



Wellstar MCG

Empowerment Toolkit - Know / Share / Do

September 2024



Know, Share, Do – Toolkit #9

The information below is designed to help you engage your team members and share monthly updates about the integration process with Wellstar.



KEY INFORMATION LEADERS NEED TO KNOW.

- **The Epic go-live date has changed to November 2 due to the impacts of Hurricane Helene.** We appreciate your commitment to patient care during this time!
- **Robust at-the-elbow (ATE) support will be available to you during the Epic Go-Live.** There will be over 500 resources available onsite around-the-clock to offer workflow assistance, answer questions and help with issue resolution for two weeks following the Epic Go-Live, in addition to your department CyberSTARs, Clinical Informatics and training teams.
- As we start the transition to Epic, **appointments with a service date of November 2 or later will be migrated to Epic.** This activity began on September 14 and will continue through go-live, with the goal of converting all appointments with a service date through January 31, 2025.
 - Any changes made to these appointments during this time will be updated directly in Epic by the Legacy/MCG Operations and Conversion team.
 - Appointments scheduled in the current system with a service date before November 2 will not be migrated to Epic. Many of the appointments with a service date prior to November 2 were already converted prior to the go-live postponement. These appointments have been deleted from Epic to prevent inaccurate no-shows and/or large work queue volumes.
- **Starting in late October, WMCGRH computers will be exchanged for a similar Wellstar computer** with Wellstar branding, standard applications, and settings. Individual team members and their managers will receive an email notifying them when it will be their turn to exchange their computer in the coming months.
- **As of September 24, provider profiles and locations moved from the Augusta website to the Wellstar.org platform.** If patients go to the previous Augusta webpage(s), they will be redirected to the new page. Any requests for changes to profile data that have been submitted are being processed and will be updated online on a rolling basis.
- **Department phones are changing from Cisco phones to iPhones**, which will be delivered to each applicable department. Make sure you are familiar with iPhone procedures, including ensuring Jabber is logged in at the beginning of each shift.
 - Use Jabber to make calls and Rover for completing tasks such as barcode scanning and accessing secure chat.
 - Rover iPhones should supplement the use of all Cisco phones and personal devices, with the exception of physicians.



INFORMATION LEADERS NEED TO SHARE WITH THEIR TEAMS.

- **The Epic go-live date has changed to November 2 due to the impacts of Hurricane Helene.** More information about this change will be shared with you soon.
- **Ensure your Epic training is complete by 10/23 to avoid disruptions to your daily work.** If you do not complete the necessary Epic training, you will not be able to perform your clinical duties within the system, which may impact your work and compensation. If you still need to take a class, schedule a make-up class in HealthStream. More information about a training refresher will be shared soon.
- **Complete the items in the Epic Go-Live Readiness Checklist [here](#).** If you are a department leader, also complete the items in the **Readiness Checklist for your department [here](#).**
- **Practice workflows using the Epic Playground (PLY) environment** so that patient care is seamless when we go live on November 2. Find exercises specific for your role and instructions for how to access PLY in the Epic Training Handouts on the Integration website.
- Starting at 11:59pm on Friday, November 1 and ending at 4:00am on Saturday, November 2, Wellstar MCG locations will transition to Epic. **You will not have access to any clinical systems during this time.** Clinicians should use downtime procedures to continue care for patients.
- We are still installing and testing new equipment required for Epic. **Do not disconnect or move any new equipment** as they may not work at go-live. **Do not remove the red, yellow and green stickers** you see on workstations and peripherals indicating their testing status.
- **We will be moving to the Wellstar version of RL6/SaFER next month.** Please continue to use the WMCG version of RL6/SaFER until then. Both versions are accessible via esource.wellstar.org



TAKE ACTION ON THESE IMPORTANT ITEMS.

- **Ensure you and your team complete your Epic training, including post-class assessments, by 10/23.** More information about a training refresher will be shared soon.
- ***If you are a provider, you must re-enroll in Imprivata EPCS to be able to sign controlled substance prescriptions in Epic at go-live.*** Members of the CIS team will be onsite to help you re-enroll. Check your email for more details.
- **Ensure you and your team complete the Epic Go-Live Readiness Checklist [here](#).**
- **Complete the Readiness Checklist for your department [here](#)** if you are a department leader.
- **Practice workflows using the Epic Playground (PLY) environment** so that patient care is seamless when we go live on November 2. Find exercises specific for your role and instructions for how to access PLY in the Epic Training Handouts on the Integration website.
- Distribute the monthly toolkit from [HERE](#).