

Document Legend	
IT Provider Guide	Community Medical Center

# Welcome!

The Information Technology and Services (IT&S) department welcomes you to Community Medical Center–RWJBarnabas Health community. We are delighted to have you on our team! We created this helpful guide to ensure you understand the valuable technology resources available to you.

Click the links below to quickly access detailed information about the topics below!

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### IT&S Enterprise Service Desk and My Service Portal

The IT&S Enterprise Service Desk is available 24x7 and is your single point of contact for all information technology support needs. For critical, or time sensitive requests please call the Enterprise Service Desk directly at:

- Enterprise Service Desk Toll Free Number: (855) 453-1948 (Dedicated Physician Support Line)
- Enterprise Service Desk Internal Extension: \*\*\*777 (Enterprise Help Desk)

“My Service Portal” allows support tickets to be entered electronically for non-critical incidents and requests. “My Service Portal” is available on any CMC desktop **and online by going to *My Service Portal (MSP)*: <https://rwjbh.service-now.com/msp>.**

### Onsite Provider Support

Provider Application Analysts are available to provide 1:1 assistance and support with:

- Issues with remote access
- Support with single sign-on
- Help downloading an app on your phone, tablet, or laptop.
- Electronic prescribing of controlled substances (EPCS)

**Please contact the Enterprise Service Desk or Ryan Karp, Provider Application Analyst, at 848-326-0507 [ryan.karp@rwjbh.org](mailto:ryan.karp@rwjbh.org). Hours of support are 8:00 AM – 4:00 PM Monday through Friday.**

### Core Applications

As a member of the CMC medical staff you have access to Epic EMR, Galen archive for heritage systems, Change PACS, and all employed physicians have access to Web Outlook. A Specialist may be assigned

additional applications as per their requirements possibly including e.g., Aria, Powerscribe, Muse EKG, Philips ISCV, Merge, Provation, GE Viewpoint, and Lumedx.

### One Patient, One Record

RWJBH is currently deploying Epic at all its inpatient and ambulatory facilities. Epic ensures that every patient is represented only once, using a single Medical Record Number, regardless of where or when the patient received treatment.

### Accessing your IT Applications

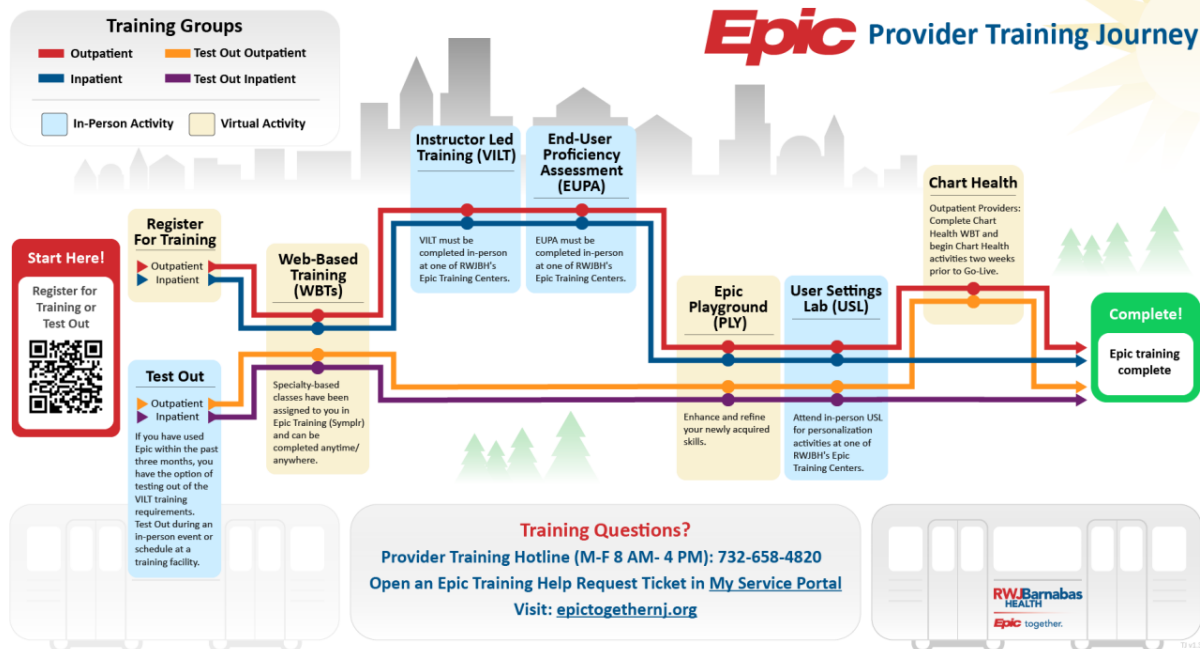
The Medical Staff Office will provide your network username and temporary password to access any RWJBH applications. The first step is to reset your password to your choice by navigating to the [Self Service Password Reset \(SSPR\) portal](#). Your set password will be good for one year and you will be prompted when it requires to be updated.

### Epic Training

When a new provider is ready to be on-boarded, they should contact the Medical Staff Office to learn about Epic Training and confirm it has been scheduled. If a new provider used Epic at another facility within the past 3 months, they may have opportunity to test out of Epic Training. Even if a new provider successfully tests out of training, a User Settings and Technology Lab is still mandatory to complete onboarding.

Epic Training, Powered by Symplr, is RWJBH's Learning Management System, or LMS. You can watch Web-Based Trainings and register for Epic Training via the LMS.

For Epic Training support, including test out opportunities, please call the provider hotline at **(732) 658-4820** (Staffed Monday – Friday 8:00 AM to 4:00 PM). The MSO usually contacts the training team one to two weeks prior to the start date of the new provider so they can be trained and ready to go on day one. A member of the training team will reach out to the provider and schedule training.



**Key Epic Tools**

- **Epic Hyperspace** – The Epic Electronic Health Record (EHR) system that hosts almost all Epic applications. It is where users can access patient charts and complete their day-to-day responsibilities.
- **Epic Secure Chat** allows you to securely communicate with other Epic users in real time from Epic’s clinical mobile apps and within Hyperspace.
- **Epic Care Everywhere** allows doctors and nurses to electronically exchange patient medical information across thousands of hospitals and clinics worldwide. Over three million patient records are shared each day with Epic and non-Epic trading partners.

Patient documents are viewable in Canto, Epic's iPad application for physicians on the go. Care Everywhere helps reduce test duplication, saves money, and expedites treatment.

**For additional terminology and information regarding RWJBH Epic, please visit below links:**

- <https://epictogethernj.org/communication-resources/epic-glossary/>
- <https://epictogethernj.org/providers-resources-one-unified-platform/>

**Imprivata Single Sign on or Tap and Go**

For those providers rounding the various units within the Medical Center, RWJBH has deployed Imprivata OneSign/ConfirmID. Imprivata OneSign makes signing in easy, giving time back to users. This enables access to all enterprise applications, shared workstations, and virtual desktops. You can be in Epic and other critical systems with one badge tap.



## Physician Orientation

Imprivata OneSign improves security with Single-sign-on (SSO), improving the end-user experience that integrates directly into user workflows. Imprivata makes security non-intrusive to end users with this innovative and convenient authentication method. Meeting DEA requirements by integrating convenient 2FA directly into the e-prescribing workflows of leading EHR applications.

For this function, the end user's office manager will need to submit a Change Access Management (CAM) request within ServiceNow to be provisioned for the appropriate Active Directory group(s) before using it to its full advantage. Once in the appropriate group(s) upon login, the end user will be prompted to register their badge with their username and password the first time they attempt to use the "Tap and Go" process.

Please reach out to the Imprivata team for questions, issues, or demos at [IT&SImprivata@rwjbh.org](mailto:IT&SImprivata@rwjbh.org)

## Remote Access

Our staff and practices utilize Citrix to access key applications remotely. Remote access requires:

1. Use of the following URL link for Remote Citrix: [remote.rwjbh.org](https://remote.rwjbh.org).
  2. Downloading and installation of Cisco Duo to your iPhone or Android.
- **Cisco Duo** is a mobile application that provides additional authentication for RWJBH remote system users by providing a passcode. This code is entered into the remote access authentication field during sign-on. To download Duo please use the following link:  
<https://thebridge.rwjbh.org/information-technology-services/duo-enrollment.aspx?scaud=information-technology-services>
  - If you encounter issues with Citrix Remote Access or Cisco Duo, please call the Enterprise Service Desk.

## Mobile Device Applications

- **Haiku (iPhone/Android) and Canto (iPad)** are tools supporting efficient viewing of clinical results, ordering tests, communicating between clinicians, completing documentation, scheduling appointments, and handoff between providers.
  - To download Haiku and Canto, click [here](#).
  - **To Configure your device with Haiku and Canto, click [here](#).**
- **Dragon** allows the provider to dictate their Epic notes and consults using their cell phone as a dictation mic. Dragon also gives the capability of dictation remotely including home or office. Contact the Enterprise Service Desk for Dragon Dictation access at **855-453-1948**.
- **Power Mic Mobile** allows the provider to dictate using their smart phone. After gaining access to Dragon scan the appropriate QR code to download Power Mic Mobile.

Scan to download Power Mic Mobile via Google.



Scan to download Power Mic Mobile via Apple.



After downloading Power Mic Mobile, you can scan the QR Code below to **configure** Power Mic Mobile after downloading to your device.



## Result Faxing

### Result Faxing for Community Providers

Providers with access to Epic Hyperspace are also encouraged to utilize the In Basket feature. This allows secure communication with their practice staff that log into Care Link and utilize the In Basket feature as well. Epic Care Link is intended for Office Staff use for the pooling of results in the In-Basket.

Without the In-Basket feature via Hyperspace, the alternative communication for community providers involves faxing results. Community providers who want to continue to receive results via facsimile should open an Epic Enhancement Request within Epic **Hyperspace using the GET HELP button**. Please select Community Provider Practice Results Fax in the Discipline affected field while in Epic.

If providers select faxing instead of In Basket, the margin for error using outdated facsimile technology means that RWJBH cannot guarantee the receipt of faxed results. Faxing technology was designed to travel over analog lines and was not intended to travel over different internet carriers and may result in drops and data loss. Therefore, **our recommendation is to receive all results via In Basket through Care Link**.

If providers would like to select fax as the method of communication know that there is no ability in Epic to pick and choose what is sent and this is an **all or nothing setting**. If faxing is chosen as the method of results/document delivery, then all the following will be received via fax:

- Summary of care reports (some over 100 pages)
- Transition of care
- Discharge summaries
- Inpatient results that post after discharge
- Outpatient testing results.

**My Medical File (MMF)** is a pre-surgical/procedural documentation management vendor performing the initial review for documents created **outside** the RWJBarnabas Health Epic application and submitted to MMF for scheduled procedures. Pre-procedural medical documentation should be submitted to RWJBarnabas Health via the MMF fax or the MMF upload tool (access provided by MMF). The MMF process reviews and assigns patient information and document types to each page within the

document. Upon assigning the information, MMF transmits the data and images to RWJBarnabas Health HIM for indexing and publishing into the Epic Medical Record.

- Labeling each faxed page with the Patient's Name and Date of Birth on each side of a double-sided form is essential.
  - **CMC Patient Information Fax Number: #**
  - **CMC Labor and Delivery Fax Number: #**



- **My Service Portal** is an employee experience platform that is easily accessible to the RWJBH workforce. Employees can use this platform to find answers **to their HR, Payroll, and IT** questions by navigating to relevant information in a comprehensive knowledge database. **An employee can also request additional support. MSP is a centralized platform to submit IT, HR, and Payroll requests, review knowledge, and other RWJBH policies.**
- **QGenda** is used to manage the On Call Schedule. It offers one unified solution to manage and access on call schedules with those sites on Epic. It provides a real-time electronic record of providers who are on-call for new consultations and management of patients. Qgenda is available as an app as well as in Epic using Call Finder.

## Patient Experience

**My Chart, Epic's Patient Portal** offers a way for patients to stay connected to RWJBH services between visits. Patients can schedule visits, review lab and radiology results, request medication refills and send messages to the staff and providers. MyChart helps patients stay engaged in their care while enabling them to handle more things on their own ultimately improving health outcomes, while saving both time and money.

## Translation Services

**Telehealth Visit: Language Line** is the language translation provider that is used today through Epic and Doxy for patients that require translation or sign language assistance. It is integrated through the application. [Click here to review the "Invite an Interpreter to join an Epic Video Visit" Tip Sheet!](#)

**Martti** is the language service line available for "in person" care to provide critical language access as needed by patients. Martti iPads are located throughout the hospital.

- [Click here to launch a PowerPoint presentation with additional information about MARTTI and interpreter services available at RWJBH.](#)
  - This document includes a link to the Martti website.
  - The current Martti password is **UpHealth**.
- [Click here to review the Aira: Visual Information on Demand document.](#)
- [Click here to visit the Patient Experience Page via The Bridge.](#)

iPads are offered upon request when our patients need to communicate with their loved ones or for children to be entertained.

### Email

Employed physicians are provided email accounts. For onsite access to your email from a shared or desktop visit Outlook Web Access (OWA). For remote access, please use the following URL - [webmail.rwjbh.org](https://webmail.rwjbh.org) and use Cisco Duo. Lastly, personal, and corporate cell phones can have outlook available but requires security tool Workspace One installation.

- [webmail.rwjbh.org](https://webmail.rwjbh.org)
- Username: Epic username
- Password: Epic password

### Email Security

Emails from outside of JCMC RWJBH will have a banner noting they are from outside of the organization. In the event you receive a questionable email please click on the phishing button on the taskbar or forward for to [PTRAP\\_ABUSE@rwjbh.org](mailto:PTRAP_ABUSE@rwjbh.org).

To encrypt an email, add “Security” in the subject line.

### Other Important Websites

There are other critical websites available within the RWJBH network.

#### OKTA Single Sign On Dashboard:

<https://rwjbh.okta.com/app/UserHome>

OKTA is a link on the desktop that permits access to assigned applications without having to login into them. Key applications include Employee Self Service and My Service Portal.

#### Employee Self Services (Paycheck):

<https://rbess.rwjbh.org/psp/P92HESS/?cmd=login&languageCd=ENG&>

Username: 6-digit Employee ID #

Password: See video on how to set password as the same password to your Epic password. If you reset your password to your Epic password, you do not need to set the password again.

#### My Service Portal (MSP):

<https://rwjbh.service-now.com/msp>

Username: 6-digit Employee ID#

Password: See video on how to set password as the same password to your Epic password

### Dialing a Call

- Dial 9 for Outside Calls – Example: 9-1-201-555-5555, local or long distance.



- All extensions are five digits – Example: 72222
- All code call dials - \*\*\*111

### Helpful Numbers for Onboarding:

You are going to have questions! Here are some phone numbers for support:

- **For sign-on assistance or technical issue support**, call the Enterprise Service Desk Toll Free Number: **(855) 453-1948** (Dedicated Physician Support Line)
- **For training questions or Epic application support**, call the Epic Training Provider Hotline at **(732) 658-4820** (Staffed Monday – Friday 8:00 AM to 4:00 PM)
- **For 24/7 clinical application support** from within JCMC call Inpatient Informatics: **72240**
- For Provider Application Analyst help, call Ryan Karp 848-326-0507 (Staffed Monday – Friday 8:00 AM to 4:00 PM)