FALL DAYLIGHT SAVING TIME (DST)

The end of daylight saving time is Sunday, November 3, 2019. Unlike previous years, Epic WILL BE available during the transition back to eastern time. Blood Bank, Surescripts and Device integration (vital signs and vent integration from monitors) will be unavailable from 1:45 to 2:15 a.m. – duration will be one and half hours due to the repeated 1 a.m. hour. Anesthesia will need to document on paper, and only urgent requests for transfusion should be ordered during this time. Application specific job aids are available and will be communicated with the IS Communications global communications.

CONSULT REFERRAL IMPROVEMENTS IN EPIC

In mid-October, improvements to referral consult orders and to the process of ordering these orders were implemented. Improvements include:

- All speed buttons have been reviewed and updated based on where service is rendered and how the referrals get scheduled. Due to software limitations, we were unable to change the display names of the departments.

- Synonyms were added to numerous orders to improve searchability and to help find the correct consult referral order.

- Detailed process instructions have been added to many of the referral orders to guide ordering.

- Detailed process instructions were created to give providers specific guidance regarding location of service and other ordering information.

- Facility preference lists have been updated to improve ease of ordering. In addition, preference list defaults have been added to guide your selection in choosing more specific referrals.

To read more about these improvements, a detailed presentation is available **here**. Also available is a list of all Epic Departments along with their external name – click **here** to reference

SECURE CHAT

Ambulatory/Outpatient caregivers are live with Secure Chat as of October 10. Secure Chat allows caregivers to send HIPAA secure text messages within Epic in real-time from a desktop computer or mobile device and enhances the quality and speed of communication. Additional information is available on the **Secure Chat** page of **IS/Epic Central**.

## UPDATED JOB AID REPOSITORY AND NEW TRAINING COURSE CATALOG

The Job Aid Repository has been revamped to improve functionality and efficiency. Additional tools found in the new Job Aid Repository include job aids, videos, the course catalog, Epic Playground information and more. You can access the Job Aid repository via IS/Epic Central or the Hub. The Training Couse Catalog has been updated to reflect all current course offerings and allows caregivers to search for Epic classes in various ways, including by role and Epic application. Hiring managers should be able to more easily determine courses new staff should be enrolled in, and those areas looking for ongoing or expanded educational options can see all training courses available. This can be located in the 'Resources' section of the Job Aid Repository.

SERVICENOW CHANGE

A change was recently implemented where ServiceNow requests can only be cancelled by the original requestors. Previously, information team members were able to cancel/close requests on behalf of the requestor resulting in unexpected effects to the intended workflow.
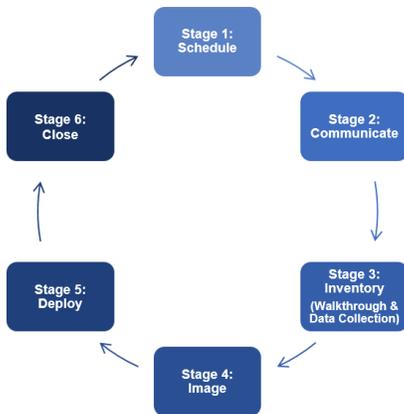
NEW SERVICE AVAILABLE VIA THE IS SELF-SERVICE PORTAL

A new service is in the IS Self-Service Portal under Software – WebEx. This new WebEx service will allow resources to request a new WebEx license, or request the deactivation of an old WebEx license
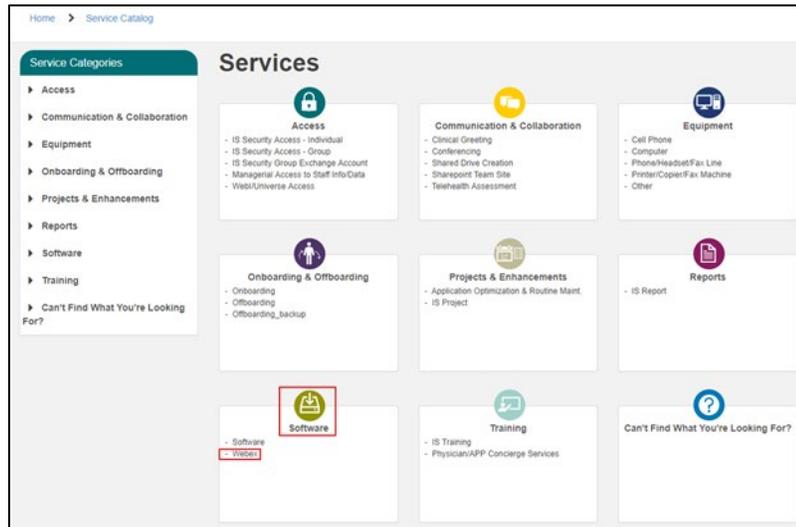
WINDOWS 10

Microsoft will no longer support Windows 7 after January 2020. To remain compliant, Information Services continues to upgrade approximately 15,000 devices throughout the organization to Windows 10 (Win10). Half of the devices have been upgraded. The Win10 deployment stages and schedule are below. Visit the **Windows 10** page on **IS/Epic Central** for more information, including FAQs and job aids.

DATE	ENTITY	STATUS	STAGE
April 2019	▪ Pilot Sites o 100 Front Street o Marlborough Data Center o Worcester Business Center, 4th & 5th Floors (Patient Access Services)	In Progress	Deploy
May/June 2019	▪ Community Medical Group ▪ Worcester Business Center, 1st , 2nd & 3rd floors and basement ▪ 306 Belmont Street	In Progress	Deploy
June 2019	▪ HealthAlliance-Clinton Hospital, Clinton, Leominster and Burbank Campuses	In Progress	Deploy
July 2019	▪ Barre ▪ Tri-River ▪ Marlborough Hospital	In Progress	Deploy
August 2019	▪ Hahnemann Campus	In Progress	Deploy
September/October 2019	▪ Memorial Campus	In Progress	Deploy
November/December 2019	▪ University Campus ▪ Biotech 1 & 3 ▪ ACC Building	In Progress	▪ Deploy ▪ Deploy ▪ Deploy

PYXIS UPGRADE

Pyxis, UMass Memorial Health Care's automated dispensing system for medications, continues to be upgraded to the latest software version. This upgrade introduces an enterprise solution with workflow efficiencies and standardizations which will improve medication and patient safety at UMass Memorial Health Care. As part of this upgrade, new equipment will replace current end-of-life equipment. With upgraded software and equipment, Pyxis downtimes should be reduced as well.

DATE	LOCATION	
September 30, 2019 – October 3, 2019	HealthAlliance-Clinton Hospital, Leominster Campus	LIVE
October 7, 2019 – October 10, 2019	HealthAlliance-Clinton Hospital, Leominster and Burbank Campuses	LIVE
October 21, 2019 – October 24, 2019	HealthAlliance-Clinton Hospital, Clinton Campus UMass Memorial Medical Center, Hahnemann Campus	LIVE
October 28, 2019 – October 31, 2019	UMass Memorial Medical Center, Memorial Campus: Phase 1, OR/Procedural Areas	
November 4, 2019 – November 7, 2019 November 11, 2019 – November 14, 2019	UMass Memorial Medical Center, University Campus: Phase 1, OR/Procedural Areas	
November 18, 2019 – November 21, 2019 December 2, 2019 – December 5, 2019	UMass Memorial Marlborough Hospital	
December 9, 2019 – December 12, 2019 December 16, 2019 – December 19, 2019 January 6, 2020 – January 9, 2020	UMass Memorial Medical Center, Memorial Campus: Phase 2	
January 13, 2020 – January 16, 2020 January 20, 2020 – January 23, 2020 January 27, 2020 – January 30, 2020 February 3, 2020 – February 6, 2020	UMass Memorial Medical Center, University Campus, Phase 2	

PASSWORD REQUIREMENTS

UMMHC updated its network password requirements in early 2018. Passwords must be changed on mobile devices as well in order to receive umassmemorial.org email and calendar updates. As a reminder, the password requirements are:

- o No special font case (e.g., A, a), characters/symbols (e.g., !, #) or numbers required
- o At least 15 characters in length (e.g., a memorable phrase, song lyrics, favorite book title)
- o New password required every 365 days
- o Five incorrect login attempts before your account is locked and will need to be reset by contacting the IS Support Center

Password changes are currently being planned for HealthAlliance-Clinton Hospital, Leominster and Burbank Campuses, Community Healthlink and Community Medical Group

GOT A QUESTION?

Call the IS Support Center at 508-334-8800, or enter a ticket via the **IS Self-Service Portal**