It's Epic!
Overview of UserWeb

The purpose of this document is to provide an overview of UserWeb, the web tool used by Epic to keep its customers informed about Epic products, processes, and functionality.

Main Components

» **Galaxy:** Epic's main documentation library (see second slide for details).

» **Forums:** Customer discussion boards with Epic interaction. It's used for reviewing how other customers solved problems, mostly after Go-Live.

» **Nova:** Epic's release note documentation for determining CHS functionality in each release. Honor Roll, also located here, measures how well CHS follows Epic's best practices. This will be discussed in greater detail during the implementation process.

» **Sherlock:** Tracking system for communicating with Epic's technical services about issues CHS has experienced. This will be introduced in latter stages of Phase Two. This is the only location PHI may be uploaded, viewed, or exist on the UserWeb.

» **Community Library:** Contains documentation templates used by other Epic clients, showing how and what order other healthcare systems recorded progress notes. Certain records can be imported into CHS's copy of Epic's foundation system, helpful to analysts in the build phase.

» **Training Home**: Holds all documentation used during training and training tracks required for certification. Analysts can request exams. Users can access CHS's foundation-hosted environment. A current version of the foundation system allows users to view new functionality and foundation setup. "Training Wheels" is used by principal trainers for end-user training.

Additional Key Links

» **Orion:** The repository for all build tasks for the implementation. Will be available closer to direction sessions and will be the main driver of day-to-day analyst tasks. This area also contains management dashboards for testing and build phases.

» **Report Repository:** Contains all Epic reports (dashboards, SQL/clarity, reporting workbench) available in the foundation system, including screenshots and configurations. This will be presented during report validation.

» **UGM (User Group Meeting) Sessions:** Contains slides and presentations from past UGMs, which will provide CHS access to helpful information about customer successes in certain interest areas.

» **weLearning:** Contains hundreds of short videos demonstrating workflows, functionality, and key features in Epic's foundation system.

Requesting Access

» Sign in to **userweb.epic.com,** select "**Catholic Health System**," and click "**Request an account**."

» Complete the required form using your **chsbuffalo.org email** address**. For those **without a CHS email account, select Patient Care Provider** field in the form.

» A verification email will be required to complete the sign-up process.

Searching in UserWeb

Galaxy-Specific Search

Complete UserWeb Search
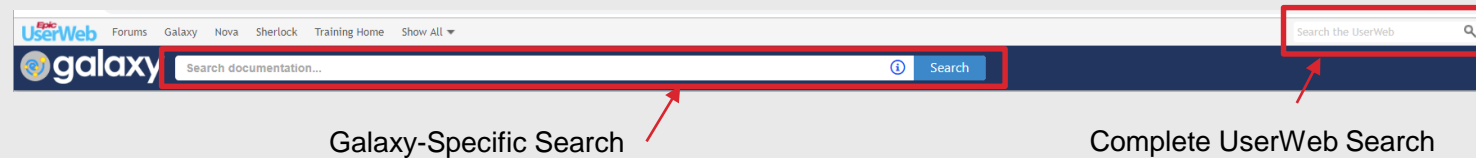
» The top toolbar throughout the UserWeb interface offers a complete search of documents available across the different tools.

» In certain areas, use the Galaxy-specific search bar (found lower down on the page) to find only documents in this portion of UserWeb. This is critical for finding a specific type of document.

Types of Documents in Galaxy

When Galaxy is searched, the type of document will dictate content contained inside. Common document types include the following:

» **Setup and Support Guides:** Detailed instructions and information about functionality and workflows. Mostly used by analysts, these documents describe what settings can be adjusted and how to build out advanced features in Epic.

» **Strategy Handbooks:** Best for leadership and project managers, these documents contain timelines, resources and high-level project plans for implementing pieces of Epic.

» **Clinical/Financial Program:** Includes customer-documented successes through the use of Epic tools. This is a good place to routinely review the operational efficiency of other customers. Certain portions of customer projects are often incorporated into the foundation system.

» **White Papers**: Includes high-level overviews of integrations, modules, and workflows. Typically only 1-2 pages, these documents are useful for high-level answers.

» **Reports:** Offers a quick link to the report repository to help show reports that pertain to user search. It is better to directly search on the report repository if you are looking for a specific type of information.

How to Find Information (Common Questions)

How do I find an end-user workflow?
Epic training materials contain only the most basic information. Look into the application's fundamentals workbook or weLearning for helpful information before searching Galaxy.

Does Epic allow a configuration in a workflow (e.g., options for e-prescribing controlled medication)?
The setup and support guides on Galaxy are ideal resources. The "Bells and Whistles" section of each guide offers advanced configuration options.

How much effort does setting up a new functionality require (e.g., single sign-on)?
Implementation guides or strategy handbooks, they document key decisions and items that should be reviewed and prepared, are key resources. Additionally, setup and support guides will be used by the analysts to configure the functionality.

How do other people document this clinical assessment?
While Galaxy may provide some answers, the Community Library is a better resource. It contains all the records other organizations have used, allowing users to compare a smart-form assessment to a doc flowsheet. Filter organizations to "Epic" and "Foundation System" to see what is only available by Epic.

How do I determine if Epic is coming out with improvements to a workflow?
For updates, look for "What's New" documentation or a development preview. Epic periodically adds demonstration videos in weLearning. In addition, the forums may include discussions in which Epic mentioned future upgrades.

What does the end-user view look like? Can users configure this option?
One of the best ways to see the end-user view is to log into the "Foundation Hosted" link as the end user. This will show default options for end users. Epic aims to allow the highest configurability for end users. If the configuration is possible, it likely is already a default option. Look for more information about the foundation-hosted environment in the next few months.

Additional UserWeb Help

» For any issues or questions related to your UserWeb account, please email **userwebaccounts@epic.com.**

» Additional How To's are scattered throughout the UserWeb. When in doubt, search for your question.