EpicCare Frequently Asked Questions (FAQs) for Providers

EpicCare

1. What is EpicCare? What is Epic Hyperspace? What is EpicCare Link?

EpicCare, commonly known as Epic, is Providence Health Care’s new patient-centered electronic health record. Epic encompasses the complete patient registration, scheduling, clinical and billing information for the Providence hospitals and clinics.

Providers will use the following tools to access Epic:

Epic Hyperspace is the computer application that credentialed providers will use to access Epic.

EpicCare Link is the web-based portal that providers, their office staff, rural hospitals and select community agencies will use to access information stored in the Providence Epic electronic health record. It provides read-only access to Epic.

2. What are the four Providence Health Care hospitals? When do they go-live on Epic?

The Providence Health Care hospitals are:

- Providence Sacred Heart Medical Center & Children’s Hospital (Spokane, WA)
- Providence Holy Family Hospital (Spokane, WA)
- Providence St. Joseph’s Hospital (Chewelah, WA)
- Providence Mount Carmel Hospital (Colville, WA)

The Epic go-live is October 26, 2013 for all four hospitals.

3. Why did Providence choose Epic?

The Epic system creates a single medical record for each patient across all care settings, which will support our goals of creating a connected experience for our patients and consistent workflows for our caregivers.

Providence spent many months evaluating all options before ultimately choosing Epic. Epic’s software is truly patient-centered and offers us the best opportunity to realize our vision of providing each patient consistent, high-quality, affordable care in all settings and communities we serve.

The Epic system will help improve and enhance patient care by recording patient data at the point of admission, in the procedure room, at the bedside and any other location where patient data is generated to create a comprehensive EHR. The benefits to our patients include improved:

- Registration and scheduling
- Inpatient & outpatient documentation
- Billing & financial processes

A key feature of Epic is that patients will not have to be registered at every encounter as their information will cross the care continuum. Their information will on occasion need to be verified. This feature enhances patient care through improved communications and information-sharing between patient and care providers.
4. **Why do I hear different terms for Epic such as Cadence, Beacon, OpTime?**  
   Epic is a robust clinical information system that provides hospitals and providers a wide variety of tools and modules to improve and enhance patient care, with each module having its own name. Cadence is the scheduling module. Beacon is the oncology application. OpTime is the surgery module. There are more than 30 modules within Epic.

5. **Can I continue to document new patient data in Meditech instead of using Epic?**  
   No. Not after October 26. At that time, Providence hospitals will go-live on Epic. Only historical patient data will remain in Meditech.

6. **Is Meditech going away?**  
   No. Historical patient data will remain in Meditech. Meditech users can continue to access historical data using their Meditech username and password. As of October 26, new patient data will only be accessible through Epic and EpicCare Link.

**Access**

7. **How do I first get access to Epic?**  
   An Epic account will be created for credentialed providers who have completed their required training assignments and who have passed the Proficiency Exam. Access to Epic is required for providers to be able to practice at the hospital. There will be no exceptions. If you’re on staff, do not regularly refer to Providence and do not complete Epic training, you will be considered a voluntary resignation from staff.

   If you are a physician who refers to a Providence hospital or Providence specialists, you may request Community Associate staff category; physicians in this staff category have no privileges within the hospital and are not required to complete provider inpatient Epic training.

8. **Will I use my Meditech username to access Epic?**  
   No. Providence Health Care has changed how to log in to computers and applications within our network. Credentialed providers should have received their confidential, unique network login information on August 26, 2013. Look in your inbox for a ProvSecure email. Your new network login and password will also be your Epic login and password once your Epic access is turned on. That access is turned on once providers have completed their training assignments and demonstrated proficiency. If you cannot find the ProvSecure email with your unique login information, please call 509-474-CARE (509-474-2273) or the Providence Help Desk at x20000. (Offsite dial 800-635-9295.)

9. **How will I access Epic from the hospital?**  
   You can access Epic from any hospital desktop. You will need to log in through Epic Hyperspace, an online page accessible using your network login anywhere there is internet access within the hospital.
10. How will I access Epic outside the hospital?
All credentialed providers will access Epic through the Hyperspace application, and will be given a level of access ranging from read-only to full. When not at a Providence facility, providers will be able to access Epic Hyperspace remotely through Citrix by logging in at https://apps.providence.org. Using your network login, sign into the Citrix, click to open Epic Hyperspace and again, log in using your network login. Please note that you will be asked to use a “domain\username”—the domain is “PHSWA” so you will login as “PHSWA\username.”

11. Will my support staff be able to access new patient data through Meditech?
No. Not after October 26. The office staff of credentialed providers, non-credentialed referring providers and select community agencies/providers will have access to the electronic health record through a product called EpicCare Link, which is a secure online portal that connects them to information stored in the Providence Epic EHR.

There is a separate onboarding process and training schedule for referring clinic staff needing to access EpicCare Link. Our Epic team has been contacting clinic managers to prepare providers’ access to EpicCare Link. Please contact Heidi Brown at (509) 474-5387 or Heidi.brown@providence.org for more information.

12. Will I continue to have access to patient data I currently receive from area hospitals?
Yes. When Providence hospitals transition to Epic, if you currently receive patient data from area hospitals, you will continue to receive the same level of patient data as you have in the past. In addition to that data, you will now receive inpatient, ambulatory and emergency department data for patients seen in Providence facilities via a similar data transfer process.

Training

13. What kind of training is required?
Epic training is required for credentialed providers who treat patients in Providence hospitals at the time of go-live. The amount of training needed depends on the provider’s role in the hospital setting. On average, providers performing procedures and writing orders and notes will spend about four (4) hours online and four (4) hours in classroom training, practicing and attending personalized workshops.

The online training, or eLearning, is available in HealthStream, Providence’s web-based learning management system. The eLearning and proficiency exam both need to be completed prior to attending classroom training.

Personalized workshops (called Provider Optimization Workshops or POWs), although not required of all specialties, will definitely facilitate your transition to Epic. We know many of our newer staff has used Epic at other facilities and their training time will be less.

Once you have begun Epic training, you can access the Epic Playground to check out training exercises and guides that will help you practice new skills.
14. **When does training start? How do I register for classes?**

Use HealthStream, Providence’s online learning management system, to view your training assignments, complete your eLearning curriculum and enroll in instructor-led classes.

Log in to HealthStream at [https://www.healthstream.com/hlc/phs](https://www.healthstream.com/hlc/phs). HealthStream can be accessed from any Window-based PC with an Internet connection. It may not be fully compatible with Apple’s Mac computers.

If you have not received your HealthStream username and password, contact your office manager. You likely received your HealthStream username and password on August 26, 2013 in a secure email along your new unique network login and password. If assistance is still needed, please call 509-474-CARE.

15. **What if I have used Epic in the past, do I have to go to training?**

Providers who recently completed Epic training at another non-Providence hospital, or those who have extensive experience using Epic in an inpatient setting (more than six months within the last two years) may elect to opt out of the “Specialty Workflows in Epic” classroom session. They are still required to complete the Basic Competencies in Epic e-learning modules and pass the Proficiency Exam in HealthStream. Attending the Provider Optimization Workshop for personalization of Epic is still highly recommended.

Providers who already use the ambulatory version of Epic in their office but are not trained on its use in the hospital, will be assigned the “Basic Competencies in Epic” e-learning modules, and should use it at their discretion to pass the Proficiency Exam online. Ambulatory trained providers need to complete the online Proficiency Exam and attend the “Specialty Workflows in Epic” classroom session. Attending the Provider Optimization Workshop for personalization of Epic is also highly recommended.

16. **Do I have to complete the online HealthStream modules before I go to training?**

Yes. The online training, or eLearning, available in HealthStream, and the Proficiency Exam need to be completed prior to attending class.

17. **Can my support staff go to training with me?**

No. The office staff of credentialed providers, non-credentialed referring providers, rural hospitals and select community agencies will have access to a product called EpicCare Link, which is a secure online portal that connects them to information stored in the Providence Epic EHR. There is a separate training schedule for referring clinic staff needing to access EpicCare Link. Our Epic team is contacting clinic managers to determine your staff training needs.

18. **Why is my HealthStream login different then my Epic login?**

HealthStream and Epic are two different systems. Your HealthStream login provides you access to Epic training. Once you complete training, you will access Epic using your network login, not your HealthStream login.
19. I only admit patients occasionally to the hospital. How much training will I need if I won’t be using Epic that often?

Providers who have admitting privileges but only infrequently admit or consult on patients in a Providence acute care facility (< 12 inpatient encounters per year) may be able to opt out of the “Specialty Workflows in Epic” classroom session. They will still be required to complete the Basic Competencies in Epic e-learning modules and pass the Proficiency Exam in HealthStream.

Functionality

20. Will surgical orders and other orders be changing? Will I have to input orders into Epic?

Yes. All inpatient and postoperative orders are to be entered into Epic.

21. Can I still give verbal orders?

Verbal and/or telephone orders follow the existing staff policy. Verbal and/or telephone orders are to be used very infrequently and only to meet care needs when it is impossible or impractical to write orders without delaying treatment.

22. Will I need to go into the chart room to sign charts anymore?

Not after October 26. This can all be done from any computer after logging into Epic Hyperspace.

23. I usually bring a patient face sheet back to my staff for billing. Will I still get a face sheet?

There are several ways to access patient demographic information in Epic. You can print a demographic sheet in Epic Hyperspace, your staff can print a demographic sheet from EpicCare Link, or if you are using the Face Sheet to notify your staff of a patient you have seen at the hospital, they will be able to see your inpatient list on EpicCare Link.

Support

24. Will onsite support be provided to providers?

Yes. Go-live support will be provided in several different ways.

The Provider Engagement Centers (or PEC) are onsite locations for Epic support. They are located at:

- Sacred Heart Medical Center in the Leahy Room on LL3
- Holy Family Hospital in the ClinDoc Room across from the Chapel
- Mount Carmel Hospital in the Providence Conference Room on Main
- St. Joseph’s Hospital in the Physician dictation room

The PECs contain computer workstations and will be staffed with knowledgeable tutors, analysts, principal trainers and physician leaders available to answer questions, provide additional training, help with Epic customization and assist with access. Providers are encouraged to drop in to take advantage of all of the available resources. Please contact Geneva Drouin at geneva.drouin@providence.org if you need a schedule of the Provider Optimization Workshops.

At-the-elbow support will also be provided on the units.
25. I still have questions. Who can I contact?
   Call our local support at 509-474-CARE (509-474-2273) or the Providence Help Desk at x20000
   (offsite dial 800-635-9295). Both are available to you 24 hours a day, 7 days a week.

A Few Helpful Reminders:
• Credentialed providers need to use HealthStream, Providence’s online learning management system, to
  view training assignments, complete eLearning curriculum and enroll in instructor-led classes.

• The eLearning curriculum and proficiency exam must be completed before attending class.

• If you have questions on Epic, Epic training, computer logins and passwords, call our local support at
  509-474-CARE (509-474-2273) or the Providence Help Desk at x20000 (offsite dial 800-635-9295).