DENVER HEALTH
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FOR LIFE'S JOURNEY

UNIFIED COMMUNICATIONS

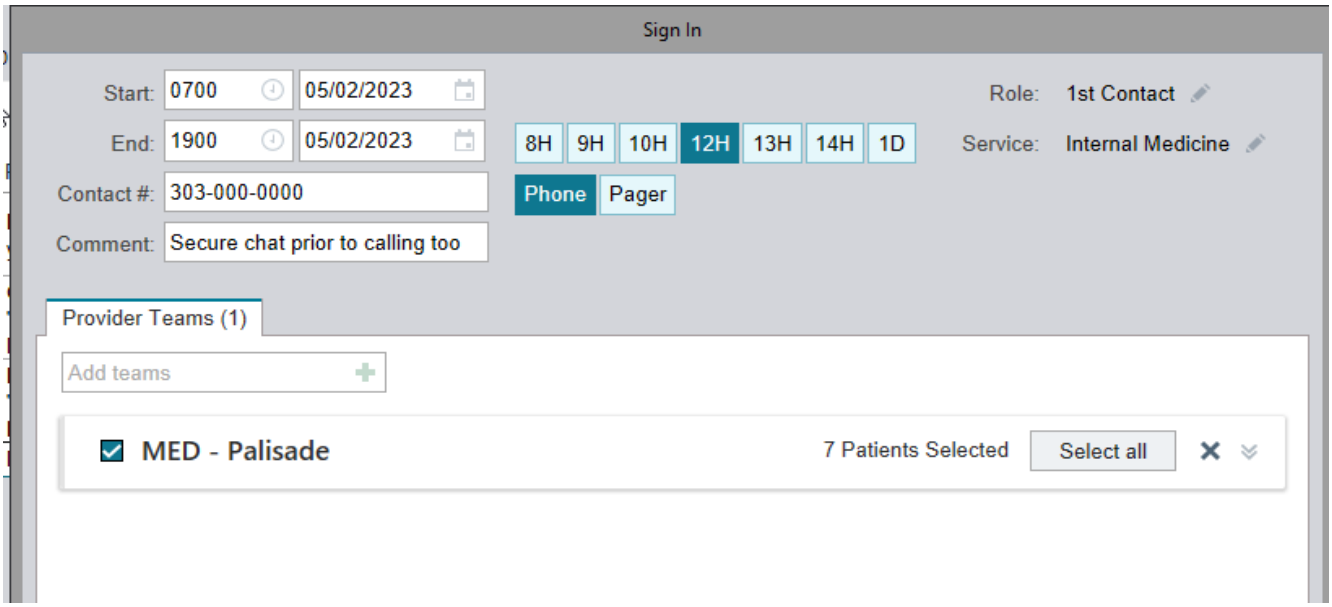
What do I need to know?

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

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.

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

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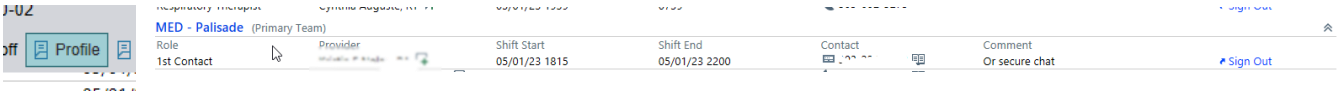
How can I sign out a member of my team?

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 – Normal priority OR In Basket *clinics may develop internal expectations	Secure Chat – Important 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 – Normal priority	Secure Chat – Important priority OR Phone Call
Do not use pagers, email, or personal text messages		Page okay for locations, roles with pagers

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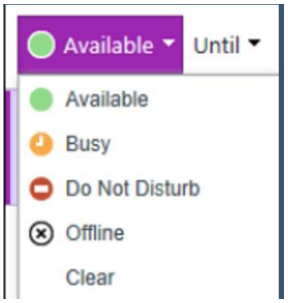
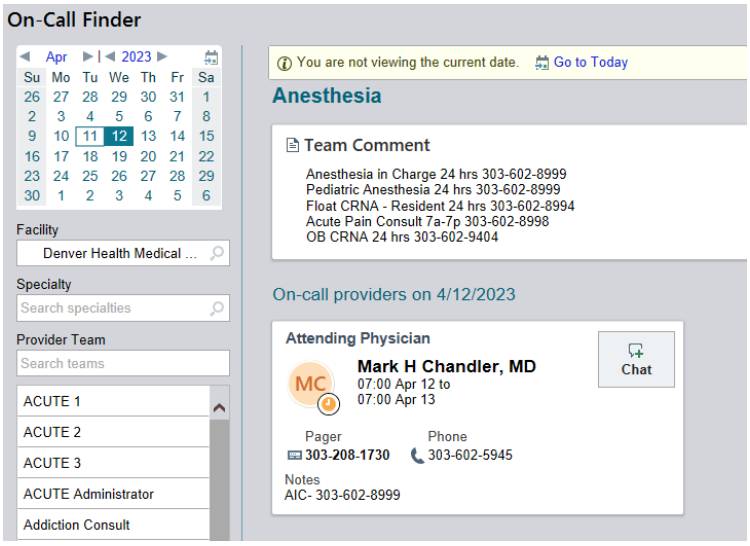
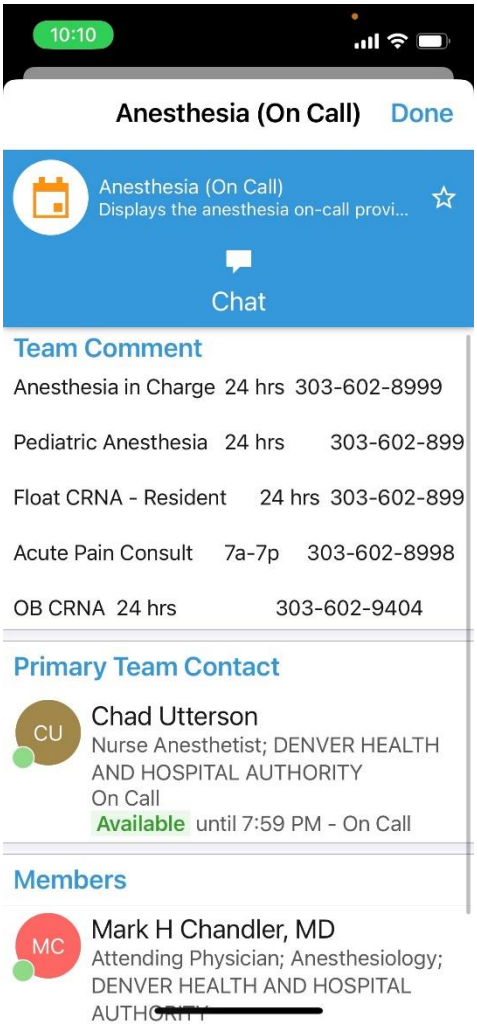
How do I **manage my secure chat availability/interpret other clinician availability**?



- 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**





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

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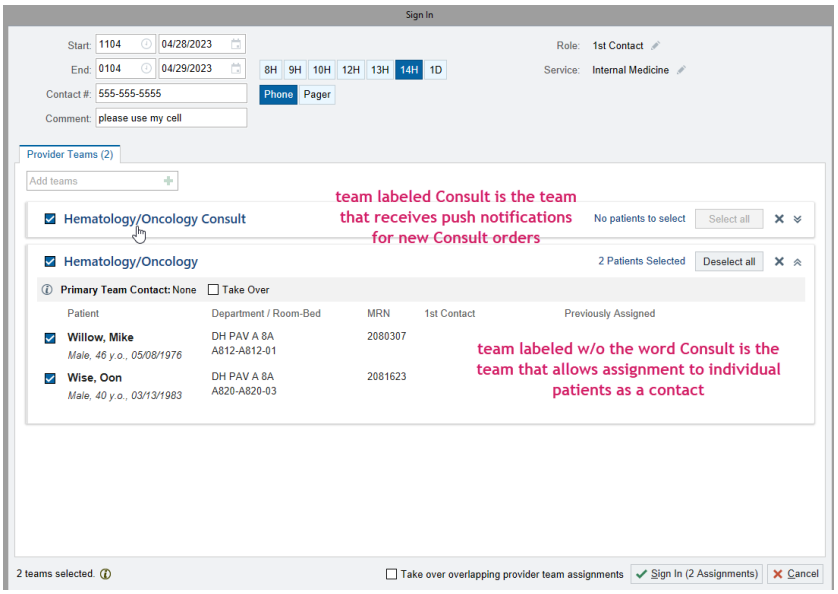
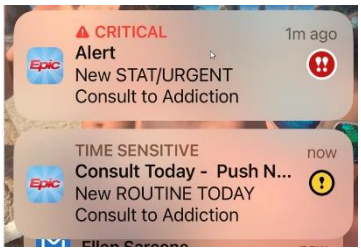
Key point: Inpatient/ED consult teams will receive notifications of New Consults via Haiku push notifications staring July 12th.





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.