



MEMORANDUM

To: Valued Catholic Health Medical Staff Colleagues

From: Michael Gough, M.D.
President, Medical Staff

Date: September 23, 2020

RE: Delinquent Medical Records and the Epic Electronic Health Record

Catholic Health will go-live using the Epic electronic health record on November 1, 2020. Our medical staff bylaws require us to complete and sign all orders, discharge summaries, and procedure reports, within 30 days. Failure to do so results in suspension of medical staff privileges until those reports are completed. We are committed to highest standards for quality and patient safety at Catholic Health, and every day we strive for care at the bedside that reflects that commitment. The timely completion of documentation is critical for patient safety, and our medical staff, medical staff leadership, VPMA's, Health Information Management professionals, and department chairs have worked together diligently over the years to ensure we meet these requirements. That diligent teamwork will continue, and will be more efficient after we transition to Epic.

In anticipation of our transition to Epic, it is essential that all outstanding delinquencies in the Sorian electronic health record are completed by SATURDAY OCTOBER 31st, 2020.

The Epic EHR allows for functional remote access across multiple devices (i.e. computers, tablets, and smartphones), and addressing documentation deficiencies in a timely fashion will be much easier overall compared with our current state workflow. Although we will gain efficiency with Epic, the transition to Epic will present challenges to all of us on the medical staff, and we should all expect a learning curve over the first few months on the new system because of changes to workflows. The provider suspension process for delinquent medical records will also change as follows:

Effective FEBRUARY 1, 2021 any provider who has delinquent records greater than 30 days will be locked out of any other activities in Epic until the delinquency is addressed/completed.

In the case of an order, when you login, you'll be routed to the order to sign or address it, and full access will be restored after doing so. In the case of a delinquent document, such as a discharge summary or operative report, you'll be routed to the patient's chart and required to complete the documentation before other patient care activities within Epic can be completed.

I encourage all to continue to participate actively assigned Epic training activities, and I hope you share my enthusiasm for the excellent care we will continue to provide our Western NY community using this powerful tool. Thank you for all you do.

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