

## On Behalf of Dr. Eric Glissmeyer:

Dear Colleagues,

You're invited to an iCentra tips and tricks session focused on INPATIENT care Wed 12/6 at Noon in the PCH auditorium. Ben Kalm will be leading a short demo and Q&A session.

A session for SURGERY providers will take place in the OR conference room 12/15 06:45-07:45 led by Chad Wallis

Sessions for MEDICAL OUTPATIENT CLINICs providers will be scheduled soon and communicated separately.

Here are the latest iCentra tips and tricks for your reading pleasure on this cold wet day

### 1. Tiered support model:

1. For access problem, password problem, something that is a real "Break" that prohibits the user from doing what they need to do: call the help desk x23456 (option 2 for docs)
2. **NEW! x23456 then dial 8 to reach a physician coach 24/7:** For "I don't know how to do this" issues: call the help desk and hit the number 8.

1. NOTE: (you just have to remember to dial an 8, there is no prompt for it). Just a little secret for us providers :)

3. For "I have an enhancement request" or "something is bugging me but it is not a break that puts up an insurmountable barrier," or other concerns – email the following:

Overall: [eric.glissmeyer@hsc.utah.edu](mailto:eric.glissmeyer@hsc.utah.edu)

Outpatient clinics: [Mitch.Perkins@imail.org](mailto:Mitch.Perkins@imail.org) and [Kimberly.Cooper@imail.org](mailto:Kimberly.Cooper@imail.org)

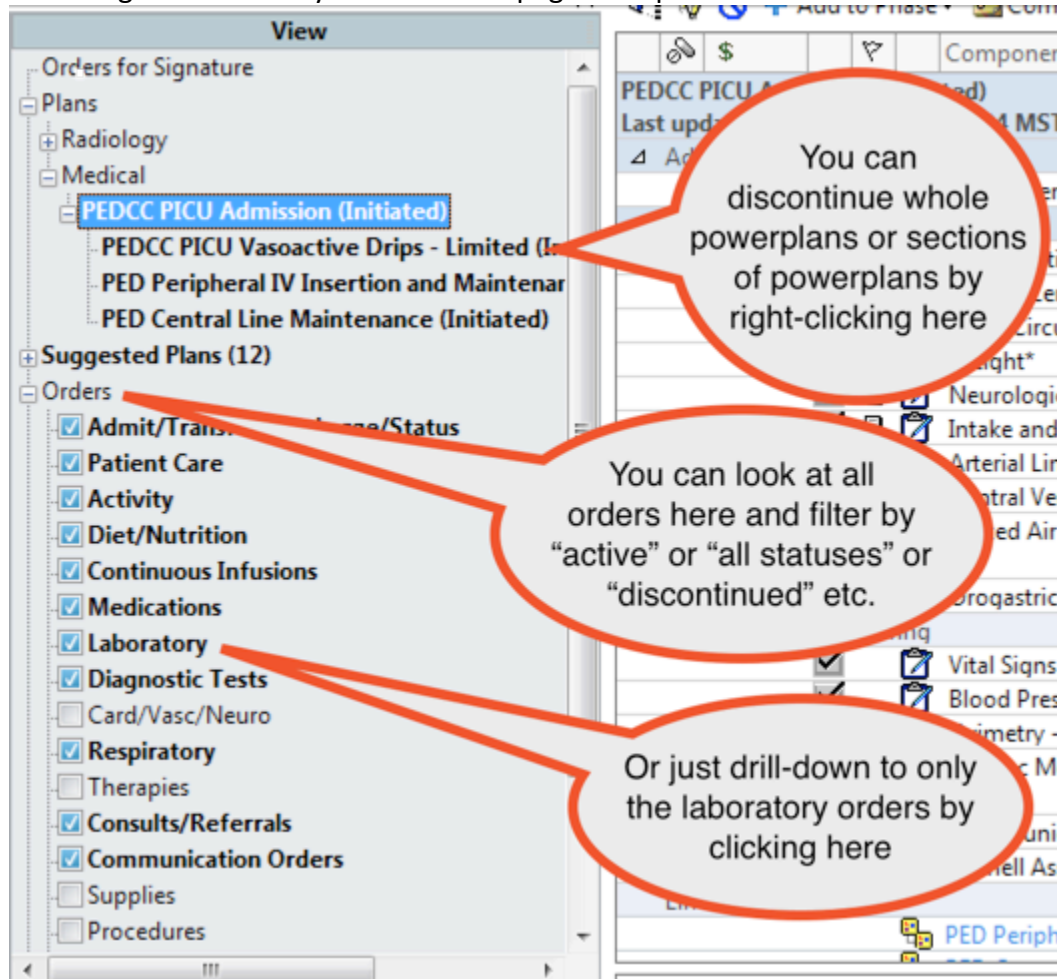
Inpatient: [Kaelei.Corbridge@imail.org](mailto:Kaelei.Corbridge@imail.org)

2. Scheduling and Registration in Outpatient Clinics: We know clinics are struggling with the burden of scheduling and registration especially in University-Administered clinics. The solutions are many because the problems are complex. We are working with the University of Utah administration, UMB, Intermountain iCentra Scheduling and Registration and individual medical and surgical clinics leadership. Mitch Perkins is leading this effort in close collaboration with Surgical clinics leadership, Department of Pediatrics, Cerner and iCentra scheduling and registration teams and University Epic and UMB. Thank you for clearly describing the challenges and helping us come to better solutions. Hang in there...all these parties are committed to making it better with both short and long-term solutions. If you are not hearing feedback from your department's leadership and you have questions/concerns, reach out to [eric.glissmeyer@hsc.utah.edu](mailto:eric.glissmeyer@hsc.utah.edu) and [mitch.perkins@imail.org](mailto:mitch.perkins@imail.org)

### 3. Orders Management:

1. Viewing and keeping correct the active orders on inpatients is the single most significant change for inpatient providers.
2. Reviewing and discontinuing old orders is our job and we cannot delegate it to nursing/non-providers

3. Please work with your rounding teams to make a part of every rounds reviewing the active orders on your patients. Easiest way to do this is to pull up the orders profile and look at the gray-orders "View"
4. Doing this will save you from some pages and phone calls



4. Finding the documents you want:
  1. Workflow Mpage: this is intended to be an unencumbered view of the documents most relevant to physicians. It has been raised that social work, PT, OT, and other therapy notes cannot be seen here. David Sandweiss is working with others to make this possible, but for now, think of the Mpage as just showing physician documentation

Documents (1)

These quick filters can further narrow the view

Selected visit Last 50 Notes

My notes only Group by encounter

Time of Service	Subject	Note Type	Author	Last U
11/30/17 08:38	RTU Admission Note	History and Physical	TODD, MD, SARAH C	11/30

\* Displaying up to the last 50 recent notes for the selected

Vital Signs

Note that viewing documents here on the Mpage currently only shows you physician documents

Selected visit Latest\*

	DEC 01, 2017 12:08	08:35	06:10	06:00	04:09
BP	mmHg	--	99 / 64	--	--

Physician Admission Progress Emergency Consultation Surgical Discharge Office/Clinic

Reset All

2. Table of Contents Menu "Notes" viewpoint: This is liked by many who try it because it behaves a lot like old HELP2 notes organization. ALL NOTES visible here

Sunday, December 04, 2016 - Tuesday, December 05, 2017

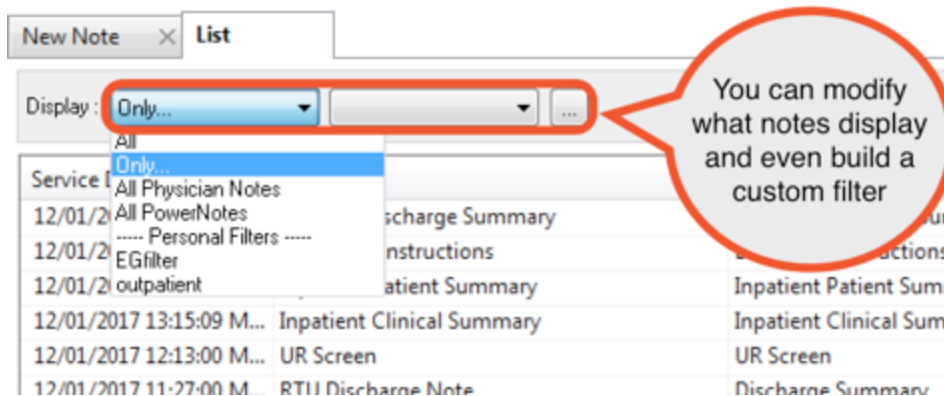
- Administrative
- Discharge Documentation
- Emergency Documentation
- History and Physical or Self Evaluation
- Miscellaneous Patient Care
- Nursing
- PowerForm Textual Rendition Notes
- Radiology

Note that the date range may not look back far enough for your needs. Right-click to adjust

By type  
By status  
By date  
Performed by  
By encounter

Handy filters to organize the notes to your liking. All note types seen here.

3. Table of Contents Menu "Documentation" viewpoint: shows ALL notes but they don't appear organized because they default organized by date a note was written only and the list can be overwhelming. More about creating a custom filter at [this iCentra wiki article](#)



5. Updating the date under which any note is stored:

1. You are presented with the option to change the note "Date" when you sign a note. After a note is FINALIZED you cannot change its date.
2. Q: When would I use this ability to modify a note's date?
3. A: When you are starting a note BEFORE or AFTER the date on which the care was delivered. Imagine preparing a clinic note or inpatient discharge summary days in advance of a patient's actual discharge.
4. Q: How is this different from a "Date of Service" in the body of my note?
5. A: Your note template may or may not have a "smart template" in it to pull in the "Date of Service" which would pull from registration information. You can delete that (or have it added to your note templates, if desired) but you cannot modify a "Date of Service" pulled into your note template.
6. Clinic providers: one tip is to get in the habit of at least STARTING your notes (start note, then save/close) as the first step before you care for a patient, or immediately thereafter.
  1. Or you can, as shown below, remember to update manually the date and time of the note manually upon signing it to match what time the encounter really happened.

6. You can still write notes in HELP2 for care that was delivered before October 21, 2017

1. You can access HELP2 as you did previously

2. A message seen on the HELP2 login screen in red-letters was causing confusion, leading some to believe they cannot write notes or even finalize notes in HELP2 has been corrected.
  3. Remember: the HELP2 viewer in iCentra is read-only by-design. You cannot originate or modify notes through it.
  4. Eventually (not date decided) HELP2 will become exclusively read-only and only accessible through iCentra via the Table of Contents link.
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7. A couple of minor, non-disruptive changes to iCentra, to be implemented Dec 12:
    1. MAR TASK LOOKBACK – see attached tip sheet. Basically, if a medication was given >5d back it will say so and you can expand your MAR date range to see it.
    2. UNOPENED MESSAGES in Message Center – see attached tip sheet. Basically, if you sent a message using message center and it has not been opened in >10 days, you'll receive notification of that in the "Notify Receipts" subsection of the "Notifications" section in message center. You can modify this setting if you wish.

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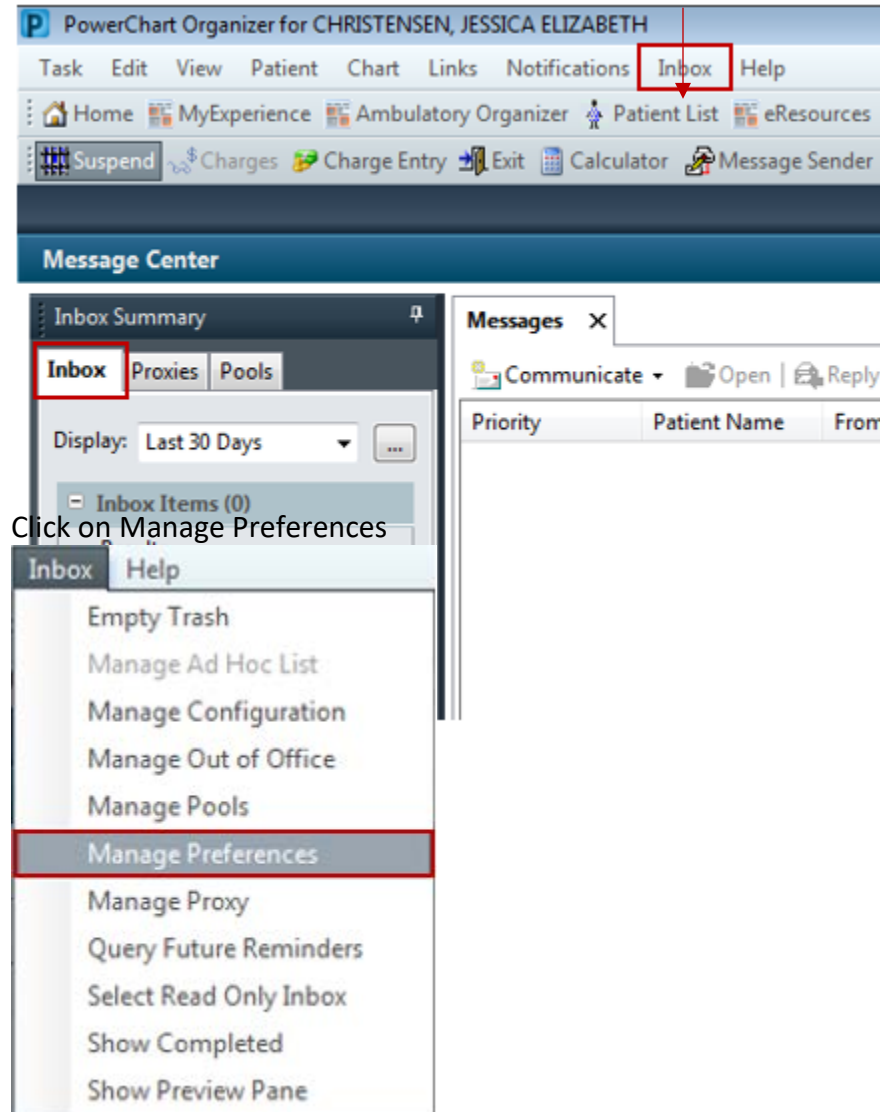
iCentra Implementation Provider Adoption Lead, Primary Children's Hospital

iCentra Emergency Department Development Team, Intermountain Healthcare

## Unopened Messaging Notification – How to Set Your Preferences

The system will be setting a 10-day unopened message notification for all messages sent by our providers and care givers. If you would like to customize your notification alert, you can do so by following the instructions below. The notification should be set for 10 days or less.

From Message Center in your Inbox, go to Messages and then click on Inbox at the top of the page.



Click on Manage Preferences

Once inside Preferences, go to 'When Sending a Consumer Message or Reminder' and enter the number of days you want for your alert. The default is set to 10 days.

Messaging

☒ After completing/deleting an item move to the next item in my Inbox

☒ Warn if sending a message or reminder with no recipient

☐ Default delete/complete checkbox when forwarding or replying

**When Sending a Consumer Message or Reminder**

☒ Request Receipt:

On Not Opened within  days

☒ Send receipt to sender

☐ Send to the following:

☒ Enable Notify on Proxy Taken

☒ Exclude Saved Results from Proxy View

☐ Exclude pool items from results and orders

The screenshot shows the 'Message Center' interface. On the left is a sidebar with 'Inbox Summary' and a list of filters: 'Inbox Items (0)', 'Results', 'Results FYI', 'Orders', 'Documents', 'Messages', 'Work Items (0)', 'Saved Documents', 'Deficient Documents', 'Reminders', 'Paper Based Documents', 'Notifications', and 'Archives'. The main area is titled 'Notify Receipts' and contains a table of messages. The table has columns: Patient Name, Assigned, Create Date, From, Priority, Status, Subject, and To. One message is visible: Patient Name 'XZTESTPHC, P...', Assigned '10/27/2017 0...', From 'XZTESTPHC, PORTAL DISNEYLAND', Priority 'Pending', Status 'Not Opened in 1 Days: TEST 1: global 1 day', and To 'CHRISTENSEN, JESSICA ELIZABETH'. At the bottom, there is a 'Display:' dropdown menu set to 'Last 30 Days' and a button with three dots.

**Message Center**

**Inbox Summary**

**Notify Receipts**

Communicate Open Delete Message Journal Select Patient Select All

Patient Name	Assigned	Create Date	From	Priority	Status	Subject	To
XZTESTPHC, P...	10/27/2017 0...	XZTESTPHC, PORTAL DISNEYLAND	Pending	Not Opened in 1 Days: TEST 1: global 1 day	CHRISTENSEN, JESSICA ELIZABETH		

**Display:** Last 30 Days

To batch remove notifications, single click one of the notifications, hold the Shift key, then left click on the bottom message you'd like to remove. Then right click and delete:

[illegible]



## MAR Task Lookback Modification – PRODUCTION 12/12/2017

### LET PROVIDERS KNOW PRIOR

Mar task lookback will be changed to reflect a 5 day lookback in the MAR starting 12/12. This change will be implemented to improve the MAR performance.

New View to be implemented with this change

The screenshot shows the new MAR interface for patient XTEST, BRYCE. The patient information bar at the top includes: (801) 444-5555 (Home), DOB: 26/05/..., Sex: Male, MRN: 545162755, Allergies: No Known Allergies, Dose Wt: 80 kg (11/29/... AD:), Code Status: Isolation: MyHealth: No, Clinical Trial: Inpatient FIN: 1206674808 [Admit Dt: 05/30/201...], Loc: IM US Wm. The left sidebar contains a menu with options like Patient Summary, Handoff Tool, MAR, Interactive View and I&O, Activities and Interventions, Orders & Plans of Care, Clinical Notes, Diagnosis & Problems, Allergies, SMART Growth Chart, Histories, and Advanced Growth Chart. The main area displays the MAR for 'All Medications (System)' with a date range from November 28, 2017, 09:35 MST to November 29, 2017, 21:00 MST. The 'Time View' on the left shows checkboxes for Scheduled, Unscheduled, PRN, Continuous Infusions, Future, Discontinued Scheduled, and Discontinued Unscheduled. The medication list shows 'abacavir (Ziagen)' and 'alteplase (tPA)'. The 'abacavir (Ziagen)' entry is highlighted with a red box, showing a 300 mg dose, Oral, Tab, BID, ED - Empiric, First Dose: 09/18/17 21:00:00 MDT, and a status of 'Not given within 5 days'. The 'alteplase (tPA)' entry is also highlighted with a red box, showing a 20 mg dose, IV Piggyback, Injectable, BID, First Dose: 10/30/17 21:00:00 MDT, Bag Volume (mL): 20, and a status of 'Not given within 5 days'.

### This is what was displayed prior to this change

The screenshot shows the old MAR interface for patient XTEST, BRYCE. The patient information bar at the top includes: (801) 444-5555 (Home), DOB: 26/..., Sex: Male, MRN: 545162755, Allergies: No Known..., Dose Wt: 80 kg (11/2/... AD:), Code Status: Isolation: MyHealth: No, Clinical Trial: Inpatient FIN: 1206674808 [Admit Dt: 05/30/...], Loc: IM US Wm. The left sidebar contains a menu with options like Patient Summary, Handoff Tool, Oncology, MAR, IView and I&O, Task List, Orders, Medication List, Notes, SMART Growth Chart, Diagnosis & Problems, and Advanced Growth Chart. The main area displays the MAR for 'All Medications (System)' with a date range from November 28, 2017, 09:38 M to November 29, 2017, 21:00 MST. The 'Time View' on the left shows checkboxes for Scheduled, Unscheduled, PRN, Continuous Infusions, Future, Discontinued Scheduled, and Discontinued Unscheduled. The medication list shows 'abacavir (Ziagen)' and 'alteplase (tPA)'. The 'abacavir (Ziagen)' entry is highlighted with a red box, showing a 300 mg dose, Oral, Tab, BID, ED - Empiric, First Dose: 09/18/17 21:00:00 MDT, and a status of 'Not previously given'. The 'alteplase (tPA)' entry is also highlighted with a red box, showing a 20 mg dose, IV Piggyback, Injectable, BID, First Dose: 10/30/17 21:00:00 MDT, Bag Volume (mL): 20, and a status of 'Last given: 20 mg @ 10/31/2017 9:42 MDT'.