

# MORNING CMO REPORT

02.26.2014

**FROM THE DESK OF:**

Anthony P. Weiss, MD, Chief Medical Officer,  
Associate Dean for Clinical Affairs,  
Upstate University Hospital



## EPIC Update

### EPIC Update Advisory

### Patients' Rights to Access Lab Reports Informational

As we gear up for EPIC this weekend, I wanted to ensure physicians are aware of the escalation plan to manage potential problems or concerns as they arise:

1. If you need help, the first step is to seek out an on-unit support staff member who will be available to assist "at the elbow." Look for orange vests on every unit of the hospital; they will be present in abundance.
2. Should this be inadequate, you can call into the Command Center at extension 4-1515, 24/7.
3. For major concerns, reach out to Dr. Neal Seidberg through email or contact him by calling the Command Center.
4. For more extended training or review, there will be a Physician Resource Room accessible on the 8<sup>th</sup> floor, North Wing, UH, room 8122. There will be a Certified Trainer in the Resource Room waiting to support you.
5. For those departments with their own Super Users, please deploy them to help your area as you see fit.

There will be daily clinical calls for hospital leadership as a means of providing immediate awareness of potential problems. Dr. Seidberg and I will be on these calls and will update you on progress throughout the week.

Please note, Dr. Seidberg will be conducting training sessions 7:00-8:00 pm in the Main Auditorium WSK on 2 consecutive nights:

Wednesday, February 26 for Medicine style documentation

Thursday, February 27 for Surgery and Prodeduralists documentation

All physicians are also welcome to take a break in the "Oasis" on the 12<sup>th</sup> floor, Performance Center. Refreshments and snacks will be available throughout the weekend.

In all, the importance of maintaining a positive patient care environment cannot be overemphasized, even as concerns arise related to the documentation system. Please do not allow the emotions associated with the information technology to carry over into negative interactions with patients. Please channel these concerns through appropriate routes so we can learn from these experiences.

### Action Needed:

Please communicate above information to all Providers affiliated with the areas checked below

### Area(s) Effected:

	Downtown	Community
Ambulatory		
Emergency Department		
Inpatient	✓	✓
Operating Room		

### Category:

	Downtown	Community
Clinical Practice	✓	✓
Compliance, Policy &/or Regulation		
Education		
IT	✓	✓
Privacy		

**ALERT**-Highest priority emergency communication; warrants immediate action or attention by the recipient.

**HIGH ADVISORY**-High priority does not warrant immediate action but recipients should be aware.

**ADVISORY**-Provides very important information for a specific incident or situation that does not require immediate action.

**UPDATES TO ALERTS AND ADVISORIES**-Provides updated information regarding an incident or situation; unlikely to require immediate action.

**INFORMATIONAL MESSAGE**-Provides timely information, important for review or serves as a reminder for an action that should be taken.

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**UPSTATE**  
UNIVERSITY HOSPITAL

## Patients' Right to Access Lab Test Reports

### EPIC Update Advisory

### Patients' Rights to Access Lab Reports Informational

As part of an ongoing effort to empower patients to be informed partners with their healthcare providers, DHHS passed regulations on February 6, 2014, giving patients or a person designated by the patient the right to directly access the patient's completed laboratory test report. The final rule allows laboratories to give a patient, or his/her personal representative, access to the patient's completed test report upon request of the patient. While patients may continue to get access to their laboratory test results from their providers, these changes now give patients the option to obtain their test results directly from the laboratory, including sensitive and complex test results. Of note, is that access to test results is not predicated upon whether or not the ordering provider has reviewed the test results. In most cases, copies must be given to the patient within 30 days of his/her request.

Contact Cindy Nappa, Privacy Officer, at 4-6135 or [nappac@upstate.edu](mailto:nappac@upstate.edu) for further information.

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### Area(s) Effected:

	Downtown	Community
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Inpatient	✓	✓
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