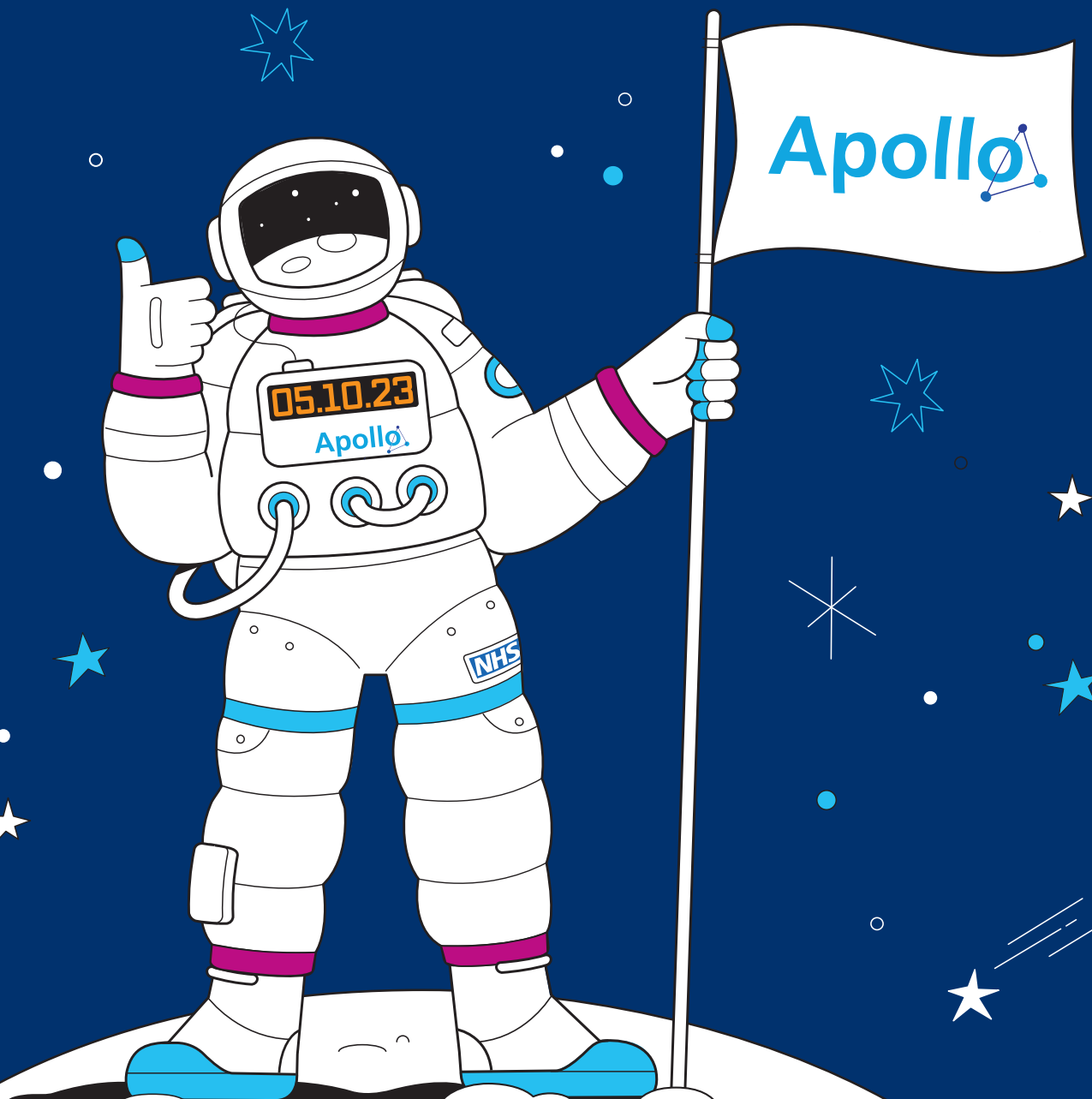
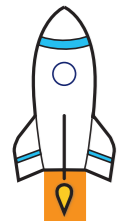


Getting started with Epic

Your launch guide to our new electronic health record





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Welcome to our Epic launch guide!

Apollo is the biggest clinical transformation programme we have ever undertaken. It's the biggest single investment that we are making to improve the way we care for patients and to make things easier for our staff. Going live with our new Epic electronic health record system is an incredibly exciting moment for all of us.

This guide will support you through our go-live period, providing you with all the information you need to get started, along with details of how to get further help should you need it.

As we introduce this new system, there will inevitably be a few bumps along the road. Don't worry if it feels difficult or overwhelming, there's a lot of support in place. And it will all be worth it – our go-live is only the beginning of our Epic journey, and there are so many benefits for our patients and each other.

So let's work together and support each other, show kindness and respect to our colleagues (and the new system!) and stay focused on the end goal. By doing this, we'll deliver a new electronic patient record which our patients and staff deserve.

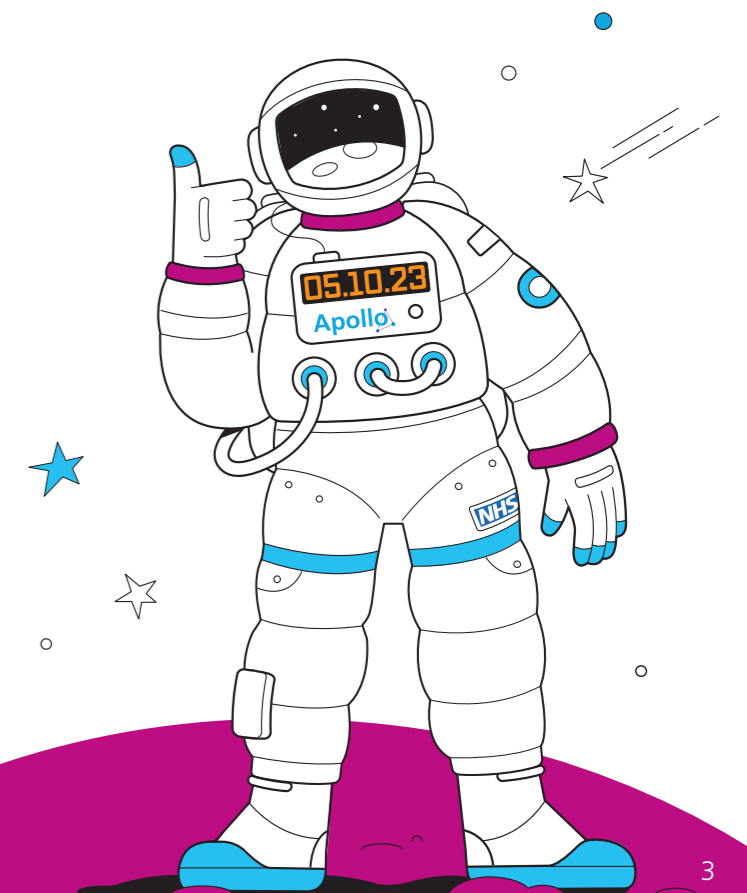
Best wishes



Professor Clive Kay
Chief Executive,
King's College Hospital
NHS Foundation Trust



Ellis Pullinger
Senior Responsible Officer
for the Apollo Programme,
King's College Hospital
NHS Foundation Trust



Before you use Epic, you must do these 3 essential things

1 Complete your Epic training

You'll need to complete your Epic training before Thursday 5 October, so you're able to access Epic and carry out your role at go-live. Please prioritise your Epic training over and above all other non-clinical duties. More information on Kingsweb.

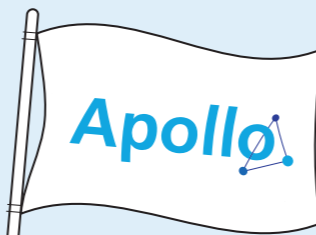
2 Check you can log in to Epic

When you complete your training you will also complete a 'login lab' where you will log in to Epic to ensure you have access to the system. This means that your new username and password will work for go-live, that you have the right Epic setup and access rights, and that any login issues can be fixed.

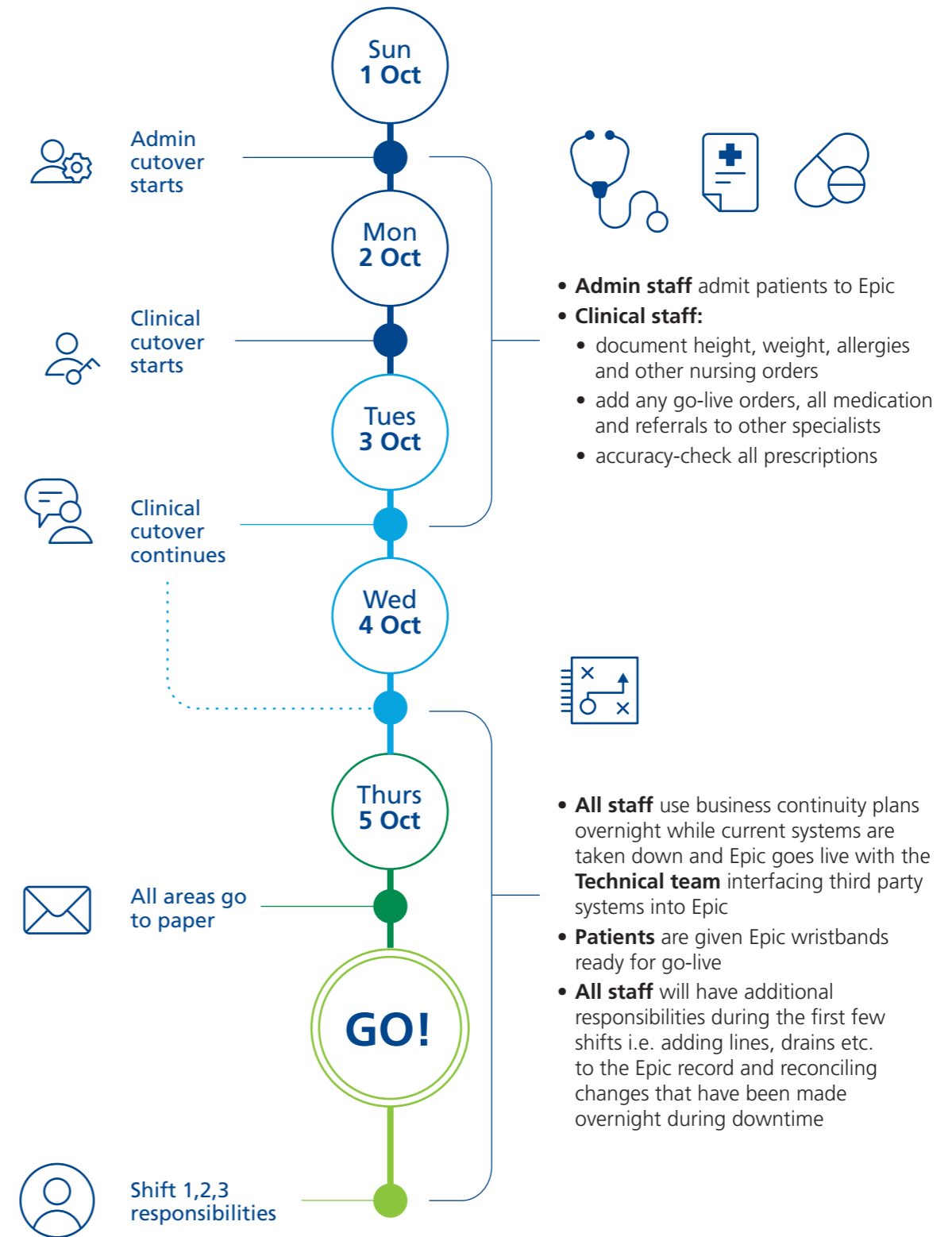
3 Personalise Epic and practise together

Whether you have just done your training, or it has been a while since you completed it, there are plenty of ways you can refresh your memory. Your e-learning is available to repeat, you can complete other courses if you want to, and there are collaboration and exploration labs, online demos and much more.

Completing your personalisation allows you to customise your Epic view to best suit your needs. Make sure you practise your Epic skills in the playground environment (PLY) to familiarise yourself with workflows, functionality and key features before using it for real at go-live. It will be best if you do this with some of your colleagues, so that you can agree how you will all use Epic when working together.



Go-live timetable



What is 'cutover'?

Cutover is the period immediately before go-live where inpatient data from legacy systems is transferred over to Epic.

It includes a short period of IT downtime, to allow external systems that we use to work with Epic. After go-live, the first few shifts are used to reconcile information from the downtime. Most staff and applications will be affected, and further guidance will be made available to support you.

From Sunday 1 October, clinical and administrative data for all our inpatients will be entered, or 'backloaded', into Epic, ready for when we switch from our old legacy systems on Thursday 5 October 2023.

Outpatient data will be transferred to the new Epic system via 'manual abstraction', which began in early August.

Cutover is vital as it makes sure the key patient information we need to continue to safely care for our patients is available in Epic at go-live.

Data to be backloaded includes:

- Admission, discharge and transfer (ADT) data
- Height, weight and allergy (HWA) data
- Medication orders
- Lab orders, imaging orders, consultation orders (referrals)
- Ongoing maintenance: updates to ADT and clinical documentation and medication/non-medication orders

REMEMBER:

Be kind and have patience with your colleagues around cutover, as it will be a busy period!

Go-live support

Meet the colleagues who will be on hand to help you out

When Epic goes live there will be a number of different Command Centres to support operational teams locally, as well as teams of Digital Champions and Floor Walkers to resolve issues as they happen.

We need you to raise any Epic issues with your Digital Champions and Floor Walkers. This will help us to resolve them quickly to maintain safe and efficient patient care.

Digital Champions

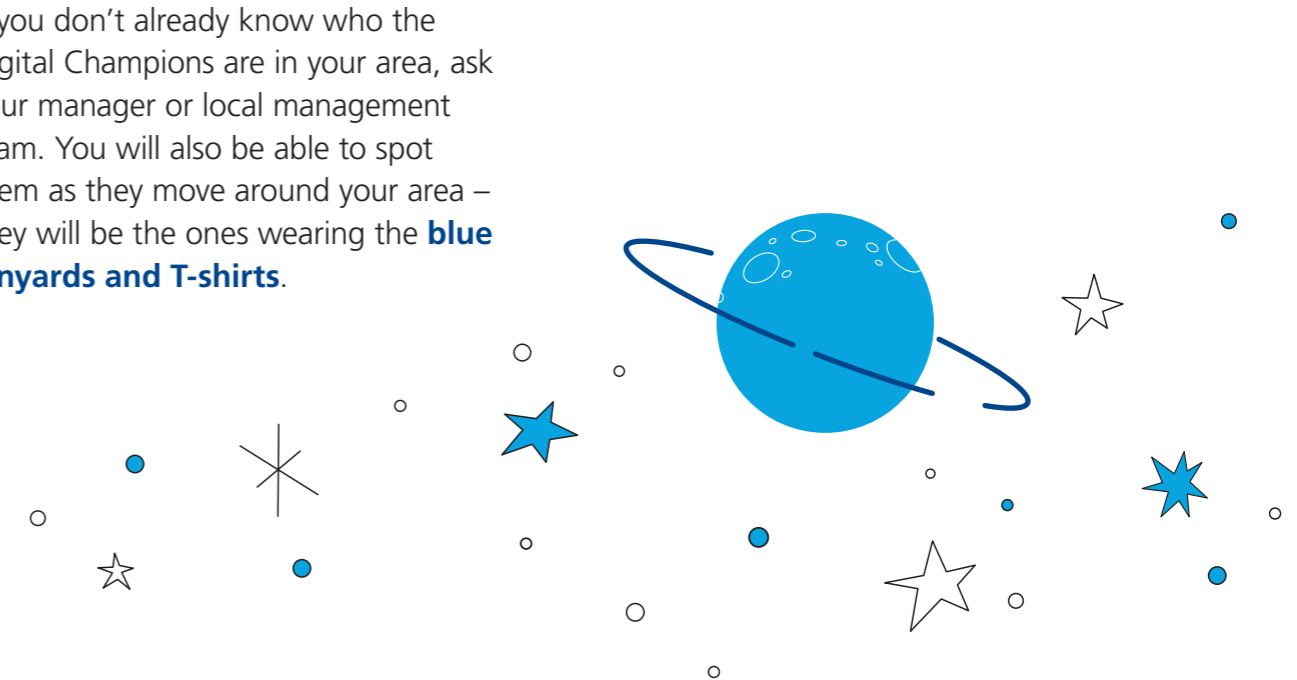
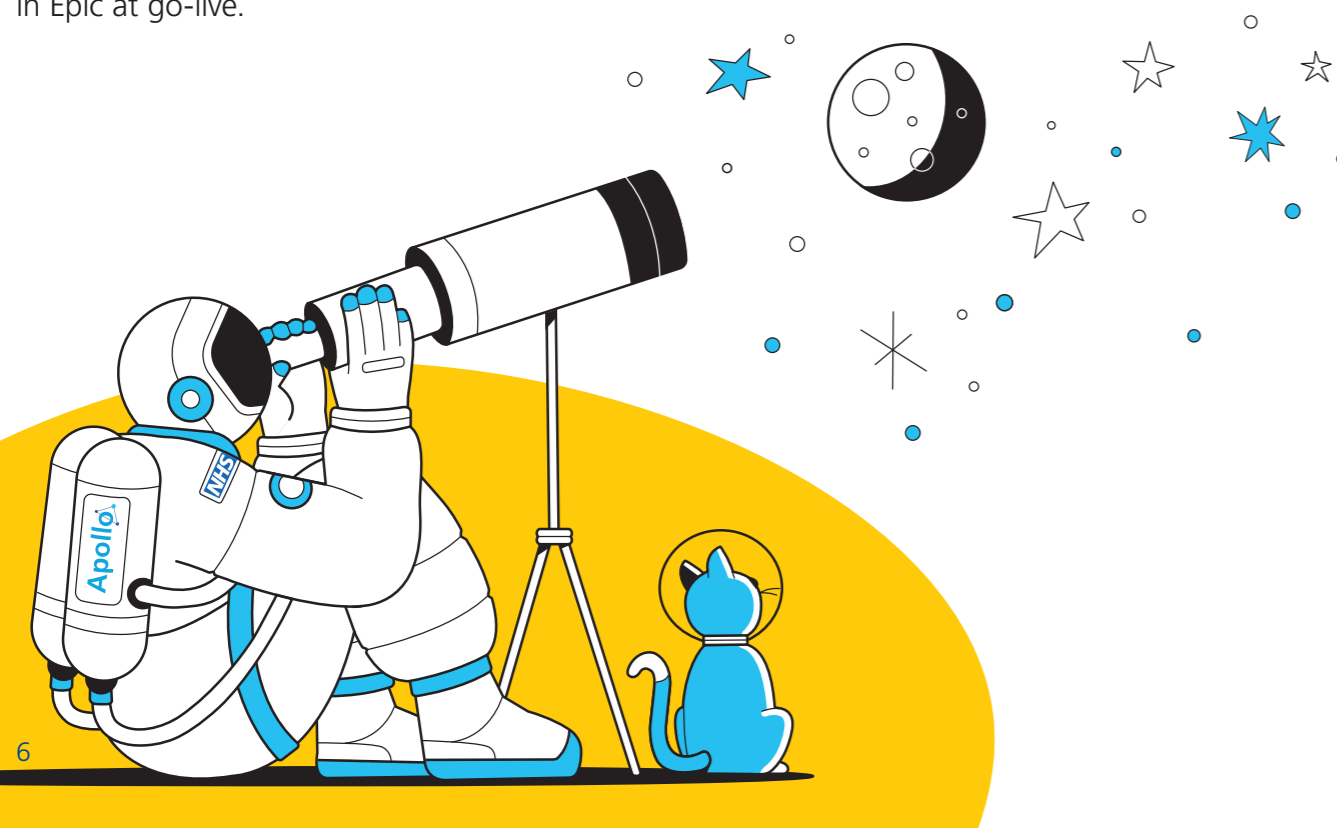
A 'Digital Champion' is a colleague from your local area who will help prepare you for, and support you through, go-live.

They are there to help you continue to do your job while you build your confidence using Epic.

If you don't already know who the Digital Champions are in your area, ask your manager or local management team. You will also be able to spot them as they move around your area – they will be the ones wearing the **blue lanyards and T-shirts**.

During go-live, your digital champion will:

- support you to use your applications and workflows
- reinforce best practices and efficient use of Epic
- be the first line of support for you to resolve or escalate any local issues or concerns



Go-live support

Floor Walkers

There will also be 'Floor Walkers' providing a range of support at go-live. They'll be wearing **red lanyards and T-shirts**.

System and application specialists

These Floor Walkers are from external organisations, including Epic and Nuance (the organisation that supplies Dragon Medical One, our voice recognition technology). They are our technical experts who will help with troubleshooting and resolving issues with our technical command centres.

Enhanced IT support

Additional IT support will be in place during the go-live period to support you with any hardware issues, such as printers not working.

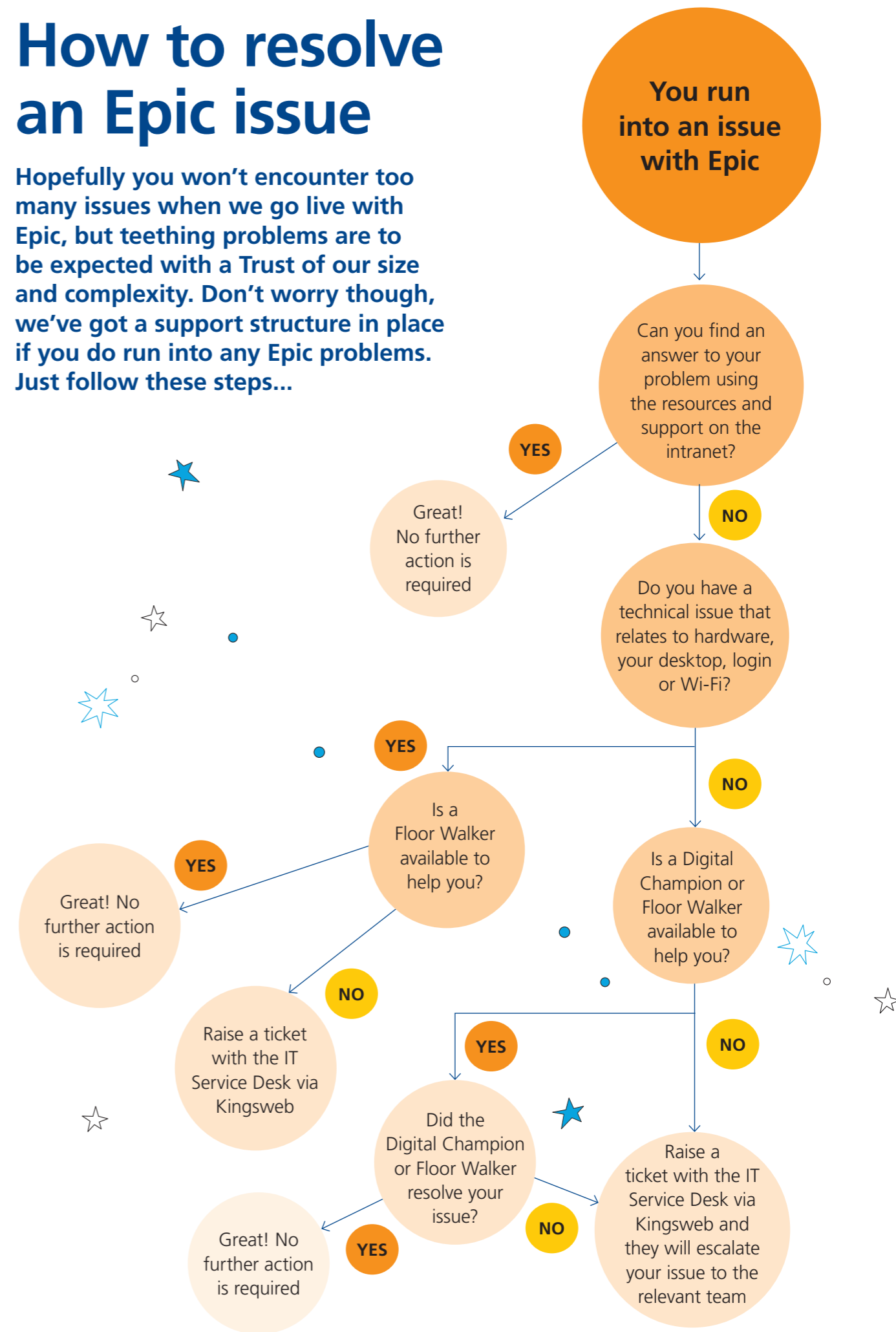
Epic users from other healthcare organisations

- These Floor Walkers are experienced Epic users from other healthcare organisations who are helping to support our go-live. They bring the benefit of both being clinical subject matter experts and having lived experience of using Epic to safely deliver healthcare
- They will help provide targeted support to areas such as our emergency department, maternity, inpatient pharmacy and critical care – who we know from previous Epic go-lives may need extra help



How to resolve an Epic issue


Hopefully you won't encounter too many issues when we go live with Epic, but teething problems are to be expected with a Trust of our size and complexity. Don't worry though, we've got a support structure in place if you do run into any Epic problems. Just follow these steps...



Accessing Epic on your desktop

When Epic goes live you'll need to access the new Trust-wide electronic health record system quickly and easily. You'll notice new Epic desktop icons on your work computers and it's important that you familiarise yourself with these changes, as these icons are how you'll access real patient data and can affect real patient care.

Hyperspace – PRD

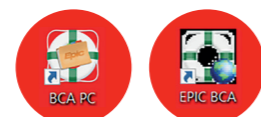
 This is the Epic Hyperspace Production (PRD) environment icon. This is the main icon you will use to access Epic when we go live. From 5 October, this is where real patient data will be stored and edited. You will also use this icon for 'personalisation labs' to personalise your view in Epic, and administrative and clerical colleagues will use this icon to access the system during the manual data migration period ahead of go-live. Take care when working in PRD, anything you enter here can affect real patient care.

To see these new desktop icons you will need to shut down and restart your computer. Restarting devices should be done on a regular basis to ensure updates are applied as part of good device management.

Accessing Epic during an outage


The following desktop icons must only be used during outages of the Epic system.

Business Continuity icons:




The Business Continuity Access (BCA) Web icons link to reports with key patient information which can be used to continue providing patient care in the event of an Epic Hyperspace PRD outage or technical and infrastructure faults. The icons represent environments which are physically stored in data centres across our sites.


Willow Ambulatory – PRD

 This icon will be on all desktops but it will only need to be used by limited groups of staff, such as pharmacy and some nursing colleagues. It is the environment for key outpatient pharmacy and prescription workflows, and holds real patient data.

Hyperspace – SUP (only available in the lead up to go-live)

 This is the Epic Hyperspace Support (SUP) environment and should only be used as part of 'login labs' to validate that your Epic login credentials work and that you have the right setup and access rights. Speak to your manager if you haven't checked your Epic login details. This icon will be removed when Epic goes live.

Hyperspace RO

 This is the Epic Read Only (RO) environment. It plays a critical role as a backup version of the main Epic Hyperspace PRD environment which can be accessed during planned and unplanned downtimes to view patient data. You will not be able to change any data in this environment, but by viewing patient information you'll be able to continue providing critical care.

Overview of Epic devices

Thousands of new digital devices have been deployed to clinical areas to support the switch to Epic, including computers, workstations on wheels, label printers, barcode scanners and mobile devices.

REMEMBER:
Please don't move or unplug our new devices as they have all been set up for go-live!



Desktop monitors:
New 24-inch monitors in patient-facing areas.



Business continuity access (downtime):
Used for Epic downtime but can be used day-to-day as well. Devices tend to be on nurses' stations and they are tagged as 'BCA device'.



Barcode scanners:
For positive patient identification (wristbands), medication scanning, supply scanning and medical device equipment integration.



Large screen monitors:
For status boards, track boards, bed planning and control centres.



Patient wristband printers:
Additional wristband printers for registration and admission have been deployed.



Workstations on wheels (WOWs):
An additional 500 WOWs have been deployed.



Rover docks:
Charging docks will be used for charging and managing Rover devices in your area.



E-signature devices/iPads:
For gaining consent from patients for procedures and research.



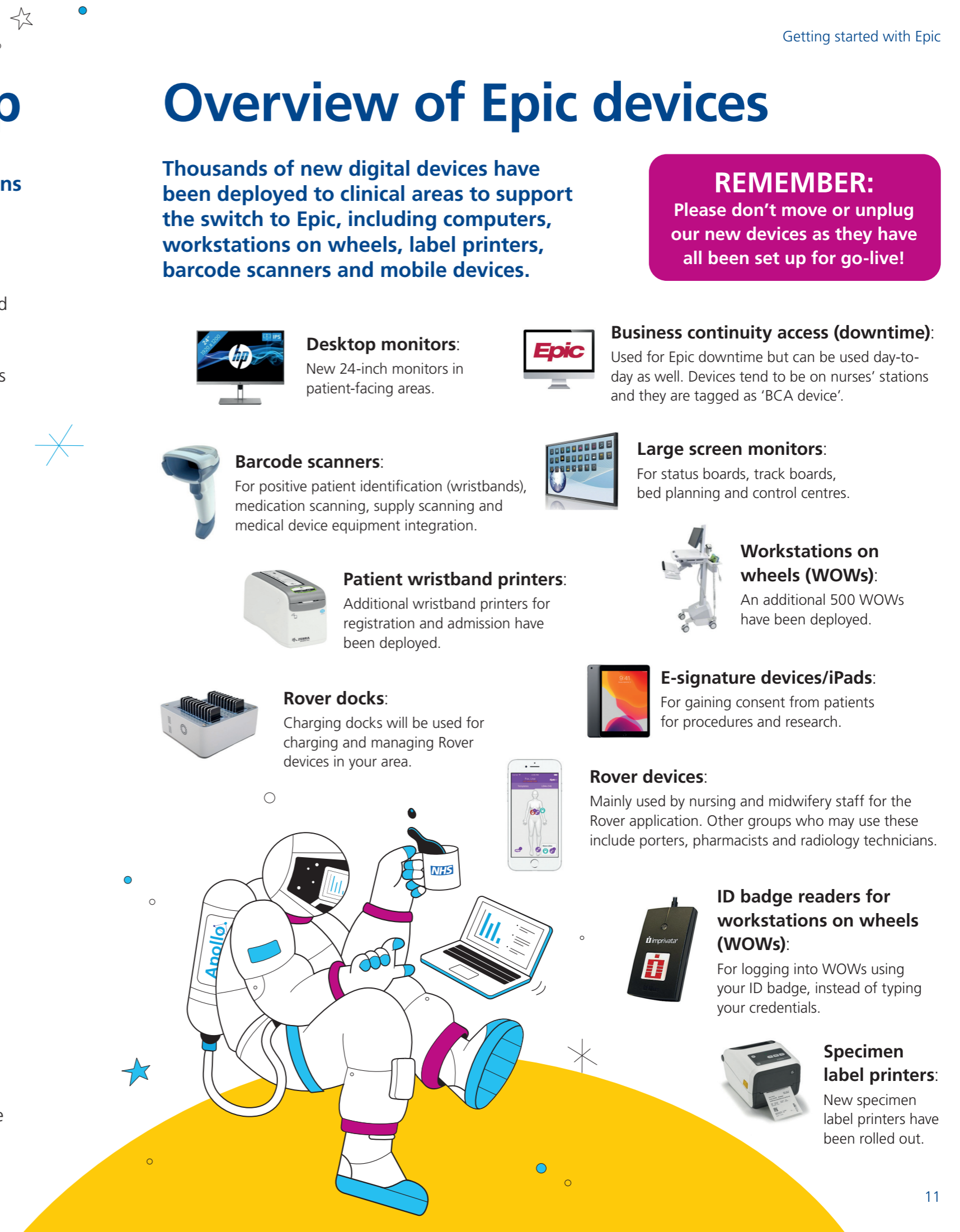
Rover devices:
Mainly used by nursing and midwifery staff for the Rover application. Other groups who may use these include porters, pharmacists and radiology technicians.



ID badge readers for workstations on wheels (WOWs):
For logging into WOWs using your ID badge, instead of typing your credentials.



Specimen label printers:
New specimen label printers have been rolled out.



Your guide to Epic applications

There are lots of different applications within Epic. This list details what they are, what they do and what services they support:

Epic application name	What does it do or what service does it support?
ASAP	Emergency department information system
Beacon Oncology	Medical oncology
Beaker	Laboratory medicine
Beans	Dialysis
Bones	Orthopaedic management
Bugsy	Infection control
Caboodle	Reporting data warehouse
Cadence	Booking and scheduling
Care Everywhere	Provides access to the patient's medical records at the point of care from other organisations
Clin Doc	Documenting inpatient information such as notes, records of medication, etc.
Cogito	Reporting
Compass Rose	Social care and advanced care management
Cupid	Cardiology
Dorothy and Comfort	Home care
EpicCare Ambulatory	Outpatient
EpicCare Link	Referrer portal and web-based access allowing healthcare providers secure, web-based access to Epic
Genomics	Clinical genetics documentation
Grand Central	Used to track inpatient admission, transfer, and discharge. Includes: <ul style="list-style-type: none"> • transfer centre – inpatient and outpatients • patient movement (including bed management) • portering environmental services management
Haiku	Mobile version of Epic

Epic application name	What does it do or what service does it support?
HIM (Health Information Management)	Tracking medical records and clinical coding
Healthy Planet	Population health management
InBasket	Task management and communication tool within Epic. It collects information like lab results, referrals needing triage etc. into an organised, actionable word list
Kaleidoscope	Ophthalmology management
Lumens	Endoscopy and bronchoscopy
MyChart Bedside	Tablet application that can be used by patients during their hospital stay to show them their health information
MyChart Care Companion	Interactive plan of care delivered to patients through MyChart
MyChart	Online patient portal and mobile app. Allows patients greater access and control over their healthcare and health information
OpTime and Anaesthesia	Supports surgery, anaesthesia and theatre management including theatre utilisation and productivity, case documentation and pre and post-surgery workflows
Springboard	Pathways and waiting lists
Phoenix	Transplant management
Prelude	Registration
Radar	Reporting dashboards
Radiant	Radiology
Research	Research study management
Rover	Allows staff to access clinical review tools on a smartphone
Secure Chat	Allows staff to send messages to each other within Epic
Stork	Maternity care and obstetrics for prenatal, perinatal and postnatal care
Welcome	Patient self check-in
Willow Ambulatory Pharmacy	Supports pharmacy in an outpatient setting
Willow Inpatient Pharmacy	Supports pharmacy in an inpatient setting
Wisdom	Dental management

MyChart

MyChart is a new app that connects our patients to their medical information at King's College Hospital and Guy's and St Thomas' NHS Foundation Trusts.

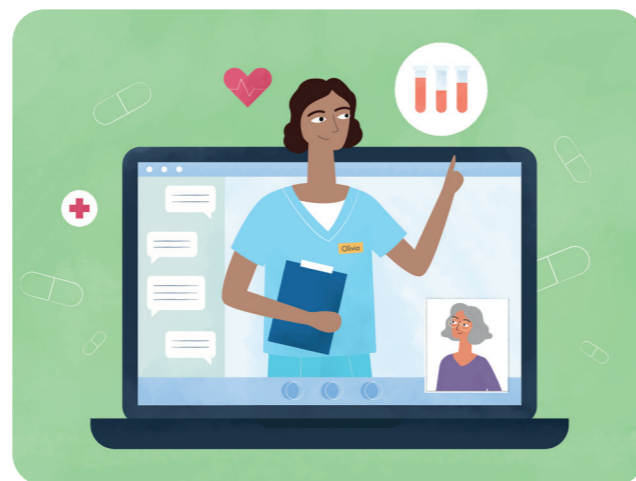
With MyChart our patients' health records are accessed in one, easy place. This means they will never lose important test results or letters. And, by telling us what we need to know before their appointment, they will get more time to talk to us about the things that matter.

MyChart will allow patients to have more control over their own care than ever before. They will be able to:

- find test results, letters and future appointments in one, easy place
- get more from their appointments by telling us what we need to know beforehand
- save time travelling by having a video appointment
- keep their medical information up to date
- share their health record with the people who matter to them
- support their friends and family by helping to manage their healthcare

Depending on which team is providing care, our patients may also be able to:

- save time by booking and cancelling appointments online
- respond to their healthcare team



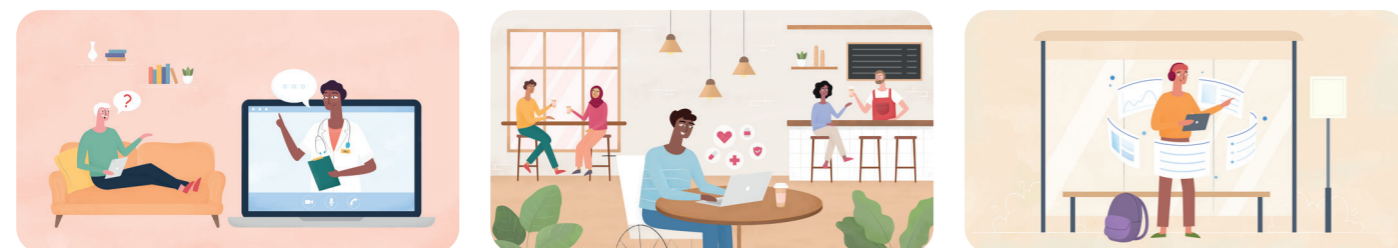
These exciting changes mean:

- our patients will have greater and more convenient access to their health information
- we will reduce our reliance on paper letters and the number of telephone queries we receive from patients
- time can be saved in clinic for patients and clinicians, improving quality and efficiency
- we have the potential to reduce our 'did not attend' (DNA) rates as patients will be able to access appointment details, cancel and select appointment times (if enabled by the service)

What you can do to help

We all have an important role to play in helping our patients make the most of MyChart.

There's lots of guidance on the intranet about supporting patients to register, proxy access and tip sheets for different functions – just search for 'MyChart'.



What will MyChart include?



Clinical information

- Health summary
- Patient letters
- Health trends
- Growth charts
- Medical history
- Current health issues
- Medications
- Allergies
- Immunisations



Clinic notes

- Individual notes can be shared (notes are not automatically shared).
- Safeguarding notes cannot be shared.



Test results

(From point of reporting, not test date)

- 24-hour release
 - Routine blood sciences
 - International normalised ratio (INR)
- 2-week release
 - Cardiology
 - Endoscopy
 - Radiology (excluding concerning results)
- Never release
 - Microbiology
 - Histology
 - Cytology
 - Genetics tests
 - Tissue typing
 - Radiology (containing incidental findings)
 - Research results
 - Sensitive results



Appointments

- Patients can cancel outpatient appointments (this may vary by service).
- Patients can view appointments up to a year ahead, as well as seeing the past 20 appointments.
- Letters and after visit summaries can be viewed.
- Discharge notes are included (if contained within the discharge summary).



Notifications

- Patients can set their own preferences for receiving notifications via the mobile app, internet or SMS.



Questionnaires

- Patients will be able to conveniently complete information before appointments. This may include updating their health record or flagging concerns.
- Patients can complete questionnaires to help them manage specific or long-term conditions and take part in research studies.



Messaging

- Clinical and administrative colleagues can send messages to patients and choose whether the patient can reply (either directly or to the clinical team as a whole).

Looking after each other during go-live

We know that going live with Epic is going to be hard work and, at times, stressful and frustrating. How we look after ourselves and each other during this period is going to be really important.

Please remember that we are all in this together, support is available if you need it, and the benefits of the new system will ultimately make the challenge of going live worthwhile.

Here are some tips and resources that will hopefully help at this busy time.

- **Ask for help.** Speak to your manager or a colleague if you're feeling overwhelmed. Sometimes just talking through the issue or frustration can help.
- **Access the support available** from our health and wellbeing and employee assistance programme.
- We have **digital champions** and **floor walkers** who will be available to help with Epic problems. We understand this is a big change for everyone, so please talk to your digital champions if you need support.
- **Use this Epic launch guide.** Keep this pack on hand to access quick tips and guidance. Also look out for other comms including the intranet, Staff bulletins, Apollo newsletter and posters around our sites for further information.

- **Take a break.** There's a lot going on during go-live so taking a much-needed break is important. Try and get some fresh air if possible. If you're a manager, ensure your staff are taking breaks.
- Last but certainly not least, **be kind!** Going through such a big change can be hard. Continuing to show compassion and understanding with your colleagues and patients – and to yourself – can go a long way.

Search for 'staff wellbeing' on the intranet for all the support and guidance available to you.



"Please bear with us – we have a new system"

Talking to patients about Epic

As we all get used to using Epic, there will inevitably be times when we are feeling a bit frustrated or we don't think the system is doing what we want it to. It is important however that we don't undermine patients' confidence in our new system, or our ability to provide them with the best possible care.

There will be communications in place to inform patients and visitors about our go-live, but please also think carefully about the language you use when using the new system.

REMEMBER:
We're all in this together, and there will be times when things feel difficult. If you're having trouble with Epic, it's important to communicate the issue calmly with your patient, and access further support if you need it.

You may find the following tips helpful.

When you can't find what you're looking for on Epic...	"Sorry that this is taking slightly longer than usual – we've just moved to a fantastic new electronic patient record system and we're just getting used to it."
If they want to know more about Epic...	"Epic is our new electronic patient record system – it will make your experience with us smoother, safer and more convenient. No matter which of our hospitals or community sites you attend, staff will be able to pull up your medical information straight away. You won't need to repeat your allergies or prescriptions when you attend new appointments. We also have a new patient app, MyChart, where you can access your own information."
When a patient asks who their information will be shared with...	"We now use the same electronic patient record system across all of our hospital and community sites, and at Guy's and St Thomas' NHS Foundation Trust. This means no matter which of our hospitals you attend, we can pull up your records easily."
If a patient is frustrated with the time taken to input their data into Epic...	"We've just upgraded our patient records system, so I'm making sure all the information we have on you is accurate and up to date – thanks for bearing with us."
If you need to leave to find the support of a Digital Champion or Floor Walker...	"I'll be back with you in a moment, I'm just going to find a colleague who can clarify something for me on the new system."

