

Epic Secure Chat

For consults and communications at SCVMC

New workflow for communication at SCVMC

- We are working on decreasing the amount of text pages and transitioning to using a HIPAA compliant text-messaging app build into Epic
- The work flow is simple and should be familiar to anyone who have used a smartphone or a computer-based messaging app.
 1. Use the on-call finder to find the service/individual
 2. Use secure chat to send a text message to that individual

IMPORTANT:

Do NOT use for emergent consultation.

This includes but may not be limited to:

- STEMI
- Stroke
- Trauma activation
- Any person who is rapidly decompensating where the consulting service needs to be involved in a timely manner (e.g. difficult airway, aortic emergency, limb threat, etc)

IMPORTANT:

Please limit personal messages on Secure Chat.

By filling up your inbox with messages unrelated to patient care, you may be creating unnecessary difficulty to keep up with multiple ongoing conversations, and this may create unnecessary patient safety concern.

On-Call Finder

On-Call Finder

Facility: 4445 Santa Clara Valley

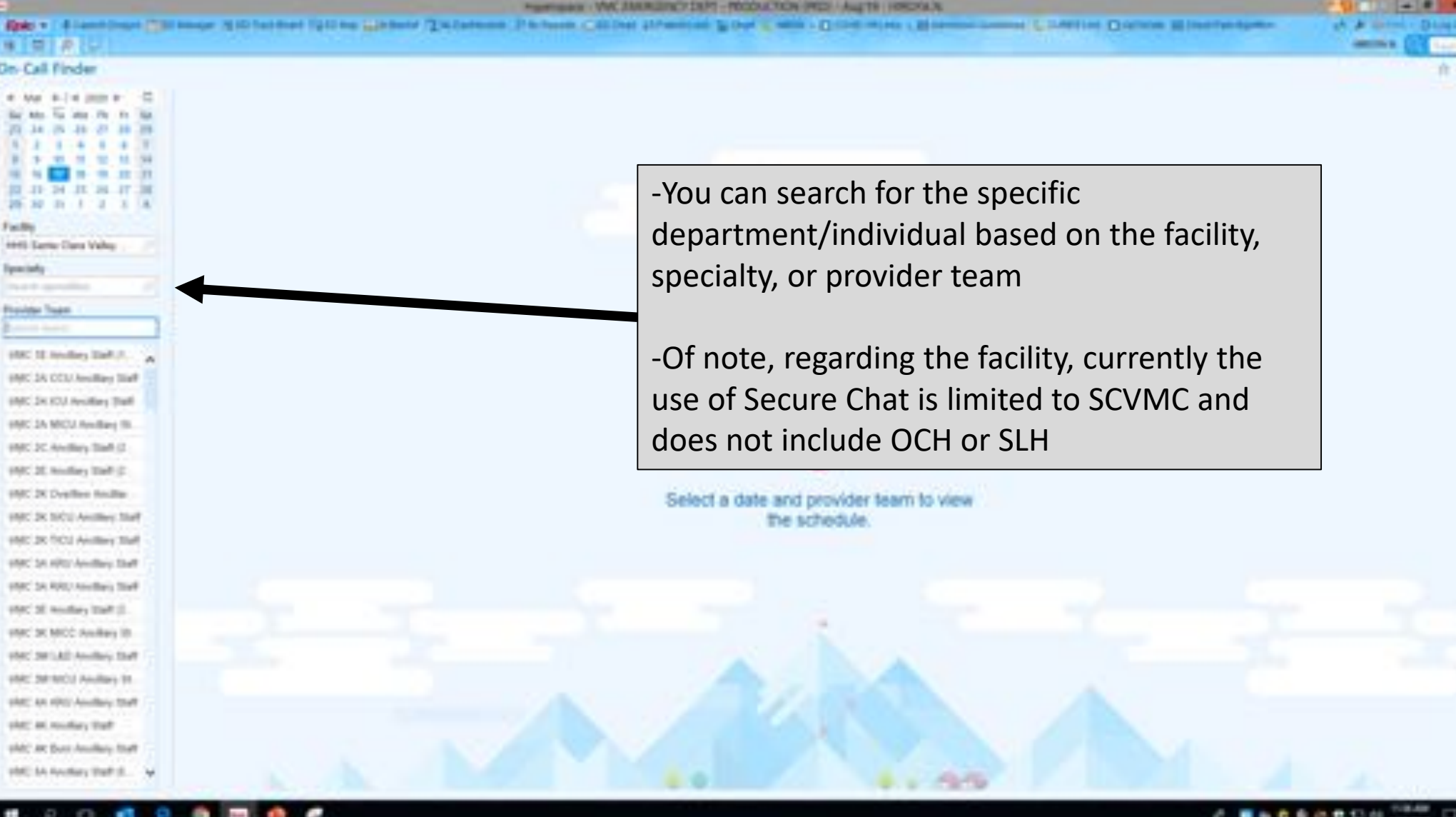
Specify: (no search suggestions)

Facility Group:

- EMC 1E Auxiliary Staff (1)
- EMC 1A CCS Auxiliary Staff
- EMC 1A CCS Auxiliary Staff
- EMC 1A MCC Auxiliary Staff
- EMC 1A MCC Auxiliary Staff
- EMC 1C Auxiliary Staff (2)
- EMC 1E Auxiliary Staff (2)
- EMC 1K Overlaid Auxiliary Staff
- EMC 1K SCC Auxiliary Staff
- EMC 1K TCC Auxiliary Staff
- EMC 1A APC Auxiliary Staff
- EMC 1A APC Auxiliary Staff
- EMC 1E Auxiliary Staff (2)
- EMC 1K MCC Auxiliary Staff
- EMC 1K L&D Auxiliary Staff
- EMC 1K MCC Auxiliary Staff
- EMC 1A APC Auxiliary Staff
- EMC 1K Auxiliary Staff
- EMC 1K Bus Auxiliary Staff
- EMC 1A Auxiliary Staff (2)

-Click the magnifying glass icon here to access the “On-Call Finder”

-This is the on-call list which is imported from AMION



The screenshot shows the 'On-Call Finder' application. At the top, there's a navigation bar with various icons and a search bar. Below this, the 'On-Call Finder' title is visible. On the left, there's a sidebar with a date picker (showing May 2022) and a list of facilities. The 'Facility' dropdown is currently set to 'SCVMC - Santa Clara Valley'. Below this, there's a 'Specialty' dropdown and a 'Provider Team' dropdown. The main area of the application is currently blank, with a prompt that says 'Select a date and provider team to view the schedule.'.

-You can search for the specific department/individual based on the facility, specialty, or provider team
 -Of note, regarding the facility, currently the use of Secure Chat is limited to SCVMC and does not include OCH or SLH

- You can initiate a message by clicking the Chat icon for the appropriate individual

Hyperlink - VMC EMERGENCY DEPT - PRODUCTION (PROD) - Aug 18 - HOSPITAL

On-Call Finder

Currently on-call for VMC Gen Surg NEW CONSULTS ONLY

Facility: VMC-Santa Clara Valley

Specialty: General Surgery

Provider Team: VMC Gen Surg NEW CONS...

On-Call Finders:

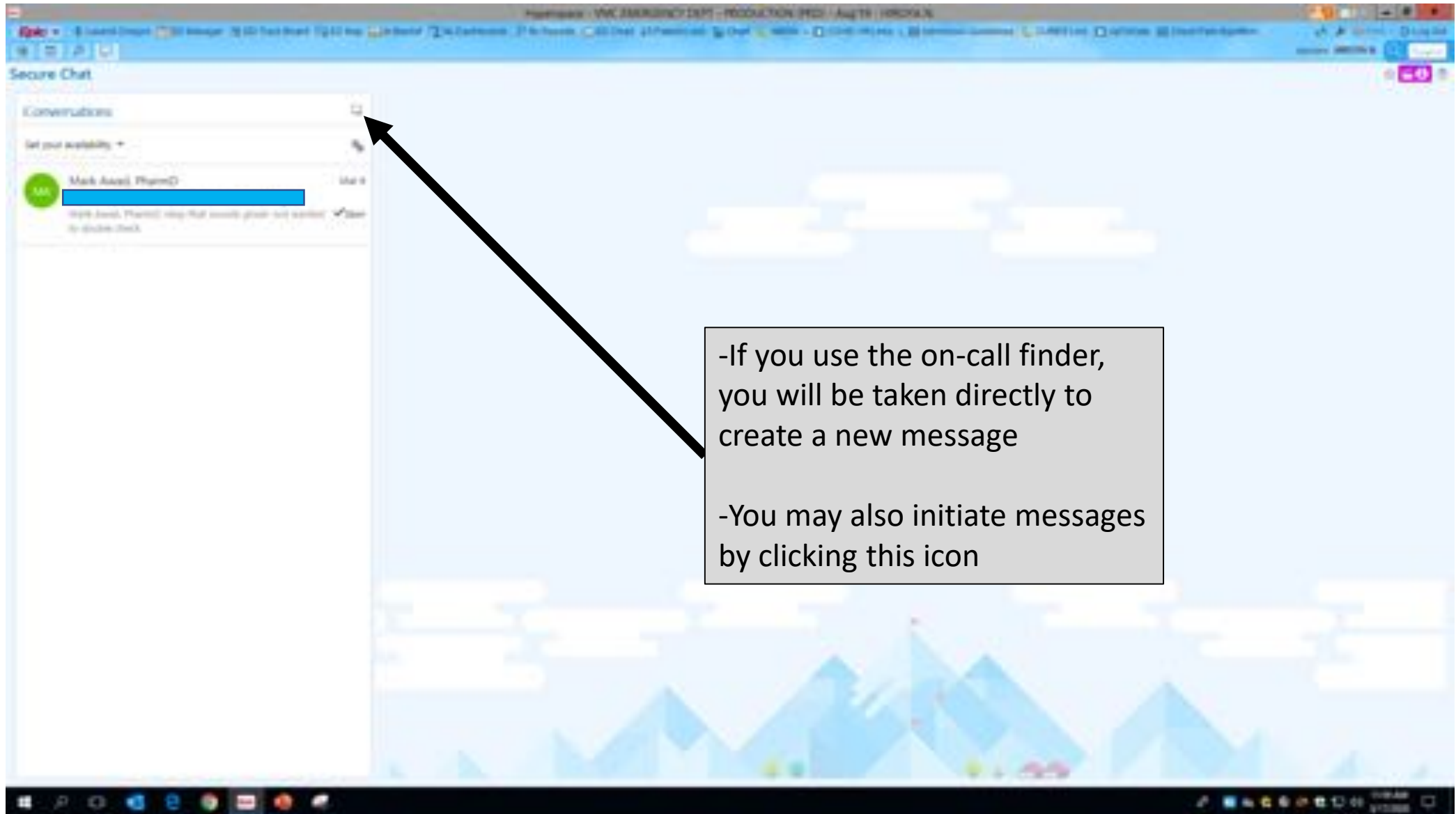
- Jeffrey J Graf, MD**
eConsulting (Last Call)
06:00 - 12:00
Phone: 202-455-4000
Notes: None
- Krishna Martinez-Singh, MD**
1st Call
06:00 - 18:00
Phone: 202-455-4000
Notes: Page if urgent consult and no response to chat
- Joshua Dominic Jaramillo, MD**
Chief Resident
06:00 - 06:00 (3/18)
Phone: 202-455-4000
Notes: None

Others scheduled for VMC Gen Surg NEW CONSULTS ONLY today:

- Jeffrey Kyle Jostling, MD**
Chief Resident
06:00 (3/18) - 06:00
Phone: 428-899-4000
Notes: None
- Gregg A Adams**
substituting (Last Call)
18:00 (3/18) - 22:00
Phone: 202-455-4000
Notes: None
- Hajhosseini Babak, MD**
1st Call ICU and New Consults
18:00 (3/18) - 06:00
Phone: 202-455-4000
Notes: ICU and New Consults
- Roophaswari Babak, MD**
1st Call ICU and New Consults
18:00 (3/18) - 06:00
Phone: 202-455-4000
Notes: ICU and New Consults
- Caroline M Lignan, MD**
substituting (Last Call)
18:00 - 07:00 (3/18)
Phone: 202-455-4000
Notes: None

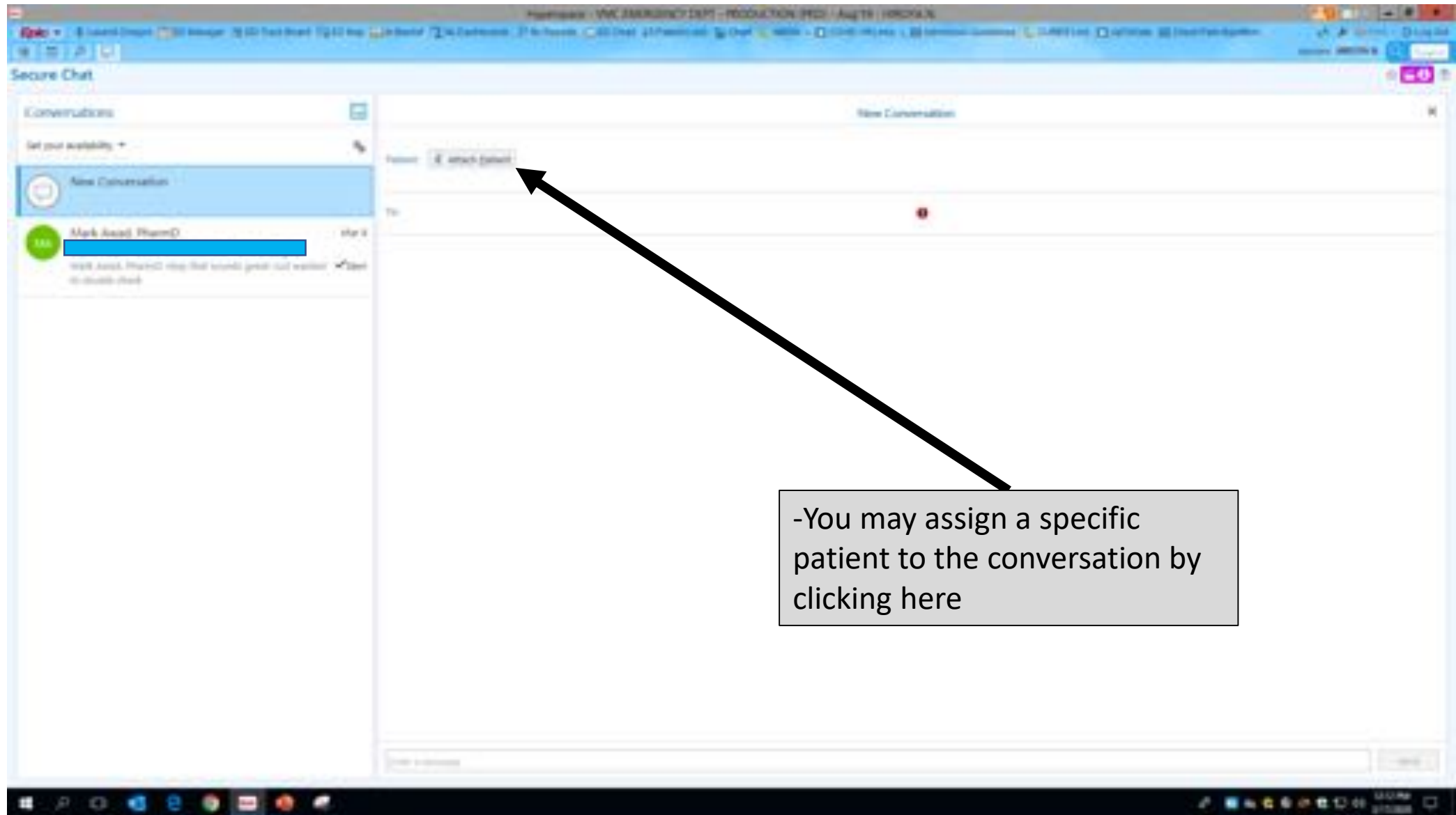
-You will now be taken to Secure Chat

Secure Chat: Messaging

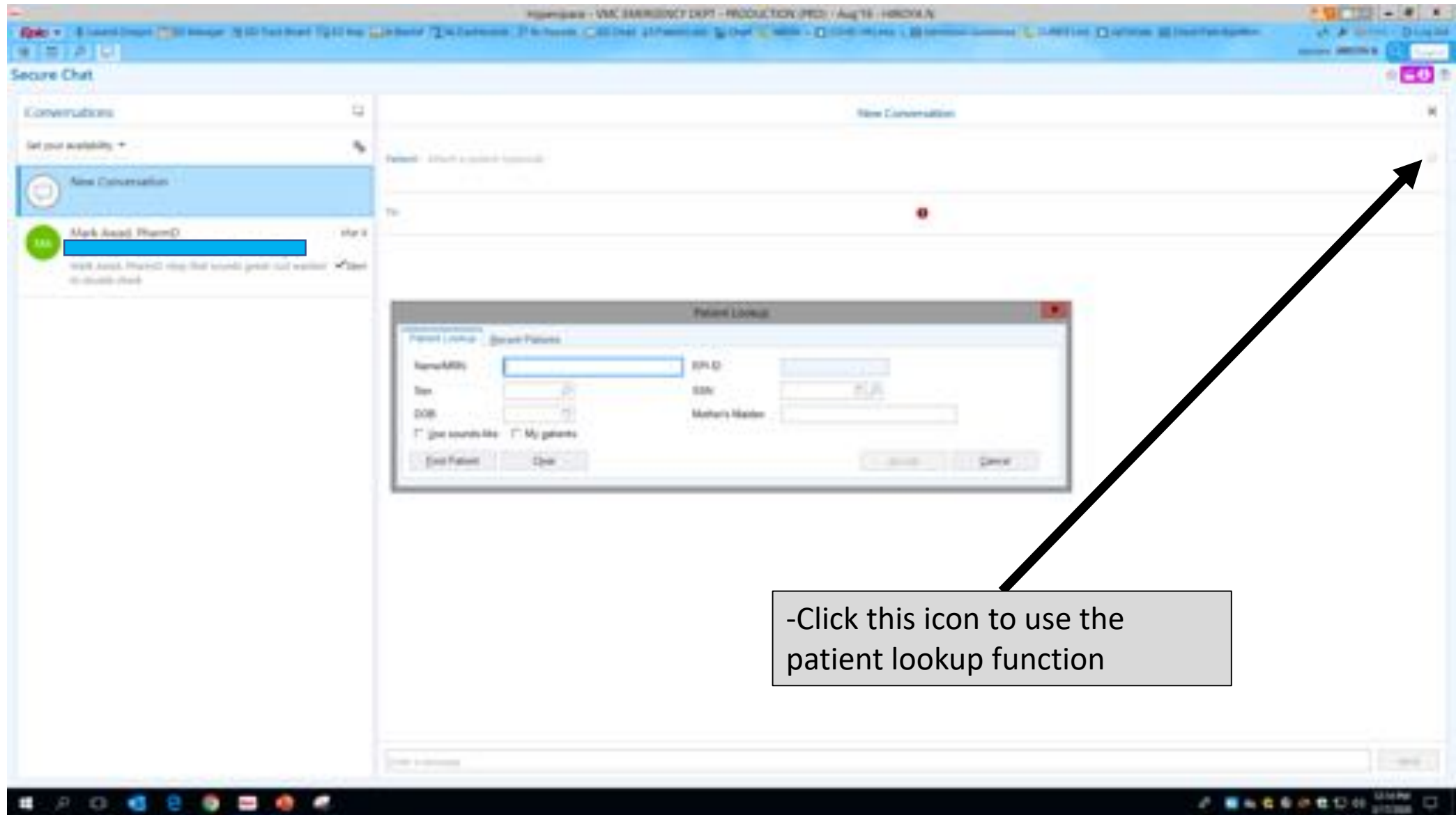


-If you use the on-call finder,
you will be taken directly to
create a new message

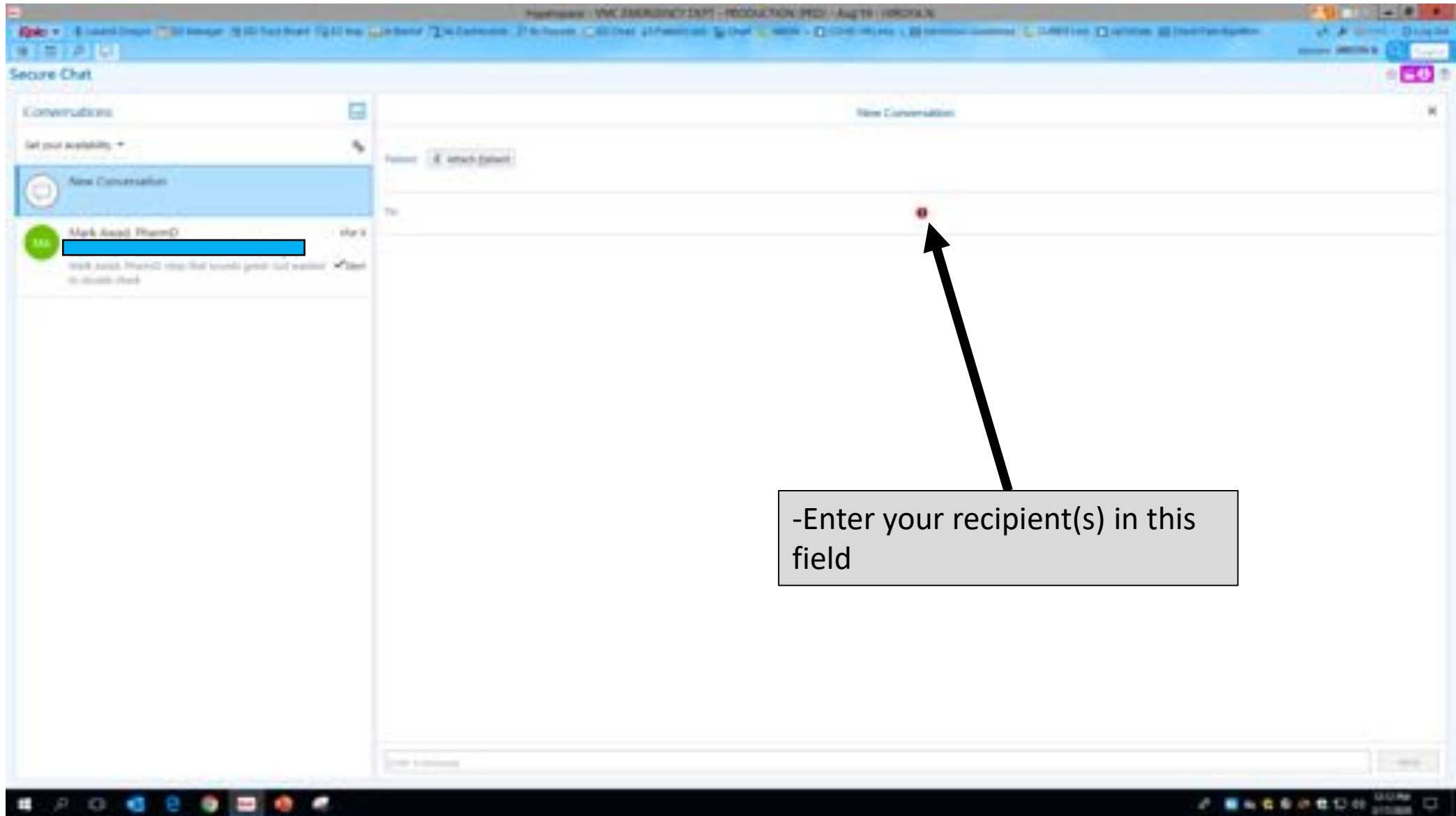
-You may also initiate messages
by clicking this icon



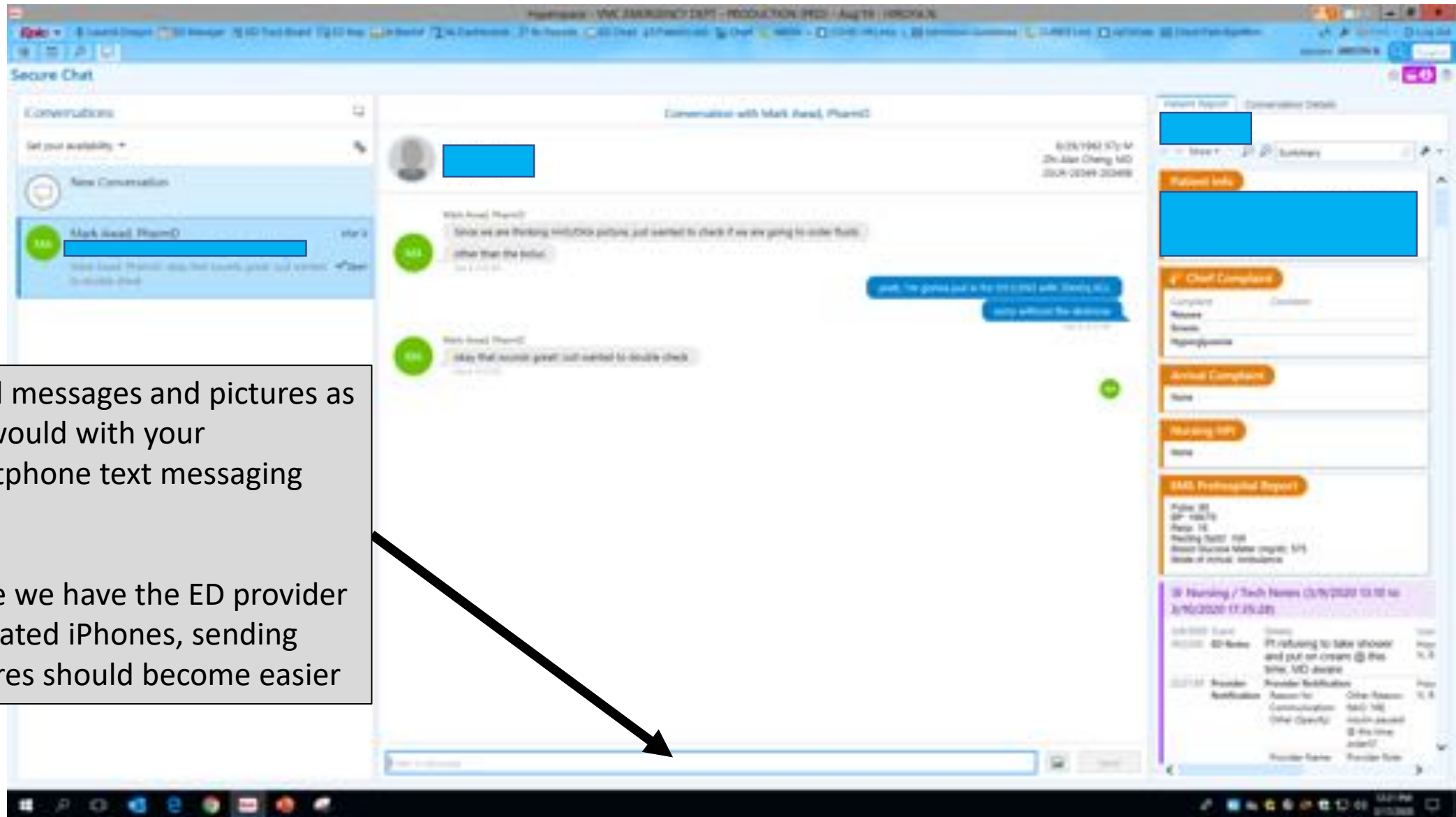
-You may assign a specific patient to the conversation by clicking here



-Click this icon to use the patient lookup function

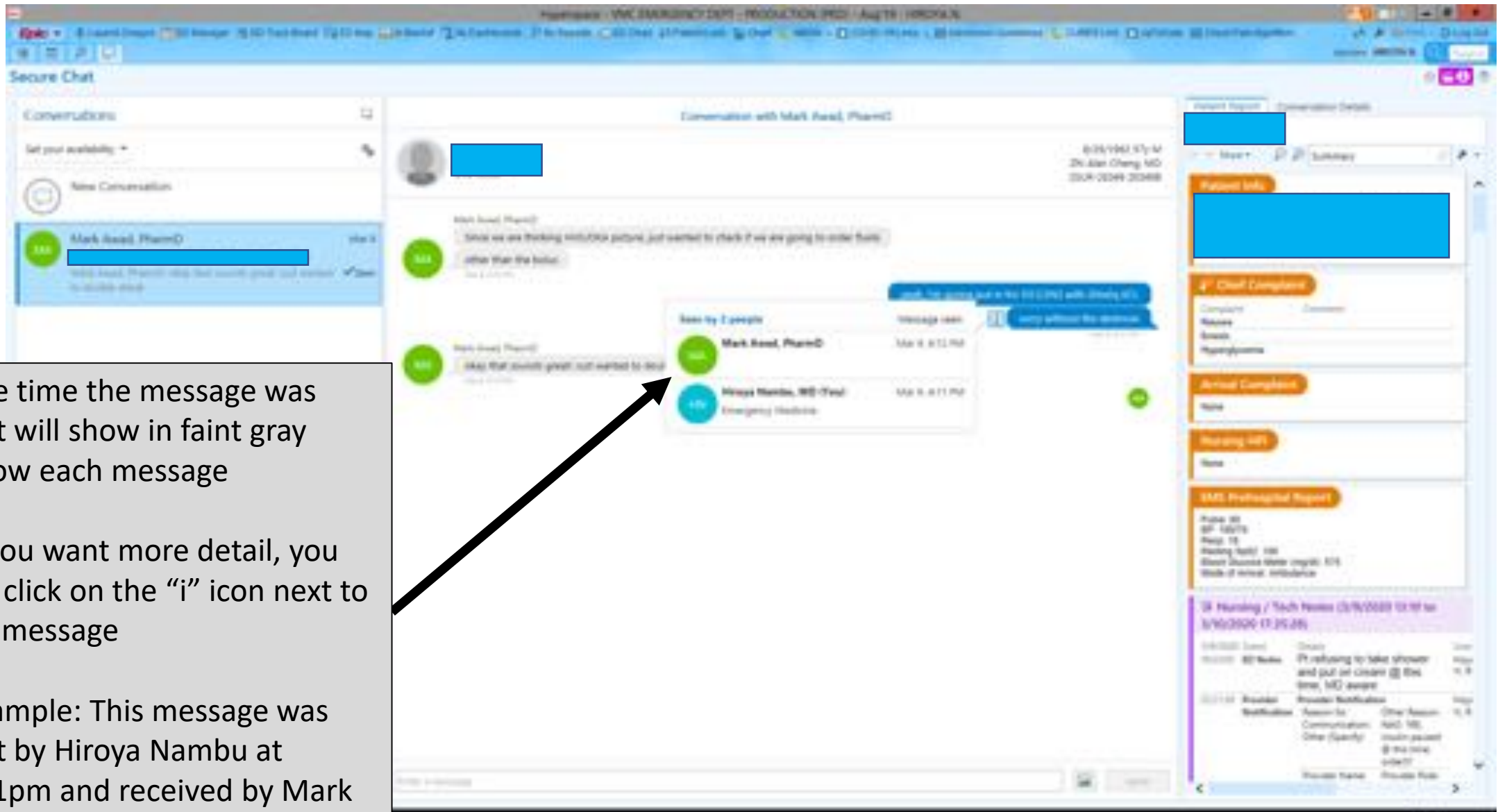


-Enter your recipient(s) in this field



-Send messages and pictures as you would with your smartphone text messaging app

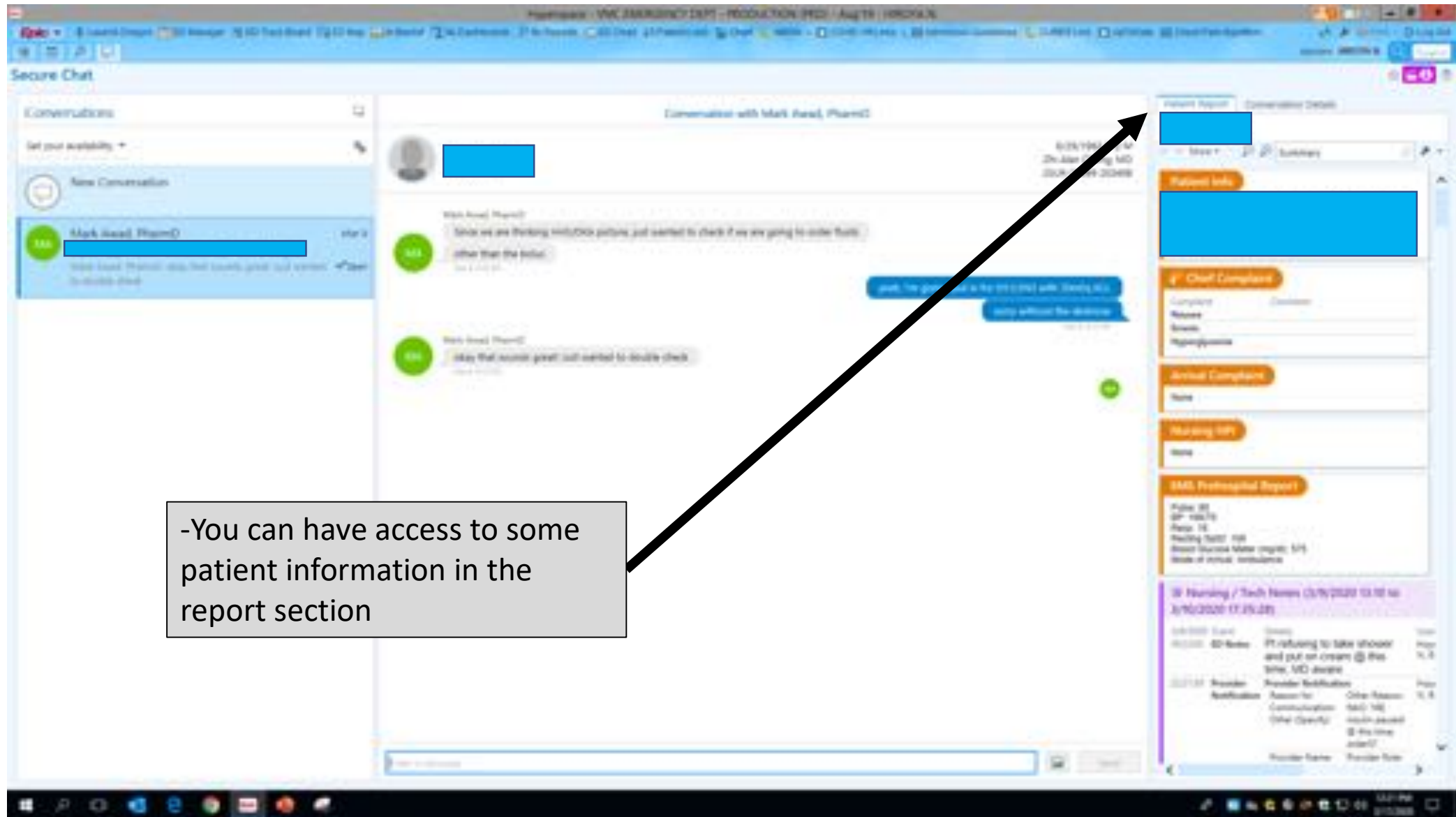
-Once we have the ED provider dedicated iPhones, sending pictures should become easier



-The time the message was sent will show in faint gray below each message

-If you want more detail, you can click on the “i” icon next to the message

-Example: This message was sent by Hiroya Nambu at 4:11pm and received by Mark Awad at 4:12pm.



-You can have access to some patient information in the report section

- By clicking the wrench, you will be able to customize which report you would like have easily accessible, rather than having to search every time
- The same reports should be available as in the sidebar view on the ED trackboard

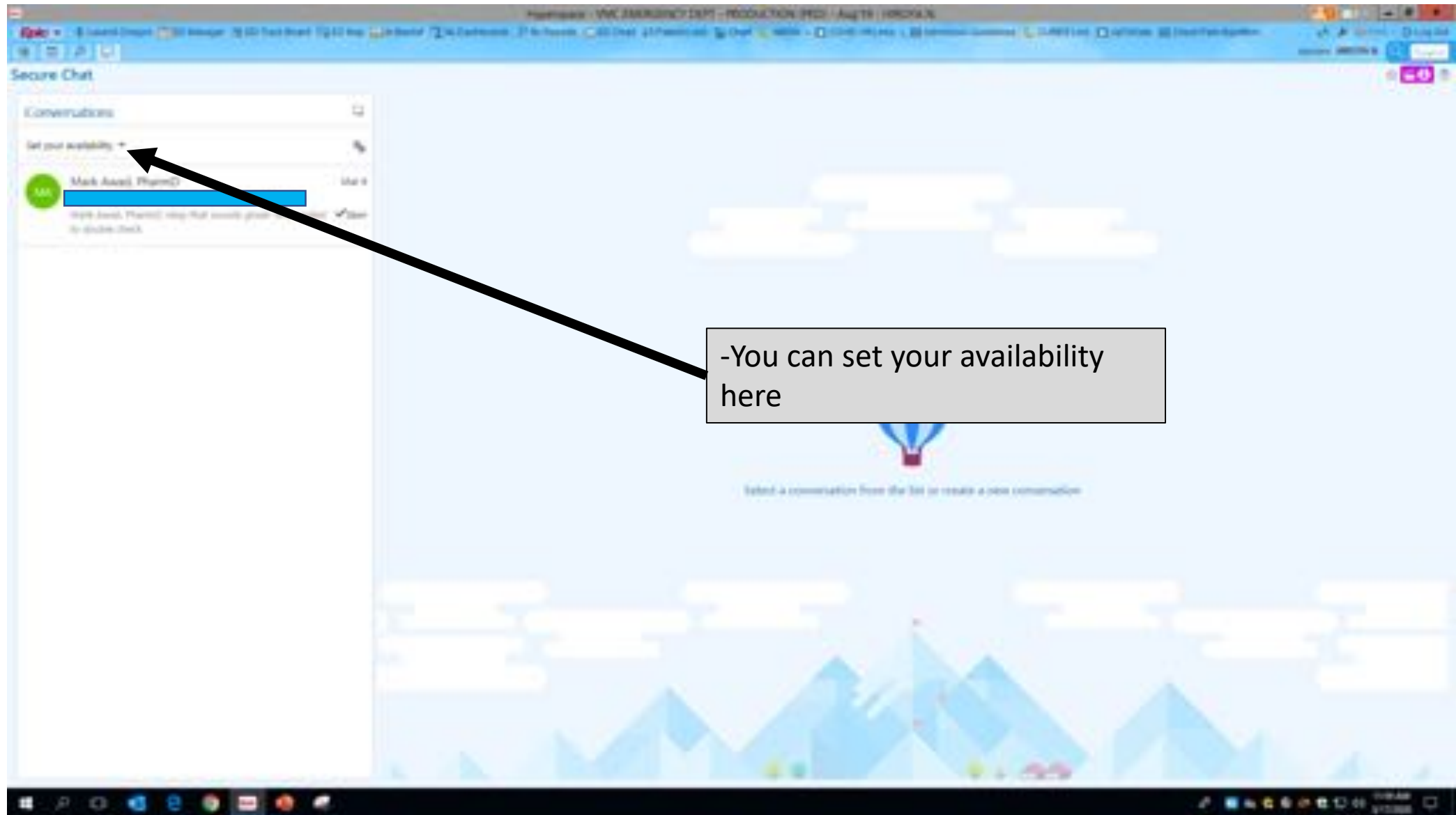
ED Track Board (VMC ED)

As a reference, these are the reports I am referring to that you should be able to add.

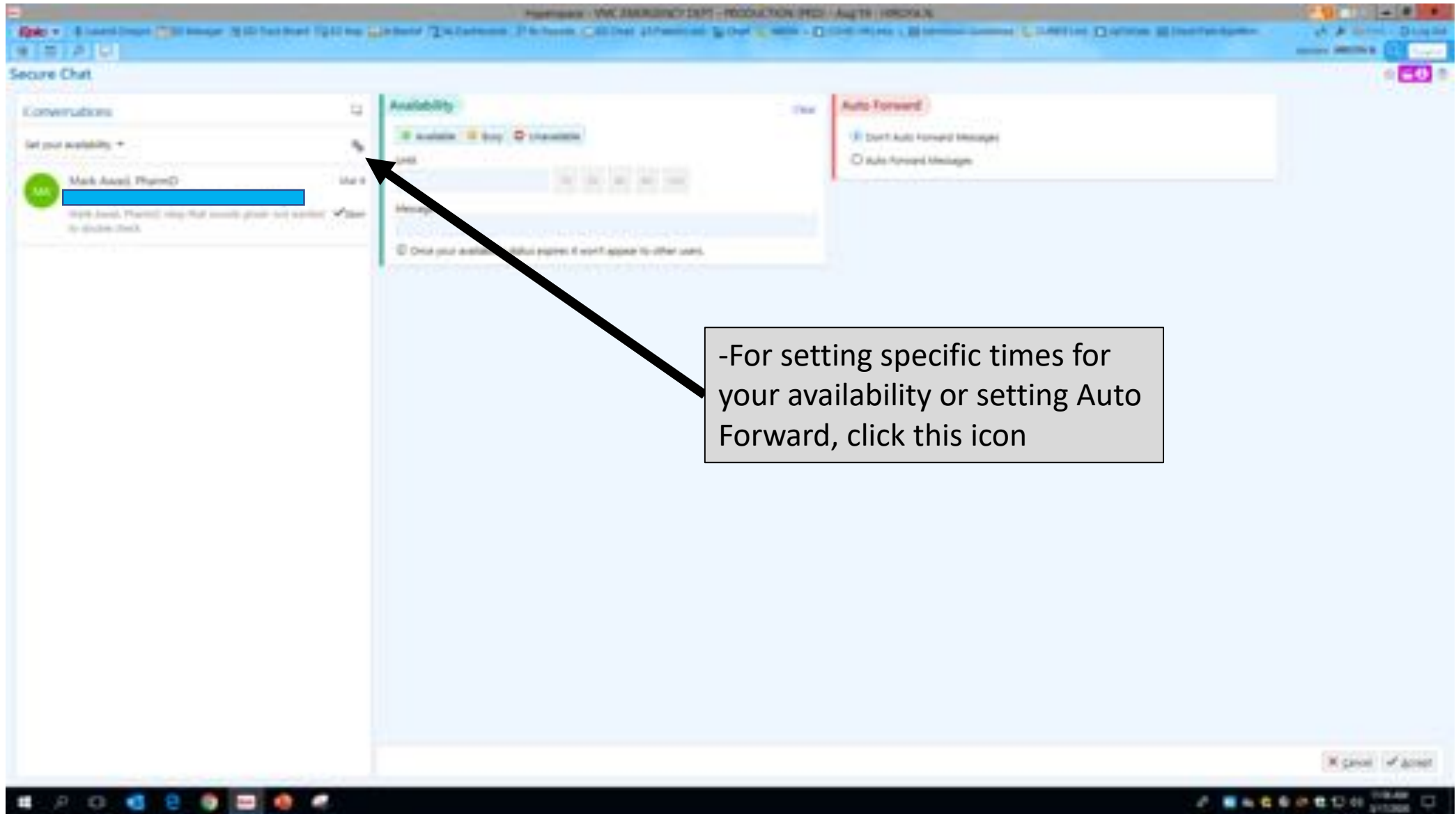
There are more available if you use the search function just to the right of it. You may pleasantly find reports that may be useful for you.

The screenshot displays the ED Track Board (VMC ED) interface. The left pane shows a list of patients with columns for Loc, Patient, Age, Sex, DOB, Lab, Race, Race/DOB, TTT, Wt, AB, Rpt, Lgt, Rpt, Count, and Flag. The right pane shows a detailed view of a patient's record, including Patient Info, Chief Complaint, History of Present Illness, Physical Exam, and various orders (Lab, Imaging, Cardiology). A black arrow points from the text box to the 'Reports' tab in the right-hand pane.

Secure Chat: Availability and Auto Forward



-You can set your availability here



-For setting specific times for your availability or setting Auto Forward, click this icon

Secure Chat

Conversations

Set your availability +

Mark Available, PharmD

Unit

Message

Once your availability status expires it won't appear to other units.

Availability

Available Busy Unavailable

Auto-Forward

Don't Auto Forward Messages

Auto Forward Message

Forward To

From

Unit

Don't send me chat notifications

Forwarding messages will add the selected recipients to all conversations that receive messages during the selected time range.

Cancel Done

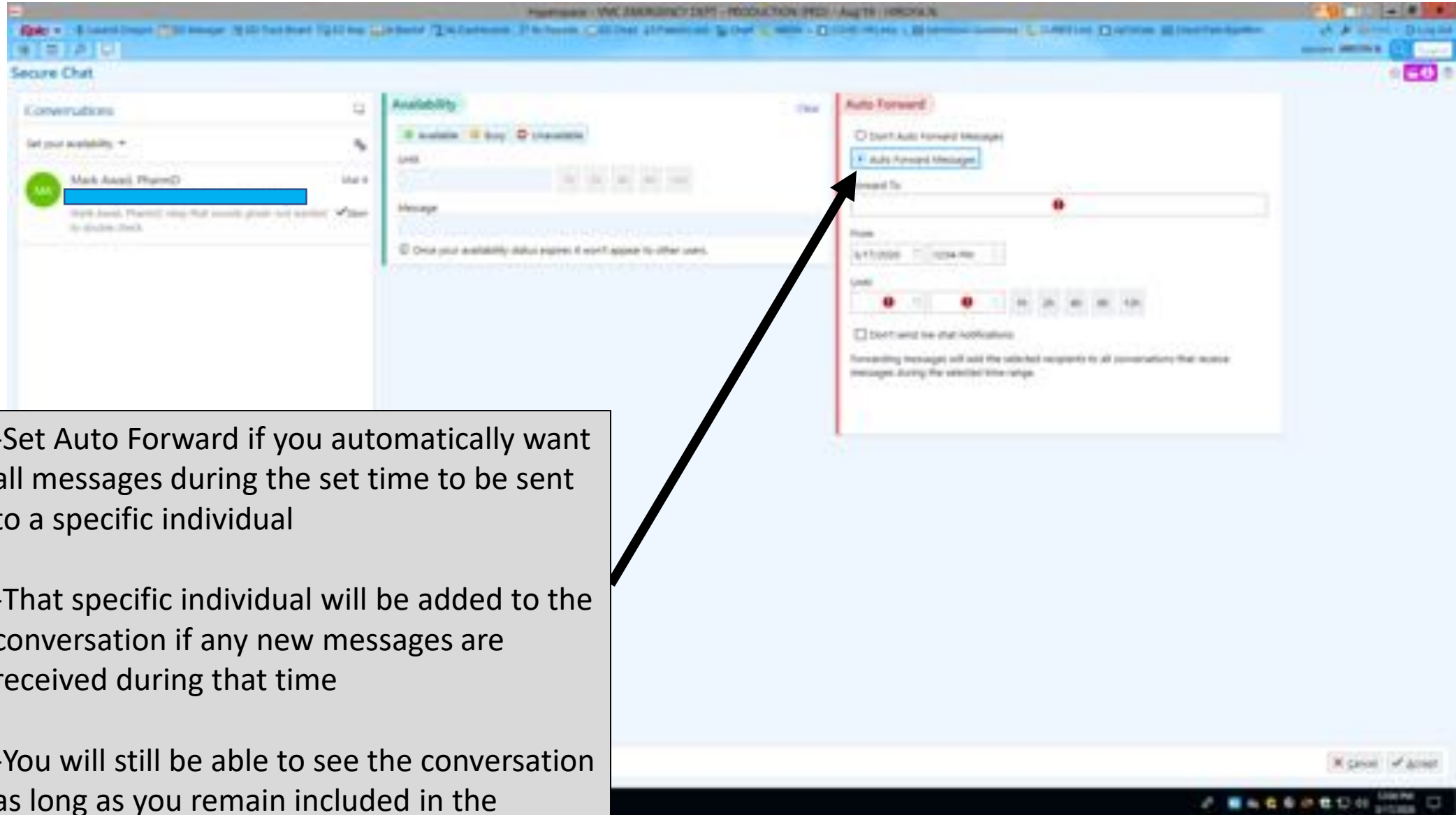
Windows Taskbar

Taskbar

System Tray

System Clock

- You can set specific times that your availability applies
- You can also enter messages to automatically send to others while your availability status applies



-Set Auto Forward if you automatically want all messages during the set time to be sent to a specific individual

-That specific individual will be added to the conversation if any new messages are received during that time

-You will still be able to see the conversation as long as you remain included in the conversation

Shift Change and Residents

Signing out conversations

- There are 2 ways to deal with signing out ongoing conversations.
1. Adding the oncoming provider to ongoing conversations (Slides 21-22)
 - Advantage: Immediate access to the conversation for the oncoming provider
 - Disadvantage: Must manually add for each conversation
 2. Auto forward (Slide 27)
 - Advantage: Relatively automated
 - Disadvantage: The oncoming provider will not be added and have access to the conversation unless a new message is received within that conversation after autoforwarding has been set.

Signing out conversations

- For now, please be flexible. Hopefully, as we become more familiar, we can standardize the sign out process.
- **My current recommendations are:**
 - **Add the oncoming provider manually for any important/urgent ongoing conversations**
 - **For all other conversations, set auto forward to the oncoming provider before you leave your shift**

ED residents and rotating interns:

- Residents should be encouraged to add the attending into the conversations in order to minimize delays in communication/care.
- Residents should be able to do this easier by setting auto forward to the respective attending at the beginning of the shift.
- Please check and make sure that the resident do not have any unknown pending conversations before they leave the shift.

Summary

Summary

- Use Secure Chat for routine communication with other departments.
- Do NOT use for time sensitive emergencies.
- Please remind each other and residents of any pending conversations at time of shift change.

Summary

- All services **except for anesthesia** should be available via Secure Chat.
- If you have any difficulty contacting the individual, use AMION and/or escalate your conversation to the appropriate person (attendings, CMAO, etc).
- Please notify me if you find any service who is refusing to use Secure Chat.

Summary

- Please contact me with any questions or suggestions.
- Your input will be valuable to standardize the use of this system in the ED.