

Please post / share this communication within 24 hours in your department/unit.

Remember: Many answers/clarifications on EHR processes can be accessed through the EHR Intranet site or EHR Learning (Learning Live)

❖ TRAIN Domain Downtime

The EHR TRAIN domain will be unavailable Monday, 4/29 through Wednesday, 5/1.

❖ Patient Banner Bar (starting 4/29/13)

Beginning Monday, April 29th, the banner bar will show the patient's status for the new CSMConnect patient portal. This tool will allow patients to view their medical information and communicate with clinic providers online. Patients can also view lab results and request appointments.

CSMConnect will be available to patients of selected Madison Medical Affiliates physicians beginning April 30, and to patients of Prospect Medical Commons Internal Medicine physicians beginning May 14. The full roll-out of CSMConnect to all clinic and hospital patients will occur in July.

TESTPATIENT, ETM PCP:Rincon, Mariana MD	DOB:09/09/80 Age:32 years	Sex:Male Loc:PMC Advance Directives:	MRN:SIG-20017674 Fin#:00000000491	Allergies: aspirin Outpatient: 4/5/2013 10:00 - ... CSMConnect: Yes
TEST, MICKEY PCP:Jones-Nosacek, Cynthia L MD	DOB:12/03/47 Age:65 years	Sex:Male Loc:SMO LAB Advance Directives:	MRN:SMO-501859 Fin#:000500083506	Allergies: Allergies Not... Outpatient: 4/15/2013 13:04 - ... CSMConnect: Ask Patient

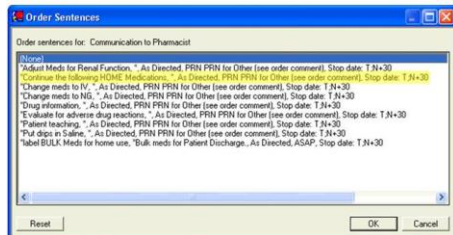
The different statuses are:

- “Ask Patient” – the patient has not yet been invited. **At this time, only patients at the pilot locations should be offered access to CSMConnect. Please do not ask patients at hospitals or other clinics if they want to join CSMConnect.**
- “Invitation Sent” - the patient has been sent an invitation to CSMConnect.
- “Yes” – the patient has completed the sign-up process and has access to CSMConnect.
- “Not Interested” – the patient has been asked, and is not interested in joining CSMConnect.

Watch for more information soon about registering yourself for CSMConnect.

❖ Communication to Pharmacist (starting 4/29/13)

- A new order sentence will be available within the "Communication to Pharmacist" order
- The new order sentence states "Continue the following HOME Medications"



- This new order sentence has been designed to help providers convert Documented Meds by History and Prescription medications during Medication Reconciliation
- Providers who use this order sentence will need to indicate in the Order Comments or Special Instructions fields which medications on the Medication List to continue
- Providers need to indicate whether to continue medications “as prescribed” or “as per the patient’s home regimen” (as indicated in the compliance comments). Failure to do so will result in a clarifying phone call from the pharmacist.

New Patient Access, New Processes, New Geography, New Ways to Engage

❖ **Quarterly Fix Update – Depart Enhancements – GO LIVE TUESDAY, APRIL 30**

Highlights:

- 'Close Depart' button to exit depart
- Updated look to patient information
- Patient Friendly Med information, reference ranges (BP, BMI and Lab), weight in pounds, patient demographics and standard font
- Final Sign and Print, that signs and prints a hard copy for the patient:
 - Use only once all 3 of the following is complete:
 - 1) Active discharge PowerPlan (initiated)
 - 2) Discharge Med Rec completed (green check mark)
 - 3) Nursing Documentation (completed)

What's not changing:

- Items in the left hand venue menu and how you document/sign notes and PowerForms

Education Plan and Timeline:

- A Learning Institute module has been assigned end users who document in Depart.
 - To be completed: **Monday, April 29th**
 - Course Code and Title: Depart Process, 0W0115



Go Live Support

- Depart Hotline – **(414) 326-2727**, or **85-2727**
- Open Tuesday, April 30 (before noon) – Friday, May 3 (until noon)
- Please call for workflow and/or functionality questions, issues. Phone line is set up with a voicemail. Please feel free to leave a message.
- After 1100 Friday, May 3, call the IS Service Desk for technical support and your Clinical Informatics representative for workflow/how to support.