WHAT’S NEW?

HIPAA REMINDERS

EMPLOYEE ACCESS TO OWN HEALTH INFORMATION ONLINE

University of Utah Health Sciences Policy: EMPLOYEE ACCESS TO OWN HEALTH INFORMATION ONLINE, requires compliance with the following:

A member of our workforce may access only their own personal medical record in the EMR from an electronic workstation, if they have access to the EMR as part of their job.

They may not access the record of any other individual, e.g., spouse, children (any age), other family members, friends, neighbors, co-workers, VIPs, etc., through the EMR unless they are part of the care team for that individual or have a legitimate job related reason for the access.

MYCHART

MyChart is a secure, online health management tool that connects patients to their personal medical records. Use MyChart to view your health summary, current medications, test results, request appointments, request prescription renewals, track immunizations, and communicate with your medical care team. You can also check billing statements and pay bills online!

- Download and install a free MyChart App on your mobile device.
- Visit the iPhone App Store or Android Market to get started.
- Once downloaded, select University of Utah Health Care as your provider and then enter your MyChart ID and password.

EQUIPMENT

As the clinic grows, we continue to need to relocate equipment in the clinic space. Please take a moment to familiarize yourself with the following items and their locations. When you do use them, please remember to return them to their designated area so they are available when others need them.

<table>
<thead>
<tr>
<th>Oxygen Tank</th>
<th>Suction Machine</th>
</tr>
</thead>
<tbody>
<tr>
<td>3E.043 (1 Tank)</td>
<td>3D.030</td>
</tr>
<tr>
<td>3D.030 (Main Refill Location)</td>
<td>3C.041</td>
</tr>
<tr>
<td>3C.041 (1 Tank)</td>
<td>2B.043</td>
</tr>
<tr>
<td>2B.043 (Main Refill Location)</td>
<td>2A.043</td>
</tr>
<tr>
<td>2A.043 (1 Tank)</td>
<td>2D.045 (2 Tanks)</td>
</tr>
</tbody>
</table>

Golvo Lift and Slings  Portable Pulse OX

3D.030  3D.030
2B.043  2B.043

CAMPUS RESPONSE

An alternative response to medical emergencies across the Primary Children’s Campus is being developed. It is called, “Campus Response”. On Monday, October 5th we began a pilot extending this to the Eccles 2nd and 3rd floors, and lab. The goal of this new system is to develop responses that meet the needs of any particular situation without deploying unnecessary, expensive resources. Below is a summary of how to utilize Campus Response:

- If a patient has a cardiac or respiratory arrest, a Code Blue response should be initiated. No changes to this already developed procedure.
- If a less critical situation arises and additional assistance with triage is needed, the Eccles clinic staff should call 33333. Dispatch will connect the caller with the ED.
- The ED charge nurse will help determine the appropriate response and assist in deploying the needed personnel.

Feel free to direct any questions or concerns to Anja Baldree at Anja.Baldree@imail.org and/or David.Meyers@hsc.utah.edu

Clinic Update Article compliments of Sharon Soutter
**SOLUTION TEAMS**

As you may have heard we are developing six Solution Teams; Triage, Phone-Tree, Clinical Operations, HIM, Scheduling, and Patient Experience. Each team is tasked with evaluating key clinical operations in need of improvement. These teams meet monthly, determine issues, and evaluate the priority of issues and projects. Two, of the six, teams have been established and committee members selected.

**TRIAGE SOLUTION TEAM:**
First Meeting Held: 09/28/2015  
Co-Chair: Collin Cowley, MD  
Co-Chair: Bremond White  
Provider Members: Ashwin Lal, MD  
Matt Grinsell, MD  
Scott Clements, MD

**Our Mission:**
Provide leadership in solution development, feedback, review and communication related to specific focus areas. Identify and prioritize areas for team and work units to focus improvements on. Monitor and evaluate improvements.

**Our Goal:**
Our goal is to provide a comprehensive phone triage service that enhances high-value care through knowledgeable, well-trained teams, and highly efficient, standardized operations.

**Anticipated Improvements:**
- Triage team members obtaining a higher level of division specific knowledge/skill, and this through ongoing competencies, trainings, and time spent with their specific divisions
- Consistently low abandoned calls percentage
- An increase in first call resolutions
- A decrease in message log resolution time
- Standardized Lab Order/Critical Values Process

**Measuring Progress-Key Performance Indicators (KPI’s):**
Progress will be measured by multiple means including: Daily telephone and Help2 metrics, continual assessment of current and new processes, and ongoing division specific feedback.

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**VOCERA ETIQUETTE**

Requesting a Medical Assistant just got a lot easier! Our Medical Assistant teams have been set up on Vocera in a way that offers a few more options when requesting assistance.

**Option 1:** Call Vocera 801-662-6677 and state the individual Medical Assistant's first and last name.

This option is used to reach the individual directly, if they do not answer there will be an option to leave a message.

**Option 2:** Once in an exam room, push the Medical Assistant button and it will request the Medical Assistant assigned to provide support for that room.

This option does not require you to state a name or dial a number, if they do not answer there will be an option to leave a message.

**Option 3:** Call Vocera 801-662-6677 and state the Medical Assistant Team (example: ‘Team A’)

This option is used to get a hold of any Medical Assistant that supports your area. The call will route to the Lead Medical Assistant and if they are unable to answer it will cycle through all the other Medical Assistants on that team. In the event that no one answers there will be an option to leave a message for the entire team.

*Picture compliments of Salt Lake Tribune*