



What do I need to know?

Executive Summary: Beginning June 2023, Denver Health medical and house staff will transition from utilizing pagers for communication to a full suite of tools via Epic with personal cell phone as a backup means of communication. When done correctly, we will get the **RIGHT information to the RIGHT person at the RIGHT time** and **MINIMIZE DISRUPTION**. Read on, for an overview and where to learn more.

IMPORTANT DATES:

6/1/23: Epic On-Call Finder replaces Amion.
~6/1/23: DH medical staff cell phone numbers replace pager numbers in Epic
7/12/13: New consult workflow via Haiku

Key point: Signing into inpatient treatment teams in Epic allows all clinical staff to send communication to the correct provider. At a minimum, every patient needs a Primary team in Epic and a 1st contact defined for that team. Consulting teams are encouraged to have at least one provider signed in to be the primary contact for that patient.

Sign In is the key to success (takes < 30 seconds and can be done on mobile device):



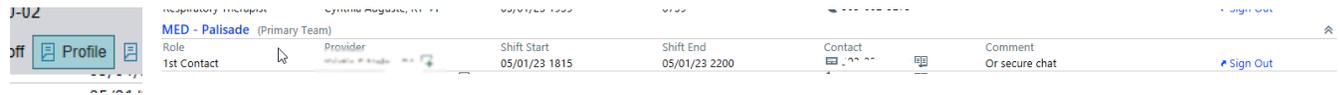
NOTE:

- Shift time/length—auto signs out
- Contact information can be added
- Choose role – **1st contact** important for primary teams
- Easy to select all patients you “own”
- Others can sign you out and take over
- Residents and fellows who get a Sign in pop up and are not taking care of Inpatients should sign in to the **In Clinic/OR team** to avoid further prompts to Sign-in during that calendar day



How can I sign out a member of my team?

Use the profile report in Patient lists and hit the Sign out Hyperlink



Key point: What is the preferred modality of communication for my message? Refer to communication matrices below.

Ambulatory

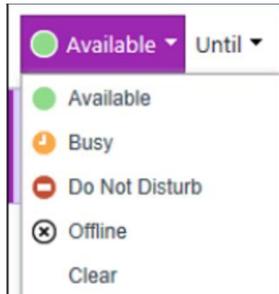
FYI Not time sensitive or no response needed	Normal/Routine Non-urgent action required (<4 hr)	Important/Urgent Action required within 15 min
In Basket 	Secure Chat – <u>Normal</u> priority  OR In Basket  <small>*clinics may develop internal expectations</small>	Secure Chat – <u>Important</u> priority  OR Phone Call 
Do not use pagers, email, or personal text messages		Page okay for locations, roles with pagers

Inpatient/ED

FYI Not time sensitive or no response needed	Normal/Routine Non-urgent action required (<1 hr)	Important/Urgent Action required within 15 min
In Basket  OR Document in Epic Note or Flowsheet	Secure Chat – <u>Normal</u> priority 	Secure Chat – <u>Important</u> priority  OR Phone Call 
Do not use pagers, email, or personal text messages		Page okay for locations, roles with pagers



How do I manage my secure chat availability/interpret other clinician availability?



- Okay to Contact
- ⏸ Pause - Do you need an answer now? From me? Is someone else Available?
- ⊘ Don't message unless it is Important (answer needed in <15 min) **and** there is no one else Available.
- ⊗ Look at On-Call Finder to find who is responsible. Call or escalate if I am listed on call.

Key point: Amion will be replaced by **Epic On-Call Finder**

On-Call Finder

Apr 2023

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Facility: Denver Health Medical ...

Specialty: Search specialties

Provider Team: Search teams

ACUTE 1

ACUTE 2

ACUTE 3

ACUTE Administrator

Addiction Consult

Anesthesia

You are not viewing the current date. Go to Today

Team Comment

Anesthesia in Charge 24 hrs 303-602-8999
 Pediatric Anesthesia 24 hrs 303-602-8999
 Float CRNA - Resident 24 hrs 303-602-8994
 Acute Pain Consult 7a-7p 303-602-8998
 OB CRNA 24 hrs 303-602-9404

On-call providers on 4/12/2023

Attending Physician

Mark H Chandler, MD
 07:00 Apr 12 to 07:00 Apr 13

Pager: 303-208-1730 Phone: 303-602-5945

Notes: AIC- 303-602-8999

Chat

10:10

Anesthesia (On Call) Done

Anesthesia (On Call)
Displays the anesthesia on-call provi... ☆

Chat

Team Comment

Anesthesia in Charge 24 hrs 303-602-8999

Pediatric Anesthesia 24 hrs 303-602-8999

Float CRNA - Resident 24 hrs 303-602-8999

Acute Pain Consult 7a-7p 303-602-8998

OB CRNA 24 hrs 303-602-9404

Primary Team Contact

CU Chad Utterson
 Nurse Anesthetist; DENVER HEALTH AND HOSPITAL AUTHORITY
 On Call
 Available until 7:59 PM - On Call

Members

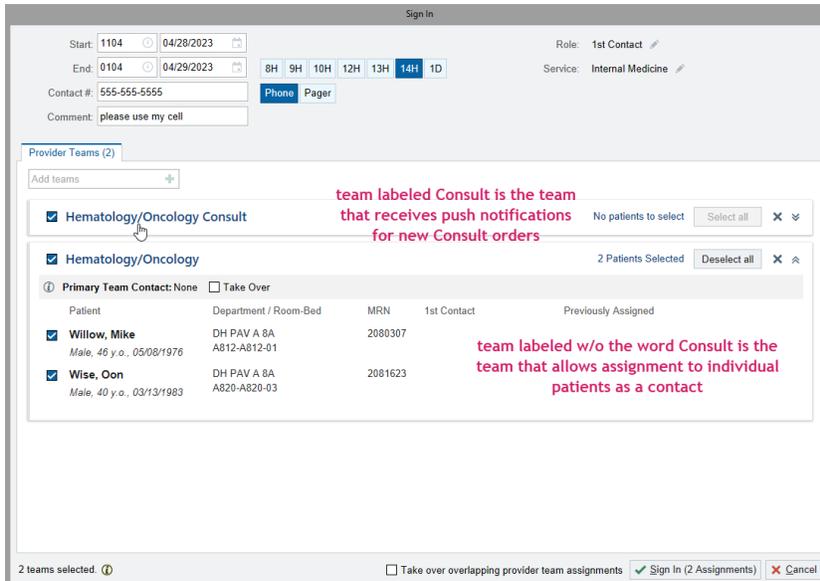
MC Mark H Chandler, MD
 Attending Physician; Anesthesiology; DENVER HEALTH AND HOSPITAL AUTHORITY

NOTE:

- Found in Hyperspace and Haiku/Canto
- Note Team Comments and Team phone numbers (if available)
- On-call hierarchy reads Left→Right and Top→Bottom
- Not 1:1 Amion changeover, some teams split/combined differently and many new services added



Key point: Inpatient/ED consult teams will receive notifications of New Consults via Haiku push notifications starting July 12th.



Start: 1104 04/28/2023 End: 0104 04/29/2023
Contact #: 555-555-5555
Comment: please use my cell
Role: 1st Contact Service: Internal Medicine
8H 9H 10H 12H 13H 14H 1D
Phone Pager

Provider Teams (2)

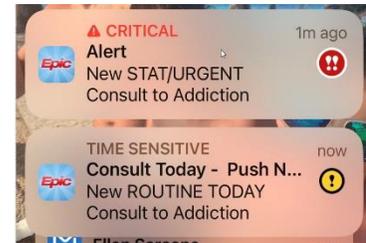
Add teams +

- Hematology/Oncology Consult **team labeled Consult is the team that receives push notifications for new Consult orders** No patients to select Select all x
- Hematology/Oncology 2 Patients Selected Deselect all x

Primary Team Contact: None Take Over

Patient	Department / Room-Bed	MRN	1st Contact	Previously Assigned
<input checked="" type="checkbox"/> Willow, Mike Male, 46 y.o., 05/08/1976	DH PAV A 8A A812-A812-01	2080307		
<input checked="" type="checkbox"/> Wise, Oon Male, 40 y.o., 03/13/1983	DH PAV A 8A A820-A820-03	2081623		

2 teams selected. Take over overlapping provider team assignments Sign In (2 Assignments) Cancel



NOTE:

- Providers responsible for doing consults must sign in to their consult team in the Sign in activity in order to receive push notifications
- Closed loop communication is important to ensure consults done in a timely fashion
- Attach consult order to your Consult note to Complete the consult

OTHER IMPORTANT POINTS:

- Medical staff/residents: Ensure your smartphone allows Notifications from Haiku. See additional tip sheet.
- Medical staff: Ensure your cell phone number is up to date with the MSO by clicking this [link](#) to MSO subsite and clicking on the Provider Privilege Tile then searching for your name.
- Your department/division will collect Denver Health pager numbers (only for DH staff and DH sponsored residencies) so that those pager licenses can be decommissioned in June.
- Turn in your physical pagers anytime before August 1st in the pager return boxes located in the Justina Ford Medical Commons, Webb Clinic, Lowry Clinic, 601 Broadway main entrance, Pavilion A main entrance.