Frequently Asked Questions about the Scripps Epic Electronic Health Record for Physicians and Office Staff

ABOUT EPIC

What is Epic?
Epic is an integrated electronic health record (EHR) and revenue cycle system which is replacing Scripps’ ambulatory and inpatient EHR and revenue cycle management systems. Having one system for all of these functions will allow Scripps to provide seamless, integrated care for our patients across the system and streamlined workflows for our employees and physicians.

When is Scripps making the change to Epic?
Epic was successfully activated during Wave 1 at Scripps Green Hospital, Scripps Clinic, Scripps Coastal Medical Center and Mercy Clinic in April 2017. Scripps Encinitas, Scripps La Jolla and the Scripps Mercy campuses in Chula Vista and San Diego will be activated in the coming waves in 2018. Epic Community Connect will offer some independent offices an ambulatory EHR with full integration. This initiative will launch in late 2017.

Why is Scripps changing to Epic?
Scripps is implementing Epic to support improved patient care, clinical outcomes and efficiency. This new single, integrated EHR will enable our physicians and staff to make quality patient care decisions, and allow for seamless care wherever and whenever a patient chooses Scripps.

EPIC FOR MY OFFICE

As a physician, how can I access information about patient care in Epic from my office?
Based upon the level in which you interact with a Scripps hospital that is going live, we have the right type of Epic access to suit your needs:

1. **Epic via remote access** – Physicians who have been trained in the full use of Epic during a hospital activation can access Epic in the hospital or remotely by Citrix Web Access, or through an app for Android phone, iPhone (Haiku) or iPad (Canto).
2. **Epic view-only access** – View-only access is available to all Scripps providers with admitting privileges to any Scripps hospital and who have not undergone training to use Scripps Epic system. This access allows you to view patient information, but does not allow you to alter it. The Scripps Physician Learning Management System offers education on how to use view-only access at [https://scripps.learn.taleo.net](https://scripps.learn.taleo.net).
3. **Epic Community Connect** – Community Connect offers independent physicians an ambulatory EHR with full integration into the Scripps Epic system. Community Connect is scheduled to launch in late 2017.
**Will my username and password be the same? If not, how do I get a new one?**

Your username (corporate ID #) and password will remain the same; however, your access to Epic will not be activated until you complete training. After class you will have access to the Playground – a simple copy of Epic that resets each night – so one can experiment freely and not break anything. During personalization labs, templates are created in the real production environment. Limited access continues to be offered in order to work on order sets until go-live when full features are enabled. Note: View-only access is available now with your current password.

**How can my office staff access Epic?**

To use Epic, office staff must sign an agreement and be trained. Three access levels are available, depending on the clinical and business needs. **View-only access** allows chart review and printing. If staff need to enter outpatient orders and referrals, the Epic platform provides **EpicCare Link**. To schedule surgery and procedures, and enter pre-op or pre-procedure orders, **full Epic (through Citrix)** can be used from the office. Orders will be entered using a “second sign” process, where they are forwarded to the physician for review and signature. Training depends on the level of access and capabilities needed. The process of scheduling and entering pre-op orders in Epic is designed to reduce the burden of transmitting information to Scripps. Using Epic will ensure orders, tests results and case information are available when patients present to Scripps facilities.

**Will staff have their own username and password or will we use our doctor’s?**

Each person who uses Epic will have his or her own username and password. Physicians must never share their access with staff because the physician security class allows much wider access and accepts full responsibility for orders entered, which become active when signed.

**Can I still get reports from the hospital?**

Reports and results can continue to be delivered by fax. If a hard copy is not needed, view-only access will display information. Scripps strongly recommends using EpicCare Link as the most streamlined and secure way to receive results. There is no direct interface to non-Epic office EHRs, but Scripps supports health information exchange through San Diego Health Exchange, Care Everywhere and Sequoia Project.

**How does the office use Epic to schedule tests or procedures?**

For outpatient procedures, EpicCare Link can be used. To schedule cardiac cath/EP labs, endoscopy or ORs, full Epic via Citrix is needed.

**How will the office get information from the hospital for billing?**

Reports may be obtained as above. Most offices have a manual process for charge capture. Although that could continue to be used, charges can be captured in Epic as documentation is completed. All professional charges for Scripps Medical Foundation (Scripps Clinic & Scripps Coastal) physicians are now entered this way. The goal is to support office billing or third-party billing with the following options:

- Continue to utilize existing processes to record charging information
- Send a nightly report with charges (several common formats and vendors are supported)
- Provide access to Epic (view-only or Epic Care Link for biller)

**Do I use Epic to request records? Lab reports? Imaging?**

All reports and records can be viewed with any of the three levels of access mentioned in the section under “Epic for my Office.” Patients should submit formal requests for medical records if they wish to request them.
**What is next after all sites are up on Epic?**
After the final implementation, Scripps will spend time optimizing and improving workflows and enabling new capabilities for increased efficiency, telehealth, enhanced mobile capabilities and patient engagement technologies. Additionally, Scripps will upgrade from Epic 2015 to Epic 2018 in 2019. Major upgrades occur every one to two years. Scripps skipped the 2017 version to maintain a stable environment during activation.

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**WHAT DOES MY OFFICE NEED?**

**Do I need any special equipment with Epic?**
Epic provides recommendations for workstations used for patient care. Epic highly recommends 24” monitors. The suggested minimum workstation specifications are below.

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<thead>
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<th>Base Epic Workstation Purchasing Guidelines</th>
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<tr>
<td>Web Browser</td>
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<td>Operating System</td>
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<td>Processor</td>
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<td>Wifi</td>
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<td>Network</td>
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Having this level of hardware will enhance the experience and speed. A business-grade internet service with at least five MB/sec download is also suggested. Unscheduled Epic interruptions should be rare and brief. In case of a longer problem, Scripps has a second mirrored server in Arizona. However, local events in your office, such as computer or internet failures, will interrupt patient care. Therefore, attention to maintaining continuity such as UPS (uninterruptible power supplies) will reduce these events.

I have a different EHR in my office. Do I have to change?
No. You may wish to learn about using Epic Community Connect in your office to work in a single integrated EHR.

What do I do if I want to have Epic as my office EHR?
Scripps intends to offer the Epic Community Connect EHR in FY 2018. The details will be forthcoming. Physicians participating in the Scripps ACO may benefit from subsidies for Epic Community Connect.

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**EPIC TRAINING**

**What training is required or recommended to use Epic, and how do I access it?**
There are dozens of learning plans, depending on an individual’s specialty and needs. A Readiness Assessment Survey will begin the process of determining the correct curriculum. Sign-up for training begins about three months before go-live with courses during the final six weeks. Epic training is provided without cost and has three parts: eLearnings, classroom and personalization labs. The personalization lab is key to success with Epic, as you can create templates for documentation, learn Nuance (voice recognition), ensure contact and ePrescribing information, and learn to use mobile devices. During Wave 1, many physicians returned for a second session and reported becoming proficient and efficient very quickly. Physicians will receive CME for classroom training.

I already know how to use Epic, do I still need training?
Each Epic implementation is highly customized, and new versions have new features. Those with experience can test out of eLearnings but need to complete classroom and personalization training.
What if I don’t have time for training?
Training is required before being given access to Epic. Ensure there is time to complete training so there is no delay in patient care or procedures.

I only see patients in the hospital a couple of times a year, do I need training?
Training is required before being given access to Epic, and continued competence is necessary to providing inpatient care. If you are truly a rare user, you should arrange to have a fully trained Epic user partner with you to provide care. With planning, the hospitalists will try to offer this support. Special circumstances can usually be accommodated if there is time to plan.

Does everyone have to have formal training or can I teach my staff how the system works?
Formal training is required. Our trainers are all credentialed, and they have approved curriculum and courses to meet each user’s needs.

OTHER QUESTIONS

Will Epic make it more difficult for me to see patients in the hospital?
Within days of starting, most providers couldn’t imagine hospital care without Epic. The goal is to restore equal or better efficiency, depending on skill, interest and investment in training by the provider.

Is Dragon available with Epic?
Yes. Nuance – Dragon voice recognition offers many advantages. Notes can be seen immediately so patient care is in real time. Notes are signed when completed, so there’s no need to return later to proofread and sign notes. If Dragon is used for operative notes, the provider will save the extra effort of creating a brief op note.

When will Epic Physician Wave 2 Outreach Town Halls be held?
Scripps is hosting Medical Staff Practice Manager Readiness Town Hall Meetings at Scripps Encinitas, Scripps La Jolla’s Schaetzel Center and Campus Point Annex (CPB) assembly rooms. See the calendar below, and note that more might be added based on feedback. The goal of our Physician Outreach Team is to ensure awareness and mutual understanding of your private office needs, including:

- Office staff needs for accessing Epic and privileges
- Epic training, personalization labs, login labs for staff and physicians
- Billing services support for physician offices
- Practice verification questionnaire
- Epic implementation milestones and timeline
- Questions and answers

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<tr>
<th>Date</th>
<th>Location</th>
<th>Participants</th>
<th>Time</th>
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<tr>
<td>Fri., June 9</td>
<td>Encinitas Conference Center</td>
<td>Practice managers</td>
<td>Noon – 1:30 p.m.</td>
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<tr>
<td>Fri., Aug. 18</td>
<td>La Jolla Schaetzel Center</td>
<td>Practice managers</td>
<td>Noon – 1:30 p.m.</td>
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<tr>
<td>Wed., Sept. 20</td>
<td>Campus Point</td>
<td>GLRC physician leaders; practice managers</td>
<td>5:30 – 7:30 p.m.</td>
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<tr>
<td>Fri., Oct. 20</td>
<td>La Jolla Schaetzel Center</td>
<td>Practice managers</td>
<td>Noon – 1:30 p.m.</td>
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<tr>
<td>Wed., Nov. 15</td>
<td>Campus Point</td>
<td>GLRC physician leaders; practice managers</td>
<td>5:30 – 7:30 p.m.</td>
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Where can I find more information about Epic?
Physician-specific news and information about Epic is posted in the For Health Professionals section of the Scripps website at Scripps.org/EpicMD.