EPIC SECURE CHAT

Epic Secure Chat is now live for inpatient, perioperative, ancillary and emergency department caregivers. This new tool allows caregivers to send HIPAA secure text messages within Epic in real-time from a desktop computer or mobile device. Secure Chat should be used when communicating about specific patients versus via page or standard text messages and enhances the quality and speed of communication. To access Secure Chat, click the Secure Chat icon on the activity bar in Hyperspace. When the icon turns orange, a new message is available. Ambulatory caregivers and other administrative areas will go live with Secure Chat at a later date. Job aids, Quick Start Guides and a schedule of WebEx trainings are posted on the Secure Chat page of IS/Epic Central.

TO KNOW

- UMass Memorial Health Care (UMMHC) and UMass Medical School (UMMS) continue to work collaboratively on the separation of their currently shared Microsoft Outlook environment into two discrete systems. This was a joint decision by both organizations to separate email/calendar systems for important reasons including financial, compliance, legal and privacy concerns, as well as the need to upgrade obsolete technical infrastructure. UMMHC and UMMC will be on separate instances of O365 allowing each entity greater flexibility in managing their own Outlook email/calendar system as well as a higher level of security with the ability to scan emails for PHI.

Since December, more than 10,000 mailboxes have successfully been migrated without any major issues. During a recent phase of the migration, some caregivers may have lost access to an account for which they are delegates. Anyone experiencing issues with Outlook email and calendars should contact the IS Support Center at 508-334-8800.

The first part of the migration impacts non-dual users (those with one email address). More information forthcoming regarding the impact and migration of dual users (those who have both a UMMS (.edu) AND a UMMHC (.org) email address). Visit the Email Migration page of IS/Epic Central to view frequently asked questions, job aids and additional information.

- Required network password changes are complete for non-clinical caregivers and continue for clinical caregivers through the end of January. No major issues have been reported. Password changes are currently being planned for HealthAlliance-Clinton Hospital, Leominster and Burbank Campuses, Community Healthlink and Accountable Care Organization (ACO) caregivers. When a caregiver is prompted to change their network password, no special font case (e.g., A, a), characters/symbols (e.g., !, #) or numbers are required, and it must be at least 15 characters in length (e.g. memorable phrase, song lyrics, favorite book title). For more information on required password changes, visit the Security page of IS/Epic Central.
• The next monthly system maintenance to Blood Bank and Epic applications is scheduled for **Wednesday, February 6 from 1 to 4 a.m.**

• The planned retirement of legacy systems due to the implementation of Epic continues. **Users will no longer have access to dbMotion as of February 19.** All current and historical documents should be viewed in Epic (or Hyland via Epic) or in DataArk.

• IS resources continue to work on optimization requests prioritized by Partnership Councils and Integrated Workgroups. To maintain current software versions, **Epic quarterly upgrades will begin in April and will occur in July and October for 2019 (dates and times are to be determined).**

• In an effort to standardize care, decrease variation, increase efficiency and decrease costs while providing the best care for our communities, UMass Memorial is offering **Epic Community Connect** to independent physicians for use in their private offices. Our second Community Connect practice – Dr. Jones at Longview Orthopedics – went live with UMMHC’s Epic system earlier this month. The go-live was successful with no major issues.

• Many of UMMHC’s current phone systems are over 20 years old, are no longer supported by manufacturers and need to be replaced. IS technicians will be inventorying telephone systems at all UMMHC entities to identify which need to be replaced. Marlborough Hospital, Tri-River, Barre and CMG sites are complete; OCI, Revenue Cycle, Worcester Business Center and Biotechs 1 & 3 are in progress.

**TO DO**

• Remind staff **to please NOT turn off the monitors on WOWs or shared devices.** Turning off the monitor can interrupt and disable the connection between Epic and referral devices (e.g., signature pads, cred card readers, badge readers, etc.) When walking away from these devices, caregivers should always tap out. Or, press the Windows and “L” keys simultaneously on the keyboard to lock the device, if the device does not have a badge reader.

• Advise your providers and staff that the **Haiku and Canto applications should be regularly updated on their devices.** Rover devices should be updated regularly as well. This can be completed via the automatic updates on the device.

• Encourage your providers and staff to sign patients up for **myChart.** myChart offers a number of tools for patients to manage their health care, connect with their providers and stay engaged with UMMHC. Visit the **myChart** page on **IS/Epic Central** for more information.

**GOT A QUESTION?**

If you have a question about Epic, please email **epicproject@umassmemorial.org** and/or visit IS/Epic Central at **ummhcepiccentral.org.**

**NEED HELP WITH EPIC OR A RELATED APPLICATION?**

Call the **Epic Support Center** at 508-334-Epic (4-3742) with questions about Epic and applications that integrate with Epic (e.g., Agfa, Dragon). Think of the Epic Support Center at your virtual “at-the-elbow support”.