons: Dx Table **Orders For Cosignature** Orders For Nurse Review Orders For Signature

C3296 SWILKERS January 31, 2018 12:51 CST

Clicking on the “Orders for Cosignature” button opens a window that lists all the unsigned orders on the patient, including orders written by other Providers. You are allowed to cosign orders for your group partners if you are comfortable doing so.

Attending: Wilkerson, Suzanne M MD Adv Dir: No Code Status: No Active O... Iso: CSMConnect: Ask Patient

Action	Action Date	Entered By	Order	Details	Order Set...	Ordering ...
<input checked="" type="checkbox"/>	01/24/2018 16:54 CST	Testing1	acetaminop...	24/18 16:54:00 CST, Max 4,000 mg Acetaminophen		Wilkerson, Suzanne ...
<input type="checkbox"/>	12/5/2017 15:33 CST	CERNER	acetaminop...	Date: 12/05/17, Stop date: 12/08/17, Order for m the pre-medication dose, Day 1 to 3, Max 4,000	Alemtuzum ab (Lemtrada) Therapy (...)	Testing, Pilot - Clinic MD
<input type="checkbox"/>	12/5/2017 15:12 CST	CERNER	acetaminop...	e: 12/05/17 15:12:00 CST, Max 4,000 mg		Testing, Pilot - Clin...
<input type="checkbox"/>	12/5/2017 14:21 CST	CERNER	acetaminop...	Date: 12/05/17, Stop date: 12/08/17, Order for m the pre-medication dose, Day 1 to 3, Max 4,000	Alemtuzum ab (Lemtrada) Therapy (...)	Testing, Pilot - Clinic MD
<input type="checkbox"/>	11/30/2017 15:37 CST	Kapp, Rebecca M...	PROMETHE US IBD sgl...	Blood, 11/30/17 15:36:00 CST, Today collect, St...	77-ePL, Unknown ...	77-ePL, Unknown ...
<input type="checkbox"/>	11/30/2017 15:37 CST	Kapp, Rebecca M...	PROMETHE US TPMT ...	Blood, 11/30/17 15:36:00 CST, Today collect, Stop Date 11/30/17 18:00:00 CST, 11/30/17 15:36:00 CST	77-ePL, Unknown ...	77-ePL, Unknown ...
<input type="checkbox"/>	11/30/2017 15:37 CST	Kapp, Rebecca M...	PROMETHE US Celiac ...	Blood, 11/30/17 15:35:00 CST, Today collect, Stop Date 11/30/17 18:00:00 CST, 11/30/17 15:35:00 CST	77-ePL, Unknown ...	77-ePL, Unknown ...

Be sure to unclick orders that you do not want to endorse prior to selecting Cosign.

Non-physicians should NOT sign Patient Status or Discharge Orders

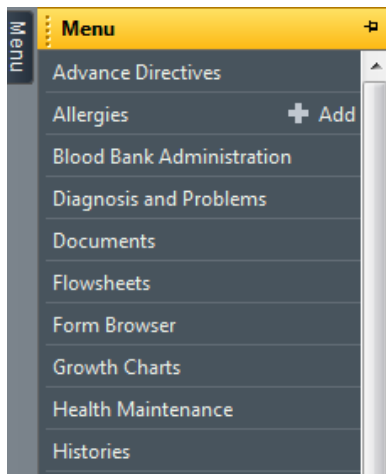
Ordering Provider listed in right hand column.

Select All Show All Details

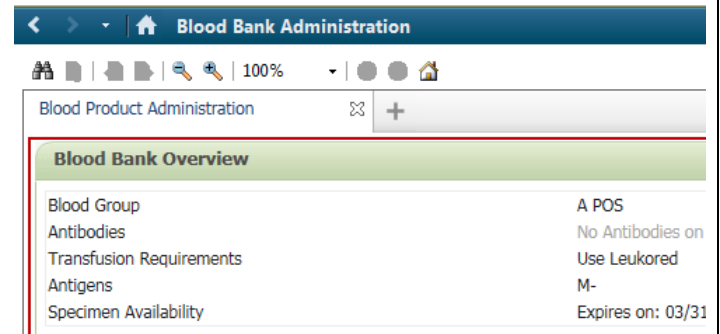
No dose range checking is performed upon cosign. TEST, SMOKEIF **Cosign** Cancel

Enhancement Reminder - Blood Bank Overview

As originally communicated in March 2017, a **Blood Bank Administration** summary page was created to allow efficient access to information regarding blood product administration. The Summary page displays in the venue menu. Following are the components of the summary page.



Blood Bank Overview



Blood Group- Displays confirmed Blood Type.

Antibodies- Displays documented antibodies or “No antibodies on record”

Transfusion Requirements- Displays any transfusion requirements or “No transfusion on record”

Antigens- Displays antigens or “No antigens on record”, if not documented

Specimen Availability-Displays specimen expiration date or “No current specimen available”

Blood bank Products Past 3 Months

Product Number	Product Name	Product ABO/Rh	Qty	Status Date/Time
4 Assigned (1)				
W036308005908	Red Blood Cells CP2D 450	A POS		03/08/2017 15:04
4 Crossmatched (2)				
W036308007408	Red Blood Cells CP2D 450	A POS		03/08/2017 15:18
W036308006208	Red Blood Cells CP2D 450	A POS		03/08/2017 15:18
4 Dispensed (0)				
4 Products Transfused within past 3 months (11)				
W036308006008	Cryoprecipitated Anti-Hem	A POS		03/21/2017 14:58
W036308007808	Whole Blood CP2D 450 mL L	A POS		03/21/2017 14:47
W036308003308	Cryoprecipitated Anti-Hem	A POS		03/21/2017 14:45
W036308006308	Apheresis Platelets ACDA	A POS		03/21/2017 14:42
W036308007708	Red Blood Cells CP2D 450	A POS		03/09/2017 14:21
W0363080068508	Fresh Frozen Plasma Thawe	A POS		02/17/2017 13:06
1234500001	Rh Immune Globulin		1	02/07/2017 09:48
W0363080064308	Red Blood Cells CP2D 500	A POS		02/07/2017 08:30
W0363080065108	Fresh Frozen Plasma Thawe	A POS		02/07/2017 07:54
W0363080065208	Fresh Frozen Plasma Thawe	A POS		02/07/2017 07:47

Assigned – Displays all active, assigned, directed and autologous products.

Crossmatched - Displays all active, crossmatched products.

Dispensed – Displays all active, dispensed products.

For Assigned, Crossmatched, and Dispensed, hover over the Status Date/Time to view Product Expiration Date/Time

Products Transfused within Past 3 months – Displays all active transfused products at all locations.

Transfusion Information this Encounter – displays, by type, products transfused during the current encounter.

Product Type	# of Units Given
RBC	2
PLTS	1
FFP	4
CRYO	2
WBLD	1

Pharmacy Controlled Use PowerForm – Fentanyl Patch, Effective 2.6.17

The Fentanyl patch opioid delivery system comes with specific prescribing requirements in order to prevent significant adverse drug events. The Pharmacy Department developed a Restricted Medication Powerform for inpatient Fentanyl Patch ordering to ensure High Reliability in meeting appropriate criteria for use.

The yellow boxes on the PowerForm must be completed before clicking the green checkmark in the upper left hand corner to complete the order. If the patient does not meet criteria, the red x in the upper right should be selected to cancel the order. (The bottom half of the form is for use by Pharmacy staff only.)

Restricted Med - FentaNYL Transdermal - TESTINGPAT, MARY

Performed on: 01/31/2018 1231 CST By: Wilkerson, Suzanne M MD

FentaNYL Transdermal (Duragesic) Criteria

Must meet at least one indication for use and all criteria for use

Indication for use (Must check one)

- Continuation of fentaNYL transdermal system regimen initiated prior to admission
- Initiation of therapy for management of moderate to severe pain when around the clock pain control is needed for an extended period of time (weeks or longer)
- Changing the route of administration in the Intensive Care Unit from a continuous fentaNYL infusion to a fentaNYL transdermal system after the patient has been receiving the infusion for at least 7 days

Criteria for Use (All must apply)

Patient is NOT opioid naive

Patient is NOT on suicide precautions

Transdermal fentaNYL is NOT being ordered for acute or post-operative pain

Transdermal fentaNYL is NOT being used for intermittent pain

Transdermal fentaNYL is NOT being ordered for short term analgesia

For use in opioid tolerant patients

Opioid tolerant patients taking at least 60mg oral morphine/day, 30mg oral oxyCODONE/day, 8mg oral HYDROMORPHONE/day, 25mg oral oxyMORPHONE/day, 25mcg transdermal fentaNYL/hour, or an equianalgesic dose of another opioid for one week or longer

Short-acting analgesic agents should be continued as needed for 12 - 24 hours after transdermal fentaNYL initiation

Right click on white box and select "Reference Text" for quick access to equianalgesic opioid doses:

Provider Comments

Pharmacy Assessment

Enhancement – Social History Sexual Orientation and Gender Identity, Effective 2.6.18

On 2.6.18, we are adding new questions about Sexual Orientation and Gender Identity to the Social History tab in PowerChart and FirstNet. These additions are being made to assist us in providing high quality and personalized care to our patients and to meet current Federal Meaningful Use data requirements.

As this history is sensitive in nature, at this time it will only be utilized in the EHR by Providers and Clinicians (Physicians, Advanced Care Practitioners, RNs, MAs, etc.), and not by Registration personnel.

Current State

The screenshot shows the 'Sexual' section within the 'Social History' tab. The interface includes several form fields and checkboxes:

- Sexually active:** Radio buttons for Yes and No.
- First active at age:** A text input field with 'Age' and 'Year(s)' labels.
- Current partners:** A text input field.
- Number of lifetime partners:** A text input field.
- Self described orientation:** A list of checkboxes: Heterosexual, Homosexual, Bisexual, Transgender, and Other.
- Uses condoms:** Radio buttons for Yes and No.
- Other contraceptive use:** A text input field.
- History of sexual abuse:** Radio buttons for Yes and No.
- Other sexual concerns:** A text input field.
- Notes:** A text input field.
- Comment:** A text input field.

Future State – 2.16.18

The screenshot shows the 'Sexual' section within the 'Social History' tab of the future interface. The interface includes several form fields and checkboxes:

- Gender Identity:** Radio buttons for Female, Male, Female-to-Male (Trans Man), Male-to-Female (Trans Woman), Nonconforming gender, Decline to specify, and Other.
- Sexually active:** Radio buttons for Yes and No.
- First active at age:** A text input field with 'Age' and 'Year(s)' labels.
- Current partners:** A text input field.
- Number of lifetime partners:** A text input field.
- Self described orientation:** A list of checkboxes: Lesbian, gay or homosexual; Straight, or heterosexual; Bisexual; Don't know; Choose not to disclose; and Other.
- Uses condoms:** Radio buttons for Yes and No.
- Other contraceptive use:** A text input field.
- History of sexual abuse:** Radio buttons for Yes and No.
- Other sexual concerns:** A text input field.
- Notes:** A text input field.
- Comment:** A text input field.

At the bottom right, there are 'OK' and 'Cancel' buttons.

Following are a few guidelines that should be clearly understood by the Providers and Clinicians that utilize this tool.

- 1.) Gender Identity is a person's perception of having a particular gender, which may or may not correspond with birth sex.
- 2.) Sexual Orientation is a person's sexual identity in relation to the gender to which they are attracted; the fact of being heterosexual, homosexual, or bisexual.
- 3.) A simple question to start this conversation may be: "Is there any information or history about your sex or gender that you would like to include in your Medical Record"?
- 4.) To avoid assuming gender or sexual orientation with new patients:

Instead of	Say
"How may I help you, sir?"	"How may I help you?"
"He is here for his appointment."	"The patient is here for the appointment."
"Do you have a wife?"	"Are you in a relationship?"
"What are your mother and fathers' names?"	"What are your parents' names?"

More information and education on this subject is available at www.lgbthealtheducation.org

Outside Records – new support email for unmatched patients

As communicated previously, Cerner EHR has access to external Wheaton Franciscan Epic patient record information. Unfortunately we have noticed instances of the interface not recognizing a patient match between Epic and Cerner EHRs. The cause of this is usually due to differences in address or other identification parameters between the systems.

If you identify a Wheaton patient that does not have Outside records identified in Cerner, utilize the following email address to notify our AIS Outside Records support team: EHROutsideRecords@ascension.org

Your email should include the following:

- Patient name
- Patient date of birth
- MR # or FIN #
- Recent Wheaton encounter locations (and dates if known)

You can type the above data into the email or provide a screen shot of the banner bar. (Do not forget to enter **-phi-** in the subject line if you are communicating with a non-Ascension email.) This mailbox will be checked every business day and all referrals will be investigated.

The above address is for identification of non-urgent issues only. **As usual, for any urgent issues you should contact the general IT Help Desk at 414-326-2400.**

In-House Support – Update regarding staffing change

Local EHR support is available Monday through Friday from 8am to 4pm. Due to staffing limitations, onsite support is no longer available at both campuses. While we engage in hiring a new Clinical Informatics team member we will continue to have support available at minimum by phone during these hours.

Connect directly to support by dialing Vocera and requesting **"EHR support."**

Ozaukee Vocera Phone: 262-243-6707

Milwaukee Vocera Phone: 414-585-1995

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.