Q: When does Epic Prelude (Registration application) go-live at JHH?
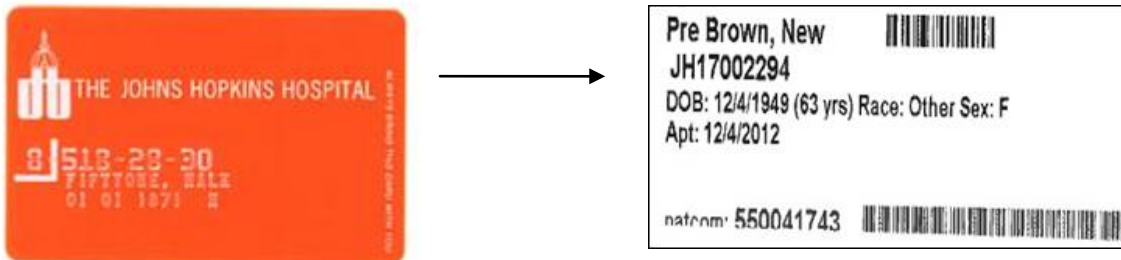**A:** Thursday, April 4th in the JHH ED, Peds ED and L&D

Q: What does Epic Prelude replace?
A: PID and Epic 99 are being replaced by Epic Prelude.

Q: Will the orange card/embosser continue to be available?
A: No, the orange card will be replaced by adhesive printed labels from Prelude for use during trauma/critical care paper documentation and for any purpose for which the orange cards were used; such as labeling specimens, paper documentation and patient belonging bags, to name just a few examples.

Q: Will our current anonymous naming convention change with the Epic go-live?
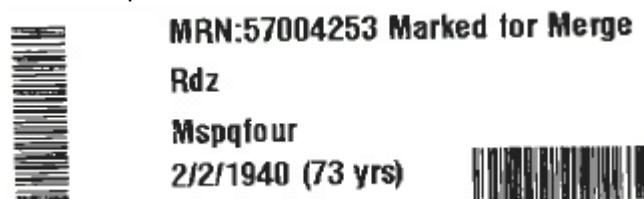**A:** Yes, the new enterprise-wide anonymous naming convention will be the following:

First Name	NATO Military Alphabet with modifications
Middle Name	Doe
Last Name	Number, written, one through ten
Examples:	Army Doe One, Charlie Doe Seven

Q: Will anonymous patients, later identified, be merged with their preferred/previous MRN while a patient?
A: No, the Epic Prelude functionality allows the ED and L&D registration users to update the patient's identity information following an initial registration (arrival) as an anonymous patient, or flag a patient visit that needs to be merged with the correct patient/preferred MRN. The actual merge is performed after the patient is discharged from the ED or hospital, if the visit becomes an admission, by HIM (Medical Records).

Q: If a patient is identified after arrival and 'marked for merge' in Prelude, how will the inpatient units know if the patient is admitted?
A: The Mark for Merge indicator has been successfully tested and approved for the Prelude patient wristband, as seen in the example below:

Q: Has there been any internal communication to departments who receive patients from the EDs and L&D?
A: Yes, information has been provided to the Trauma PI Committee, ORs, SICU, JHH Patient ID Taskforce, Patient Safety Committee, and an article was published in the March edition of *Nursing Under the Dome*.

Q: What would the inpatient unit do if they notice the patient's wristband contains "Marked for Merge?"
A: Go to EPR, search for MRN on patient wristband, select appropriate date of service, and select ED Chart. All patient identity known to the ED can be found in the HMED/AllscriptsED chart in the Unidentified Patient Information Section, including the preferred MRN which can be used to search EPR for previous JH records.

Q: Are there communication materials for the patients about this system change?
A: Yes, a poster and staff discussion guide were distributed on March 12, 2013, which will also be available in the department(s) during go-live. Proposed script for staff:

Please be aware that we are in the process of transitioning to a new electronic medical record system that will improve the care and service we provide to you. We apologize in advance if this causes any delays during your visit and appreciate your patience.

Q: What other departments are going live with Epic in April?
A: In addition to the JHH EDs and L&D, the initial Epic go-live is primarily registration and scheduling for JHCP and ambulatory sites. The EMR for ambulatory sites have a staggering go-live on May 16th, June 27th and August 15th. All Epic applications go-live at Sibley Memorial Hospital and Howard County General Hospital on June 1st. There are a handful of clinics that are out of scope, if you are interested in that information or the specific rollout plan let me know.

Q: When will it be necessary for clinical staff to view patient records in Epic?
A: On or around July 1st, you may find it helpful to have view only access to Epic for clinic visit notes, etc. You can obtain this via elearning at
http://lms4.learnshare.com/l.aspx?Z=e1yY9N7NwVgKg8M6xQoBtQ%3d%3d&CID=89

Q: Will we experience downtime during Prelude go-live?
A: Yes, we will experience 3 – 4 hours of registration downtime, beginning around 1 am on April 4. The patients that are in the department when Epic 99 is taken offline will be unaffected in HMED; however, there will not be any new registrations or new patients appearing in HMED during the registration downtime.

Q: When will Prelude be live, able to use for registrations?
A: Epic Prelude is expected to be live by 4:00 or 5:00 am on April 4.

Q: What support will we have during this cut over and go-live period?
A: The ED/L&D EPICenter will open at 12 am, midnight, on April 4, 2013.
The location is Zayed G1073, ED Large Conference Room
Each department has designated staff to be in the EPICenter, along with Johns Hopkins Epic Prelude team, the Epic Prelude implementation specialists, and a Johns Hopkins Prelude trainer
In addition, JHMCIS Lan Support, will be onsite by 3 am
Steven Onken, Epic Credentialed Trainer, will be onsite April 5 and 6, 10 am – 6 pm. He can be reached via cell 443-995-2452 or email sonken1@jhmi.edu

Q: When will support be transitioned to the Epic Command Center?
A: Once we are live and stable on the system, the support will be transitioned to the Epic Command Center at 1000 Lancaster Street.

Q: How do I contact the Epic Command Center?
A: **410-614-EPIC (3742)**, or submit an Epic help desk ticket via link in Prelude

Q: Where will I find scanned patient items?

A: Prelude will contain consent forms, insurance cards, identification cards, passport, and HIPAA form. HMED will continue to be the source for EKGs, medical records, advanced directives, clinical documentation, EMS run sheets, and trauma sheets.

Q: Will the downtime process be different with Prelude?

A: Epic refers to downtime and recovery as Business Continuity Access (BCA). A BCA manual has been created in the event of a scheduled or unscheduled Prelude downtime.

Q: How will the staff be educated on the new BCA plan?

A: An elearning will be offered for this staff education.

Q: What about the behavioral alerts in Epic 99 today?

A: The behavioral alerts will also be in Epic Prelude.
http://www.insidehopkinsmedicine.org/hpo/policies/39/4461/policy_4461.pdf

Q: Will I be able to view the patient's entire Social Security Number (SSN) in Prelude?

A: After being escalated to the Epic Executive Committee, the decision was made that no hover or full view would be allowed for registration staff. The only staff who can see the full SSN are the staff that need it to do their jobs (HIM, Financial Counseling, Billing, Labor and Delivery for birth/death certificates). For those that do not have full view access, you can search by SSN with it masked by typing the SSN and click search. Once you move or tab off the field, it masks everything except the last 4 digits. It will return the matched patient. This is a workflow change for the EDs.

Q: Will downstream systems receive and accept the updated patient level information from Prelude?

A: Yes, all downstream systems will update their systems when we send out patient level and visit level update messages; this includes ORMIS.

Q: Will Epic Prelude experience routine downtime for maintenance?

A: Unless it is a patient safety issue that requires Epic corporation's help as opposed to our teams, Epic will not likely experience a scheduled downtime more often than every 8 weeks. Should the need arise, the window for a scheduled downtime is 1 – 3 am on Wednesday, as approved by an enterprise-wide clinical leadership group.

Q: When will EPR be sunset?

A: By August 16, 2013, EPR will become a transcription editing system only for operative notes and discharge summaries. By December 2013, JHM will sunset the EPR application and cease to initiate new clinical documentation.

Q: Will My Chart activation codes be distributed by the EDs and L&D on April 4th?

A: My Chart activation codes will not be distributed by the EDs or L&D with the Prelude go-live; the general principle is to distribute activation codes once clinical documentation is live.

Q: Will the ESignature forms (HIPAA and Consent for Treatment forms) in Epic be available in Spanish and English?

A: Yes, they are both available in Epic Prelude.